If you have a slow internet connection, or if you wish to read this manual offline, then you can download it in a **PDF format**.

Please note that from the 20th of November 2017, the new version 2.5 of e-Calls PROSPECT is available. Please consult the **Release Note** to see the changes.

**Retrieving applicant data:** If you encounter an error when trying to directly download the files attached to an Applicant’s e-Calls PADOR Offline Form, please first right-click with your mouse on the document link in the form, then save it on your computer before viewing it.

### Table of Contents

- **Document History**
- **1. Introduction to e-Calls PROSPECT**
  - 1.1 Introduction
  - 1.2 Login to e-Calls PROSPECT
  - 1.3 Presentation of the Menus and Tabs
    - 1.3.1 My Approval Requests
    - 1.3.2 My User Settings
      - 1.3.2.1 Defining User Settings
      - 1.3.2.2 Check the Signature Properties
  - 1.4 Searching and Viewing an Existing Call
- **1.5 Call Statistics**
- **2. Creation of a Call in e-Calls PROSPECT**
  - 2.1 User Roles in Calls
  - 2.2 Creating a Call for Proposals
    - 2.2.1 Call Creation - New Call for Proposals (Call Types and Procedures)
      - 2.2.1.1 Action Grant / Operating grant Direct Management - with evaluation
      - 2.2.1.2 Action Grant / Operating grant Indirect Management - publication only
      - 2.2.1.3 Twinning Action Grant - publication only
    - 2.2.2 Call Creation - Copy Existing Call Settings
  - 2.3 Step-By-Step Creation of a Call
    - 2.3.1 Call Creation - General Tab
    - 2.3.2 Call Creation - Call Settings Tab
    - 2.3.3 Call Creation - Lots Tab
      - 2.3.3.1 Add a Lot
      - 2.3.3.2 Define the Lot Settings
      - 2.3.3.3 Edit a Lot
      - 2.3.3.4 Delete a Lot
    - 2.3.4 Call Creation - Grids Tab
      - 2.3.4.1 Standard Opening and Administrative Check Grids (OAC)
        - 2.3.4.1.1 Settings in Criteria
        - 2.3.4.1.2 Add, Edit, Reorder or Delete Criteria (OAC)
      - 2.3.4.2 Concept Note Evaluation (CN)
        - 2.3.4.2.1 Modify the Concept Note Evaluation Grid
      - 2.3.4.2.2 Add, Edit, Reorder or Delete a Section and Criteria (TEC)
    - 2.3.4.3 Standard Eligibility Grid (EL)
      - 2.3.4.3.1 Modify the Eligibility Grid
3. Editing a Call in e-Calls PROSPECT

3.1 Edit a Call – After Publication
   - 3.1.1 Modifying a Published Call
   - 3.1.2 Uploading Additional Documents

3.2 Cancel a Modification
3.3 Send an Approval Request
3.4 Approve or Reject a Request (Verifying Agent or Chairperson)
   - 3.4.1 Approve Request
   - 3.4.2 Return Request for Corrections
   - 3.4.3 Reject/Send Back a Request, or Reset

3.5 Absence of Approver (Acts on Behalf)

4. Cancelling a Call in e-Calls PROSPECT

4.1 Cancel a Call – After Publication
4.2 Request for Cancellation
4.3 Approve or Reject a Cancellation Request (Verifying Agent or Chairperson)
4.4 Absence of Approver (Acts on Behalf)

5. Evaluation of a Call in e-Calls PROSPECT

5.1 The Users Involved and their Substitutes
5.2 Find a Call and View the Evaluation Settings
5.3 Define the Evaluation Settings
5.4 Define the Persons in Charge
   - 5.4.1 Define the Evaluation Committee and Other Persons in Charge
   - 5.4.2 Add or Delete a Person in Charge
   - 5.4.3 Add or Delete a Substitute
5.5 Define the Assessors and Set the Deadlines
   - 5.5.1 Set the Number of Assessments per Step (CN/FA)
   - 5.5.2 Set the Deadlines for Performing Evaluations
   - 5.5.3 Edit the Deadlines for Performing Evaluations
   - 5.5.4 Define the Assessment Team
     - 5.5.4.1 The Evaluation Committee as Assessor
     - 5.5.4.2 Voting Members or Internal Assessors
     - 5.5.4.3 External Assessors
     - 5.5.4.4 Delegations and Directorates as Assessors
   - 5.5.5 Copy Assessors and Deadlines from Previous Steps or Lots
   - 5.5.6 Allocate Proposals to Internal Assessors or Delegations
     - 5.5.6.1 Allocate Proposals to Internal Assessors
     - 5.5.6.2 Allocate Proposals to a Delegation
     - 5.5.6.3 Allocate Proposals for Re-Evaluation and View-Only
   - 5.5.7 Modify the Assessment Team
5.6. Encode Proposals Received Offline (Acts on behalf)
   - 5.6.1 From My Calls List
   - 5.6.2 From Call Level
5.7 Perform the Evaluations
   - 5.7.1 Restricted Call for Proposals
     - 5.7.1.1 First Opening, Administrative Check and Concept Note Evaluation
     - 5.7.1.2 First Opening Administrative Check – OAC1
     - 5.7.1.3 Encoding the Results and Setting the Status
     - 5.7.1.4 Overdue or Ineligible Proposal Setting
     - 5.7.1.5 Exporting OAC Data
   - 5.7.2 Perform the Concept Note Evaluation
     - 5.7.2.1 Encode Scores and Comments
     - 5.7.2.2 Re-Evaluate a Proposal
     - 5.7.2.3 Set the Final Status of Applications (Manual or Automatic)
     - 5.7.2.4 Export Concept Note Data
     - 5.7.2.5 Rank Applications
     - 5.7.2.6 Take Over an Evaluation
     - 5.7.2.7 Evaluations After the Deadline
   - 5.7.3 Prepare the Evaluation Report
     - 5.7.3.1 Generate the Report Online
     - 5.7.3.2 The Signed Report
     - 5.7.3.3 Upload an Addendum to the Report
• 5.7.4 Prepare the Letters
  • 5.7.4.1 Check the Letter Templates (Standard Templates from PRAG)
    • 5.7.4.1.1 Replace a Standard Template
  • 5.7.4.2 Generate the Letters Online
    • 5.7.4.2.1 Replace a Letter Automatically Generated
  • 5.7.4.3 Prepare the PDF Letters
  • 5.7.4.4 Send the Letters
    • 5.7.4.4.1 Letters to Applicants that Submitted Offline
  • 5.7.4.5 Send the Letters Offline
    • 5.7.4.5.1 Re-send One or More Letters
    • 5.7.4.5.2 Re-send Letters for Proposals Received Offline
  • 5.7.5 Second Opening and Administrative Check (OAC2) and Full Application Evaluation
    • 5.7.5.1 Perform the Second Administrative Check
    • 5.7.5.2. Perform the Full Application Evaluation
      • 5.7.5.2.1 Encode scores and comments
    • 5.7.5.3 Re-evaluate a Proposal
    • 5.7.5.4 Set the Final Status of Applications (Manual or Automatic)
    • 5.7.5.5 Export Full Application Data
  • 5.7.6 Prepare the Evaluation Report
    • 5.7.6.1 Generate the Report Online
    • 5.7.6.2 The Signed Report
    • 5.7.6.3 Upload an Addendum to the Report
  • 5.7.7 Prepare the Letters
  • 5.8 Send Back Evaluations Performed by External Assessors
  • 5.9 After Evaluation – Grant Contract Award Publication

• 6. Configure e-Calls PROSPECT (Business Administrator)
  • 6.1 Manage the Criteria Repository
    • 6.1.1 Add a Criterion
    • 6.1.2 Edit a Criterion
    • 6.1.3 Deactivate or Reactivate a Criterion
    • 6.1.4 Delete a Criterion
  • 6.2 Setting the Call Type in e-Calls PROSPECT
    • 6.2.1 Create a Call Type

• 7. Help for e-Calls PROSPECT
  • 7.1 New Requests for Support
  • 7.2 Follow-up on Existing Support Requests
1. Introduction

1.1 Introduction

This manual will guide you in the process of creating and publishing calls in e-Calls PROSPECT, as well as in evaluating the proposals received for published calls.

The e-Calls PROSPECT application can be used in all browsers. A spell check is however available in all the application screens if you connect in Mozilla Firefox.

Please note that if you need to contact the Support Team (detailed in Chapter 7 - Help for e-Calls PROSPECT), your request will be treated in priority if it is in one of the active languages of the team – English, French, or Spanish.

1.2 Login to e-Calls PROSPECT

Use your EU Login credentials to connect to e-Calls PROSPECT application:

![e-Calls PROSPECT](image-url)
Click on “Sign in”, and the main e-Calls PROSPECT page will be displayed.

The e-Calls PROSPECT application is available in two languages: English and French. You can change the language either from the language selection field at the top right-hand side of the page, or on the 'My user settings' page (link in the main left menu in the 'e-Calls PROSPECT' menu section).

To log out from the application, click the "Log me out" button

Log me out

at the bottom of the main left menu.
1.3 Presentation of the Menus and Tabs

The main menu displayed on the left side of the screen is the main tool for the navigation throughout e-Calls PROSPECT.

Every main menu item is a link to a specific page of e-Calls PROSPECT. If you click on a menu item, you are automatically directed to the requested page.

- **My Calls** – This page presents all the calls in which you are involved in some way (Chairperson, Initiating Agent, Secretary, Verifying Agent, Substitutes etc.);
- **My Approval Requests** – See section below;
- **My Notifications** – This page displays all the notifications you received in e-Calls PROSPECT (concerning the calls you created or for which you are responsible);
- **My User Settings** – See section below;
- **Create Call for Proposals** – This section allows you to create a new call (only for Initiating Agents);
- **Call Search** – This page allows you to search for an existing call;
- **Call Statistics** – This page will allow you to view the statistics for a specific call;
- **Online Support** – This section allows you to directly contact the IT Support Team in the case of technical issues;
- **How to use PROSPECT** – This page contains links to the DEVCO's Knowledge Base, e-Calls PROSPECT User Manuals, e-Learnings and videos;
- **e-Calls PADOR** – Registration of the Applicant in e-Calls PADOR application.

1.3.1 My Approval Requests

This section displays all the requests for approval that have been sent to you. Approval is requested in the following cases:

- When publishing a new call;
- When cancelling a call;
- When a call is modified after its publication;
- When modifying the assessors and deadlines of a call (in the ‘Evaluation Preparation’ ‘Assessors and deadlines’ tab);
- When letters have to be sent to the applicants.

1.3.2 My User Settings

You can define your personal user settings via the "My user settings" link in the ‘e-Calls PROSPECT’ main left menu section.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature picture</td>
<td>Please note that the &quot;Signature picture&quot; field is only accessible to the user who has a Chairperson/AOSD role (signature of letters). Please see Chapter 2.1 - User Roles in Calls for the complete overview of user roles and responsibilities.</td>
</tr>
</tbody>
</table>

1.3.2.1 Defining User Settings

You can define the following settings for your profile.
<table>
<thead>
<tr>
<th><strong>Language</strong></th>
<th>Select your preferred language for working with e-Calls PROSPECT. The default value is English.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Receive e-mail notifications</strong></td>
<td>This box is checked by default; you can uncheck it if you do not wish to receive an e-mail for each e-Calls PROSPECT notification.</td>
</tr>
<tr>
<td><strong>E-mail address</strong></td>
<td>Enter the e-mail address where you wish to receive the notifications. By default, this is the e-mail associated to your EU Login account.</td>
</tr>
<tr>
<td><strong>Signature picture</strong></td>
<td>Use the Browse button to upload a file containing a picture of your signature. This signature picture will be inserted into generated letters, therefore please refer to the section below for the standard signature format.</td>
</tr>
</tbody>
</table>

### 1.3.2.2 Check the Signature Properties

To insure that the signature fits well on the letters sent to the applicants, please make sure that the format and size are correct:

1. Scan your signature. If your scanner gives you a file format option, please select the file format JPEG or JPG (.jpeg, .jpg). Please note that if your only option is a PDF (.pdf) format, then once you scanned your signature, open the PDF file and use a “Snipping Tool” from your installed applications to select your signature and save it in a JPEG format.

2. Click on the “Start” button of your computer and select Microsoft Paint from your installed applications.

3. In Microsoft Paint, browse for your signature file and open it. The file format is already displayed next to its name. If it is not in a JPEG format, click on “Save as” and save the file as a JPEG format.

4. In Microsoft Paint, click on the main menu and select “Properties”. 
5. A pop-up window will display the file information.
6. To ensure that the signature fits well in the letters, please make sure that the size is between the following values (change them if required, then click on the "OK" button).

- Width: 100 to 200
- Height: 75 to 150

1.4 Searching and Viewing an Existing Call

The call search mechanism is based on the possibility of using several search criteria to search for a specific call.

Click on the "Call search" link on the left-hand side of the screen, in the 'Calls' section of the main left menu.

The following search criteria options are available under the 'Search for a call' section.

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call N°/Pub. ref.</td>
<td>Enter the reference number of the call (without the lot number).</td>
</tr>
<tr>
<td>Call title/Project title</td>
<td>Enter the title of the required call.</td>
</tr>
<tr>
<td>Description</td>
<td>Enter the description of the call.</td>
</tr>
<tr>
<td>Languages</td>
<td>Select the call publication language(s).</td>
</tr>
<tr>
<td>Program</td>
<td>Select the program of the call.</td>
</tr>
<tr>
<td>Contact person</td>
<td>Select the contact person for the call.</td>
</tr>
</tbody>
</table>
1.5 Call Statistics

The e-Calls PROSPECT system allows you to view statistics for the published calls – including the number of applications in each status (including draft), evaluation progress, per lot and per step, and an overview and count of contracts signed as a result of the calls.

To access this feature, select the "Call statistics" option in the main left menu. Enter the call reference into the available input field, and then click the "Search" button.

Alternatively, you can click on the "Statistics"

button corresponding to the required call in the last column of the table on the 'My calls' page (main left menu link).
<table>
<thead>
<tr>
<th>Call</th>
<th>Title</th>
<th>Pub. only</th>
<th>Domain</th>
<th>Geographical zone</th>
<th>Publication date</th>
<th>Submission deadline</th>
<th>Status</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>150814</td>
<td>Test ACC</td>
<td>Yes</td>
<td>CARDS (NEAR), ...</td>
<td>Central America</td>
<td>20/11/2017 15:55</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150807</td>
<td>Test Twinning</td>
<td>Yes</td>
<td>European Neig...</td>
<td>Luxembourg</td>
<td>20/11/2017 15:45</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150805</td>
<td>Action grant Indir...</td>
<td>Yes</td>
<td>Bananas</td>
<td>Afghanistan</td>
<td>20/11/2017 15:35</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150796</td>
<td>Twinning manual 2</td>
<td>Yes</td>
<td>European Neig...</td>
<td>East Africa Region</td>
<td>20/11/2017 14:28</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150774</td>
<td>Open call with lots</td>
<td>No</td>
<td>ORIS, Sugar</td>
<td>Canada</td>
<td>20/11/2017 12:00</td>
<td>N/A</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>150760</td>
<td>Test Aso Acc 2nd 1</td>
<td>Yes</td>
<td>Civil Society org...</td>
<td>East Africa Region</td>
<td>20/11/2017 11:45</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150761</td>
<td>Test Aso Acc 2nd 2</td>
<td>Yes</td>
<td>Pre-accession I...</td>
<td>West Africa Region</td>
<td>20/11/2017 11:50</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150762</td>
<td>Test Aso i Indirect</td>
<td>Yes</td>
<td>Bananas</td>
<td>EU Europe</td>
<td>20/11/2017 11:30</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>150760</td>
<td>Eval rest with lots</td>
<td>No</td>
<td>ADMINISTRATIV...</td>
<td>Asia</td>
<td>20/11/2017 11:30</td>
<td>N/A</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>150759</td>
<td>Twinning test Dalla</td>
<td>Yes</td>
<td>European Neig...</td>
<td>All Countries</td>
<td>20/11/2017 11:23</td>
<td>N/A</td>
<td>Published</td>
<td></td>
</tr>
</tbody>
</table>

A new browser tab will open upon selection.
The call statistics page is divided into three sections, displaying data on different call dimensions:

1. **Timeline** – This section shows the date and time for the call life cycle (i.e., when the call was first drafted when the Initiating Agent first submitted the call by selecting the "Continue" button in the 'General' tab of the call), call publication, CN deadline and sending of the letters (approval by the Chairperson or equivalent role), FA deadline and sending of the letters, sending of the eligibility letters). The date and time for evaluation steps that have not been reached is empty.

2. **Submission Progress** – This section shows the number of applications that have already been started, submitted by the applicant, and which applications have been accepted per evaluation step. For the call steps that have not been reached, the number is 0.

3. **Evaluation progress** – This section shows an overview on the per step evaluation progress of the call (First Administrative Check, Concept Note Evaluation (not applicable for open calls), Full Application Evaluation and Eligibility check) that include assessments per step and per lot, assessor type and progress bars (started, in progress, or submitted). Please note that an "Export all" button is available on this page – when clicked, an Excel file is automatically sent to your e-mail address containing all the statistics data of the call.
If you wish to view statistics for a different call, you can either go back to the "Call statistics" link in the main left menu, or enter the new call reference in the "Statistics for call" field at the top of the page in the current browser tab, and then click on "Search" button.

Statistics for Call: 150237

Title: Call 53 - rest with lots - ELG eval.
Status: Under eval. (EL)

The data for the searched call will then be displayed.

Related Pages

Chapter 2 - Create a Call in e-Calls PROSPECT

Chapter 7 - Help for e-Calls PROSPECT

All chapters

Chapter 2 - Creation of a Call in e-Calls PROSPECT

e-Calls PROSPECT User Manual > 2. Creation of a Call in e-Calls PROSPECT

Table of Contents

- 2. Creation of a Call in e-Calls PROSPECT
  - 2.1 User Roles in Calls
  - 2.2 Creating a Call for Proposals
    - 2.2.1 Call Creation - New Call for Proposals (Call Types and Procedures)
      - 2.2.1.1 Action Grant / Operating grant Direct Management - with evaluation
      - 2.2.1.2 Action Grant / Operating grant Indirect Management - publication only
      - 2.2.1.3 Twinning Action Grant - publication only
    - 2.2.2 Call Creation - Copy Existing Call Settings
  - 2.3 Step-By-Step Creation of a Call
    - 2.3.1 Call Creation - General Tab
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    - 2.3.3 Call Creation - Lots Tab
      - 2.3.3.1 Add a Lot
      - 2.3.3.2 Define the Lot Settings
      - 2.3.3.3 Edit a Lot
      - 2.3.3.4 Delete a Lot
    - 2.3.4 Call Creation - Grids Tab
      - 2.3.4.1 Standard Opening and Administrative Check Grids (OAC)
        - 2.3.4.1.1 Settings in Criteria
        - 2.3.4.1.2 Add, Edit, Reorder or Delete Criteria (OAC)
      - 2.3.4.2 Concept Note Evaluation (CN)
        - 2.3.4.2.1 Modify the Concept Note Evaluation Grid
        - 2.3.4.2.2 Add, Edit, Reorder or Delete a Section and Criteria (TEC)
      - 2.3.4.3 Standard Eligibility Grid (EL)
        - 2.3.4.3.1 Modify the Eligibility Grid
        - 2.3.4.3.2 Add, Edit, Reorder, or Delete Criteria (ELG)
    - 2.3.5 Call Creation – Documents Tab
2. Creation of a Call in e-Calls PROSPECT

**Important Note:** The system times-out every 30 minutes. Please remember to therefore save your work frequently. Any unsaved work is lost if you are inactive for more than 30 consecutive minutes.

