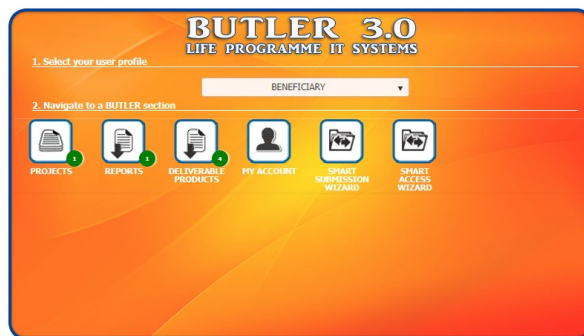# Guidance for submission of beneficiary reports and deliverables through the BUTLER SMART WIZARDS

(Projects funded under the LIFE 2014-2020 programme)

HISTORY OF CHANGES		
VERSION	PUBLICATION DATE	CHANGE
1.0	02.06.2023	Initial version.
1.2	20.10.2023	Updates based on initial feedback from users mainly on FAQ
1.3	24.11.2023	Update of the FAQ
2.0	20.02.2023	Updates to include guidance on the new feature SMART ACCESS WIZARD

Table of contents

1. What is BUTLER?

BUTLER is a web-based application used for the grant management of projects funded under the LIFE Programme after the signature of the Grant Agreement. The Agency is using BUTLER for the administrative, technical and financial follow up of the projects, in particular assessing the reports and payment requests. BUTLER is accessible to the external monitoring team too. From summer 2023, the IT tool is also accessible to LIFE project beneficiaries of projects funded under the LIFE 2014-2020 programme.

This guidance describes, for the LIFE projects' coordinating beneficiaries, the steps to follow to access the tool, manage the access rights and submit the project deliverables, reports and related supporting documents directly in BUTLER through the SMART WIZARDS. This guidance only applies to projects funded under the LIFE 2014-2020 programme[1]. The guidance available under the LIFE website section on how to submit reports (https://cinea.ec.europa.eu/programmes/life/life-reporting_en) and the templates have been updated to reflect the use of BUTLER for the submission of reports and deliverables.

2. Accessing BUTLER

BUTLER is accessible via the weblink https://webgate.ec.europa.eu/life/butler/module.

> **Users must have an EU login account (previously called ECAS account) to connect to BUTLER.**
>
> **EU Login is the European Commission's user authentication service. It allows authorised users to access a wide range of Commission web services, using a single email address and password.**
>
> **For example, an EU login account for each project was used at the time of encoding the application in eProposal.**
>
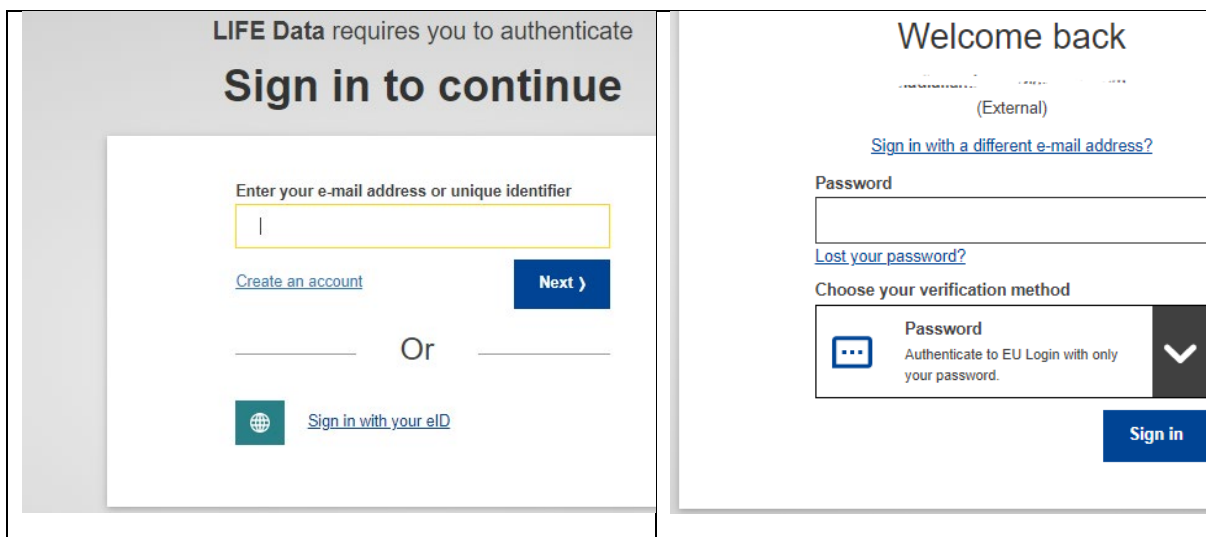> **New users** should visit the dedicated page to learn more about the EU Login and get support.

2.1. Login to BUTLER

When connecting to BUTLER for the first time, the system will ask you to enter your EU Login and then your password.

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[1] The projects funded under LIFE+ (2007-2013), LIFE 2021-2027, LIFE20 NGO4GD, LIFE19-20 PRE and LIFE18 CAP do not have access to BUTLER.

