



## SİVİL DÜŞÜN MOBILITY AND NETWORKING IMPLEMENTATION GUIDELINE

This guideline was prepared by Sivil Düşün Technical Assistance Team to help the applicants<sup>1</sup> who will benefit from Sivil Düşün EU Programme's Mobility&Networking Support with the implementation process regarding their actions.

As the Technical Assistance Team we will go through the implementation process together with you. This guideline includes rules and clues regarding your implementation. We strongly request that you view this guideline and appendixes in detail before you start your work.

As the Technical Assistance Team we wish all the applicants an efficient action process.

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<sup>1</sup> In-kind support demands made within the framework of Sivil Düşün will be referred as "application".

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## **1. Points To Be Mindful Of Before The Implementation**

- You will manage the entire process regarding your action together with Mobility and Networking expert Ceylan İnceoğlu through Sivil Düşün Information System (mis.sivildusun.net).
- Sivil Düşün is not a grant scheme program, it is an in-kind support program. Within this framework, all the payments are made free of VAT against invoice directly to the suppliers. Thus you should not go through any expenses within the scope of your action without informing the Mobility&Networking expert.
- Compliance check experts don't only give feedback regarding applications deemed unsuitable. They may also give feedback and recommendations for applications deemed suitable in order to improve their efficiency. During the compliance evaluation stage, please review the comments/recommendations (if any) made by the experts for them to be helpful during the implementation process.

There might be changes to the budget items and the budget amount you requested during your application's approval stage. You should check your approved budget items and the budget amount on the Information System since none of the expenses outside your approved budget will be compensated for.

- You should contact the Mobility&Networking expert if there needs to be changes regarding the activity stated in your application and the approved budget items.



- Before you start your action, you shouldn't go through any expenses, you should fill the Appendix1- Activity Plan chart and the Appendix2-Travel and Accommodation chart, and send them through Information System in 2 weeks at the latest after your action has been approved.
- We ask that you explain all your activities within the scope of your action with their planned dates in the Appendix1-Activity Plan document, and that you state the participants' travel and accommodation information in full in the Appendix 2-Travel and Accommodation document. You can state your hotel preferences in the accommodation chart. Based on this information, travel and accommodation arrangements and purchases will be made by the Technical Assistance Team. Do not proceed with any activities regarding your action, before sending the related documents to your expert.
- If you have received support within the scope of overseas mobility and networking you will need to send the scanned copy of the first page of your passport (the page with the photo) along with Appendix1 and Appendix2. If you still don't know your passport information, you should inform the Mobility and Networking expert.
- Don't forget to deliver the "event registration document/e-mail." in case of event participation within mobility and networking and the invitation letter/message (etc.) from the institutions you will visit in case of visits, through Information System.
- We would like to remind you that, if necessary preparations for the implementation aren't started without any justification and without informing the Mobility and Networking expert within 20 business days after your action's approval, your in-kind support will be withdrawn.
- After your application's approval, your expert will send all the documents regarding the implementation to the contact person stated in your application. The implementation responsibility of the work belongs to the work owner.

## 2. Travel and Accommodation Procedure

### Air travel:

- As the Technical Assistance Team we will handle the ticket purchase arrangements regarding your flight via our contracted travel agency. Therefore we would like to remind you that plane tickets bought individually by the applicant will not be supported.



- You need to send the scanned version of the related page displaying the validity date of the passport and the visa to the Mobility&Networking Expert via Information System before purchasing the plane ticket.

You need to complete the **Appendix2-Travel and Accommodation Plan** in full and share it with the Mobility&Networking e-Expert via Information System, **1 month prior to your travel at the latest** for your overseas journeys, and **15 days prior at the latest** for your actions including domestic mobility activities.

- Plane ticket reservations will be made by the Technical Assistance Team and will be shared with the applicant. When plane ticket reservations are forwarded to you, we request that you check passenger credentials, and the suitability of the flight date and the hour with your event schedule. Check-in procedures and the follow-up of possible changes regarding the flight is the responsibility of the applicant.
- As the Technical Assistance Team we will carry out the purchases of the reserved plane tickets after getting your written approval for the tickets.
- We will share the bought plane tickets with the applicant via messages section within the Information System. We would like to remind you that it is the responsibility of the applicant to deliver the tickets to other participants travelling.
- Economy class is chosen for ticket purchases.

You need to keep your boarding passes and send the scanned images/photos of the boarding passes of all the participants to the Mobility&Networking expert through Information System within 2 days at the latest after your flight takes place. Persons who have lost their boarding pass need to get a flown document from the airline company.

- The expenses of the plane tickets which have been cancelled without any justification or which haven't been used will be billed to the applicant. If cancellation or change of tickets happen due to compelling reasons (such as an accident, an illness, etc.) related reports can be used as justification.

If you make changes/cancellations with the plane ticket (without any compelling reasons) after giving a written approval for the purchase, all the expenses will be billed to the applicant/ticket owner.

In cases where you are obliged to make changes, don't forget that you need to inform the Technical Assistance Team. With plane ticket changes, you need to pay the service fee and the other expenses to the agency the ticket was bought from.

- In situations where you need a visa for your travel, the plane tickets are bought after the visa is received. Therefore we would like to remind you that you need to make your visa application 2 months prior to your travel at the latest.