### 2.1 User Roles in Calls

The users in the table below play a role in the creation, management, evaluation and configuring of Calls for Proposals.

Please take important note of these roles as they define who does what and when for Calls in e-Calls PROSPECT.

<table>
<thead>
<tr>
<th>Actor</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Administrator</td>
<td>Configures the call types.</td>
</tr>
<tr>
<td></td>
<td>Has view-only access on calls.</td>
</tr>
<tr>
<td>Initiating Agent (IA) (*)</td>
<td>Creates, edits, views and deletes calls.</td>
</tr>
<tr>
<td></td>
<td>Requests publication and cancellation of a call.</td>
</tr>
<tr>
<td></td>
<td>Defines the 'Persons in Charge' and the 'Assessors and deadlines'.</td>
</tr>
<tr>
<td>Verifying Agent (VA) (*)</td>
<td>Gives approvals when there is no Chairperson defined for the call</td>
</tr>
<tr>
<td></td>
<td>(for publication, cancellation, modification after publication).</td>
</tr>
<tr>
<td></td>
<td>Has view-only access on calls.</td>
</tr>
<tr>
<td>Secretary (or Substitute) (*)</td>
<td>Edits, views and deletes calls.</td>
</tr>
<tr>
<td>Administrative Agent</td>
<td>Requests publication and cancellation of a call.</td>
</tr>
<tr>
<td></td>
<td>Defines the 'Persons in Charge' and the 'Assessors and deadlines'.</td>
</tr>
<tr>
<td></td>
<td>Requests approval for changes in the 'Assessors and deadlines'.</td>
</tr>
<tr>
<td></td>
<td>Requests approval for sending the letters.</td>
</tr>
<tr>
<td></td>
<td>Submits applications on behalf.</td>
</tr>
<tr>
<td></td>
<td>Views applications and evaluations.</td>
</tr>
<tr>
<td></td>
<td>Performs and edits evaluations and re-evaluations, finalize evaluations.</td>
</tr>
<tr>
<td></td>
<td>Sends back evaluations to the external company.</td>
</tr>
</tbody>
</table>

**Exception:** The Administrative Agent cannot modify the 'Persons in Charge', neither the 'Assessors and deadlines', nor request any approval.

<table>
<thead>
<tr>
<th>Chairperson (or Substitute) (*)</th>
<th>Same as the Secretary, plus gives the approval to requests for call publication, call cancellation, call modification after publication, setting the persons in charge and the Assessors and deadlines, and signs and approves the sending of letters.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorizing Officer by Sub-Delegation (AOSD)</td>
<td>Has view-only access on calls assigned to them, as well as on related applications and evaluations, and signs and approves the sending of letters.</td>
</tr>
</tbody>
</table>
### Voting Member

- Has view-only access on calls.
- Submits applications on behalf, view applications and evaluations.
- Performs and edits evaluations, can be assigned to re-evaluation.

### Internal Assessor

- Has view-only access on calls.
- Performs and edits assigned evaluations, can be assigned to re-evaluation.

### Delegation Assessor

- Has view-only access on calls.
- Performs and edits assigned evaluations.

### View Agent

- Has view-only access on calls and evaluations of applications.

### Contracting Service

- Unit or Delegation that is assigned for the management of the contract for a specific application. The assignment takes place in the Eligibility grid for Accepted applications.
- A user from this group has view access on calls.
- A user from this group has view-only access to assessments of applications where the actor is defined as contracting service (at Eligibility).

### Observer

- This actor has no active role in the evaluation process, but appears in the evaluation report.
- This actor has access to e-Calls PROSPECT as any EC user.

### External assessors

- **Resource Manager**
  - Defines the Assessment Team and sets the Team Leader(s) by assigned call.

- **Team Leader**
  - Manages the internal deadlines and assigns External Assessors for evaluation.
  - Reviews evaluations submitted by the External Assessors and submits them to EC.

- **External Assessor**
  - View-only access to applications to evaluate.
  - Encodes evaluation.

(*) Any user with the same role and from the same delegation/unit can act as the originally assigned user.

Please note that only users with an Initiating Agent (IA) role can create calls in e-Calls PROSPECT.

### 2.2 Creating a Call for Proposals

There are two options for creating a Call in e-Calls PROSPECT:

1. Creating a new Call for proposals, or
2. Creating a Call by copying the settings of an existing Call.

From the e-Calls PROSPECT main page, select the "Create call for proposals" link in the main left menu.
A pop-up window is displayed, allowing you to choose between the two call creation options.

2.2.1 Call Creation - New Call for Proposals (Call Types and Procedures)

What is a Call Type? Calls are created based on pre-set Call Types set by the Business Administrator. These pre-set Call Types will determine a set base configuration for the call (i.e. Type of call, evaluation grids, document types, and standard letters and reports templates). When you create a call of a specific call type, the call inherits from the call type configuration. This means that any modification of the call type configuration that is made after the call has been created will not be transferred to the call. When selecting the "Create a new call for proposals" call creation option, the 'Create a call using existing call types' pop-up window will display.

The Business Administrator therefore maintains the available Call Types. This manual covers the Call Types regarded as standard, with their call creation procedures:

1. Action grant / Operating grant direct management - with evaluation
2. Action grant / Operating grant indirect management - publication only
3. Twinning action grant - publication only

Each of the standard Call Types can be selected here. No Call Type is selected by default.

A Procedure will need to be selected from the "Procedure" select option field for the Call. This Procedure determines the possible structure of the call.

The procedures are the following:

- Restricted Procedure - There is a Concept Note step before the Full Application step.
- Open Procedure - There is no Concept Note before the Full Application.
- None - The number of steps is not relevant. This is valid only for Twinning Action Grants.

Please note that the settings for the Call Type cannot be changed after the Call has been created.
For each Call Type there will also be an “Award Procedure”, which you will also need to select (unless there is only one possible setting). The Award Procedure is for use in the contracting phase where it can be changed.

The selection of a specific Call Type will modify the appearance of the pop-up with the inclusion of additional applicable fields. The specific Call Type selections and additional fields are covered in the following sections.

2.2.1.1 Action Grant / Operating grant Direct Management - with evaluation

The following pop-up will appear on the selection of the “Action grant / Operating grant direct management - with evaluation” option in the “Type of call” field.

The following additional fields will appear:

- **Nature**
  Drop-down menu allowing one of the following to be selected:
  - ACT (Action Grant) *(by default)*
  - FPA (Framework Partnership Agreement)
  - OPR (Operating Grant)

- **Procedure**
  Drop-down menu allowing one of the following to be selected:
  - Restricted *(by default)*
  - Open

- **Award procedure**
  Shows the award procedure according to the selected **Procedure**:
  - (FR2012) Restricted Call for proposals (art. 189 RAP) *(when the Procedure is set to Restricted)*
  - (FR2012) Open Call for proposals (art. 189 RAP) *(when the Procedure is set to Open)*

- **Management mode**
  Drop-down menu allowing one of the following to be selected:
  - Direct Management – Headquarter *(The Call will be managed by EC Headquarters in Brussels)* *(by default)*
  - Direct Management – Delegations *(The Call will be managed by the relevant EC Delegation)*

- **Lots**
  Radio buttons allowing one of the following to be selected:
  - With lots
  - Without lot *(by default)*

A summary of your selections is shown for confirmation in a pop-up when you click the “OK” button.
2.2.1.2 Action Grant / Operating grant Indirect Management - publication only

The following pop-up will appear on the selection of the "Action grant / Operating grant indirect management – publication only" option in the "Type of call" field.

The following additional fields will appear:

- **Nature**
  - ACT (Action Grant)
  - FPA (Framework Partnership Agreement)
  - OPR (Operating Grant)

- **Procedure**
  - Restricted (by default)
- Open

- **Award procedure**
  Shows the award procedure according to the selected **Procedure**:
  - (FR2012) Restricted Call for proposals (art. 189 RAP) *(by default)*
  - (FR2012) Open Call for proposals (art. 189 RAP)

- **Management mode**
  Drop-down menu allowing one of the following to be selected:
  - Indirect management by third countries with publication by Headquarters (The Call will be externally managed and published by EC Headquarters in Brussels) *(by default)*
  - Indirect management by third countries with publication by Delegation (The Call will be externally managed and published by the relevant EC Delegation)

- **Lots**
  Radio buttons allowing one of the following to be selected:
  - With lots
  - Without lot *(by default)*

A summary of your selections is shown for confirmation in a pop-up when you click the “OK” button as illustrated in Chapter 2.2.1.1 Action Grant / Operating grant Direct Management - with evaluation above.

**2.2.1.3 Twinning Action Grant - publication only**

The following pop-up will appear on the selection of the “Twinning action grant – publication only” option in the “Type of call” field.

![Create a call using existing call types](chart)

The following additional fields will appear:

- **Nature**
  Shows:
  - ACT (Action Grant)

- **Procedure**
  Shows:
  - None

- **Award procedure**
  Shows:
  - (FR2012) Open Call for proposals (art. 189 RAP) *(derogation required)*

- **Management mode**
  Drop-down allowing one of the following to be selected:
- Direct Management – Delegations (The Call will be managed by the relevant EC Delegation)

- Indirect management by third countries with publication by Delegation (The Call will be externally managed and published by the relevant EC Delegation)

• Lots
  Shows:
  - Without lots

A summary of your selections is shown for confirmation in a popup when you click the "OK" button as illustrated in Chapter 2.2.1.1 Action Grant / Operating grant Direct Management - with evaluation above.

2.2.2 Call Creation - Copy Existing Call Settings

The pop-up will expand when selecting the call creation option "Copy the settings of a call existing in e-Calls PROSPECT". In the additional "Call N°" field, you can enter the existing Call number, and then click on the "Search" button.

![Create call for proposals](image)

The system will indicate in the same pop-up, the title of the call found, and by clicking on the "OK" button, the system will automatically create the specified call with the same procedure type and lot possibilities.

![Create call for proposals](image)

Please note that an error message will appear if a Call is not found that corresponds to the call number inserted in the search input field. This is also the case if the call reference corresponds to a call created with a Call Type that is no longer active.

The Call is created in a draft version (call status: Draft). After the completion of the draft, the validation for publication is done by clicking the "Check" button in the 'Approval | Delete Draft' tab. When you first save a call, a banner is displayed reminding you to send the draft call for approval by using the 'Approval | Delete Draft' tab. The draft call can also be deleted, or checked for errors before publication via the same 'Approval | Delete Draft' tab.
2.3 Step-By-Step Creation of a Call

After you have selected the basis on which to create a call – completely new or new from an existing call (see Chapter 2.2 – Creating a Call for Proposals) – the Call Creation page is displayed.

The Call Creation page is divided into Call Creation Tabs dependant on the Call Type:

- **General**
- **Either**,  
  - **Call Settings** (only for a call without lots), or  
  - **Lots** (only for a call with lots - see Chapter 2.3.3 Call Creation - Lots Tab)
- **Grids** (not for Twinning Action Grants)
- **Documents**
- **Approval Delete Draft**
- **Evaluation Preparation**

This section will guide you in completing the required information for a new call.

### 2.3.1 Call Creation - General Tab

**Call: 150841**

**Call status:** Draft

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENERAL</td>
<td></td>
</tr>
<tr>
<td>CALL SETTINGS</td>
<td></td>
</tr>
<tr>
<td>GRIDS</td>
<td></td>
</tr>
<tr>
<td>DOCUMENTS</td>
<td></td>
</tr>
<tr>
<td>APPROVAL</td>
<td>DELETE DRAFT</td>
</tr>
<tr>
<td>EVALUATION PREPARATION</td>
<td></td>
</tr>
</tbody>
</table>

<i>This call is in draft status. To delete this draft or send the call for approval, please continue to the last tab.</i>

<i>You started to create a call. The templates for the call documents are available under "Documents" (click on continue).</i>

#### General Information

- **Call N°**: 150841, the full reference (ex. EuropeAid/123456/...) appears in the Guidelines (Documents tab)
- **Call type**: Action grant direct management with evaluation
- **Call type title**: PRAG 2016
- **Award procedure**: (FR2012) Restricted Call for proposals (art. 189 RAP)
- **Status**: Draft
- **Publication language**: Draft

#### Description

- **Call title**: 

#### Functional mailbox *

- **Functional mailbox**: e.g. abc@ec.europa.eu

#### Confirm functional mailbox *

- **Confirm functional mailbox**: e.g. abc@ec.europa.eu

#### Deadlines

Applicants see a countdown clock (40 days left, 8 hours left, etc.) and will not be able to submit after the deadline. Please avoid deadlines on MONDAY afternoon (the weekly maintenance is on Mondays from 14:00 until 16:00 Brussels time). PROSPECT may be temporarily unavailable. This time zone converter tool helps you convert local to Brussels time (winter or summer).

- **Publication date and time**: Expressed in Brussels time. Please use the time-converter above.
- **Concept note deadline**: Expressed in Brussels time. Please use the time-converter above.
- **Full application deadline**: Expressed in Brussels time. Please use the time-converter above.
- **Supporting documents deadline**: Expressed in Brussels time. Please use the time-converter above.
- **End of reserve list**: Expressed in Brussels time. Please use the time-converter above.
If you selected to create a new call, the following information is required in the 'General' tab:

- **Highlighted fields can be edited.**
- An 'X' shows which fields are relevant per Call Type.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Call Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>General Information section:</strong></td>
<td>Action grant /</td>
</tr>
<tr>
<td></td>
<td>This number is automatically generated by the system once you save the</td>
<td>Operating grant direct management - with</td>
</tr>
<tr>
<td></td>
<td>new call. It is the unique identifier of the call. The call reference is</td>
<td>evaluation</td>
</tr>
<tr>
<td>Call N°</td>
<td>read-only (i.e. you cannot modify it).</td>
<td>Action grant / Operating grant indirect</td>
</tr>
<tr>
<td></td>
<td></td>
<td>management - publication only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Twinning action grants - publication only</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Call type</td>
<td>Action grant / Operating grant direct management - with evaluation; Action</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>grant / Operating grant indirect management - publication only; Twinning</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>action grant – publication only; ...</td>
<td>X</td>
</tr>
</tbody>
</table>

Deviations and prior approvals must be registered in [CRIS](#).
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call type title</td>
<td>Title of the call type, as defined by the Business Administrator. Example: PRAG 2016</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Award procedure</td>
<td>This field displays the name of the previously selected award procedure.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Status</td>
<td>This is the call status. When you first create the call, the status is &quot;draft&quot;. You cannot modify the call status manually.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Publication language</td>
<td>The publication language is English by default. To add a new language, click on the &quot;Add language&quot; button. A list with all EC language codes will allow you to select the language you wish to add. You may also delete languages from the list, but at least one language has to be indicated for the call.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Call title</td>
<td>Enter the title of the call for each call language indicated. This title will be visible on the EuropeAid publication website.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Description</td>
<td>Enter the call description (in one of the publication languages indicated above).</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Twinning type</td>
<td>Select between &quot;Standard Twinning&quot; and &quot;Light Twinning&quot;.</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Beneficiary administration</td>
<td>Enter the name of the Public Administration of the Twinning beneficiary or partner country.</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Functional mailbox</td>
<td>Enter the functional mailbox for the Call – this is the mailbox where you wish to receive any requests for information concerning this particular call.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Confirm functional mailbox</td>
<td>Re-enter the functional mailbox for the Call.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Postal address</strong></td>
<td>Enter the postal address for the Call – this is the address where you wish to receive applications to this call.</td>
<td>-</td>
<td>X</td>
<td>-</td>
</tr>
</tbody>
</table>

**Deadlines section:**

Please note that only the Publication Date, and Concept Note Deadline (restricted call procedure) or Full Application Deadline (Open call procedure), are required when you create the call. You may enter the other dates later.

| **Publication date and time** | Select the call publication date and time. The accepted format is DD/MM/YYYY HH:MM. | X | X | X |
| **Concept note deadline** | Select the deadline for submitting the Concept Note (for Restricted calls only). The accepted format is DD/MM/YYYY HH:MM. | X | X | - |
| **Full application deadline** | Select the deadline for submitting the Full Application (for Restricted and Open calls). This deadline is not required on the call creation for restricted calls - you may therefore enter it later. The accepted format is DD/MM/YYYY HH:MM. | X | X | X |
| **Submission deadline** | Select the deadline for submitting the proposal. The accepted format is DD/MM/YYYY HH:MM. | X | - | - |
| **Supporting documents deadline** | Select the deadline for submitting the supporting documents. This date is used in letters | X | - | - |
| **End of reserve list** | Select the end date for the reserve list | X | - | - |

**Details section:**

| **Management mode** | Shows the "Management mode" of the Call. | X | X | X |
| **Unit / Delegation in charge** | Select the entity[1] in charge of the call by clicking on the search icon. If the call is published by a delegation, a list of delegations is displayed. | X | X | X |

[1] In this context entity: either a Unit or a Delegation.

| **Nature** | Shows the *Nature of the Call.* | X | X | X |
### Call Settings section:

Please note that this section is only for a Call with Lots!

### Provisional budget

Enter the Call’s provisional budget. It must be the total of the provisional budgets defined for each lot.

<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Competent authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Languages of the proposal

The language(s) selected here will appear in the application as the available languages. Letters sent to the applicant must therefore be generated in the selected language.

<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Competent authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Language of letters

This is the language in which the letter sent to the applicant will be generated, in case the letter template does not exist in the language selected as proposal language by the applicant.

<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Competent authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Deviations and prior approvals section:

This section displays the list of deviations and prior approvals related to the Call which have been encoded in CRIS. If there is no deviation or prior approval linked to this Call, or if the Call is not found in CRIS, the list shows "No records available".

Please note that if CRIS is not available, the panel shows "CRIS is currently not available". Deviations need to be encoded in CRIS, e-Calls PROSPECT only offers a view on these deviations.