2.2. Who should have access?

In the Grant Agreement, Article 1.6.3 identifies the name, function, address and email of the person designated to receive any communication from the Agency, and vice versa, any official document linked to the project's contractual management (e.g., request for amendment) shall be submitted either by this person designated in the Grant Agreement[2] or the Legal representative.

A project's EU login account for BUTLER access may belong either to:

- the person designated in Article 1.6.3 or
- a different person designated for the specific purpose of submitting deliverables, reports and supporting documents.

Only one person per project may have a BUTLER account. No exception can be granted as this would prevent a correct functioning of the IT tool. Please see the step 2.3 below in case a modification of the beneficiary's access account is required.

2.3. The SMART ACCESS WIZARD

The initial BUTLER account was created for each project based on the EU login and associated email address that the beneficiary had communicated to the external monitoring team. The beneficiary can thus use the BUTLER account already created using these credentials.

In case a modification of the beneficiary user's access account is required, e.g. due to a change of project staff, the request shall be made via the SMART ACCESS WIZARD.

The SMART ACCESS WIZARD helps the beneficiary to provide the mandatory elements to request the changes, guiding the user in the process step-by-step.

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[2] In case these persons have changed, CINEA should be immediately notified by email.

Step1. Select the project

The beneficiary user selects the open project concerned by the change of user. In case the change concerns various projects, the action should be repeated.


Step2. Provide the new beneficiary info

The beneficiary user provides the requested elements to enable to creation and assignment of the new user and confirms.

1- Enter the elements expected, that are the Username (EU login ID) and the linked email
2- Tick the box, in case the new user should also access the project in the LIFE KPI Webtool
3- Click on the button Confirm Beneficiary Provided Details

Please note that at the end of the process, the current user will lose the access to the project in BUTLER as only one beneficiary user is allowed per project. Access to LIFE KPI Webtool will be kept for both the current and new users.

Step3. Final confirmation

By clicking on the Confirm & Proceed button, the old beneficiary user is confirming the transfer of his/her permission rights to the new user; including accessing previously submitted documents. The old beneficiary user will no longer have access to BUTLER for this project.
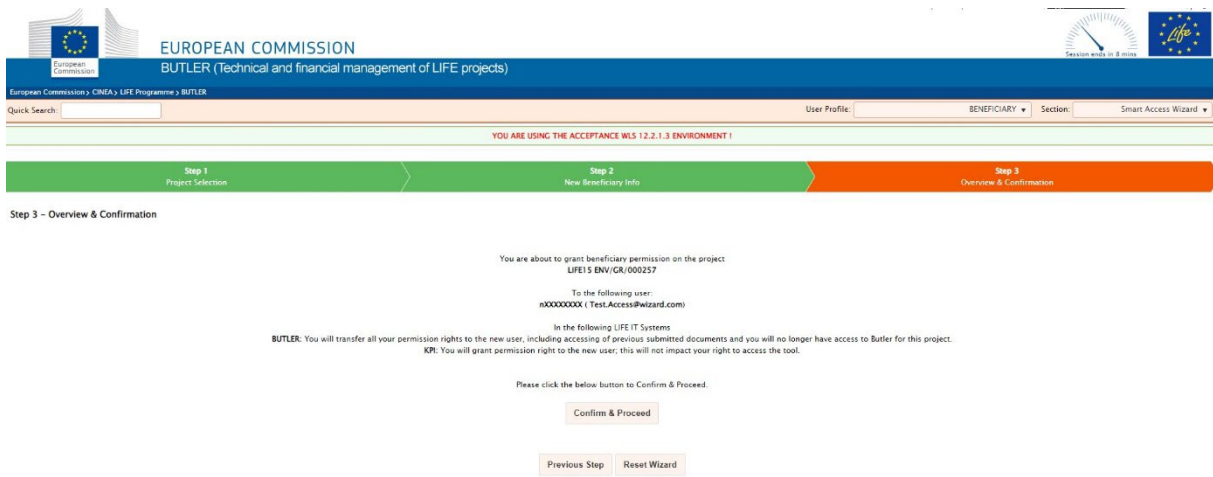
Please note that if incorrect information or spelling mistakes are included in Step 2, an error message will be displayed.


An error occurred while searching for the EU Login of the new user. Please check the date and retry. If error continues contact the IT Helpdesk of the Funding & Tenders Portal.

OK

If needed, support can be requested to the IT Helpdesk of the Funding &Tender portal via the webform at Funding & tenders (europa.eu). Please under the field Domain* specify that it is related to **EU Login issues**.

