

## FAQs

### Exploitation Reports

#### 1- What changes have been made to the process for submitting exploitation reports?

Clients whose contracts were signed in the Dialogue platform must complete and submit their exploitation reports in Dialogue.

#### 2- Does this change apply to all clients and to all other projects?

For the period ending on December 31, 2017, only Canada Media Fund (CMF) clients with an Experimental project for which the contract was signed in Dialogue will have to submit their report via Dialogue.

Starting with the period ending on June 30, 2018, it is expected that all other clients and all other projects will also be required to use Dialogue to fill out and submit their exploitation reports and gross sales reports.

#### 3- What happens if a CMF client has an Experimental project in Dialogue and another project in eTelefilm?

Projects that were signed in eTelefilm will have to follow the normal process for submitting exploitation reports, that is, by using the secure link included in the email sent on January 2, 2018.

#### 4- Are gross sales reports also in Dialogue?

Yes, for the Experimental stream, information related to gross sales was also developed and incorporated into the exploitation report.

For the Convergent stream, there will be a separate gross sales report that also needs to be filled out and submitted via Dialogue.

#### 5- How do we proceed with the submission of exploitation reports?

Please consult the following tutorials, which outline the step-by-step process for submitting reports.

Submitting an exploitation report : <https://youtu.be/uYpJEmUujtk>

Payment of an invoice: <https://youtu.be/ul0E2KX1xU4>

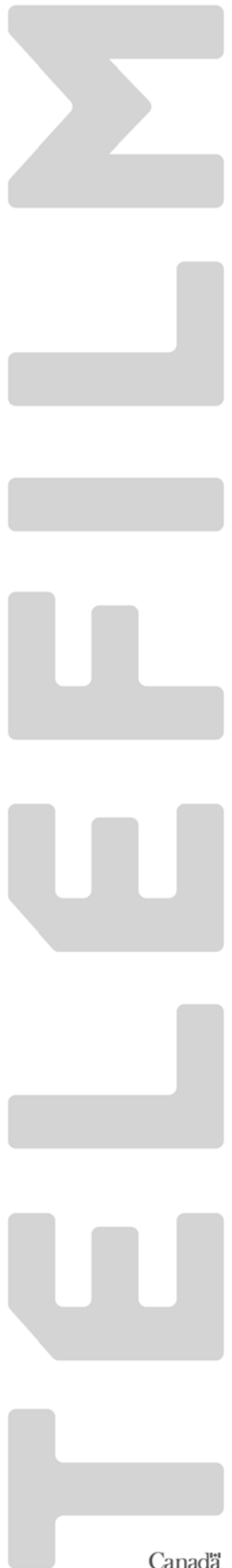
#### 6- How will I be informed that I need to submit an exploitation and gross sales report?

Starting in July 2018, you will receive a task informing you that you are required to submit exploitation and gross sales reports.

#### 7- Who is authorized to fill out exploitation and gross sales reports?

The account administrator will have to add, in their Dialogue account, the names of the members of their organization who are authorized to produce exploitation and gross sales reports and grant them the appropriate permissions.

Subsequently, when the account administrator receives a task informing them that they need to submit exploitation and gross sales reports, they will need to delegate the task either to themselves or to an authorized member of their organization.



**8- Have changes been made to the exploitation and gross sales report?**

Yes, there are a number of minor changes. Please ensure that you fill out all the required fields in the form.

**9- What happens if the 7-year period is coming to an end: does Dialogue take into account the accumulated periods?**

Yes. Dialogue used the number of the last statement.

**10- Are other changes being planned?**

Clients can now make an electronic funds transfer via their financial institution's online banking application.

The **Actions > Canada Media Fund Payment** tab contains all information related to invoices having an outstanding balance, and it is here that you would enter the amount of the payment remitted. This is also where you will find the CMF's banking information.

A **tutorial** is available showing you the payment process. See question 5.

**11- Where do I find my exploitation report once it has been completed and submitted?**

Your report statement is available in the **Records > My exploitation reports** tab.

A **tutorial** is available showing you how to access your report. See question 5.

**12- Can I obtain an official invoice arising from my exploitation report?**

Yes, an invoice is available upon request. Please contact the Compliance and Collection department by email at [cc-cr@telefilm.ca](mailto:cc-cr@telefilm.ca) or by phone at 514-283-6363, ext. 2000 or toll-free: 1-800-567-0890.

**13- Who can I contact if I have any questions or problems?**

For all issues related to the submission of exploitation and gross sales reports, contact the Compliance and Collection department by email at [cc-cr@telefilm.ca](mailto:cc-cr@telefilm.ca) or by phone at 514-283-6363, ext. 2000 or toll-free: 1-800-567-0890.

If you encounter technical difficulties, please contact Technical Support Services by email at [services@telefilm.ca](mailto:services@telefilm.ca).