<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Competent authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Contracting authority

Only appears for a call under indirect management. Enter the public authority or body governed by public law that manages the call.

<table>
<thead>
<tr>
<th>Year</th>
<th>Category</th>
<th>Competent authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>Status</td>
<td>Shows the status of the deviation. The possible statuses are:</td>
<td>X</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>PO (Provisional)</td>
<td>DE (Decided)</td>
<td>EG (Committed)</td>
</tr>
</tbody>
</table>

Persons in charge of the call publication section:

The "Initiating Agent" and "Contact person" fields are filled in by default with the name of the call creator. At least one name has to be specified.

<table>
<thead>
<tr>
<th>Verifying Agent (VA)</th>
<th>Select the person who will approve the call publication.</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>List of Initiating Agents (IA)</th>
<th>Select the person(s) that will manage the call.</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
</table>

| Contact name | Select the person to contact for information on the Call. | X | X | X |

Click on the "Continue" button after you have entered the required data.

### 2.3.2 Call Creation - Call Settings Tab

The 'Call Settings' tab is visible only when the Call is without lots.

For a call with lots, the corresponding data can be found in the tab called 'Lots'.


Enter the following information in the 'Call Settings' tab:

- Highlighted fields can be edited.
- An 'X' shows which fields are relevant per Call Type.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Call Type</th>
</tr>
</thead>
</table>

Fields marked with an asterisk (*) are mandatory.
<table>
<thead>
<tr>
<th>Domain section:</th>
<th>Action grant / Operating grant direct management - with evaluation</th>
<th>Action grant / Operating grant indirect management - publication only</th>
<th>Twinning action grants - publication only</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Decision(s)</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>The decision(s) related to the call can be selected after the Domain is selected. Unless there is a suspensive clause, at least one valid decision has to be specified. To add a new decision, click on the search icon.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Suspensive Clause</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Select this box if the call is published with a suspensive clause before a decision has been approved.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Settings section:</th>
<th>Action grant / Operating grant direct management - with evaluation</th>
<th>Action grant / Operating grant indirect management - publication only</th>
<th>Twinning action grants - publication only</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provisional budget</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Enter the provisional budget in positive numbers (no decimals). The number is formatted automatically by the system (do not add commas or dots manually).</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Currency</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Currently the currency is always in EUR.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Geographical zone</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Select the geographical zone for the call.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Eligible countries as action location</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Select the country(ies) eligible for the action location by clicking on the search icon. Click on the &quot;Insert&quot; button once you have made your selection.</td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td><strong>In-country region(s)</strong></td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>In the input field, you can manually add one or more in-country regions (e.g. &quot;Brussels&quot; could be an in-country region of Belgium).</td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td><strong>Min. action duration (months)</strong></td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>Enter the minimum and maximum action duration (in number of months).</td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td><strong>Max. project duration (months)</strong></td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Enter the maximum project duration (in number of months).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Min. requested EU contribution Max. requested EU contribution</strong></td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>Enter the minimum and maximum EU contribution allowed for implementing the action.</td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
</tbody>
</table>
Min. requested EU contribution as % of total eligible costs

Max. requested EU contribution as % of total eligible costs

Enter the minimum and maximum EU requested funding amount as a percentage (%) of total budget of the action.

For the maximum threshold field (if more than one maximum value is required depending on the organisation type, location etc.), please enter the highest value.

For example: If for European organisations the threshold is 75%, and for the local organisations it is 90%, you have to enter 90%.

Min. number of countries

Enter the minimum number of countries that the action should benefit.

Acceptable variation of the requested EU contribution between CN and FA

Enter the maximum acceptable variation of the requested EU contribution between the Concept Note and the Full Application. The default value is 20% and a warning is displayed if you modify it.

Minimum number of in-country region(s)

Enter the minimum number of in-country regions that have to be added to the Proposition.

Language section:

See the Call settings section of the ‘General’ tab in the section above.

Please note that the settings between the “Eligible countries as action location” and the “Minimum number of in-country region(s)” field detailed in the above table, and in the call, are variable depending on the Administrative Grids.

2.3.3 Call Creation - Lots Tab

All Call Types (see Chapter 2.3.1 Call Creation – New Call for Proposals) except “Twinning action grant – publication only” (without lots only) can be created with or without lots.

Create a call using existing call types
When creating a Call with lots, an additional tab called 'Lots' is visible instead of the 'Call Settings' tab.

The information required in the 'General' tab before the 'Lots' tab is the same as explained in Chapter 2.3.1 Call Creation – General Tab above.

**Important Note:** You will have to add the provisional budget, the accepted languages of the proposals, and the default language for the letters in the 'General' tab. These settings apply to the call in general, and not to a specific lot, so they will apply to all the lots you create.

### 2.3.3.1 Add a Lot

A new Lot can only be added up until the submission deadline of the Concept Note.

To add a new Lot, click on the 'Lots' tab of the Call for which you require to add a Lot, and then click on the "Add lot" button.

### 2.3.3.2 Define the Lot Settings

If it is not the first Lot, select whether you would like to "Create a new Lot" or to "Copy the settings from a lot" (from an existing lot as this option unavailable if this is the first lot of the call).

For a new Lot (first lot, or not copied from an existing lot), complete the required fields as detailed in Chapter 2.3.2 Call Creation – Call Settings Tab, and then click on the "Save lot" button.

If you choose the option to "Copy the settings from a lot", select the Lot whose settings you wish to copy, and then click on the "OK" button. A pre-filled form will be displayed, based on your Lot creation selection.
Complete the required fields as detailed in Chapter 2.3.2 Call Creation – Call Settings Tab, and then click on the "Save lot" button.

Please note that when you create a new Lot for a Call, the Lot will inherit the language(s) and the budget currency of the respective call – as defined in the 'General' tab. All the fields that are indicated as required (asterisk) are mandatory. If the Lot is created based on another Lot, it inherits all the fields of the original Lot, except for the title and description. Changes in the original Lot that are subsequent to the creation of the new Lot will not be reflected in the new Lot.

2.3.3.3 Edit a Lot

In the 'Lots' tab of the Call, click on the Lot that needs to be modified.
Change the data that needs to be modified, make sure that the required fields are completed as detailed in Chapter 2.3.2 Call Creation – Call Settings Tab, and then click on the "Save lot" button.

2.3.3.4 Delete a Lot

A Lot can **only** be deleted if there is no submitted application for that Lot.

Click on the "Delete" icon

in the list of lots for the Lot that needs to be deleted. A confirmation message will be displayed in a pop-up, requesting you to confirm the deletion of the Lot from the list.

2.3.4 Call Creation - Grids Tab

Go to the 'Grids' tab of the new call to check or modify the evaluation grids.

<table>
<thead>
<tr>
<th>Grid</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Administrative Check</td>
<td>View</td>
</tr>
<tr>
<td>Concept Note Evaluation</td>
<td>View</td>
</tr>
</tbody>
</table>

**Important Note:** The grids are already defined in the call type from which the call has been created, and are aligned to the PRAG. If required, it is possible to modify the grids from this tab. You can change the administrative grids (First Administrative Check (OAC1), Second Administrative Check (OAC2), Eligibility Check (EL)) **without** any derogation, but you will normally need to encode a derogation in CRIS if you change one of the technical grids (Concept Note (CN) or Full Application (FA)). Use the "View" buttons to open the grids that require modifying. You can add, modify or delete evaluation criteria in a grid.

2.3.4.1 Standard Opening and Administrative Check Grids (OAC)
The Administrative Check grid at the PRAG level includes the criteria that will be answered during the evaluation of an application form.

In order to manage the administrative check grid, click on the corresponding "View" button. The evaluation criteria displayed are those defined at the level of the PRAG during the initial Call Creation (see Chapter 2.2 - Creating a Calls for Proposals for more information on how to create new call).

### 2.3.4.1.1 Settings in Criteria

According to the validation check settings (see below), a warning message will be displayed to the applicant if the respective criterion is not met in their application.

### 2.3.4.1.2 Add, Edit, Reorder or Delete Criteria (OAC)

To add, edit, reorder, or delete an Opening Administrative Check (OAC) criterion, view the administrative grid, and then click on the "Modify grid" button. A warning message will be displayed, reminding you to check if a derogation should be encoded in CRIS (only necessary for technical grids).

---

Click on the "OK" button.

The following buttons are available at the bottom of the page.
Click on the "Add criterion to grid" button to add a new criterion to the selected evaluation grid. You have the option to either: "Add one or more criteria from repository", or "Create an ad hoc criterion for this call".

If you select the first option, the criteria repository is displayed.

From the available list, select the criterion(s) you wish to add, and then click the "Insert selected" button. Click the "Save" button to save the selection to the evaluation grid.

If you choose to create a new criterion, the following input fields are displayed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>The language(s) displayed is (are) as defined for the call and cannot be modified.</td>
</tr>
</tbody>
</table>
To edit a criterion in the grid, click on the corresponding "Edit" icon in the criteria table on the 'Modify grid' page. The fields above will be displayed, allowing you to modify the details. In addition, you have the choice to select whether a warning message should be displayed to the applicant if the criterion is not met, and if a business rule is defined for the respective criterion.

Select whether the warning should be displayed to the applicant or disabled from the drop-down list.

The "Validation" column will be updated accordingly:

- Indicates that a warning message will be displayed if the criterion is not met;
- Indicates that the warning message is disabled. To reorder the criteria in the grid, drag and drop the criteria to the required position within the list.

To remove (or delete) a criterion from the grid, click on the "Delete" icon. A pop-up message will display asking you to confirm the deletion.

2.3.4.2 Concept Note Evaluation (CN)

The concept note evaluation grid is a technical grid at the PRAG level that includes the criteria that will be answered during the evaluation of an application form.
**2.3.4.2.1 Modify the Concept Note Evaluation Grid**

Click on the "Modify grid" button if you require implementing any changes to the technical grid.

The scores, thresholds and weights will become editable, and several new buttons will be available. For more information, please refer to the section below.

In the technical grid, criteria may be grouped into sections. If you require adding a new section, click on the "Create a new section" button.

You may add, edit, reorder or delete criteria in the same way as described above in Chapter 2.3.4.2.2. Remember that when a section is created in a technical grid, and criteria are added to this section, the section languages have to be identical to the criteria languages.

Sections can be reordered by moving them up or down with the reorder arrows in the section tables. You may also change the sequence of the criteria within the section by dragging and dropping them to the required position.

Once a criterion is set in the grid, you have the possibility to define its minimum and maximum evaluation values. The default value for the minimum score is 1, and for the maximum score it is 5. These values can be changed as required.

For the Concept Note (CN), you have the option to activate/deactivate the transfer of scores at the level of the section (Transfer to FA/weight). When activated, the scores of each criterion in that section will be transferred to the Full Application (FA) grid for that evaluation, with the specified multiplication factor. When this option is selected, any modification in the section at Concept Note level will also be automatically propagated to the corresponding section in the Full Application Grid.

**2.3.4.2.2 Add, Edit, Reorder or Delete a Section and Criteria (TEC)**

To add, edit, reorder or delete a Technical Evaluation (TEC) criterion, view the technical grid, and then click on the "Modify grid" button. A warning message will be displayed, reminding you to check if a derogation should be encoded in CRIS (only necessary for technical grids).

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Translated in</th>
<th>Min score</th>
<th>Max score</th>
<th>Weight</th>
<th>Threshold</th>
<th>Transfer to FA/weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEC 24</td>
<td>Relevance of the action</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TEC 25</td>
<td>How relevant is the proposal to the objectives and priorities of the Call for Proposals?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 26</td>
<td>How relevant to the particular needs and constraints of the target country(ies) or region(s) is the proposal (including synergy with other EU initiatives and avoidance of duplication)?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 27</td>
<td>How clearly defined and strategically chosen are those involved (final beneficiaries, target groups)? Have their needs been clearly defined and does the proposal address them appropriately?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 28</td>
<td>Does the proposal contain specific added-value elements, such as environmental issues, promotion of gender equality and equal opportunities, needs of disabled people, rights of minorities and rights of indigenous peoples, or innovation and best practices (and the other additional elements indicated under 1.2. of these Guidelines)?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 29</td>
<td>Design of the action</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 28</td>
<td>How coherent is the overall design of the action? In particular, does it reflect the analysis of the problems involved, take into account external factors and relevant stakeholders?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEC 29</td>
<td>Is the action feasible and consistent in relation to the objectives and expected results?</td>
<td>EN,ES,FR</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Click on the "OK" button.

The following buttons are available at the bottom of the page.

- Edit section
- Delete section
- Add criterion

- Back to grids
- Create a new section
- Reset
- Save

Click the "Create a new section" button to add a new section to the grid.

The following information is required.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section type</td>
<td>Select the type of the section: either a score (1-5 points) or Yes/No options.</td>
</tr>
<tr>
<td>Title</td>
<td>Enter the section title in each of the call languages.</td>
</tr>
</tbody>
</table>

Click the "Insert section" button to save your new section. You will then be automatically redirected back to the technical grids.

To add criteria to the new or existing section, click on the "Add criterion" button.

Similarly with the administrative grid detailed in Chapter 2.3.4.1.2, you have the option to add a criterion from the repository, or to create an ad-hoc one. If you select the former option, a list of available technical criteria is displayed.
Select the criteria you wish to add, and then click on the "Insert selected" button.

If you select to create an ad-hoc criterion, enter the required information in the pop-up, as described above.

If you require editing an existing section, click the “Edit section” button that corresponds to the respective section. You can also edit, reorder, or delete the criteria in the section as explained in Chapter 2.3.4.1.2 above.

Specific sections can be reordered by moving them up or down with the reorder arrows in the section tables.

To delete a section, click the "Delete section" button. A pop-up message will display asking you to confirm the deletion.

### 2.3.4.3 Standard Eligibility Grid (EL)

Click the "View" button corresponding to the eligibility grid in the ‘Grids’ tab to define the applicable evaluation criteria.

Please note that for modifying the eligibility criteria, no derogation is required.

#### 2.3.4.3.1 Modify the Eligibility Grid

To edit the eligibility grid, Click on the “Modify grid” button. Click then on the “Edit” icon corresponding to a criterion to define the warning message that will be displayed to the applicant if the respective criterion is not met in the
2.3.4.3.2 Add, Edit, Reorder, or Delete Criteria (ELG)

To add, edit, reorder or delete an Eligibility (ELG) criterion, view the eligibility grid, and then click on the "Modify grid" button. A warning message will be displayed, reminding you to check if a derogation should be encoded in CRIS (only necessary for technical grids).

Click on the "OK" button.

The following buttons are available at the bottom of the page.

- Back to grids
- Add criterion to grid
- Reset
- Save

Click on the "Add criterion to grid" button to add a new criterion to the selected evaluation grid. You have the options to either: "Add one or more criteria from the repository", or "Create an ad hoc criterion for this call".

If you select the first option, the criteria repository is displayed.

From the available list, select the criterion(a) you wish to add, and then click the "Insert selected" button. Click the "Save" button to save the selection to the evaluation grid.

If you choose to create a new criterion, the following input fields are displayed.
Enter the title and then click the "Insert" button. A title has to be entered for each language in which the call is defined.

To reorder the criteria in the grid, drag and drop the criteria to the required position within the list.

To remove (or delete) a criterion in the grid, click on the "Delete" icon.

A pop-up message will display asking you to confirm the deletion.

### 2.3.5 Call Creation – Documents Tab

This section will guide you in modifying the standard template (PRAG or another legal base) documents attached to a call.

Please note that documents are generally pre-uploaded into e-Calls PROSPECT for efficiency reasons, and also because the majority of the calls have to include them.

If in the case of a specific call, some or all of these documents are not needed, they can be simply deleted by the user preparing the call for publication.

#### 2.3.5.1 Downloading Document Templates

To download a document template, either access the Call for which you require to download documents, or when creating a new call then, click on the 'Documents' tab and then the 'Download the documents template' section.

This section displays only the templates that you are expected to modify before uploading them for publication in the next 'Upload documents for publication' section. The templates correspond to the call procedure.

Click on the "Download" icon.
of a template in a specific language. The file will be downloaded on to your local computer.

To download all the available templates, click on the "Download all" button. All the documents will be downloaded in a ZIP file on to your local computer.

If you require modifying the template, you can then do this locally on your computer.

**Important Note:** You have to modify the Guidelines and Application form template (For Twinnings, the corresponding templates are Annexe C1 and Annexe C9). Please take note of all the sections that are highlighted in yellow and grey. You also have to fill in all the missing information in these sections – e-Calls PROSPECT only fills in the call details that you have already provided in the 'General' tab, as well as the modified grids (if any), but you need to enter the call/lot settings yourself. Please note that the two sets of data must match (in the Guidelines, and in the e-Calls PROSPECT interface).

### 2.3.5.2 Uploading Documents for Publication

Once you have updated the templates to suit the specific call, click on the 'Upload document for publication' section. A list of call documents that are ready for publication is displayed.

**1 Download the documents templates**  **2 Upload documents for publication**

#### Documents for publication

<table>
<thead>
<tr>
<th>EN</th>
<th>FR</th>
<th>Document title</th>
<th>Type</th>
<th>Publication</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Annex B. Budget</td>
<td>Budget</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Annex C. Logical framework</td>
<td>Logical framework</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Annex F. PADOR offline form</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Annex D. Legal Entity File (public bodies)</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Annex D. Legal Entity File (private or public bodies)</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Annex D. Legal Entity File (natural person)</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Annex E. Financial identification form</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Annex G. Standard grant contract</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Annex H. Daily allowance rates</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Annex J. Information on tax regimes</td>
<td>Other annex</td>
<td>20/11/2017 12:00</td>
<td>Published</td>
<td></td>
</tr>
</tbody>
</table>

Click on the "Add document" button to upload a modified document file, or to add a new document file.

**Important Note:** The list of documents that are mandatory for publication are defined by call type. In general, it is mandatory to add the modified and approved guidelines, and add the application form.

A form for editing a call document is displayed. Enter the document title, select its type, then click on the "Save" button.
The system does not check the document title (it is an open input text field), but you have to enter a name for the document in the "Document title" input field.

After clicking the "Save" button, the 'Add/Edit document' pop-up will be displayed. Complete uploading the document by clicking on the "Upload file" icon, and then click on the "Save" button to save your document to the system.

Please note that the documents have to be uploaded in all the call publication languages.

<table>
<thead>
<tr>
<th>EN</th>
<th>Guidelines.rtf</th>
</tr>
</thead>
<tbody>
<tr>
<td>FR</td>
<td>GuidelinesFR.rtf</td>
</tr>
</tbody>
</table>

Fields marked with an asterisk (*) are mandatory. Date format is (dd/mm/yyyy). Use the time converter if needed.