3. What information is displayed in BUTLER?

When the users access BUTLER, they land on the entry page that presents the various sections relevant to the beneficiary.
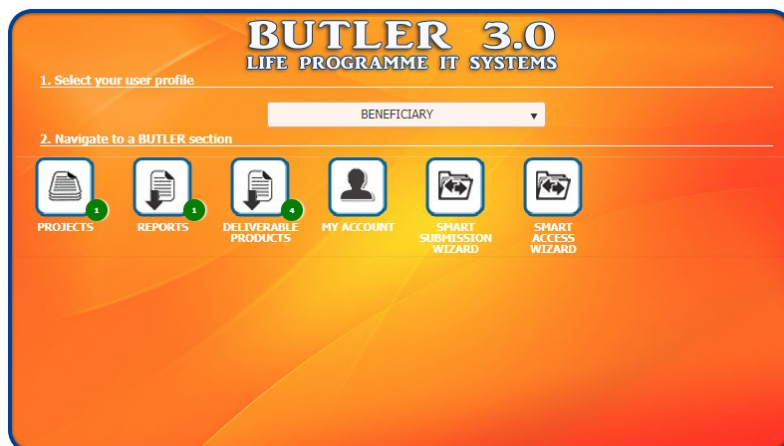
For the beneficiary, access to all sections is in Read-only mode, except for the section SMART SUBMISSION WIZARD, which is the entry gate to upload the due reports and deliverables. Sections 3.1-3.3 below give a thorough description of the PROJECTS section, while Chapter 4 gives guidance on using the SMART SUBMISSION WIZARD to upload the project's reports and deliverables.

> **To access all pertinent information of a given project, it is recommended to access it via the PROJECTS section. In this way, only the information of the chosen project is displayed.**
>
> **Entering via the REPORTS or DELIVERABLE PRODUCTS sections will display the information of all the projects assigned to the user.**

A brief overview of the main principles is given here.

The section PROJECTS lists the LIFE projects linked to a beneficiary's account.

By default, the filter only presents projects with the status "**Open** in BUTLER". However, **Closed** projects may also be shown through the filter selection on the left.

For each document (deliverable or report) one can only upload **one file**. If the deliverable includes several files, please include all of them in a single zip file. Please note that the **allowed formats** of the documents to be uploaded are pdf, doc, excel, zip, 7-zip, outlook item, png, jpg, ppt. The **size limit is 50 MB** per file.

The beneficiary will be able to see documents (deliverables and reports) that they have uploaded and related workflows created in response. The beneficiary will also see documents uploaded by any former user that was assigned to this specific project (if the BUTLER user has been modified).
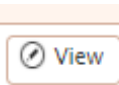
Please note that the beneficiary does not have the possibility to delete a document once uploaded. It is possible however to re-upload a document if its status is put back to Pending by your Project Adviser; in this case, BUTLER will store the old version.
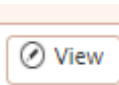
In case of a clear mistake in the upload e.g., the document uploaded contains information that is not meant to be seen by CINEA or the monitoring team, the beneficiary can ask CINEA to delete it; in order to do so, please send an email to your Project Adviser directly, keeping your external monitor in copy or raise the issue via the Monitoring Helpdesk. Only CINEA staff have the possibility to delete document uploaded. Please clearly indicate which document requires action.

> **All communication from CINEA following a report submission, i.e., requests for clarifications or additional information, payment letters etc., will be done by email.**

3.1. Project information

A. General information

Clicking on [View] in the Projects' list will open the project "General information" tab.

The General information comprises the administrative data of the project. Please note that part of these data may be updated in case of an amendment to the Grant Agreement.

The left side menu is used to navigate in the different sections.

B. Contacts

Relevant contact persons are included as well as their email address, as follows:

- Project Officer[3] and Financial Project Officer are CINEA staff in charge of following the project implementation

- Monitoring consultant is the external monitor assigned to the project to assist CINEA in monitoring the project implementation

- Contact person is the person designated in Article 1.6.3 of the Grant Agreement. In addition, the name of a Legal representative and/or other persons may be included in the list of contacts

- Beneficiary is the person assigned to access BUTLER

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[3] Project Officer is the BUTLER term for Project Advisor

> **In case of a mistake or when a change of data is required, please contact the external monitoring team via the [Monitoring Helpdesk](#) to signal the issue. In the case of a change in contact person or legal representative, please notify the Project Adviser by email with your external monitor in copy[4].**

3.2. Items

C. Workflows

A workflow is an instance created in BUTLER to allow CINEA, assisted when relevant by the External monitoring team, to assess the reports submitted. When the beneficiary submits a report, a related workflow is automatically generated.

The table below indicates the various workflow types, depending on the report/project type.

Report types	Related workflows
Progress report	Simplified Progress Report
Midterm report (for traditional projects)	Further pre-financing request
Midterm[5] report (for integrated projects)	Interim payment request
Final report	Final payment request

D. Reports

This section contains the list of expected reports and their Due Date as agreed in the Grant Agreement or formally modified[6] by CINEA. Before submission, the report status is *pending*.

Once a report is submitted, the date of the latest upload (in case several versions were uploaded) as well as the CINEA ARES registration number (which is an internal protocol number of the Agency) will be shown. The status of the report changes at this point from *pending* to *received*.

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[4] In case of change of legal representative, the contact person should attach to the email an official document that indicates the change of their legal person e.g., new statutes or a 'decision' from the board

[5] In BUTLER the Interim reports for Integrated Projects are labelled Midterm Report

[6] The due date of a report is modified after a positive acknowledgement of CINEA or following an amendment. A report may be added or cancelled following an amendment.

