

Canada United Program Application: Question and Answers

Q: I am a franchisee can I apply to the program?

A: Yes, individual franchisee owners can apply.

Q: I am receiving other COVID-19 related government funding to support my business (CEWS, CECRA, CEBA and TWSE) Can I still apply to the program?

A: Yes, a company can be receiving other COVID-19 related funding if those funds have not been used to purchase items or services included in your Canada United application.

Q: Can I purchase a computer or other digital hardware to help with e-commerce?

A: No, the program does not cover the cost of electronic hardware.

Q: What counts as proof of payment?

A: The Canada United team does a thorough accounting of each application. We can only accept certain documents as proof of payment. These documents are limited to an itemized cashier's receipt and a paid invoice. We cannot accept internal accounting documents as proof of payment. All documents must include:

1. The date of purchase
2. Quantity of items purchased
3. Cost of item

Q: Can I submit a partially paid invoice?

A: No, all payments must be paid in full.

Q: What counts as an eligible renovation?

A: Renovations are defined as any alterations, temporary or permanent, made to your business specifically to reduce the risk of customers or staff contracting the novel coronavirus, referred to as COVID-19. These can include:

- The building or purchase of physical barriers
- The creation of signage or floor markers
- The building or purchase of sanitizing stations

- The building or purchase of materials used to create a structure to facilitate curbside pickup or contactless payment, or to otherwise move aspects of your business outside
- The alteration of a building's windows and doors
- The installation of touchless devices such as doors or waste containers
- Third party labour costs associated with any of the above, provided there is no conflict of interest with such third party

Q: How will I be notified if I have been approved or declined for funding?

A: Within 30 business days of submitting your application you will receive an email to the email address provided in your application. Please ensure you check you junk and spam folders for our response.

Q: How does the review process work?

A: Applications will be assessed using the following criteria:

- Eligibility of applicant;
- Eligibility of activities and expenditures for funding;
- Completeness of the application;
- Time the application is received; and
- Ensuring a broad number of priority sectors and regions of Canada benefit from the program.

There is no guarantee that you will be approved for funding even if you meet all the necessary eligibility.

Q: I have been approved for funding how will I receive my payment?

A: If your application has been approved for funding you will receive an approval email sent to the email address provided in your application. You must respond to this email with your Electronic Funds Transfer information. Upon receipt of this information we will release your payment within 30 business days.

Q: For what period do I provide annual sales / revenue information?

A: Past fiscal year

Q: If I am a sole proprietor can I apply?

A: Yes, sole proprietorships are eligible to apply.