The size of the uploaded documents may not exceed 10MB. If this size is exceeded, the system will display a warning message.
2.3.6 Call Creation – Approval and Delete Draft Tab

For a call to be published, the Initiating Agent (IA) has to send a call publication request to the Verifying Agent (VA) to approve the publication.

2.3.6.1 Send a Request for Call Publication

You can send your publication request via the ‘Approval ï Delete Draft’ tab by clicking on the “Send for approval!” button. You may first check the call draft for missing fields or errors, before sending it for approval, by clicking on the “Check” button.

A pop-up message will allow you to enter a comment for the approval request (optional).

Click on the “Submit” button to send the publication request once it has been completed. Your call publication request will automatically be received by the Verifying Agent.

2.3.6.2 Approve or Reject a Request for Publication

The Verifying Agent (VA) or Chairperson (if defined) may consult the requests for call publication either in the ‘e-Calls PROSPECT’ main left menu section “My approval requests” link, or on the e-Calls PROSPECT main page ‘Requests for approval sent to me’ section. If a Chairperson is defined, the request for publication will be sent to that Chairperson. If there is no Chairperson, any Verifying Agent (VA) in the same unit or delegation as the VA of the Call may approve or reject the publication request. If a publication request is rejected, the VA or Chairperson has to indicate the changes that will need to be made to the Call before a new publication request can be submitted. In the ‘Requests for approval sent to me’ section, click on the approval request that you wish to view. All the requests that have not yet been read are marked in bold.

Select the “Show all approval requests that concern my Unit. This option is also helpful if you need to approve a request on behalf of another colleague” if you wish to view all the approval requests sent to Verifying Agents belonging to your unit or delegation. If the select box is not checked, only the requests sent specifically to your user EU Login ID are therefore displayed.

On the specific publication request page, select the appropriate option (Approve or Reject) under the ‘Decision’ section and enter a comment in the “Comment” field (optional if you approve the request). Click on the “Finish” button if you wish to apply your changes to the request for publication.
2.3.6.3 Absence of Approver (Acts on Behalf)

Any Verifying Agent (VA) or Chairperson belonging to the same unit or delegation as the VA or Chairperson of the call may approve, reject or send back the changes to the calls.

2.3.6.4 Delete a Call Draft

Any Initiating Agents (IA) may delete a Call draft that they have created before sending it for approval.

To delete a Call draft, see Chapter 2.5 Delete a Call Draft below.

Important Note: Once a call has been approved for publication, it is no longer possible for the Initiating Agent (IA) to delete a Call. Please note that there is however still a possibility to cancel a call once it has been published (see Chapter 4. Cancel a Call in e-Calls PROSPECT below).

2.4 Edit a Call Draft

If you need to edit a call, select it from the list in the table on the 'My calls' page (link in main left menu) by clicking on the reference or title of the call.

A call can be edited if the user has the appropriate rights, and:

- The call is in Draft status, or
2.5 Delete a Call Draft

(Insert info icon) Please note that only draft calls can be deleted from the system.

To delete a Call, first select the call to be deleted by clicking on the call title or reference from the 'My calls' list, either on the 'My calls' page, or on the e-Calls PROSPECT main page.

Select the 'Approval | Delete Draft' tab. Click on the "Delete" button in the 'Deletion' section on the Call details page.

A request for confirmation message window will open. Once you confirm the deletion, the draft call will then be deleted from the list of calls.

Related pages

Chapter 3 - Edit a Call in e-Calls PROSPECT
Chapter 4 - Cancel a Call in e-Calls PROSPECT
Chapter 7 - Help for e-Calls PROSPECT
All chapters
3. Editing a Call in e-Calls PROSPECT

3.1 Edit a Call – After Publication

Initiating Agents (IA), Secretary and Chairperson can modify (i.e. edit, correct, update) published calls, and request the publication of the modifications. These three roles share their permissions to other persons with the same role inside the same unit or delegation.

A call can be modified whenever necessary, except for when there is a pending approval request for any necessary action related to the Call, or if the call has already been archived (i.e. Archived and cancelled calls cannot be modified).

3.1.1 Modifying a Published Call

When modifying a published Call, a draft version of the Call is created. The modified draft call will need to be resent for approval before being published (see Chapter 2.3.6 Call Creation – Approval and Delete Draft Tab).

To edit a published Call, first select the Call to be edited by clicking on the Call title or reference from the 'My calls' list, either on the 'My calls' page, or on the e-Calls PROSPECT main page.

Then, click on the "Edit mode" button and apply the modifications or updates.

If you wish to modify the evaluation grids when an evaluation has already been encoded for the respective call, a warning message will be displayed stating that all existing evaluations for the existing grids will be deleted. You may choose to ignore this warning message.

If a previous user has already modified the same call, but the visa request (approval) has not yet been sent, the call details are displayed together with the changes made by the previous user. A pop-up is displayed with two options, allowing you to either:

- **Continue** the modifications drafted by the previous user, or
- **Delete** the previous draft and start a new one.

Proceed with the required modifications and click on the "Continue" button. When you have completed the modifications, select the 'APPROVAL | DELETE DRAFT' tab, and then click on the "Send for approval!" button under the 'Modification after publication' section.

A request for approval will be sent to the Verifying Agent (VI) or Chairperson (if defined).

Please note that after the modifications have been saved, the page will be blocked from editing (read only) pending publication request approval. Multiple persons with the appropriate role can therefore make multiple changes to a call, but once a call publication approval request has been sent, no more modifications will be allowed until the previous modifications have been approved or rejected by either a Verifying Agent (VI) or the Chairperson (if defined).

3.1.2 Uploading Additional Documents

Additional documents may need to be attached to an already published call.

To upload additional documents to a published call, first select the call to be edited by clicking on the call title or reference from the 'My calls' list, either on the 'My calls' page, or on the e-Calls PROSPECT main page.

Click on the 'Documents' tab, and then the 'Upload documents for publication' section. Click the "Edit mode" button, and then the "Add document" button to upload the additional documents.
Follow the upload document procedure detailed in Chapter 2.3.5.2 - Uploading Documents for Publication.

Please take note that you have to select “Corrigendum” from the document type dropdown list if you are uploading a corrected document (Corrigendum).

Click on the "Save" button, and the corrigendum will be added into the call.
The system will ask you to check if any fields need to be changed in the call to comply with the modifications in the corrigendum you just uploaded, or warn you that you may need a corrigendum if you have uploaded another document type.

### Important Note:
If there are any fields in (or related to) the Call sections (general settings, call settings, lots or grids) that a corrigendum refers to, you **have to** also modify the corresponding data in the applicable sections.

### 3.2 Cancel a Modification

To cancel the modifications made to a published call, click on the 'Approval | Delete Draft' tab of the call, and then click on the “Delete” button under the "Modification after publication" section.

### 3.3 Send an Approval Request

The following actions need to be approved:

- Publishing a Call – see Chapter 2.3.6.1 - Send a Request for Call Publication.
- Modifying/Editing a Published Call, including the publication of additional documents – see Chapter 3.1 - Edit a Call - After Publication.
- Cancelling a Call – see Chapter 4 - Cancelling a Call in e-Calls PROSPECT.
- Modifying the Assessors and Deadlines for an evaluation – see Chapter 5.5 - Define the Assessors and Set the Deadlines.
- Modifying the persons in charge of a call – see Chapter 5.4 - Define the Persons in Charge.
- Notifying the applicants (that is, sending of letters) – see Chapter 5.7.4 - Prepare the Letters.

To send an approval request, click on the 'Approval | Delete Draft' tab, and then click on the "Send for approval!" button. A ‘Send for approval’ pop-up window will display, requesting the confirmation of the approval request to be sent to the Verifying Agent (VI) or chairperson (if defined), with an optional comment input field. Click the "Submit" button to send the approval request.

Please note that after the approval request has been submitted, the system locks all relevant fields of the Call to prevent further modifications, until the request is approved or rejected.

### 3.4 Approve or Reject a Request (Verifying Agent or Chairperson)
A request for approval in e-Calls PROSPECT is automatically sent to the Verifying Agent (VA) or the Chairperson (if defined). Requests for approval concerning the notification of the applicants may only be approved or rejected by the Chairperson.

If the Verifying Agent or Chairperson (if defined) approves the action, the system will be updated according to the request.

Please note that the Verifying Agent or Chairperson can decide to reject a request and keep the draft modifications, or to reject and delete the draft modifications. In this last case, the user will need to perform all the modifications as required from the beginning.

For more information, please refer to Chapter 2.3.6.2 Approve or Reject a Request for Publication.

3.4.1 Approve Request

To access the approval requests, the Verifying Agent (VA) or Chairperson (if defined) can click on either the “My approval requests” link in the main left menu, or view the ‘Requests for approval sent to me’ section on the e-Calls PROSPECT main page.

Select the “Show all approval requests that concern my Unit. This option is also helpful if you need to approve a request on behalf of another colleague” checkbox if you wish to show all the requests for your Unit.

Click on the ‘Approval request’ that you wish to view.

Please note that only requests that have not been viewed (new) are in bold. This does not mean that they have been treated (approved or rejected). The status of the approval request is indicated in the status column of the requests for approval list.

There are three separate links available to the approver on the request for approval details page, in the ‘Request for approval’ section. These links are to either view the published version of the call, or view the version sent for approval, or view a list of changes between the two versions stated previously (automatically generated in an Excel file).
- Click on the "here" link for the "Published version" to open in a new webpage tab with all the call details as published on the EuropeAid website.

- Click on the "here" link for the "Sent for approval" version to open in a new webpage tab with the tab of the call selected that has been modified (e.g. if the Initiating Agent changed an evaluation deadline, the 'Assessors and deadlines' tab is displayed).

- Click on the "here" link to view the "Differences" between the two stated above versions generated into an Excel file. The differences would therefore be between the published and the modified call versions. Navigate through the Excel file data-sheet to view the differences in the various call tabs (General, Settings, Lots (optional), Grids and Documents) – the modified information is highlighted in orange.
Once you have completed your verification of the version sent for approval, select the “Approve” option under the ‘Decisions’ section, “My decision” field in the request for approval.

Click on the “Finish” button once you have completed and approved the approval request. The system will update according to the approval request result and unlock the relevant fields that were locked pending the approval.

### 3.4.2 Return Request for Corrections

If the Verifying Agent (VA) or Chairperson (if defined) requires that corrections have to be made to the approval request before approval, click on the “Reject” option under the ‘Decisions’ section, “My decision” field in the request for approval. In the open input text field, provide a comment to explain why the request is not approved (mandatory when the approval request is rejected).

Click on the ‘Finish’ button once you have completed and rejected the approval request.

The requester will be notified that the approval request was not approved, and they will be able to see the comment that was provided as the reason for the rejection.

The system will update according to the approval request rejection and releases the relevant records that were locked pending the approval.

### 3.4.3 Reject/Send Back a Request, or Reset

The system allows the Verifying Agent (VA) or Chairperson (if defined) to modify or discard any changes that have been made to the call that are not accepted.

Open the approval request that needs to be rejected.

The choices displayed in the ‘Decision’ section “My Decision” field are “Approve” and “Send back” if the Call was modified before the publication, or “Approve” - and “Reject” if the Call was modified after the publication.

To reset post-publication changes to a Call, select the “Reject” option. A pop-up will be displayed, asking whether you wish to “send back the modifications for correction”, or “delete the draft modifications”. In the latter case, the Call settings will remain as they were before the modifications occurred.
Click on the "Finish" button once you have completed and rejected the approval request.

The requester will be notified that the approval request was not approved, and they will be able to see the comment that was provided as the reason for the rejection.

The system will update according to the approval request rejection and unlock the relevant fields that were locked pending the approval. No banner is displayed indicating that the current Call version was modified and rejected as no modifications are registered for an approval request before publication.

### 3.5 Absence of Approver (Acts on Behalf)

Any verifying agent (VA) or Chairperson belonging to the same unit or delegation as the VA/Chairperson of the call may approve or send back the changes to the calls.

Related pages

- **Chapter 2 - Create a Call in e-Calls PROSPECT**
- **Chapter 4 - Cancel a Call in e-Calls PROSPECT**
- **Chapter 7 - Help for e-Calls PROSPECT**

All chapters

Chapter 4 - Cancelling a Call in e-Calls PROSPECT

[ Version française de cette page ]
4. Cancelling a Call in e-Calls PROSPECT

4.1 Cancel a Call – After Publication

In order to cancel a call in e-Calls PROSPECT, a derogation needs to be encoded in CRIS by the Initiating Agent (IA) of the Call with the following information:

- Linked file type- CPP (Call for proposal e-Calls PROSPECT)
- Linked file number - The reference of the call for proposals in e-Calls PROSPECT
- Category - EVR (events to be reported)
- Reason - Cancellation of call for proposals (choose one of the available options)
- Fill in the other data as required.

When you submit the derogation, the reference generated by CRIS will be automatically linked to the corresponding call in e-Calls PROSPECT. You will see the derogation in the 'General' tab of the call as soon as the first visa is given in CRIS.

The 'Approval | Delete draft' tab will also be adapted to allow for the call cancellation once the visa is given in CRIS.

4.2 Request for Cancellation

From the list of calls on the 'My calls' page, select the call that you wish to cancel. The call has to be in the "Submission ongoing", "Under evaluation" (CN, FA or EL) or "Completed" status to able to request a cancellation.

Click on the "Edit mode" button at the bottom of the page (available in any of the call creation tabs (General, Call Settings, Lots (optional), Grids or Approval | Delete Draft).

Select the 'Approval | Delete Draft tab and click on the "Request approval for call cancellation" section, then click on the "Cancel" button.

A pop-up message will request that you to confirm the request for cancellation of the Call.

Additionally, if a CRIS deviation not concerning the cancellation is linked to the Call, you need to cancel the respective deviation in CRIS before you are able to cancel the Call. The system will display an error message if failing to cancel the deviation before the Call cancellation.

Important Note: You have to upload the associated call cancellation document (i.e. Cancellation Note - see Chapter 3.1.2 Uploading Additional Documents) before cancelling the call, including the cancellation reason or further instructions, so that the applicants can be automatically notified by the system.

An automatic notification concerning the call cancellation is also sent to the Initiating Agent, Secretary (if defined) or Chairperson (if defined) of the call.

4.3 Approve or Reject a Cancellation Request (Verifying Agent or Chairperson)

All cancellation requests have to be approved or rejected by the Verifying Agent (VA) or Chairperson (if defined).
The Verifying Agent or Chairperson (if defined) can view the cancellation request in their list of 'Requests for approval sent to me' either on the e-Calls PROSPECT main page, or on the 'My approval requests' page.

If the cancellation request is approved, the system sets the status of the Call to "Cancelled". A notification is sent to the Applicants that have applied to that Call, as well as to the Initiating Agent, Secretary (if defined), and Chairperson (if defined).

4.4 Absence of Approver (Acts on Behalf)

Any verifying agent (VA) or Chairperson belonging to the same unit or delegation as the VA or Chairperson of the call may approve or reject the changes to the calls.

Remember to select the "Show all approval requests that concern my Unit. This option is also helpful if you need to approve a request on behalf of another colleague" checkbox if you wish to show all the requests for your Unit.

Related pages

Chapter 2 - Create a Call in e-Calls PROSPECT
Chapter 3 - Edit a Call in e-Calls PROSPECT
Chapter 7 - Help for e-Calls PROSPECT
All chapters

Chapter 5 - Evaluation of a Call in e-Calls PROSPECT

[ Version française de cette page ]

Table of Contents

- 5. Evaluation of a Call in e-Calls PROSPECT
• 5.1 The Users Involved and their Substitutes
• 5.2 Find a Call and View the Evaluation Settings
• 5.3 Define the Evaluation Settings
• 5.4 Define the Persons in Charge
  • 5.4.1 Define the Evaluation Committee and Other Persons in Charge
  • 5.4.2 Add or Delete a Person in Charge
  • 5.4.3 Add or Delete a Substitute
• 5.5 Define the Assessors and Set the Deadlines
  • 5.5.1 Set the Number of Assessments per Step (CN/FA)
  • 5.5.2 Set the Deadlines for Performing Evaluations
  • 5.5.3 Edit the Deadlines for Performing Evaluations
  • 5.5.4 Define the Assessment Team
    • 5.5.4.1 The Evaluation Committee as Assessor
    • 5.5.4.2 Voting Members or Internal Assessors
    • 5.5.4.3 External Assessors
    • 5.5.4.4 Delegations and Directorates as Assessors
  • 5.5.5 Copy Assessors and Deadlines from Previous Steps or Lots
• 5.6 Allocate Proposals to Internal Assessors or Delegations
  • 5.6.1 Allocate Proposals to Internal Assessors
  • 5.6.2 Allocate Proposals to a Delegation
  • 5.6.3 Allocate Proposals for Re-Evaluation and View-Only
• 5.6.4 Modify the Assessment Team
• 5.6.5 Copy Assessors and Deadlines from Previous Steps or Lots
• 5.6.6 Allocate Proposals to Internal Assessors or Delegations
  • 5.6.6.1 Allocate Proposals to Internal Assessors
  • 5.6.6.2 Allocate Proposals to a Delegation
  • 5.6.6.3 Allocate Proposals for Re-Evaluation and View-Only
• 5.6.7 Modify the Assessment Team
• 5.6.8 Encode Proposals Received Offline (Acts on behalf)
  • 5.6.8.1 From My Calls List
  • 5.6.8.2 From Call Level
• 5.7 Perform the Evaluations
  • 5.7.1 Restricted Call for Proposals
    • 5.7.1.1 First Opening, Administrative Check and Concept Note Evaluation
    • 5.7.1.2 First Opening Administrative Check – OAC1
    • 5.7.1.3 Encoding the Results and Setting the Status
    • 5.7.1.4 Overdue or Ineligible Proposal Setting
    • 5.7.1.5 Exporting OAC Data
  • 5.7.2 Perform the Concept Note Evaluation
    • 5.7.2.1 Encode Scores and Comments
    • 5.7.2.2 Re-Evaluate a Proposal
    • 5.7.2.3 Set the Final Status of Applications (Manual or Automatic)
    • 5.7.2.4 Export Concept Note Data
    • 5.7.2.5 Rank Applications
    • 5.7.2.6 Take Over an Evaluation
    • 5.7.2.7 Evaluations After the Deadline
  • 5.7.3 Prepare the Evaluation Report
    • 5.7.3.1 Generate the Report Online
    • 5.7.3.2 The Signed Report
    • 5.7.3.3 Upload an Addendum to the Report
  • 5.7.4 Prepare the Letters
    • 5.7.4.1 Check the Letter Templates (Standard Templates from PRAG)
      • 5.7.4.1.1 Replace a Standard Template
    • 5.7.4.2 Generate the Letters Online
      • 5.7.4.2.1 Replace a Letter Automatically Generated
    • 5.7.4.3 Prepare the PDF Letters
    • 5.7.4.4 Send the Letters
      • 5.7.4.4.1 Letters to Applicants that Submitted Offline
    • 5.7.4.5 Send the Letters Offline
      • 5.7.4.5.1 Re-send One or More Letters
      • 5.7.4.5.2 Re-send Letters for Proposals Received Offline
• 5.7.5 Second Opening and Administrative Check (OAC2) and Full Application Evaluation
  • 5.7.5.1 Perform the Second Administrative Check
  • 5.7.5.2. Perform the Full Application Evaluation
    • 5.7.5.2.1 Encode scores and comments
  • 5.7.5.3 Re-evaluate a Proposal
  • 5.7.5.4 Set the Final Status of Applications (Manual or Automatic)
  • 5.7.5.5 Export Full Application Data
  • 5.7.5.6 Prepare the Evaluation Report
    • 5.7.5.6.1 Generate the Report Online
    • 5.7.5.6.2 The Signed Report
    • 5.7.5.6.3 Upload an Addendum to the Report
  • 5.7.5.7 Prepare the Letters
• 5.7.6 Perform the Eligibility Check
  • 5.7.6.1 On-the-fly Eligibility Check
  • 5.7.6.2 Performing the Internal Check
  • 5.7.6.3 Encode the Results and Set the Evaluation Status
  • 5.7.6.4 Export Eligibility Data to an Excel File
5. Evaluation of a Call in e-Calls PROSPECT

5.1 The Users Involved and their Substitutes

Please consult the user roles table in Chapter 2.1 - User Roles in Calls to know all the user roles involved in the evaluation of a Call in e-Calls PROSPECT.