When clicking on the Details button (at the far-right of the screen), the view with the three tabs shown in the screenshot below appears. General information is displayed under the *Report Details* tab, including the name of the contact person who submitted the report.
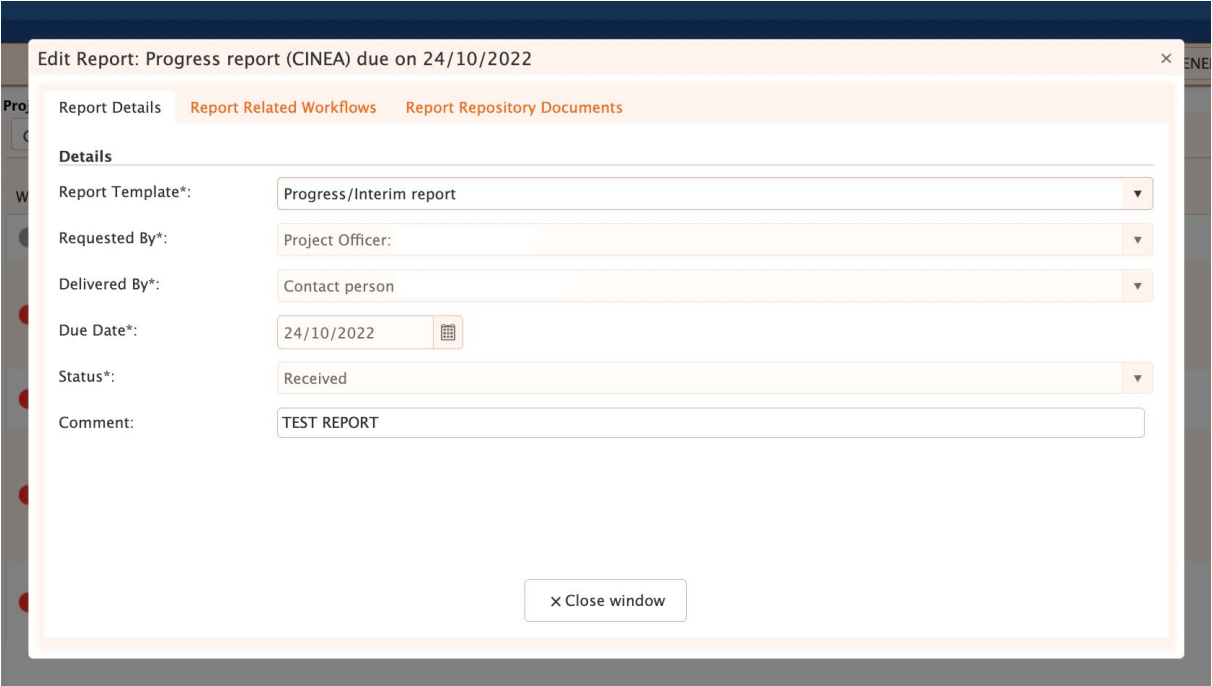
Under the tab *Report Related Workflows*, the name of the related workflow and the date of creation of the workflow are displayed as well as the name of the beneficiary account user (the Initiator). Please note that the name of this user may be identical to or different from that of the contact person.
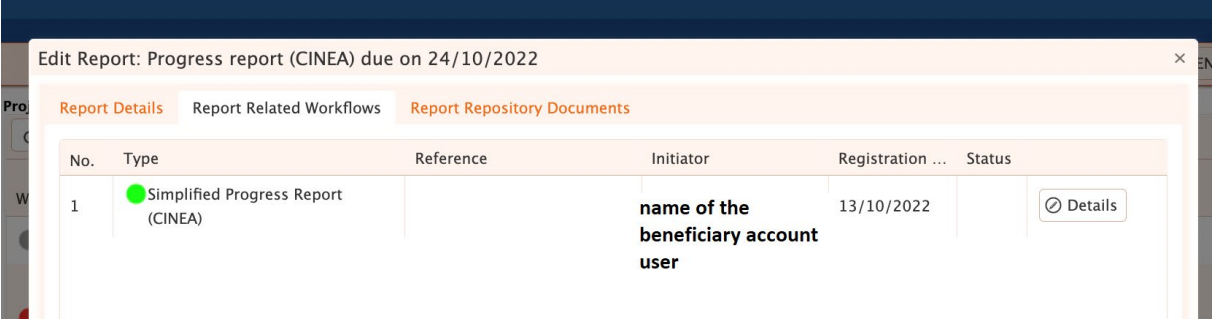
Under the tab *Report Repository Documents*, detailed information on the documents uploaded to BUTLER is displayed. The beneficiary can preview the files uploaded by a beneficiary user and/or download them again.
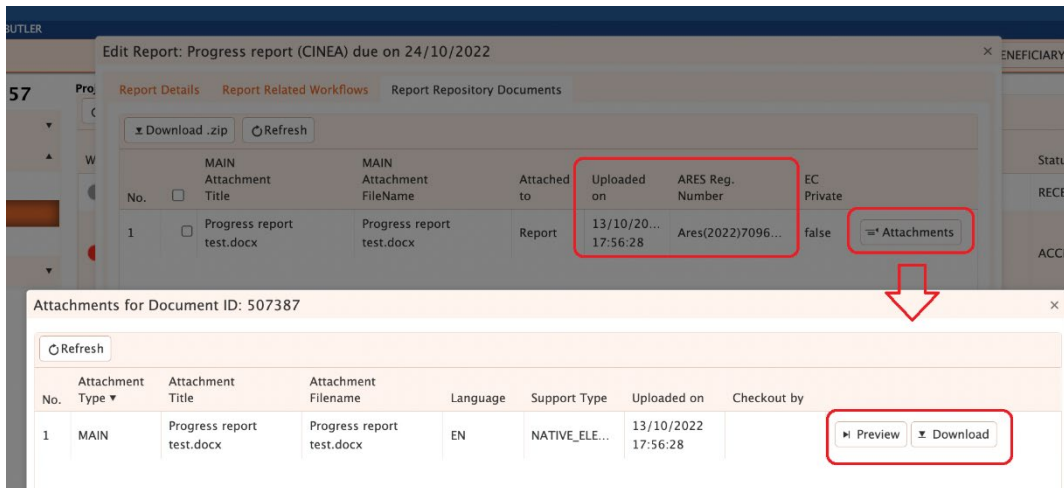
E. Deliverable Products

