

**Grantium guidance for applicants**

*How to claim a payment*

*Version 1 – January 2016*

In order to receive your grant payments from Arts Council England, you must submit a payment request. This lets us know that you have met all the required conditions of your payment and are ready to receive the funds.

This guidance document takes you through the step-by-step process for requesting your payments.

**How to claim a payment**

Log into your Grantium account using your username and password:



On the **Welcome** screen, click on the **Submissions** link in the grey bar to the left of the screen:



A submission is the name for any online form that you need to complete. Clicking on this link will take you to a list of every submission linked to your project. This will include the eligibility questionnaire and application form you submitted, as well as the offer letter acknowledgement you received to notify you of the outcome of your grant.

This list will also show any **Payment Requests** that are due to be submitted:



**Please note, you will only be able to see one payment request at a time. If you are claiming your first payment, any subsequent payments you are due to receive will not appear in your Grantium account until closer to the time those payments are due.**

To request your payment from us, click on the **Open icon**  next to the payment request:





You will need to click through each of the screens within the **Payment Request** task, but you might not need to enter information on all of these screens – some of them are just for your information, and you can just click through to the next screen to proceed.

The first screen is the **Project information** screen. You do not need to enter any information on this screen, but you can view your application form, award schedule or offer letter by clicking on the links at the top of the screen if you want to.



Click **Next** to proceed.

The next screen is the **Payment request** screen. Again, you do not need to enter any information on this screen, this is just a chance for you to review the amount of the payment you are requesting, and the date the payment is due to be made.

**Please note that this schedule due date is not necessarily the date the money will be in your bank account.**



Click **Next** to proceed.

The next screen is the **Payment conditions** screen. This screen will show the details of any conditions you have been asked to submit in order for your payment to be released. For a first payment, you will always be asked to provide a copy of your bank details, **even if you have received funding from us before**. You may also have been asked to provide other information specifically related to your project.



On this screen you need to confirm that you have met the required conditions but you do not need to upload any documents on this screen. To confirm you have met the required condition.

Click on the **View** icon  next to the relevant condition.

This opens the **Payment conditions details** screen.



Tick the **Payment condition met?** box and then click **Save & Back to List**. The Payment conditions screen will then show that you have confirmed you have met the condition:



Click **Next** to move on to the next screen.

The next screen is **Attachments**. Use this screen to upload any documents you have been requested to submit in order for your payment to be released.

**Please note: you will never be asked to upload a copy of your bank details on to Grantium. These must be sent to us by post.**



You can upload up to a maximum of 10 attachments on this screen. The maximum file size is 10MB and the document type can be pdf, MS Word, MS Excel, MS PowerPoint or jpeg.

**Please note: If you have not been asked to provide any additional information for the payment you are requesting, you do not need to enter any information on this screen or upload any documents.**

Once you have uploaded all of the documents we’ve asked you to provide, click **Next** to move on to the next screen.

On the **Declaration** screen, confirm that you are authorised to submit the payment request by ticking the relevant box.



If you have any additional information about any of the payment conditions you have attached, you can use the free text box provided to tell us. You can also use this box to tell us if you’ve had any difficulty in providing the information we have asked for.

Once complete, click **Save & Next** to move on to the final screen.

The final screen is the **Submission summary** screen.



Click **Submit** to complete the process.

## Further information and support

If you have any questions about the information contained in this document or require some assistance, please contact our Customer Services team on:

**Phone:** 0845 300 6200, 0161 934 4317

**Textphone:** 0161 934 4428

**Email:** enquiries@artscouncil.org.uk

**Website:** [www.artscouncil.org.uk](http://www.artscouncil.org.uk)