5.2 Find a Call and View the Evaluation Settings

Search for the required call using the available search criteria, or select the call on the 'My calls' page. Please refer to Chapter 1.4 - Searching and Viewing an Existing Call for more information on how to search for a Call. All the available calls corresponding to your search criteria will be displayed.

Click on a Call in the list to view its details. Select the 'Evaluation' or 'Evaluation Preparation' tab.

- The 'Evaluation Preparation' tab allows you to define the evaluation context for the Call (i.e. who will do the evaluation, deadlines, as well as the report and letter templates).
- The 'Evaluation' tab allows you to view and evaluate the applications.

5.3 Define the Evaluation Settings

In the Call search results, or on the 'My calls' page, select the call for which you require defining the evaluation settings.

Select the 'Evaluation Preparation' tab. You can define the following settings:

- **Persons in Charge** of the Evaluation (including the Substitutes);
- Types of Assessors and Deadlines;
- Distribution of proposals to Voting Members, Assessors or to Delegations/Geographical Directorates;
- Templates for Reports and Letters sent to Applicants.

5.4 Define the Persons in Charge

The list of persons in charge includes the composition of the Evaluation Committee and other roles that are relevant to the Call (e.g. Administrative Agents and View Agents).

The persons in charge have to be defined by the Initiating Agent (IA) before the evaluations can start.

Select the 'Evaluation Preparation' ‘Person in charge’ tab. The list of the current persons in charge is displayed (if any have been defined here when creating the Call).
5.4.1 Define the Evaluation Committee and Other Persons in Charge

You can add or delete the ‘Persons in charge’ from this tab. The Evaluation Committee needs to have at least one Chairperson, one Secretary, and an odd number of Voting Members (at least three). Substitutes for these roles may also be added as explained below.

5.4.2 Add or Delete a Person in Charge

To add a new person in charge, click the "Add person in charge" button. A pop-up window will be displayed. Fill in the “Role” and “User” fields of the new person in charge.

The following roles are available for selection from the “Role” field dropdown list:

- Chairperson
- Substitute Chairperson
- Secretary
- Substitute Secretary
- Voting Member
- Substitute Voting Member
- Observer
- Administrative Agent
- View Agent

Click the "Search" icon

to search for the "User". You can search for the user from the first line on any column in the list of users. Select the user, and then click on the "OK" button. This will link the User ID (EU Login) of a user as a person in charge.

Once you have filled in the information in the ‘Add person in charge’ pop-up, click on the "OK" button. The system will validate if the user exists and that it is not in the external domain.

When you have added all the required persons in charge, click on the "Save" button.

Please note that the persons in charge for lots (if defined) are always the same as those defined for the corresponding call.

To delete a person in charge, click on the "Delete" icon

of the respective person in charge that you want to delete from the ‘Persons in charge’ list. A confirmation pop-up window will display and request you to confirm the deletion.

Click on the "Save" button to confirm the changes made to the ‘Persons in charge’ list.

5.4.3 Add or Delete a Substitute

It is possible to define a substitute for the Chairperson, Secretary, and Voting Members of the evaluation committee. The substitute acts as a back-up for the defined person in charge, and therefore has the same privileges as that person for the Call. An evaluation committee member can have at the most one substitute for one call. A substitute is always defined only of a particular call, and therefore not globally for the substituted user.
To add or delete a substitute, use the same procedure as explained for a person in charge above.

Please make sure that you select the appropriate role from the “Role” field list: Substitute Chairperson, Substitute Secretary, or Substitute Voting Member.

5.5 Define the Assessors and Set the Deadlines

For each evaluation step in a Call (and for each lot), it is possible to define which assessment team will carry out the assessment, and set the deadlines for the assessments.

Assessors are different from the persons in charge – the persons in charge of a Call are always Commission Users (i.e. members of the Evaluation Committee, Administrative Agents, View Agents), while Assessors can be internal, external, or from another delegation as detailed below.

Creating or amending the assessors and deadlines requires approval. Only the Secretary or Initiating Agent can request for an approval and only the Chairperson or Verifying Agent can approve or reject the request. If the Chairperson has been defined, only the Chairperson can approve or reject the request.

Find the call as indicated in Chapter 5.2 - Find a Call and View the Evaluation Settings above.

Select the call form the ‘My calls’ list, and then the ‘Evaluation Preparation’ ‘Assessors and deadlines’ tab.
This tab includes a wizard for defining the Assessors and Deadlines for each main evaluation step:

1. First Open Administrative Check (OAC1) and Concept Note (CN)
2. Second Open Administrative Check (OAC1) and Full Application (FA) – Proposal Evaluation
3. Eligibility Check (EL)

For each step, the page is divided into three sections:

1. If the call has lots, the list of lots is displayed in a table.

**Important Note:** It is mandatory to select each lot and define the corresponding Assessors and Deadlines before you can save the evaluation step. The information you enter for a lot is saved when you move to another lot.

2. Administrative Check (OAC1 and OAC2) – Two options are available for the “Type of assessor” field: “Evaluation Committee (one single grid)” or “External assessors”.

3. Technical Evaluation (Concept Note (CN) or Proposal (FA)).

There is however only two sections for the ‘Eligibility check’ step: Lots (if defined for a call), and the Eligibility Check (EL).
The available options for the assessment team are (click on the links for more details):

1. Evaluation Committee
2. Internal Assessors
3. External Assessors
4. Another Delegation or Geographical Directorate

5.5.1 Set the Number of Assessments per Step (CN/FA)

Unless the Assessors Team is a Committee (i.e. the “Type of assessor” field is “Evaluation Committee (one single grid)”, at least two assessments are necessary for the technical evaluations (CN and FA) of the proposals.

For as many additional assessments for the CN or FA, click on the “Add assessment” button, and select the Deadline and Assessment Team for each of the assessments.

5.5.2 Set the Deadlines for Performing Evaluations

For each defined evaluation step, set the Deadline (date and time) if known. Deadlines can be defined at any time in the evaluation process.

Click on the "Deadline" field. A calendar is displayed, allowing you to select the deadline for each evaluation.

Click on the “Submit all lots” button to validate the settings.

If the evaluation has already started, and the Assessment Team has changed, the system will request that the user confirms the changes which will reset the evaluation grids.

A request for approval needs to be sent to the Verifying Agent or Chairperson (if defined). Fill in the pop-up window of the request for approval, and then click on the "Submit" button. A request for approval task will be created once the request has been submitted.

Once the request for approval is approved, the Evaluation Assessment Team is saved in e-Calls PROSPECT.

If the request for approval is rejected, a rejection notification is sent. The modifications are kept in the system and can be further amended and
5.5.3 Edit the Deadlines for Performing Evaluations

Click on the "Reset" button to edit the information in the 'Assessors and Deadlines' tab.

Please note that any modifications in the 'Assessors and deadlines' tab needs to be approved by the Verifying Agent or Chairperson (if defined).

**Important Note:** If the deadline has already been approved, do not click the "Reset" button as it will revert the date to the last date defined before the approval, just click directly on the "Deadline" field and select the new date (as explained in Chapter 5.5.2 above), and then click on "Submit - all lots" button.

Please remember that once the deadline has passed, any assessor that is not member of the Evaluation Committee (i.e. If the assessor type is not "Evaluation Committee (one single grid)") will not be able to perform evaluations in the evaluation grids (the grids will be read-only). In this case, you may need to extend the deadline to allow the assessors to complete the evaluations assigned to them.

Alternatively, the Evaluation Committee may take over the evaluations. In this case, you do not need to extend the Deadline in the 'Assessors and deadlines' tab.

5.5.4 Define the Assessment Team

5.5.4.1 The Evaluation Committee as Assessor

When the Assessment Team for the Concept Note or Full Application is the Evaluation Committee, it is not possible to add assessors. In this case, only one assessment will be performed (one grid is generated in the system).

The Evaluation Committee members still have to meet and decide on the final results, and the Call Chairperson, Secretary, Voting Member, or Administrative Agent will note the outcome and the status in e-Calls PROSPECT.

If you require the automatic recording of the evaluation scores—(not that each assessor has to log into e-Calls PROSPECT and record the evaluation scores manually), please use the "Voting members/Internal assessors" option for the "Type of assessor" field as detailed below.

5.5.4.2 Voting Members or Internal Assessors

Use the "Voting members/Internal assessors" option for the "Type of assessor" field if the proposals for the Call need to be evaluated by several Commission Assessors.

When you select this field, a new "List for internal assessors" field is displayed. This is where you will select all the Assessors that will be involved in the evaluation of the Call.
Click on the "Search" icon
to select the required Assessors from the users who have this role.

You can use the search function from the first line in every column to search for a user. Select the boxes that correspond to the users that will evaluate the proposals in the Call, and then click on the "OK" button. The users will then be added to the system as Assessors for the evaluations.

Please note that you have to submit the **Assessors and Deadlines** for approval, so that the changes can be accepted by the Verifying Agent or Chairperson (if defined), so that you are able to assign applications to specific Assessors.

### 5.5.4.3 External Assessors

From the "Type of assessor" field options, select the "External assessors" option. The system will display new fields to enter the "CRIS Contract" number of the evaluation company, the "LEF" of the evaluation company, and the UID of the "Resource manager" of the evaluation company.

If an evaluation company exists for the specified LEF, its name is automatically displayed. Otherwise, an 'Invalid LEF' warning message is displayed.
External Assessors will only be able to see the application - once:

1. The Chairperson approves in e-Calls PROSPECT that their company is going to perform the evaluations;
2. The European Commission, or the designated External Assessment Team, performs the Open Administrative Check of the proposals received and flags them as “Accepted” (Rejected proposals cannot be sent for evaluation).

Subsequently, the system will transfer the calls to the external company for the technical evaluation (CN, FA). After assigning the proposals to the External Assessors (as described above), the following workflow will occur on their side:

1. The Resource Manager (RM) defines the team composition (who is the Team Leader, and who is an Assessor), and then distributes the proposals to the user(s) that the RM defined as a Team Leader(s).
2. The Team Leader (TL) sets the internal deadlines for the evaluation, and then assigns the proposals to the Assessors. Please note that the TL can only distribute the proposals assigned to themselves and to the users who have been added as Assessors by the RM.
3. The Assessors perform the evaluation (they only have access to the proposals that the TL has assigned to them).
4. Once the Assessors have completed the evaluation, the TL can review the scores and send the evaluations to the European Commission.

For more details, you can consult the dedicated Manual for External Assessors on DEVCO’s Knowledge Base.

5.5.4.4 Delegations and Directorates as Assessors

Please note that you are already from a Delegation, you do not need to use this option unless you assign proposals to a different Delegation.

If the type of Assessor is neither an External, nor an Internal, then you should select “Evaluation committee” option from the “Type of assessor” dropdown list.

From the “Type of assessor” field options, select the “Send for assessment to Delegations/Geographical Dir(s)” option.

Then, define the number of assessments and deadlines for each assessment, as described above.

Please note that you have to submit the Assessors and Deadlines for approval, so that the changes can be accepted by the Verifying.
For details on allocating applications to another Delegation or geographical Directorate, please refer to Chapter 5.5.6.2 - Allocate Proposals to a Delegation below.

5.5.5 Copy Assessors and Deadlines from Previous Steps or Lots

If you wish to use the same Assessors/Deadline combination in more than one lot or evaluation step, it is possible to copy the data that you have already defined.

The Deadlines and the Assessment Team will therefore be copied.

For each step, a "Copy from" button is available in the header of the step. When you click on it, a pop-up window is displayed with a dropdown list containing all the previous evaluation steps (including the current one), and if the call has lots, another list containing all the lots for which the evaluation data has been defined.

(Insert info icon) Please note that the copy steps lists are mapped according to their type:

- In **Step 1** First Administration Check (OAC1), you may only copy that specific step.
- In **Step 1** Concept Note Evaluation (CN), *idem as above.*
- In **Step 2** Second Administrative Check (OAC2), you may copy OAC1 or OAC2.
- In **Step 2** Proposal Evaluation (Full Application – FA), you may copy CN or FA.
- In **Step 3** Eligibility Check (EL), you may copy OAC1, OAC2 or EL.

5.5.6 Allocate Proposals to Internal Assessors or Delegations

If you are using the "Voting members/Internal assessors" or the "Send for assessment to Delegations/Geographical Dir(s)" field option, you also have to distribute the proposals that each Assessor or Delegation will evaluate.

In the call for which you wish to allocate proposals, select the ‘Evaluations’ ‘Allocate applications’ tab.
The page is divided into three sections:

1. **Select the grid and the lot (if any)** – This section allows you to select the evaluation step and the call lots (if any) for which you require allocating proposals.

2. **Allocate applications for assessment (or view-only consultation)** – This section allows you to select the assessment number as well as the internal user(s) or delegation(s) that are supposed to (re)evaluate. The system recognizes which assessment was assigned to which type of assessor in the ‘Evaluation Preparation’ ‘Assessors and deadlines’ tab (i.e. if (for example) the first assessment was assigned to a Delegation and the second to Internal Assessors, the fields will be displayed accordingly).

3. **The proposals table** – This table displays all the proposals that reached the respective evaluation step, together with the applicant name and assessments.

Please note that for the proposals to be displayed (for the allocation of proposals in the view of a technical evaluation (CN or FA)), the corresponding administrative check needs to be completed.

### 5.5.6.1 Allocate Proposals to Internal Assessors

In the ‘Evaluations’ ‘Allocate applications’ tab, perform the following actions:

1. **Section 1** (detailed above) - Select the evaluation step from the "Select grid" field for which you need to assign proposals.
2. **Section 1** (detailed above) - If the call has lots, select the lot from the "Select lot" field.
3. **Section 2** (detailed above) - In the “First, specify the column (see table below)” field, select the assessment number and the field(s) below will change accordingly.
4. **Section 2** (detailed above) - For the “Then select (tick) applications and assign to an internal assessor” field, click on the “Search” icon to select the Assessor to whom you wish to allocate proposals. Please note that the list contains only the users you have entered as Internal Assessors for this call in the ‘Evaluation Preparation’ ‘Assessors and deadlines’ tab.
5. **Section 3** (detailed above) - From the proposals table, select the proposals you wish to assign to the Assessor above, by ticking the corresponding boxes.
6. **Section 2** (detailed above) - Click on the "Apply to all selected" button to finalise the allocations.
7. **Repeat** steps 4-6 until all the proposals have been distributed to the necessary Internal Assessors.
5.5.6.2 Allocate Proposals to a Delegation

In the 'Evaluations' 'Allocate applications' tab, perform the following actions:

1. Section 1 (detailed above) - Select the evaluation step from the "Select grid" field for which you need to assign proposals.
2. Section 1 (detailed above) - If the call has lots, select the lot from the "Select lot" field.
3. Section 2 (detailed above) - In the "First, specify the column (see table below)" field, select the assessment number and the field(s) below will change accordingly.
4. Section 2 (detailed above) - For the "Then select (tick) applications and assign to a Delegation/Dir for assessment" field, click on the "Search" icon to select the Delegation or geographical Directorate to which you wish to allocate proposals. Please do not forget to click on the line corresponding to the Delegation/Directorate before clicking the "Insert" button.
4. Section 3 (detailed above) - From the proposals table, select the proposals you wish to assign to the Delegation/Directorate above, by ticking the corresponding boxes.

5. Section 2 (detailed above) - Click on the "Apply to all selected" button to finalise the allocations.

6. Repeat steps 4-6 until all the proposals have been distributed to the necessary Delegation/Directorate.

The symbol of the Delegation/Directorate will be displayed in the corresponding assessment column of the table.

5.5.6.3 Allocate Proposals for Re-Evaluation and View-Only

e-Calls PROSPECT also allows you to define who the re-evaluator is and to select Users or Delegations who can see the evaluation results in read-only mode.

In the ‘Evaluations’ ‘Allocate applications’ tab, select “Re-evaluation” or “View-only option” from the “First, specify the column see table below)” options field.

For re-evaluation, the process is the same as explained in Chapter 5.5.6.1 - Allocate Proposals to Internal Assessors above. To allocate proposals to Internal Assessor, click on the “Search” icon.
to select the user(s) who will perform the re-evaluation for the step selected in the ‘Allocate applications for assessment (or view-only consultation)’ section above. The only available users are the one who have the corresponding profile.

| Please note that re-evaluators have access to all grids. |

For a view-only consultation, you have two options: Delegation or Internal Assessors.

- If you wish to grant view access to Delegations, click on the "Search" icon and select the Delegation(s) that can view the evaluation result by ticking the corresponding boxes.
- If you wish to grant view access to Specific Users, select the step who's Assessors can view the evaluation results from the drop-down list.

| Please do not forget to tick the boxes of the proposals that you wish to allocate for re-evaluation or consultation respectively (in the proposals table), and then click on the "Apply to all selected" button to complete the allocation. |

5.5.7 Modify the Assessment Team

The Assessment Team can be edited at any time during the call workflow in the ‘Evaluation Preparation’ ‘Assessors and deadlines’ tab.

| Please note that it is not possible to modify Assessors and Deadlines while the call is currently being modified. You have to wait for the request for approval of the current call modification to be approved or rejected. |

While the change of Assessors and Deadlines is pending approval, the ‘Assessors and deadlines’ tab displays the modified data in read-only mode. It is not possible to see the original data (before the modification) by any function in e-Calls PROSPECT.