This section contains the list of deliverables as agreed in the Grant Agreement or amended. For projects that were submitted via eProposal i.e., traditional projects, the list of deliverables is exported directly from eProposal. For Integrated Projects, the list of deliverables was manually created by CINEA.

> **Please note that the list of deliverables (including their due dates) in BUTLER may not be the latest agreed/amended list. In such a case, please signal the issue to your External monitor via the LIFE Monitoring Helpdesk. Depending on the case, an update to the list of deliverables in BUTLER may be necessary.**

Before upload, the deliverable status is *pending*, with a green button.
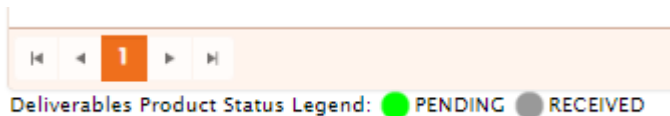
After upload, the deliverable status is modified to *received* and the button becomes grey in the list. Please note that when submitted, the deliverable will be excluded from the list of *pending* deliverables accessible via the SMART SUBMISSION WIZARD. By clicking on details, a further window opens: information identifying the deliverable is indicated under the *Deliverable Product Details* tab. It should be noted that no workflow is created, as opposed to the case of reports.
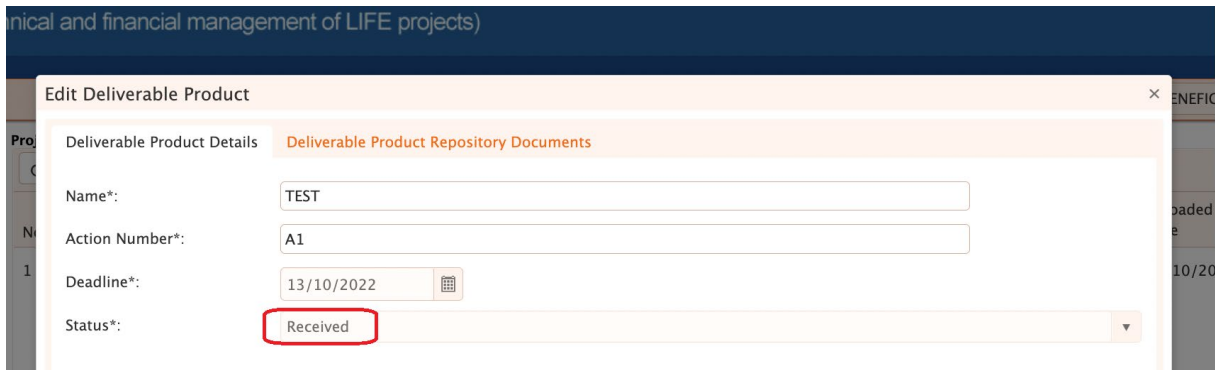
Under the tab *Deliverable Product Repository Documents*, the date of submission as well as the CINEA Registration number are displayed. The beneficiary can 'Preview' or 'Download' the document again by clicking on the corresponding buttons.
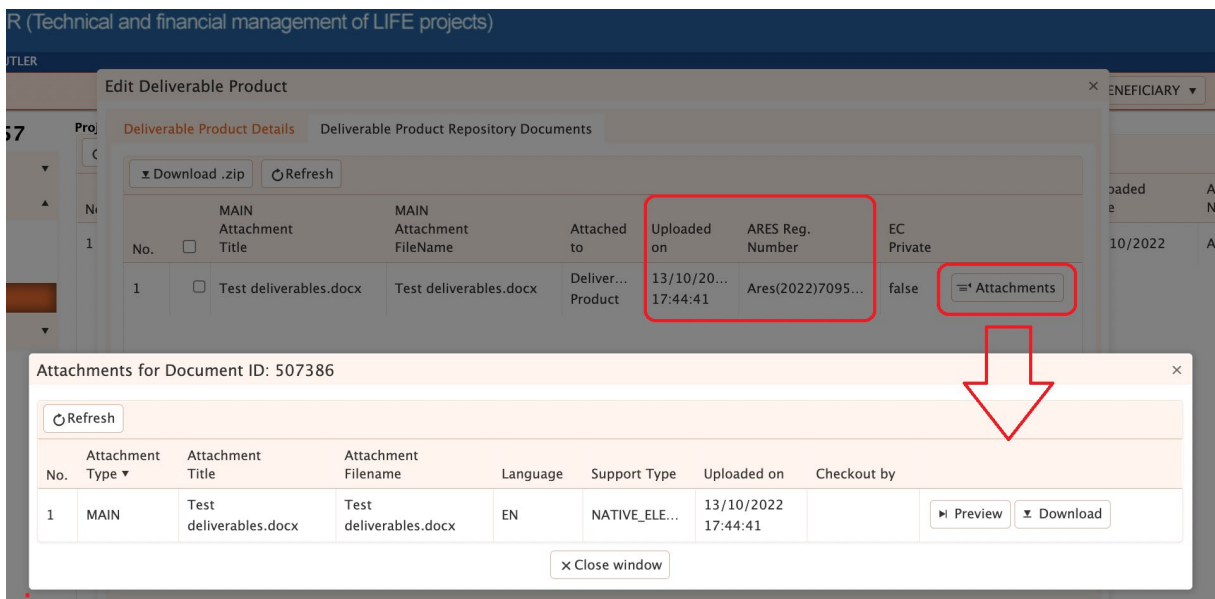
3.3 Web dissemination

