

Frequently Asked Questions

Questions	Answers
What expenses are ineligible?	<p>Funding is not to be used for ongoing e-commerce activities that have already started or will commence before the project start date or for general website or IT upgrades. Further, it is not to be used for:</p> <ul style="list-style-type: none"> ● Starting an e-commerce business which intends to sell products on behalf of other companies ● Adding non e-commerce web pages to existing websites ● Hosting an existing site ● Credit card processing fees ● Packaging materials for product shipping and related shipping costs
What does my business need to provide to demonstrate we've used a BC-based service provider?	<p>Eligible service providers can be demonstrated through their invoices of eligible expenses which include the company name, BC address, Business number and GST number.</p>
I have an e-commerce site. Am I still eligible for funding to make it better?	<p>Yes, if your current online store has no more than 3 of the 5 identified online store features, see below:</p> <ul style="list-style-type: none"> ● <i>Customer registration and information security features</i> ● <i>Shopping cart and order management capabilities</i> ● <i>Payment processing options including application of appropriate taxes and shipping costs at time of ordering</i> ● <i>Product catalogue, search and inventory status</i> ● <i>Website analytics and reporting capabilities.</i> <p>The grant program is intended to get businesses online and to fully participate in the digital market place. This grant program is not intended for businesses that have more advanced e-commerce capabilities in place.</p>
I have received funding from other programs, including Buy BC Partnership Program E-commerce Funding Stream or Canada United Small Business Relief Fund. Am I still eligible?	<p>Yes. You will be required to declare that the programs have been complementary, and the costs covered by this program are towards expenses not covered by the other programs.</p>

I've already started to build/enhance my business's e-commerce site. Are those expenses eligible?	Only cost incurred to build or enhance online shops during the pre-determined program timelines will be eligible, i.e. within three months from when you receive your confirmation of eligibility and grant letter.
I know a student that is able to build my online store for my business. Would they be an eligible BC-based service provider?	Only those registered to do business in BC will be eligible as a service provider.
I have an online store but need to add product pictures. Could I apply all the eligible funding toward a professional photographer?	Funding is not to be used for ongoing e-commerce activities that have already started or will commence before the project start date or for general website or IT upgrades.
I have an employee that recently completed the Marketing Bootcamp course. Can I use this program to pay them to build my online store?	Employee salaries are not eligible expenses. The employee can build the online store, and the grant funds can be used towards other eligible expenses.
My business address is located outside of British Columbia, but I live in BC. Can I still apply?	No. The program is for business with a local BC address only.
If my project expenses total to less than \$7,500, do I still need to contribute my own business funds to the project?	The grant covers 75% of project expenses, up to a maximum of \$7,500. This means that even if your project costs are only \$1,000 total, your company must cover 25% of the cost (25% of the project cost).
I have a friend in another province who provides digital marketing services on a contract basis. Can I use them as an eligible expense for my project?	No. All contractors must be locally based in BC in order to be considered an eligible expense.
If I lose a receipt for any of my eligible expenses, can I still submit it as an eligible expense?	No. All submitted expenses will require proof of service completed and proof of payment.
Can I send one of my staff to a training course related to digital marketing and submit the tuition as an eligible expense?	Yes. Training costs for digital marketing are considered an eligible expense.
Can I apply for this funding if I have an at home business that is not registered in BC?	No. All applicants are required to be a BC-based registered business with a business number to be considered for funding.
I have an online store but need to add product pictures. Could I apply all the eligible funding toward a professional photographer?	It depends. If your online store that has no more than 3 of the 5 identified online store features, see below, you would be eligible for expenses toward a professional photographer. <ul style="list-style-type: none"> • Customer registration and information security features • Shopping cart and order management capabilities • Payment processing options including application of appropriate taxes and shipping costs at time of ordering

	<ul style="list-style-type: none"> ● Product catalogue, search and inventory status ● Website analytics and reporting capabilities.
Can I submit receipts for expenses that I incurred while setting up my online store prior to applying for this grant?	Only cost incurred to build or enhance online shops during the pre-determined program timelines will be eligible, i.e. within three months from when you receive your confirmation of eligibility and grant letter.
If I lose a receipt for any of my eligible expenses, will I be audited?	Audits will be conducted mostly at random, if you do lose a receipt try to supply other evidence of the expense such as bank statement.
Are the grant funds taxable revenue?	Yes. The grant funds are taxable and should be reported on your corporate tax return.
Where can I go for advice if I'm unsure what I need to do start a project to build an online shop for my business?	<p>Digital Economy: Rapid Response + Resiliency (DER3), program funded through Innovate BC, provides support to small-medium sized businesses, in any sector, enter or expand in the digital economy, through personalized advisory services to assess needs, recommend tools and solutions toward appropriate technology and connections to vetted digital service providers: local BC businesses that provide online services. For information and to register:</p> <p>https://innovatebc.ca/what-we-offer/connect-with-experts/der3/</p> <p>In the lower mainland, Greater Vancouver Board of Trade is a great resource through their Business Resiliency Series: E-Commerce Essentials for businesses looking for advice. For information:</p> <p>https://www.boardoftrade.com/events/individual-events/1789-6567</p>
Where can I go for advice in languages other than English?	<p><resources and contact details TBD></p> <p>Canada China Business Council https://ccbc.com/</p> <p>South Asian Business Association of BC http://www.sababc.ca/</p> <p>Chambre de Commerce Francophone https://ccfvancouver.com/en/</p> <p>United Filipino Canadian Associations in BC https://www.ufcab.org/</p>