While changes to the Assessors and Deadlines are pending approval, it is not possible to amend the Assessors and Deadlines, encode evaluations, generate or upload the letters, or notify the Applicants.

If you make a modification while a previous modification is pending approval, then a warning message window will display, communicating that the modification will not be saved.

If you modify the Assessors and Deadlines after the evaluation has started, the evaluation results are either discarded or preserved, according to what has been modified.

1. If you delete an Assessment Team altogether, or if you change the Assessor Type (“Type of assessor” field) from “Voting members/Internal assessors” team or "Send for assessment to Delegation/Geographical Dir(s)" team, to any other Assessor Type team, all the evaluations of the assessment are deleted.

2. If you delete one or more Assessors from a “Voting members/Internal assessors” Assessors Type team, all the evaluations of the deleted internal user(s) team are discarded.
3. If you only modify a deadline, or add a new Assessor Team, or if you use External Assessors and only change the Resource Manager or its associated CRIS contract number, all evaluations are preserved.

4. If you modify an Assessment Team "Type of assessor" from "External assessors", or from "Evaluation Committee (one single grid)" to any other Assessor Type, you can decide whether to keep or delete the evaluations.
5.6. Encode Proposals Received Offline (Acts on behalf)

Only call Secretaries, Chairpersons, or Administrative Agents ('Evaluation Preparation' 'Persons in charge' tab – see Chapter 5.4 - Define the Persons in Charge) can encode proposals on behalf of the Applicants.

Please note that you can only encode a Concept Note (CN) on behalf of the organisation in e-Calls PROSPECT. You cannot start encoding a new full application at the Full Application (FA) step of a restricted call, because for an application to be present at the FA step, the corresponding Concept Note needs to have been submitted, evaluated and pre-selected prior to this step. Should you still need to encode an FA, this has to be done by encoding a CN on-behalf, going through evaluation process, pre-select it and perform a formal notification (sending the letter) like for any other application. After this, the application will appear in the list of applications with a link allowing you to "Encode FA" on behalf of the organization and continue with the evaluation process.

However, if the CN has been submitted online, you can continue to encode the FA before the deadline only if the Applicant has not already clicked to start his draft application (you should still see “Encode FA” link next to the application). If the Applicant has started to encode, the status of the application will be “Draft FA” and the link to encode the FA will be disabled.

After the FA deadline has passed, the Applicant will not be able to encode the application into the system, but the link will be active so you will be able to encode the FA on behalf of the Applicant.

5.6.1 From My Calls List

Select the “My calls” link from the main left menu.

Under the list of calls, the second section 'Encode and edit applications' allows you to encode proposals received by post. Type in the reference of the call in the “Call N°” field, then click on the “Search” button.
The ‘Evaluation Preparation’ ‘Encode and edit applications’ tab for the respective call is displayed.

Select the Lot from the ‘List of applications’ section for which you wish to encode the proposal, and then click on the “Encode CN” button at the bottom of the page (please refer to the following section below for more details).

Please note that in the ‘Encode and edit applications’ section you can also view all the proposals that have already been submitted for the call whose reference you enter.

5.6.2 From Call Level

Alternatively, in the “My calls” list (see above), select the call for which you require encoding an application on behalf of the Applicant by clicking on the call title, and then:

1. Go to the ‘Evaluation preparation’ tab of the call.
2. Select the ‘Encode and edit applications’ sub-tab.
3. If the call has Lots, select the lot for which you wish to encode the Concept Note/Full Application.
4. Click on the “Encode CN” button at the bottom of the page.

A new web browser tab is displayed, allowing you to encode the application.

Please note that all the proposals already received for this call are displayed in the second section ‘List of applications’ table in the ‘Encode and edit applications’ tab.
a) 'Contact' tab

Select whether the organisation has a EuropeAid ID by clicking on the corresponding radio button.

- If you select the “Yes” radio button, a new "Add EuropeAid ID" button will appear, allowing you to enter it.

Click on the “Add EuropeAid ID” button and type the EuropeAid ID in the open field. The system will automatically display all the organisation details within the 'Contact' tab.

- If you select the "No" radio button, the open fields in the tab will become enabled and you will need to attach the "EuropeAid Offline Registration Form" within the required field.
Enter the following information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PADOR off-line form</td>
<td>Click on the &quot;Upload&quot; icon to browse for the file path and upload it.</td>
</tr>
<tr>
<td>Organisation name</td>
<td>Enter the organisation name.</td>
</tr>
<tr>
<td>Established (country)</td>
<td>Enter the country where the organisation is established.</td>
</tr>
<tr>
<td>Address</td>
<td>You have the option to either fill in the address or the P.O. Box. The address is required if no P.O. Box is specified.</td>
</tr>
<tr>
<td><strong>Postal code</strong></td>
<td>Specify the postal code of the organisation address if you filled in the “Address” field.</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>P.O. box</strong></td>
<td>You have the option to either fill in the address or the P.O. Box. The P.O. Box is required if no address is specified.</td>
</tr>
<tr>
<td><strong>City</strong></td>
<td>Enter the city of the organisation.</td>
</tr>
<tr>
<td><strong>Country</strong></td>
<td>Select the country where the organisation is based.</td>
</tr>
<tr>
<td><strong>Phone number</strong></td>
<td>Enter the contact phone number for the organisation. Please note that the allowed characters are numbers, the blank space, ’/’ and ‘+’.</td>
</tr>
<tr>
<td><strong>Fax number</strong></td>
<td>Enter the fax number for the organisation. Please note that the allowed characters are numbers, the blank space, ’/’ and ‘+’.</td>
</tr>
<tr>
<td><strong>Organisation e-mail</strong></td>
<td>Enter the contact e-mail address for the organisation.</td>
</tr>
<tr>
<td><strong>Confirm e-mail</strong></td>
<td>Re-enter the organisation e-mail address.</td>
</tr>
</tbody>
</table>

**Address is the same as organisation address**

This box is unchecked by default. If the contact address where the applicant wishes to receive communications concerning their application is the same address in the 'Applicant' tab, check it. The address fields displayed below will collapse. If communications need to be received at a different address, leave the box unchecked and enter the required information in the empty address fields below.

**Submission on behalf**

**CN Submitted**

Fill in the date and time when the Concept Note was submitted (e.g. post stamp date, if any).

**Encoded by**

This field automatically displays the name of the ECAS user currently logged into the system that performs the encoding.

**Date of submission**

This field automatically displays the date and time when the user above started to encode the proposal.

**b) 'Project' tab**

<table>
<thead>
<tr>
<th><strong>Details of the action</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title of the action</strong></td>
<td>Education in rural areas</td>
</tr>
<tr>
<td><strong>Language of the proposal</strong></td>
<td>EN</td>
</tr>
<tr>
<td><strong>Requested EU contribution (amount)</strong></td>
<td>500,000 EUR</td>
</tr>
<tr>
<td><strong>Requested EU contribution as % of total eligible costs (indicative)</strong></td>
<td>70.00 %</td>
</tr>
<tr>
<td><strong>Total indicative budget</strong></td>
<td>714,286 EUR</td>
</tr>
<tr>
<td><strong>Total action duration</strong></td>
<td>24 months</td>
</tr>
<tr>
<td><strong>Action location(s) (country/ies)</strong></td>
<td>Argentina</td>
</tr>
</tbody>
</table>

Enter the action details and budget in the provided fields within the 'Details of the action' section.
c) 'Co-applicants' tab

In this tab you can enter any Co-Applicants or Affiliated Entities in the project.

<table>
<thead>
<tr>
<th>List of co-applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add the EuropeAid ID (if the organisation is registered in PADOR) or PADOR off-line form (if the organisation is not yet registered) for your co-applicants.</td>
</tr>
<tr>
<td>EuropeAid ID</td>
</tr>
<tr>
<td>Add a co-applicant</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List of affiliated entities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add the EuropeAid ID (if the organisation is registered in PADOR) or PADOR off-line form (if the organisation is not yet registered) for your affiliated entities.</td>
</tr>
<tr>
<td>EuropeAid ID</td>
</tr>
<tr>
<td>Add an affiliated entity</td>
</tr>
</tbody>
</table>

To add a new Co-Applicant/Affiliated Entity, click on either the "Add a co-applicant" or "Add an affiliate entity" button respectively.

The following information is required:

- EuropeAid ID, or
- Organisation Name and Country where it is established.

<table>
<thead>
<tr>
<th>Add a co-applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refer to the Guidelines of grant applicants for information about when you need to register in PADOR.</td>
</tr>
<tr>
<td>Does it have a EuropeAid ID? *</td>
</tr>
<tr>
<td>Organisation name *</td>
</tr>
<tr>
<td>Established in (country) *</td>
</tr>
</tbody>
</table>

*Fields marked with an asterisk (*) are mandatory.*

The functional options are similar to the 'Contact' tab detailed above.

d) 'Documents' tab

Use this tab to attach the Concept Note or Full Application and the signed declarations.
The following document formats are accepted: Word (.doc & .docx), Excel (.xls and .xlsx), PowerPoint (.ppt and .pptx), PDF (.pdf), RTF (.rtf), JPEG (.jpg and .jpeg), Text (.txt), TIFF (.tiff and .tif) and ZIP. ZIP files can only contain these file types, except for another ZIP. The maximum file size allowed is 10.00 MB.

Please note that the EuropeAid Offline Registration Form in PDF format is mandatory at the Full Application stage if the organisation does not have a EuropeAid ID. You will also need to upload it in PADOR by clicking on the "Upload PDF" option in the 'Access your organisation' page. If you do not have the required PADOR rights, please contact DEVCO APPLICATION SUPPORT.

e) 'Overview' Tab

In this tab, you can see the overview of the application and modify any incorrectly encoded information.

f) 'Submit'

You can submit the application by clicking the 'Submit' button. Before performing this action, do not forget to tick the "I have read and accepted the terms and conditions" box.

g) User list

By default, the "User list" tab (top right) of the application displays all the users registered in the PADOR profile of the respective organisation. If required, you can view and edit the users who have access to an individual application, as well as their access.
For details on how to manage users in this list, please consult the User Manual for Applicants on the external Knowledge Base.

5.7 Perform the Evaluations

Please follow the steps below to perform the Proposal Evaluations in e-Calls PROSPECT.

Remember that you need to generate the Evaluation Report to be able to send the letters.

Please note that both the Evaluation Report and the Letters need to be generated via e-Calls PROSPECT (as described here) to insure that the call flow is completed on your side as well as on the applicants' side.

5.7.1 Restricted Call for Proposals

5.7.1.1 First Opening, Administrative Check and Concept Note Evaluation

Find the call for which you require encoding the evaluation by using the search function, or by selecting it from the "My calls" list from the link in
the main left menu.

Select the 'Evaluation' 'Evaluation' tab (steps 1 and 2 – illustrated below).

Select the "First Administrative Check" or "Concept Note" option as required (step 3).

Select which Lot, if the Call has lots (step 4).

The system displays all the applications received online or registered offline for the respective call/lot.

5.7.1.2 First Opening Administrative Check – OAC1

Click on the "Evaluation" tab of the call you need to evaluate. Note that it should be in status 'Under evaluation (CN)'.

Make sure that "First Administrative Check" is selected in the drop-down list. In order to verify the application, click on the applicant name or on the action title. The Overview tab is displayed, presenting the details encoded by the applicant. The concept note is also available for download and review. If you require analysing the proposal in more detail, click on the corresponding tabs.

5.7.1.3 Encoding the Results and Setting the Status

Click on the "(...)" link corresponding to the proposal to be evaluated, in the “Status” column of the respective proposal (see image above).

The system displays the form containing the evaluation criteria as set in Chapter 2.3.4 - Call Creation - Grids Tab. For each criterion, a drop-down list allows you to set a value for each criterion ("YES", "NO", "NA" or "TBD").

Select the status of the evaluation: "Accepted", "Rejected", "Overdue", "To be discussed", or blank.

You may optionally fill in an open textbox to include a comment in the standard letter sent to the Applicant.

Then, fill in the name of the Assessor, and the click on the "Save". The system validates the evaluation.
It is possible to change the status of the Administrative Check even after the Concept Note or Full Application Evaluation has been encoded. If the OAC status is changed from "Accepted" to "Rejected", "Overdue", "To be discussed" or blank, and scores have been encoded for the corresponding CN and/or FA evaluation, these scores are automatically deleted from the Evaluation Grid (note that they will be preserved in the database).

5.7.1.4 Overdue or Ineligible Proposal Setting

Applications may have been submitted after the deadline (this only applies to proposals sent offline). These applications are normally set in status "Overdue". This action may be performed in the basic workflow by setting the status of each application individually.

If an application has received the required scores to pass the evaluation, but for some other reason it is considered ineligible click on the "Ineligible applicant(s)" button at the bottom of the evaluation form. The eligibility grid will open. Set at least one criterion of this grid to "No" or fill in the text to be included in the letter to the applicant.

Once you click the "Ineligible applicant(s)" button, the status of the respective application automatically changes to "Rejected" and no other option than 'blank' is available in the status list.

Please note that to set an application as "Rejected", **at least one** criterion must be "no", or a comment has to be included in the letter to the applicant.
If you wish to revert, you need to select the blank option in the 'Status' list and submit, then click on the corresponding "(...)" again in order to perform the evaluation and enter a different status.

5.7.1.5 Exporting OAC Data

The evaluation information can be exported to an Excel file.

In the 'Evaluation' tab, click the "Export all" button.

The system generates an Excel file containing the evaluation information of the applications currently displayed in the tab, according to a predefined Excel template.

5.7.2 Perform the Concept Note Evaluation

Find the call for which you require encoding the evaluation by using the search criteria.

Click on the 'Evaluation' tab and make sure that the "Concept Note Evaluation" grid is selected.

If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call/lot which have a status "Accepted" after OAC1 check. Note that if the evaluation is not done by the committee, you will only see the proposals assigned to you. For more details, please refer to Chapter 5.5 - Define the Assessors and Set the Deadlines above.
5.7.2.1 Encode Scores and Comments

Click on the "(...)" corresponding to the "Assessment X" column of the application to be evaluated (where "X" is the number of the current evaluation, as defined in the Evaluation Settings of the call)

The system displays a form containing all sections and criteria defined for the CN evaluation for the selected Call/Lot. The form allows the scores to be encoded for each criterion.
5.7.2.2 Re-Evaluate a Proposal

Fill in the scores, the optional comment for the evaluation committee report, and the text to be included in the letters.

Note that following the PRAG regulations, it is only allowed to encode integer scores (no decimals).

The name of the assessor is displayed by default as the currently logged user. You may change it if the assessor is different.

You can save scores at any moment by clicking on the "Save" button, although the evaluation is not finished. The applications table is updated with the new scores.

After the letter has been sent to the applicant, you must provide a reason when making any amendment to a score or status.

Please remember that the re-evaluation is the final score. The evaluation entered here will be the final one and not an average between these and the previous assessments.

Find the call for which you require encoding a re-evaluation by using the search criteria.

Click on the "Evaluation" tab and select the "Concept Note Evaluation" grid.

If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call / lot.

Click on the "Final" column for the application that must be re-evaluated. The system displays a form showing the assessors’ scores, the average scores and the final score. By default, if the application has not yet been re-evaluated, the final score is the same as the average score.

Fill in the scores of the re-evaluation in the ‘Final’ column. Optionally, provide a comment for one or more grid sections. Click on the "Submit" button.
The final scores are updated, the system displays the table of evaluations updates with the final score encoded, and the re-evaluated applications are marked with a

5.7.2.3 Set the Final Status of Applications (Manual or Automatic)

The evaluation committee decides the status of the applications. The status must be updated in e-Calls PROSPECT.

Find the call for which you require encoding the status by using the search criteria.

Click on the ‘Evaluation’ tab of the call and select the "Concept Note Evaluation" grid.

If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call / lot.

Click on the "Status" column for an application that must have its evaluation status set. The system displays a form allowing the status of the
application to be changed.

Change the status of the evaluation to “Accepted”, “Rejected” or “Insufficient”, according to the decision of the committee. You may optionally provide a free text for the standard letter. You may also provide a comment for the evaluation committee report. Then, click “Save”.

The system validates and saves the evaluation status. If a letter has already been generated or uploaded for the current evaluation step, the letter is deleted unless it has already been made available to the applicant.

In order to automatically compute the status, click on the “Ask e-Calls PROSPECT to calculate the final statuses on the basis of the scores and the available budget (optional)” link. A form will be displayed.

Fill in the amount to be used as threshold for the calculation of scores and click on the “Propose status” button. The status of all the applications that reached the current level is automatically displayed in the table.

5.7.2.4 Export Concept Note Data

The evaluation information about a CN can be exported to an Excel file.

Click the “Export all” button in the Evaluation tab. The system generates an Excel file containing the evaluation information of the applications currently displayed in the tab, according to a predefined Excel template. Note that it is best to rank the applications first, as described in the section below, to get the cumulative budget of the accepted proposal in the Excel document.

5.7.2.5 Rank Applications

Applications in the “Export all” Excel file are not always ranked the way you expect, but the filter on final score allows you to order the applications in descending order from best to worst – click on the arrow in the Excel field and then select “Sort Largest to Smallest”.

The same can be done by clicking on “Rank applications” in e-Calls PROSPECT, after which the applications can be ranked in the exported Excel in this “Ranking” column. In this case though, you have to write your own formula for the cumulated budget (the system does not know how much money could be allocated).

If you want to view the cumulated EU contribution, you need to have the final status and ranking. The best is to use the “Propose status” functionality with an approximate budget. For the applications for which the system could not calculate the final status, enter it manually (even if you have to change it later) and then click on “Rank applications” again. The file generated via “Export all” will then contain all the available values.

Please note that if you leave some applications without a status but do the ranking, the cumulative budget will be incomplete; if you do not rank at all, there will be no cumulative budget for any application. In both cases you will have to enter (part of) the formula manually in the Excel.

5.7.2.6 Take Over an Evaluation

The Evaluation Committee can always take over an evaluation from an internal or an external assessor, if it deems necessary. In this case, the initially defined assessor (in the “Assessors and Deadlines” tab of the call) will no longer be able to edit the scores – the grids will be displayed in read-only mode for them.
5.7.2.7 Evaluations After the Deadline

According to your role, e-Calls PROSPECT will allow you or not to perform evaluations once the deadline has passed.

1. **Committee members** (Chairperson, Secretary, Voting member, Administrative Agent) always have read-write rights, even after the deadline – except if the scores have been submitted by external assessors.
2. **Internal assessors** have read-only rights on the scores before the deadline; if the Committee has taken over, a banner is displayed. Note that if you are assigned as re-evaluator, you have edit rights after the deadline (on the ‘Final’ column).
3. **Internal assessor and Voting member** – this combined role has read-write rights even after the deadline, if all assessments for the proposal have been submitted and if all the deadlines specified for the grid assessment have been reached.
4. **Delegation assessors** have read-only rights on the scores after the deadline; if the Committee has taken over, a banner is displayed.
5. **Delegation assessors with consult-only permissions** have read-only rights before and after the deadline.