This module provides two views of the project data and information displayed in the [LIFE Public Database](#).

To the right, one should be able to see the information visible in the LIFE Website (in the example, as the project is a test, no data has been published and therefore no data is visible).

The preview on the left shows the same information as that on the website but is also used to reflect updated information (in the case of modifications) that still requires prior consultation before being published on the LIFE Website.

> **If you detect an error in the information published on the website, please signal the issue to your External monitor via the [LIFE Monitoring Helpdesk](#).**

4. The SMART SUBMISSION WIZARD

The Smart Submission Wizard helps the beneficiary to submit reports and/or upload deliverables, guiding the user in the process step-by-step.

4.1. Select the project

Step 1: The beneficiary user selects the open project concerned by the submission.

4.2. Select the action to perform

Step 2: The beneficiary user selects the action to perform. It can concern the submission of deliverable(s) or report(s).

4.2.1. Upload deliverables

Step 3: When clicking on Upload a deliverable, **only the *pending* deliverables are proposed**. Please select the deliverable(s) you wish to upload and confirm the selection.

> **In case deliverables were already officially submitted to CINEA with a Midterm or Interim Report, it is not necessary to upload them in BUTLER once more. If you wish or if you are requested to submit an updated version, the deliverable should be uploaded in BUTLER.**

Step 4: To upload the deliverable(s), you may click on Select files or drag and drop the file directly.

You may delete the file or re-upload a new file until you confirm the upload(s).

> **In case you mistakenly selected a deliverable or forgot to upload one of the selected deliverables, an error message will be prompted "Please upload a file for each Deliverable Product in the list below".**
>
> **To de-select the unwanted deliverable(s) from the list, you must click on Previous step. However, please note that you will have to redo the entire selection and upload.**

Step 5: BUTLER will require a final confirmation with a summary of the list of deliverables. Beyond this step, the deliverable(s) are officially submitted, their status is modified from *pending* to *received* and the beneficiary does not have the possibility to modify them.
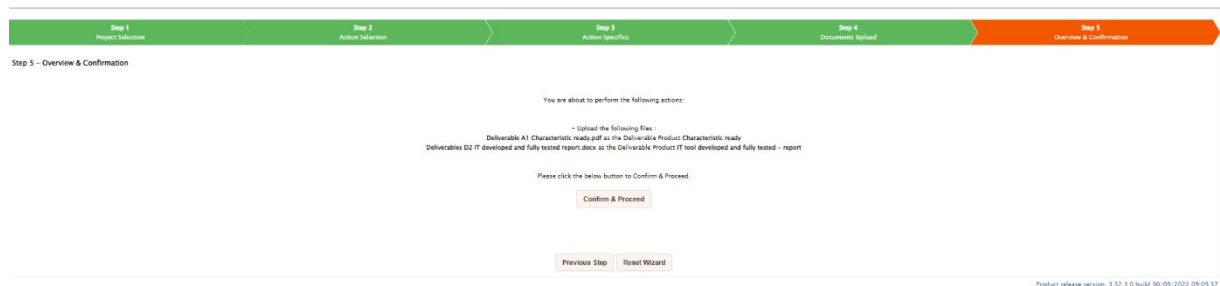
When uploaded, the deliverables will be evaluated by CINEA. Please note that CINEA may request the beneficiary to modify a deliverable if considered of inadequate quality. In that case, the status of that deliverable will be reverted to *pending,* and the beneficiary will be able to upload a new version; however, the previous version(s) remain accessible for all users i.e., the beneficiary, CINEA and the External monitor.

At the time of submission of a report (midterm/interim/final), please contact your external monitor via the Monitoring Helpdesk to request the addition of a specific deliverable in BUTLER to enable the submission of a ZIP file containing all those additional supporting documents that are necessary for a full reporting.

4.2.2. Submit report
For Steps 1 and 2, refer to sections 4.1 and 4.2 above.

Step 3: The beneficiary selects the report to be submitted. Only *pending* reports are proposed for selection.
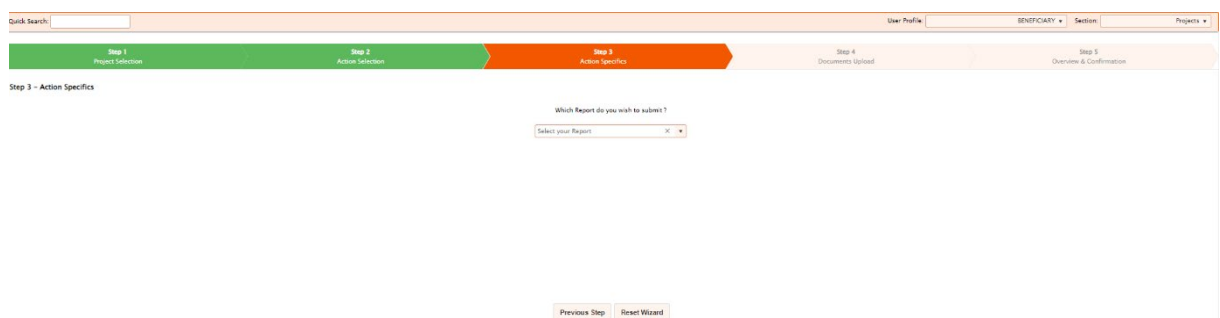
At step 4, when the report to be submitted is a Progress report, one single Word or simple text document is expected (not a pdf, see guidance How to draft your progress report).

At step 4, when the report to be submitted is either a Midterm report or a Final report, three documents are expected in line with the templates available on the [LIFE website](#) as well as following the guidance *How to report on your LIFE 2014-2020 projects* (available in the same link).

- The Technical report (applicable to the type of project and report). If there are annexes too, a zip file may be uploaded, but please be reminded that the deliverables shall not be duplicated as they are uploaded separately. See also the option highlighted in the deliverables section above, to request via the Monitoring Helpdesk the creation of a new specific deliverable for the submission of supporting documents.

- Financial statements: **one zip file is expected to be uploaded**, including the following:

  o all beneficiaries' individual statements either Q-signed or the scanned version of the blue ink signed paper original

  o the corresponding Excel files.

  o Any requested financial documents such as timesheets, etc.

- Payment requests: **one zip file is expected to be uploaded**, including the following:

  o the consolidated financial statements - either Q-signed or the scanned version of the blue ink signed paper original

  o the corresponding Excel file

  o all the necessary supporting declarations when relevant e.g. Certificates on financial statements, beneficiary's certificate for Durables goods, etc.

Step 5: BUTLER will require a final confirmation with a summary of the list of documents submitted. Beyond that step, the report is officially submitted, its status is modified from *pending* to *received* and the beneficiary does not have the possibility to modify it.


When uploaded, the report will be evaluated by CINEA. Please note that CINEA may request additional information to the report. In that case, the beneficiary will receive a letter and will be requested to submit this additional information (and any needed supporting documents) by replying to the sender, keeping the Project Adviser and the External Monitor in copy.

Only if the report is rejected, its status will be reverted to *pending,* and the beneficiary will be able to upload a new version; however, the previous version(s) remain accessible for all users i.e., the beneficiary, CINEA and External monitor.

5. Frequently asked questions

5.1 SMART ACCESS WIZARD

How can I create an EU login?

As External to the European institutions, consult the page [How to authenticate with EU Login - IT How To - Funding Tenders Opportunities (europa.eu)](#) and learn more about the EU Login and get [support.](#)

The old beneficiary user left without requesting a change in BUTLER, what can we do?

In case the old beneficiary user is not anymore in a position to request the changes (e.g. left the organisation), the contact person shall contact the LIFE IT Team using the webform : https://webgate.ec.europa.eu/life/publicWebsite/contact, selecting BUTLER as the LIFE IT System concerned, and indicating the project Reference code, acronym and email contact.

It is important that this request is made by either the person designated as Contact person or the project legal representative. Changes requested by a person not yet known by CINEA might delay significantly the process and should be avoided.

Contact the LIFE IT HELPDESK

Please use the below form to open an IT related user support ticket for the LIFE IT HELPDESK team.