Please note that if required, the evaluation deadline can be modified in the ‘Assessors and deadlines’ tab. This change must be approved by the call Chairperson or VA.

5.7.3 Prepare the Evaluation Report

5.7.3.1 Generate the Report Online

Find the call for which you require generating the report by using the search criteria available.

Click on the ‘Reports’ tab of the evaluation and select the ‘Prepare reports’ step of the reports wizard.

From the “Step” field, select the “Concept note evaluation” option from the drop-down list.

Choose the report language, and then click on the “Generate report” button.

The system generates the report.

You can use Microsoft Word or a similar application to fill in sections of the report with data that the system was not able to provide (for example, the date and time that the evaluation committee met).

The evaluation committee has to sign the report, which is then registered in ARES where it follows the normal visa chain flow.

5.7.3.2 The Signed Report

Please note that you need to add the approved report in ARES to e-Calls PROSPECT to generate the letters.

Find the call for which you require generating the report by using the search criteria available.

Click on the “Reports” tab in the ‘Evaluation’ section and select the “List signed reports” step of the reports wizard.
Click on the "Add" button in order to register the report in e-Calls PROSPECT.

The system displays a form requiring that the "Report title", report "Language", "Approval date" and "ARES reference" fields to be completed.

5.7.3.3 Upload an Addendum to the Report

Note that it is not possible to delete or edit a report in e-Calls PROSPECT after the corresponding letters for the evaluation step have been sent, taking into consideration the possible regeneration of letters. The report may not be edited or deleted if the date/time that it was registered in e-Calls PROSPECT is before the latest date/time that letters for the evaluation step were generated.

If you need however to upload an addendum, you may do so in the same tab of the call. Click on the "Add" button and type the name of the addendum to the report, the approval date, as well as the Ares reference if any.

5.7.4 Prepare the Letters

Once an evaluation is completed, you can prepare the letters to be sent to the Applicants (acceptance or rejection).

The system automatically generates letters to inform applicants that their application has been accepted or rejected. The letters are stored in the system database.

Please remember that you need to generate the letters via e-Calls PROSPECT (as described in the Chapter 5.7.4.2 - Generate the Letters Online below) for the call to follow the workflow automatically.
5.7.4.1 Check the Letter Templates (Standard Templates from PRAG)

Normally it is not required to check the letter templates, since they are defined at the Call Type/PRAG level.

However, if at any point during the automatic letter generation you notice a problem with the call templates (or if you wish to modify all the letters for a specific call), you can proceed as follows.

At the level of the call, all the templates are grouped in the "Templates of reports and letters" tab of the "Evaluation preparation" (click on the call title in the "My calls" list first).

To access the reports and letters templates, click on the "+" button to expand the file library.

To view a template, click on the corresponding button, for the required language. You will be asked to open or save the file locally. If you require making any changes, save the file on your computer and then upload it back into the e-Calls PROSPECT application as described in the section below.

5.7.4.1.1 Replace a Standard Template

If you need to replace an existing PRAG template, click on the "Edit" icon corresponding to the required letter. A file browser window will open.

Select the path to the new template and the click the "OK" button. The system will validate the new file before upload.

Please note that the "delete" icon does not actually delete the template, but it replaces the current document with the template from PRAG. This is particularly useful if you have modified the template (as described below).

5.7.4.2 Generate the Letters Online

From the 'Evaluation' 'Letters' tab, select step 1 "Prepare letters (RTF)" from the wizard displayed.
From the "Step" field drop-down box, select the evaluation for which you require preparing the letters. Make sure that before preparing the letters, you have defined the Full Application Deadline in the call settings. This deadline will be mentioned in the letters for all accepted applications.

1. In the "Signature" field, search and select the User who signs the letters to be generated and sent (i.e. Chairperson/AOSD etc.).

2. In the "Title" field, select the role of the User that will appear below the signature in the letter.

Click on the "Prepare letters" button to generate the PDF Letters.

The letters will be prepared for the list of applications displayed on this page.

If you have modified any letter templates manually (see the previous section), check the "tick to overwrite manually uploaded letters (if any)" box if you require to do so.

**5.7.4.2.1 Replace a Letter Automatically Generated**

Exceptionally, the letter to send to the applicant may have to be produced manually. The normal workflow is to generate the letter following the basic flow of events, then to view the letter. The letter can at that point be modified. However, it is not necessary to follow the basic flow of events – the letter to upload can be obtained from any source.

If you need to replace a letter, always make sure that you modify the RTF file that has been generated by the system in the 'Prepare letters (RTF)' step, otherwise you may lose important details, such as the chairperson's signature or other data. Click on the "View" icon to open and work on the generated letter. Save the new letter locally.

When you have completed your changes to the document, click on the "Edit" icon in the "Letters" column for the respective application.

Select the location of the RTF file and upload it. The system replaces any previous RTF letter for the application for the particular evaluation step.

**5.7.4.3 Prepare the PDF Letters**

Select the second step of the wizard, "Letters in PDF". At this step, the previously prepared RTF files are converted into PDFs before they can be sent to the applicants.

In the applications table, tick all the applications for which you wish to send letters (or tick the box corresponding to the "Letters" column in order to select all), and then click on the "Convert to PDF"

button.

A PDF icon is displayed next to the generated letters.

Please note that the above selected User Role must first check that they have uploaded their signature before preparing the letters. Please view Chapter 1.3.2 - My User Settings for more details on how to upload User signatures.
5.7.4.4 Send the Letters

To send the prepared letters, first click on the “Send letters” tab.

Select the User that is responsible for approving the sending of the letters (i.e. the “Approver” - Chairperson or AOSD). Please see Chapter 2.1 - User Roles in Calls for the complete overview of User Roles and Responsibilities.

Click on the “Request approval” button to send the Request for Approval to the indicated “Approver”.

The “Approver” will receive the Request for Approval notification.

The letters are sent once the “Approver” approves the request to send the letters.

Please note that the letters are not literally sent by e-mail to the applicants, but stored in the database. The applicants will receive an e-Calls PROSPECT notification that their letters are ready, and they will be able to access them in the system by clicking on the corresponding PDF icon.
5.7.4.4.1 Letters to Applicants that Submitted Offline

The letters for the applications encoded on behalf are shown as a blue PDF icon in the list, once the PDF conversion is completed (please refer to the above section).

Alternatively, if you wish to generate only the letters for applications encoded offline, check the “Show proposals submitted on behalf only” box (see image above). The applications table will be refreshed with the applications submitted offline.

Check the boxes corresponding to the applications for which you wish to send letters (or check the box corresponding to the “Letters” column in order to select all), and then click on the “Convert to PDF” button.

These letters in PDF format have to be treated with more care, and if necessary, sent by post to the Applicants at the address indicated in the “Contact” tab of the Call.

5.7.4.5 Send the Letters Offline

The procedure is the same as indicated in Chapter 5.7.4.2 Generate Letters Online except:

That for offline proposals, the system sends the letters to the e-mail address specified for the contact person of the organisation (see Chapter 5.7.4.4.1 - Letters to Applicants that Submitted Offline above).

5.7.4.5.1 Re-send One or More Letters

It is possible to re-generate the letters. This can be useful following correction of a mistake in the letter template. A letter is generated for each application.

Check the “and overwrite manually modified letters (if any)” check box to indicate that you want to replace manually uploaded letters with new letters generated from the template.
5.7.5.2 Re-send Letters for Proposals Received Offline

After the letters have been sent, an e-mail button is available for the letters corresponding to on-behalf proposals – you may choose to click on it to send the letter by e-mail to these applicants.

5.7.5 Second Opening and Administrative Check (OAC2) and Full Application Evaluation

Find the call for which you require encoding the evaluation by using the search criteria.

Select the "Evaluation" tab. If the call has lots, select the required lot.

5.7.5.1 Perform the Second Administrative Check

The Second Administrative Check (OAC2) is performed only in the case of a restricted Call.

Click on the 'Evaluation' tab of a call in the status under evaluation (FA).

Make sure that "Second Administrative Check" is selected in the drop-down list. In order to verify the application, click on the applicant name or on the action title. The Overview tab is displayed, presenting the details encoded by the applicant. The concept note is also available for download and review. If you require analysing the proposal in more detail, click on the corresponding tabs.

Select the "Status" column of the application to be evaluated.

The system displays a form containing the evaluation criteria set in Chapter 2.3.4 - Call Creation - Grids Tab. For each criterion, a drop-down list allows you to set a value for each criterion ("YES", "NO", "NA" or "TBD").

Select the status of the evaluation: "Accepted", "Rejected", "Overdue", "To be discussed", or blank.

You may optionally fill in an open textbox to include a comment in the standard letter sent to the Applicant.

Fill in the name of the Assessor, and then click on the "Save" button. The system validates the evaluation.

It is possible to change the status of the Administrative Check even after the Concept Note or Full Application Evaluation has been encoded. If the OAC status is changed from "Accepted" to "Rejected", "Overdue", "To be discussed" or blank, and scores have been encoded for the corresponding CN and/or FA Evaluation, these scores are automatically deleted from the Evaluation Grid (note that they will be preserved in the database).

5.7.5.2. Perform the Full Application Evaluation

5.7.5.2.1 Encode scores and comments

Find the call for which you require encoding the evaluation by using the search criteria.

Click on the "Evaluation" tab and select the "Full Application Evaluation" grid.

If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call/lot which have passed the previous step. If you are in delegation, the applications displayed are only those assigned to your delegation.
Click on the "Evaluation" column of the application to be evaluated.

The system displays a form containing all sections and criteria defined for the FA evaluation for the selected Call/Lot. The form allows the scores to be encoded for each criterion.

Fill in the scores and comments. Fill in the name of the assessor.

Click on the "Save" button.

You can save scores at any moment by clicking on the "Save draft" button. The encoded information is stored in the database but the scores are not final. This allows some scores to be left empty until the application is fully evaluated.

After the letter has been sent to the applicant, you must provide a reason when making any amendment to a score or status.

Click on the "Export all" button. The system generates an Excel file and asks you to save the file to the local computer.

### 5.7.5.3 Re-evaluate a Proposal

The system allows re-evaluating proposals whenever needed.

Find the call for which you require encoding the evaluation by using the search criteria.

Click on the "Evaluation" tab and select the "Full Application Evaluation" grid.

If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call/lot.

Click on the "Export all" button. The system generates an Excel file and asks you to save the file to the local computer.

Click on the "Final" column for the application that must be re-evaluated. The system displays a form showing the assessors' scores, the average scores and the final score; by default, if the application has not yet been re-evaluated, the final score is the same as the average score.

Provide the final scores according to the decision of the committee. Optionally, provide a comment for one or more grid sections.

Click on the "Save" button.

The final scores are updated and the system displays the table of evaluations updated with the final score encoded, re-evaluated proposals are marked with a ☑.

### 5.7.5.4 Set the Final Status of Applications (Manual or Automatic)

The evaluation committee decides the status of the applications. The status must be updated in e-Calls PROSPECT.

Find the call for which you require encoding the evaluation by using the search criteria.

Click on the 'Evaluation' tab and select the "Full Application Evaluation" grid.

If the call has lots, select the lot you wish to evaluate.

Click on the "Status" column for an application that must have its evaluation status set. The system displays a form allowing the status of the application to be changed.

Change the status of the evaluation to “Accepted”, “Rejected” or “Insufficient”, according to the decision of the committee. You may optionally
provide a free text for the standard letter. You may also provide a comment for the evaluation committee report, and then click the "Save" button.

The system validates and saves the evaluation status. If a letter has already been generated or uploaded for the current evaluation step, the letter is deleted unless it has already been made available to the applicant.

In order to automatically compute the status, click on the "Automatic calculation of statuses" link. A form will be displayed.

Fill in the amount to be used as threshold for the calculation of scores and click on the "Propose status" button. The status of all the applications that reached the current level is automatically displayed in the table.

5.7.5.5 Export Full Application Data

The evaluation information about a FA can be exported to an Excel file.

Click the "Export all" button. The system generates an Excel file containing the information about all the evaluations in the currently selected grid, according to a predefined Excel template.

5.7.5.6 Prepare the Evaluation Report

5.7.5.6.1 Generate the Report Online

Find the call for which you require generating the report by using the search criteria available.

Click on the "Reports" tab and select the "Prepare reports" step of the reports wizard.

Then, select the “Full application evaluation step”.

Choose the report language and click on the "Generate report" button.

The system generates the report.

You can use Microsoft Word or a similar application to fill in sections of the report with data that the system was not able to provide (for example,
the date and time that the evaluation committee met).

The evaluation committee signs the report.

The report is then registered in ARES.

### 5.7.5.6.2 The Signed Report

Find the call for which you require generating the report by using the search criteria available.

Click on the “Reports” tab and select the “List signed reports” step of the reports wizard.

![Screenshot of report signing](image)

Click on the “Add” button to register the report in e-Calls PROSPECT.

The system displays a form allowing the report title, report language, approval date and ARES reference to be encoded.

Fill in the form, and then click on the “Save” button.

The report information is saved in the system.

### 5.7.5.6.3 Upload an Addendum to the Report

If you need however to upload an addendum, you may do so in the same tab of the call. Click on the “Add” button and type the name of the addendum to the report, the approval date, as well as the Ares reference, if any.

### 5.7.5.7 Prepare the Letters

Once an evaluation is completed, you can prepare the letters to be sent to the applicants (acceptance/rejection). Please follow the same procedure as indicated in Chapter 5.7.4 - Prepare the Letters above.

### 5.7.6 Perform the Eligibility Check

Normally, the eligibility of applicants is checked at the end of the call evaluation (after OAC1, CN, OAC2, and FA). However, you can flag “ineligible applicant(s)” at any stage during your evaluation, as soon as you notice that there is an issue. For details on how to perform an on-the-fly check, please read the section below.

If you are checking the eligibility in the normal order of the steps (after the FA), proceed as follows:

Find the call for which you require encoding the evaluation by using the search criteria.

Click on the “Evaluation” tab and select the “Eligibility” grid.
If the call has lots, select the lot you wish to evaluate.

The system lists all the applications for the call / lot which are in status "Accepted" or "Reserve List" following the Full Application evaluation. If you are in delegation, the applications displayed are only those assigned to your delegation.

To start performing the check, click on the "Status" column of the application to be evaluated.

5.7.6.1 On-the-fly Eligibility Check

If you need to flag "ineligible applicant(s)" while at another step in the call evaluation, you can do so by clicking the “Ineligible applicant(s)” button which is available in the OAC grid of this application (OAC1 if you notice an eligibility issue during the First Open Administrative Check or Concept Note Evaluation, or OAC2 if you notice an eligibility issue during the Second Open Administrative Check or Full Application Evaluation).

1. Click on the call title in the “My calls” list
2. Go to the “Evaluation” tab
3. From the drop-down list corresponding to the step, select the corresponding OAC step (if you are not currently at an OAC step)
4. Click on the “Status” column of the application you want
5. Click on the “Ineligible applicant(s)” button at the bottom of the screen. You will be redirected to the Eligibility grid. For more details, please consult Chapter 5.7.1.4 - Overdue or Ineligible Proposal Setting.

5.7.6.2 Performing the Internal Check

Colleagues involved in calls for proposals must check in PADOR the information that the organisations have provided. The PADOR is now fully integrated with e-Calls PROSPECT allowing you to quickly move from one system to the other during the evaluation and eligibility checks.

In particular, when you have to perform the eligibility check in e-Calls PROSPECT for a specific application, you will see that there is a new table summarising the information that comes from PADOR regarding the organisations involved in this application as lead applicant, co-applicant and affiliated entity.

This table displays the values as encoded by the organisation in PADOR. If a colleague (or DG Budget) has checked that the information is correct, this value will appear in green. If it is found to be incorrect it will be red. If no one has yet checked, it will remain dark grey.
**Internal check of PADOR profiles**

This is a summary of the information provided by the organisation in PADOR. When a colleague has already checked it, the values will appear in green or red, depending on the result of the check. The results are not visible by the organisation. Let’s share our work, to increase our efficiency and quality of eligibility checks!

**Click on the organisation name to go to PADOR for more information. Update the internal check screen in PADOR and refresh!**

<table>
<thead>
<tr>
<th>Organisation name</th>
<th>Role</th>
<th>LEF</th>
<th>Established</th>
<th>Legal type</th>
<th>Profit</th>
<th>NGO</th>
<th>Statutes</th>
<th>Reg. Doc</th>
<th>Finan. R.</th>
<th>Audit R.</th>
<th>LEF form</th>
<th>FIF form</th>
</tr>
</thead>
<tbody>
<tr>
<td>af1</td>
<td>AF</td>
<td>N/A</td>
<td>AO</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>fab_argentine</td>
<td>CO</td>
<td>N/A</td>
<td>AR</td>
<td>N/A</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Fab_test_maint</td>
<td>LA</td>
<td>N/A</td>
<td>BE</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>NATI</td>
<td>CO</td>
<td>N/A</td>
<td>AQ</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1. I have checked the information provided by the above organisation[s] in PADOR and I have updated the internal check screen in PADOR to the maximum extent possible and relevant for this call for proposals.
2. I have not updated the internal check screen in PADOR for the above organisation(s)

**Click on the organisation name to:**

1. See the detailed PADOR profile, including supporting documents and
2. Update the internal check.

You will be automatically redirected to the "Internal check" screen in PADOR. Here you will find a summary of the information provided by the organisation. Please confirm whether this information is correct.
For more detailed information on performing the internal check in PADOR, please refer to the PADOR user manual.

The result of the check and the corresponding colours will be automatically imported in e-Calls PROSPECT once the internal check is performed in PADOR. Remember to click on the "Refresh" button in e-Calls PROSPECT to make sure the latest results are displayed.

Do not forget to select the appropriate radio button at the bottom of the "Internal check of PADOR profiles" table in e-Calls PROSPECT, stating whether or not you have checked the information provided by the organisations that reached the eligibility step in the call you are evaluating.

### 5.7.6.3 Encode the Results and Set the Evaluation Status

The eligibility criteria are displayed under the "Internal check of PADOR profiles" table. The form contains all sections and criteria defined for the eligibility check for the selected Call/Lot. A drop-down list allows selecting the required value for each criterion ("Yes" (by default), "No", "NA" and "TBD").

Select the overall status of the evaluation ("Accepted", "Rejected", "To be discussed", or "Reserve List").