LIFE IT System concerned :	BUTLER [Technical and Financial Management of LIFE Projects]
Project Reference :	LIFEXX XXX/ZZ/XXXXXXX - LIFE ACRONYM
Request Description :	XXXXX
Your Email :	xxxx@vvvv

    ⊿ SUBMIT   **⊿ RESET**

In the Request Description, please provide information **on both** the previous and future BUTLER users, in particular:

- the Unique Identifiers (nxxxxxx)

- the emails associated with the Identifiers when the EU login (or ECAS) was created[7]
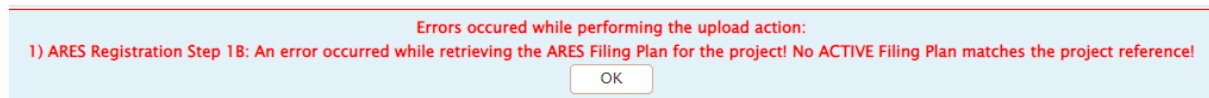
Never provide passwords.

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[7] If the person has in the meantime changed email note that the old email is the information to be provided as the EU login UID is always associated with the initial email address.

5.2 SMART SUBMISSION WIZARD

When I clicked on Confirm and Proceed, I have an error (see below). What does this mean and what shall we do?

<div style="border:1px solid #000; padding:8px; text-align:center; color:red;">
Errors occured while performing the upload action:
1) ARES Registration Step 1B: An error occurred while retrieving the ARES Filing Plan for the project! No ACTIVE Filing Plan matches the project reference!
OK
</div>

This error is due to the impossibility to register your document in our official mail registration system named ARES. If you get this specific error, CINEA needs to act. Therefore, please send a message to the functional mailbox CINEA-LIFE-ADMIN@ec.europa.eu explaining the issue and providing <u>the name and email</u> of the person that has access to BUTLER. Please put the Project Adviser and the External Monitor in copy.

When I clicked on Confirm and Proceed I have an error "1) An error occurred while performing the Register in ARES operation! (Unable to retrieve Sender ID)."

This error is due to the impossibility to register your document in our official mail registration system named ARES. If you get this specific error, CINEA needs to act. Therefore, please send a message to the functional mailbox CINEA-LIFE-ADMIN@ec.europa.eu explaining the issue and providing <u>the name and email</u> of the person that has access to BUTLER. Please put the Project Adviser and the External Monitor in copy.

I used to copy the External Monitor when submitting a report, how can I inform the monitor now?

The system notifies the External monitoring team when a workflow is created, and the External Monitor assigned to your project will have access to the reports and the deliverables directly from BUTLER. Therefore, you do not have to send in parallel the documents by email.

What to do if the deliverables size is too large?

If the deliverables are bigger than the limit of 50 MB, it is possible to upload a document that will include a weblink allowing an <u>easy and permanent</u> download of the document. This should be however avoided to the maximum extent possible (do your best to keep the size below 50 MB).

Do I have to submit deliverables when they are due even if they were not shared with the External Monitor?

The deliverables are expected to be uploaded when they are due. If an expected deliverable is not submitted, a justification shall be included in the following technical report to explain why the deliverable is delayed.

Can I upload a draft deliverable or a draft report?

No. It is not possible to upload a draft as all uploads are definitive and would require to be rejected for a new upload. Please note that no prior consultation is done.

Will the system remind me to upload deliverables? What happens if I cannot upload a deliverable by the due date?

The system does not include a notification to the beneficiary when a document is due. If the beneficiary does not upload a deliverable by the due date, the deliverable will continue to be 'Pending' until it is uploaded. Due deliverables should be uploaded at the latest at the time of a monitoring visit and the submission of a report (mid-term/interim/final).

The due dates of many deliverables in BUTLER are not correct, what do we do?

In that case, inform your External Monitor via the [Monitoring Helpdesk](). Your External Monitor may update the data in BUTLER to reflect the actual situation.

If in the course of the project, we realise that some deliverables are not fit for purpose anymore or/and others not yet included officially as deliverables are more important, what do we do?

In that case, discuss the situation with your External Monitor via the [LIFE Monitoring Helpdesk](). Your external monitor may update the data in BUTLER to reflect the actual situation – including by adding a deliverable or modifying titles and/or due dates. However depending on the significance of the changes, the Monitoring Helpdesk may instruct you to first inform CINEA and/or request an amendment.

I need to re-upload a deliverable that was already uploaded. I don't see it in the list of the SMART SUBMISSION WIZARD. How can I do?

When uploaded the deliverable status become *Received* and it is not proposed in the list of pending deliverables. Please contact your External Monitor via the [Monitoring Helpdesk]() asking to change the status of the deliverable back to *Pending.* Please provide a short explanation. This will allow you to reupload a new version via the SMART SUBMISSION WIZARD. Please note that the previous uploaded deliverable will remain visible in BUTLER.

How can I know if my report is accepted?

When the report is submitted without generating an error message, a workflow is created in BUTLER (see section 3.2). CINEA will perform the administrative receivability checks. If some documents are missing or incomplete, CINEA will send an email to the Contact person designated in BUTLER. The documents shall then be submitted **replying to the sender** asking the missing information. Please always reply with CINEA officers and external monitor in copy. Any further communication or exchange of information following the assessment of the report and its acceptance or otherwise will be via email.

Can I submit a request for amendment in BUTLER?

No. The submission of amendment requests is done as described in the LIFE website's [Reporting]() section.