If the overall status is "Accepted", define the Unit/Delegation that will create the contract in the "Service in charge of the contract" field. This service will have a view access to all the assessments of this application in e-Calls PROSPECT.
There are also two open fields where you can add any comments, either to be included in the Evaluation Report sent to the Evaluation Committee, or to be included in the Letter to be sent to the Applicant.

Click "Submit" button to save your changes.

If the letter has already been sent to the applicant, you must provide a reason when making any amendment to a score or status.

5.7.6.4 Export Eligibility Data to an Excel File

The evaluation information about eligibility checks can be exported to an Excel file.

Click the "Export all" button. The system generates an Excel file containing the information about all the evaluations in the currently selected grid, according to a predefined Excel template.

Note that a dedicated Excel sheet summarises the values encoded by the organisations in PADOR. If a colleague has checked whether this information is correct, the value is highlighted with red or green depending on the result of the check. To see the details of the information and of the check performed in PADOR, click on the EuropeAid ID.
5.7.6.5 Prepare the Eligibility Report

Eligibility reports summarise the status of checked applications. The reports are executed after the statuses of the eligibility check have been set.

If a call has lots, the report contains information about all lots in the call.

5.7.6.5.1 Generate the Report Online

Find the call for which you require generating the report by using the search criteria available.

Click on the “Reports” tab and select the “Prepare reports” step of the reports wizard.

Then, select the “Eligibility” step.

Choose the report language and click on the “Generate report” button.

The system generates the report.

You can use Microsoft Word or a similar application to fill in sections of the report with data that the system was not able to provide (for example, the date and time that the evaluation committee met).

The evaluation committee signs the report.

The report is then registered in ARES.

5.7.6.5.2 The Signed Report

Find the call for which you require generating the report by using the search criteria available.

Click on the “Reports” tab and select the “List of signed reports” step of the reports wizard.
Click on the “Add” icon in order to register the report in e-Calls PROSPECT. The system displays a form allowing the report title, report language, approval date and ARES reference to be encoded. Fill in the form and click the “Save” button. The report information is saved in the system.

### 5.7.6.5.3 Upload an Addendum to the Report

Note that it is not possible to delete or edit a report in e-Calls PROSPECT after the corresponding letters for the evaluation step have been sent, taking into consideration the possible regeneration of letters. The report may not be edited or deleted if the date/time that it was registered in e-Calls PROSPECT is before the latest date/time that letters for the evaluation step were generated.

If you need however to upload an addendum, you may do so in the same tab of the call. Click on the “Add” button and type the name of the addendum to the report, the approval date, as well as the Ares reference if any.

### 5.7.6.6 Prepare the Letters

Once an evaluation is completed, you can prepare the letters to be sent to the applicants (acceptance/rejection). Please follow the same procedure as indicated in Chapter 5.7.4 - Prepare the Letters above.

### 5.8 Send Back Evaluations Performed by External Assessors

As soon as you receive back the proposals that have been assigned for evaluation to external assessors, you can check them in the “External evaluation” tab of the “Evaluation” part of the call.

Click on the Score link corresponding to the evaluation to wish to review. The grid with the scores given for each criterion will be displayed.

If you notice an issue with any of the evaluations performed by an external assessor (e.g. a missing comment), you may send the proposal back to the assessor for a re-evaluation. This can be done at any moment before the evaluation deadline. Select the proposal(s) that you wish to be modified and click on the “Send back” button.

### 5.9 After Evaluation – Grant Contract Award Publication

A list of all contracts awarded (Award list) is to be made publicly available via e-Calls PROSPECT by filling in the appropriate template Annexe E11.

To upload this document, please follow the instructions in Chapter 2.3.5.2 – Uploading Documents for Publication (choose an appropriate document title and set the document type as “Other annexe”). Please note that the document can be uploaded even if the call is in status “Complete”.

For more information regarding the publication of grants awards, please consult the PRAG.

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**Related pages**

- Chapter 1 - Introduction to e-Calls PROSPECT
- Chapter 2 - Create a Call in e-Calls PROSPECT
- Chapter 7 - Help for e-Calls PROSPECT
- All chapters
6. Configuring e-Calls PROSPECT (Business Administrator)

6.1 Manage the Criteria Repository

Business Administrators can manage the list of standard Grid Criteria available for Evaluation Checks within Call Types. This can be achieved from the “Repository of criteria” page (link in main left menu).

The Criteria repository groups criteria by procedure (Open/Restricted), and by step. All active criteria in this repository can be used in a call type, and/or directly in a call. New criteria can also be created for use by specific call types or calls.

The Criteria Repository allows you to:

- Create criteria.
- View or edit existing criteria.
- Deactivate or reactivate criteria.
- Delete criteria.

6.1.1 Add a Criterion

In the Criteria Repository (see above), click on the "Create Criterion" button of the corresponding section (Administrative, Technical or Eligibility).
Fill in the 'Configure criterion' form with the criterion "Language" and "Title". If more languages are required, click the "Add language" button. Click the "Save" button once the required information has been completed.

6.1.2 Edit a Criterion

In the Criteria Repository (see above), click on the "Edit" icon to modify the corresponding criterion in the table. The form detailed above is displayed, allowing you to modify the required fields. Click on "Save" button once changes are complete.

6.1.3 Deactivate or Reactivate a Criterion

In the Criteria Repository see above, the "Status" icons in the 'Status' column display which criteria are active, and which are inactive (green for active or red for inactive), while the red cross and green tick allow you to change this status.

The status icons correspond to the activation/deactivation icons, so click on the activation/deactivation icons to perform the opposite actions.

- Click on the "tick" icon

   to deactivate the corresponding criterion. A pop-up message will display requiring you to confirmation the deactivation.

- Click on the "cross" icon
to **activate** the corresponding criterion. A pop-up message will display requiring you to confirm the activation.

| Please note that disabled (deactivated) criterion in the criteria repository are no longer available in pre-existing Call Types and related Calls. Deactivating a criterion used in the active Call Type has no impact on an existing Call using that criterion. However, this criterion will not be available for future Calls. |

### 6.1.4 Delete a Criterion

In the Criteria Repository (see above), click on the “Delete” icon to delete the corresponding criterion in the table. A pop-up message will be displayed requesting you to confirm the deletion.

### 6.2 Setting the Call Type in e-Calls PROSPECT

#### 6.2.1 Create a Call Type

The creation of a Call Type allows the setting up of a configuration that will be adopted by all calls created based on this Call Type.

Access the Call Type configurator by clicking on the ‘Configure call types’ link in the main left menu.

| Please note that only the Business Administrator will have access to this menu once they are logged-in. |

You have two options to create Call Types:

- Create a new call type from a selected call type (from an existing call type), or
- Create a completely new call type.
You need to select the line corresponding to the call type you want to use as base for the new call type before clicking on the "Create a new call type from selected call type" for the first option.

In either case, the following information is required:

- "Title" – Call Type title
- "Type" – Call creation type.
- "Valid from" – Date that the Call Type is active.
- "Languages" – Call Type languages

Note that the call type and the languages related to that call type cannot be changed after creation.

Fields marked with an asterisk (*) are mandatory. Date format is (dd/mm/yyyy).

If there are several instances of the same call type, only one can be active. A call type becomes active when the "Valid from" date is reached. If this is the case, the previous instance of the call type (if any) becomes therefore inactive.

For the second Call Type creation option, the newly created Call Type will be visible in the 'List of call types' section on the 'Configure call types' page (see above). Click on the "Edit" icon of the created Call Type to access the relative Call Type configuration options.

Configure the Call Type through the Call Type tabs (General Information, Grids, Documents, Letters and Reports) as indicated in the sections detailed below. Visible tabs may differ depending on your choice of "Type" during the creation of the Call Type (see above).

6.2.1.1 Upload the Standard Templates (Guidelines and Annexes) for a Call Type

6.2.1.1.1 Uploading a New Document
Access the Call Type from the list of call types on the ‘Configure call types’ page by clicking on the specific call type “Edit” icon.

Select the ‘Documents’ tab in the Call Type. A table is displayed, listing all the available document templates, grouped by call procedure type.

Call type: Indirect Management 2017
Valid from: 13/10/2017

### Documents for restricted calls

<table>
<thead>
<tr>
<th>EN</th>
<th>FR</th>
<th>N°</th>
<th>Document title</th>
<th>Type</th>
<th>Creation date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Grant application form</td>
<td>Grant application form</td>
<td>13/10/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Guidelines for grant applicants</td>
<td>Guidelines for applicants</td>
<td>13/10/2017</td>
</tr>
</tbody>
</table>

### Documents for open calls

<table>
<thead>
<tr>
<th>EN</th>
<th>FR</th>
<th>N°</th>
<th>Document title</th>
<th>Type</th>
<th>Creation date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Grant application form</td>
<td>Grant application form</td>
<td>13/10/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Guidelines for grant applicants</td>
<td>Guidelines for applicants</td>
<td>13/10/2017</td>
</tr>
</tbody>
</table>

Document templates may contain variables.

When the template is downloaded in the Documents tab of the call, the variables are replaced by the available values as defined in the call. Having templates with variables ensures the consistency between the call data and the information present in the document published on the EuropeAid website.

Select the "Add document" button. Fill in the pop-up window ‘Add/Edit document’ form and click on the “Save” button to save the document. The “Document” title, “Sequential number” and “Select document type” are required fields. A new pop-up window will be displayed allowing you to upload the Rich Text Format (RTF) template document files.

Click on the "Upload" icon

![Upload icon](image)

to upload the document files.

Before uploading a Rich Text Format (RTF) template file, the system checks that the document does not include any invalid variables. Uploaded documents must be limited in size to the Commission Standard (10MB).

### 6.2.1.2 Editing an Existing Document

Select the "Edit" icon

![Edit icon](image)

for the required document. You may edit the “Document” title, “Sequential number” and “Select document type”, or upload a new document.

### 6.2.1.3 Downloading a Document

Select the document and the language that you require downloading and click on the “Download” icon

![Download icon](image)

### 6.2.1.4 Workaround for RTF Documents Error

Sometimes, when saving a RTF document via Microsoft Word, the resulting template is altered and some RTF variables inside the document are not fully replaced. In this case, the following error occurs when downloading (for example) the guidelines or the application form:

"The generated RTF document contains MERGEFIELD tag."
To solve the error, download the document, open it, and press on Alt-F9 (to show the fields). Check the field in the error message – you should see something like this in the document:

\{MERGEFIELD my call title partially replaced \* MERGEFORMAT\}

Please follow the steps below to solve the issue:

1. Delete the problematic field in the template.
2. Copy/paste a working one.
3. Right-click on the pasted field.
4. Click on the "Edit" option.
5. Change the name to the desired field.
6. Save the document.
7. Upload the template again in the Call Type.

6.2.1.2 Set the Standard Grids

To manage the Call Type standard grids, select the 'Grids' tab of the new Call Type and select "View" button to modify a specific grid.

The following grids are available:

- The Administrative Check grids (OAC1 and OAC2).
- The Technical grids (CN and FA).
- The Eligibility Check grid (EL).
6.2.1.2.1 The Administrative Grids (OAC1 and OAC2)

Select the Administrative Check (OAC1 or OAC2) Grid, from the 'Grids' tab after choosing the Call Type to configure, by clicking on the corresponding grid "View" button.

The following actions are possible:

- Add an evaluation criterion from the repository of criteria by clicking on the "Add criterion to grid" button, selecting the criterion from the list, and then clicking on the "Insert selected" button;
- Remove an existing criterion by clicking on the "Delete" icon of the required criterion, then confirming the deletion in the pop-up window displayed by clicking on the "Yes" button.
- Reorder the criteria by clicking on the criterion and using the **drag-and-drop** function to the required position within the grid.

6.2.1.2.2 The Technical Grids (CN and FA)

Please note that the Technical Criteria Repository can contain criteria with "Yes" or "No" answers, as well as criteria with score answers.

Select the Technical Grid (CN or FA), from the 'Grids' tab after choosing the Call Type to configure, by clicking on the corresponding grid "View" button.

The following actions are possible:

- Add an evaluation criterion from the repository of criteria by clicking on the "Add criterion" button in the Technical grid section, selecting the criterion from the list, and then clicking on the "Insert selected" button;
- Remove an existing criterion by clicking on the "Delete" icon of the required criterion, then confirming the deletion in the pop-up window displayed by clicking on the "Yes" button.
- Reorder the criteria by clicking on the criterion and using the **drag-and-drop** function to the required position within the grid.

Please note that criteria can be grouped into sections in Technical Grids, so make sure that you either add the section first, or verify that you have selected the appropriate section before adding, removing, or reordering criteria. You can also set an overall score for criteria when they are grouped into sections.

6.2.1.2.3 The Eligibility Grid

Select the Eligibility (EL) Grid, from the 'Grids' tab after choosing the Call Type to configure, by clicking on the corresponding grid "View" button.

The following actions are possible:

- Add an evaluation criterion from the repository of criteria by clicking on the "Add criterion to grid" button, selecting the criterion from the list, and then clicking on the "Insert selected" button;
- Remove an existing criterion by clicking on the "Delete" icon of the required criterion, then confirming the deletion in the pop-up window displayed by clicking on the "Yes" button.
- Reorder the criteria by clicking on the criterion and using the **drag-and-drop** function to the required position within the grid.

6.2.1.3 Define the Standard Letter Templates

The Business Administrators can manage the Letters within a Call Type. Letter templates are defined at Call Type level. A letter template is always a Rich Text Format file.

Access the Call Type from the list of call types on the 'Configure call types' page by clicking on the specific call type "Edit" icon.

Select the 'Letters' tab in the Call Type.

The Letter Repository groups letters per combination of Procedure Type, Step, and Language.

6.2.1.3.1 Upload a Letter Template

Access the Call Type and 'Letters' tab as detailed above.

Click on the "Upload" icon which corresponds to the standard letter template that requires uploading. A file manager will be displayed, allowing you to select the letter template file from a location on your local computer.

6.2.1.3.2 View a Letter Template

Access the Call Type and 'Letters' tab as detailed above.
Search the letter template from the letter repository file manager. Click on the corresponding "View" icon

for the required language of the letter template. The system will download the RTF file.

Please note that this option is only visible once there is a previously uploaded version of the corresponding standard letter template (see section above).

6.2.1.3.3 Delete a Letter Template

Access the Call Type and 'Letters' tab as detailed above.

Search the letter template from the letter repository file manager. Click on the corresponding "Delete" icon

for the required language of the letter template. A pop-up message will display requiring you to confirm the deletion.

Please note that this option is only visible once there is a previously uploaded version of the corresponding standard letter template (see section above).

6.2.1.4 Define the Standard Report Templates

Business Administrators can manage the Reports within a Call Type. Report templates are defined at Call Type level. A report template is always a Rich Text Format file.

Access the Call Type from the list of call types on the 'Configure call types' page by clicking on the specific call type "Edit" icon

. Select the 'Reports' tab in the Call Type.

The Reports Repository groups one report type per combination of Procedure Type, Step, With or with lots option and Language.

6.2.1.4.1 Upload a Report Template

Access the Call Type and 'Reports' tab as detailed above.

Click on the "Upload" icon

which corresponds to the standard report template that requires uploading. A file manager will be displayed, allowing you to select the report template file from a location on your local computer.

6.2.1.4.2 View a Report Template

Access the Call Type and 'Reports' tab as detailed above.

Search the report template from the report repository file manager. Click on the corresponding "View" icon

for the required language of the report template. The system will download the RTF file.

Please note that this option is only visible once there is a previously uploaded version of the corresponding standard report template (see section above).

6.2.1.4.3 Delete a Report Template

Access the Call Type and 'Reports' tab as detailed above.

Search the report template from the report repository file manager. Click on the corresponding "Delete" icon

for the required language of the report template. A pop-up message will display requiring you to confirm the deletion.

Please note that this option is only visible once there is a previously uploaded version of the corresponding standard report template (see section above).
Chapter 7 - Help for e-Calls PROSPECT

For any technical questions concerning the usage of e-Calls PROSPECT, select the "Online support" link (main left menu option in the 'Useful links' section.

When you click on "Online support" link, a pop-up message will display requiring you to select whether you are contacting the Support Helpdesk Team for a "New request" or for a "Follow-up request"

7.1 New Requests for Support

Select the "New request" option in the 'Online technical support' pop-up window, and then click on the "Next" button. The 'Online technical support: new request' form will be displayed.
Enter the required information – Please note that all the fields marked with an asterisk (*) are mandatory.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail</td>
<td>The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you require receiving Support Helpdesk information at a different e-mail address.</td>
</tr>
<tr>
<td>Phone number</td>
<td>Enter the phone number where the Support Helpdesk can contact you for details concerning your request.</td>
</tr>
<tr>
<td>Call reference</td>
<td>Enter the call reference and lot that your request concerns (if applicable). If you are currently working on the call, the system detects automatically the reference and the lot number.</td>
</tr>
<tr>
<td>Category</td>
<td>Select the screen where you encountered the error: Call Creation, Call Publication, Call Modification, or Call Evaluation.</td>
</tr>
<tr>
<td>Description of your request</td>
<td>Use this field to explain the technical issue(s) that you are experiencing.</td>
</tr>
<tr>
<td>Attachments</td>
<td>Click on the &quot;Upload&quot; icon to upload a screenshot of the error/issue – this is not mandatory but can help the Support Helpdesk Team in detecting the cause of the problem and solving the issue.</td>
</tr>
</tbody>
</table>

Click on "Send" button when the form has been completed.

When the Support Helpdesk registers your support request, you will receive an automatically generated e-mail, which will contain the reference of your request (Incident Reference). Please use this reference in any future communication with the Support Helpdesk regarding this same request. Do **not** forget to include the call number, as well as the lot.
7.2 Follow-up on Existing Support Requests

Select the "Follow-up request" option in the 'Online technical support' pop-up window, and then click on the "Next" button. The 'Online technical support: follow-up request' form will be displayed.

![Online technical support form](image)

A form will be displayed, allowing you to enter your Contact Details and the Incident Reference.
Online technical support: follow-up request

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail</td>
<td>The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you require receiving Support Helpdesk information at a different e-mail address.</td>
</tr>
<tr>
<td>Phone number *</td>
<td></td>
</tr>
<tr>
<td>Incident reference *</td>
<td></td>
</tr>
<tr>
<td>Description of your request *</td>
<td>Use this field to explain the technical issue(s) that you are experiencing.</td>
</tr>
<tr>
<td>Attachments</td>
<td>Click on the &quot;Upload&quot; icon to upload a screenshot of the error/issue – this is not mandatory but can help the Support Helpdesk Team in detecting the cause of the problem and solving the issue.</td>
</tr>
</tbody>
</table>

Enter the required information – Please note that all the fields marked with an asterisk (*) are mandatory:

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

For any technical assistance request, please use the 'Online support' form available in the system; to ensure a reply at the earliest convenience, you are kindly asked to contact us in English or French.

Click on "Send" button when in the form has been completed.