#### Travel by road/sea/railway:

- Don't forget that you need to fill and send the Appendix2 Travel and Accommodation Plan chart to the Technical Assistance Team prior to your road/sea/railway travel.
- For your road/sea/railway travels, the ticket purchases will be made by the applicant or the participant, and the reimbursements will be made to the applicant/participant by the Technical Assistance Team afterwards.
- Road/sea/railway travel tickets that do not qualify as invoice can't be financially supported within the scope of the Programme.
- All the passengers travelling by road/sea/railway need to have their names individually stated on the tickets. Multiple tickets which are bought in the name of one person can't be supported within the scope of the Programme.

If there is a public officer amongst the passengers, they need to acquire a permission slip from their institution. The permission slips need to be sent to Technical Assistance Team via Information System. We would like to remind you that public officers without an official permission slip will not be able to benefit from in-kind support. (Unionists don't need a permission slip.)

#### Accommodation:

- You need to deliver the Appendix2-Travel and Accommodation chart 15 days prior to your arrival date at the latest to the Mobility&Network expert via Information System.



- We would like to remind you that accommodation support includes only room and breakfast expenses. You can ask for daily allowance<sup>2</sup> for lunch and dinner expenses. Participant is held accountable for extra spendings made during their stay.
- Please keep in mind while planning your accommodation that you don't check in to the hotel earlier than 1 day prior to the start of your event and you don't check out 1 day later than the end of the event. Participant is held accountable for extra accommodation expenses without any compelling reasons.
- Don't forget to state the special needs of the guests (vegan/vegetarian meal, attendant...) in the Appendix2-Travel and Accommodation chart, if there are any.
- Domestic and overseas accommodation reservations and billing procedures are followed by the Technical Assistance Team.
- In certain exceptional situations, the applicant can organize the accommodation, too. If this is the case you need to inform the Mobility&Networking Expert and handle the follow-up of the accommodation bill and the supplier contract. Make sure there isn't any missing info on the billing information and explanations (names of the guests and their accommodation dates, etc.) to prevent the delay of the bill payments.

### 3. Daily Allowance, Passport and Visa Procedure

#### Daily Allowance:

- Within the framework of Sivil Düşün, daily allowances are given to cover your daily needs such as lunch, dinner and intra-city transportation.
- Within the scope of your approved budget, as the Technical Assistance Team we send 20 Euros daily for your domestic travels, and 40 Euros daily for your overseas travels as daily allowance in Turkish liras to the personal bank accounts of the participants. Therefore don't forget to state the TL account information of the participants (with account name and IBAN number included) in the Appendix3- Reimbursement Chart before their travel and forward it to the Technical Assistance Team.
- Don't forget to state the name-surname, TR identity number, phone number of the participants whose account information is not included in the Appendix3- Reimbursement Chart in cases where the participants don't have a bank account, since payments will be made directly to the names of the individuals via Finansbank.

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<sup>2</sup> This stands for grant-in-aid equivalent to 20 Euros for domestic travels, and 40 Euros for overseas travels to cover daily spendings.



#### Passport:

- We would like to remind you that within the framework of the program, only 1 year of maroon passport fees are compensated for.
- Don't forget that regardless of the time you will spend in your country of destination, the passport validity period should be at least 6 months starting from the date of departure. The responsibility regarding the passport's validity belongs to the passport owner.
- For the reimbursement of your passport fee, your payment documents need to be delivered to the Technical Assistance Team in full via Information System. Don't forget to fill the Appendix3-Reimbursement Chart for any reimbursements.
- You can ask for a reimbursement from the Technical Assistance Team for your overseas travel insurance and your departure fee stamp.

#### Visa:

- You can ask for a "Support Letter" from the Mobility & Networking Expert regarding the support you received to use in your visa application 5 days prior to your visa application at the latest.
- We would like to remind you that we will buy your plane ticket after your visa is granted and hence you need to make your visa application 2 months at the latest before your travel.
- The acquiring of all the necessary information and documents necessary for visa applications is the responsibility of the traveler. Every embassy asks for different visa documents and the application process may differ for each embassy. The visa applicant is responsible for the pre and post application processes regarding the visa requirements.
- If your work plan requires that you enter into the Schengen area more than once, don't forget to choose the "multiple entry" section in your visa application form.
- Your payment documents should be sent to the Technical Assistance Team in full for any reimbursements of your visa application fee via Information System. Don't forget to complete the Appendix3-Reimbursement Chart for any reimbursements.
- If you have any missing documents for your visa application, your visa appointment and hence for your travel date may be postponed against your will. In cases where the visa will be delayed and the activity will not take place due to missing documents, expenses which will be redundant and which were already spent by the Technical Assistance Team (activity participation fee, accommodation, etc.) will be billed to the





applicant. Reimbursements can be made in situations where visa isn't denied due to missing or wrong documents presented by the visa applicant.

#### 4. Event Participation and Networking Membership Fee

- Don't forget that you need to inform the Mobility&Networking Expert regarding the participation fee and the registration process before spending any money, if you requested support regarding the participation fee of the event you participated within the scope of Mobility&Networking.
- In cases where the participant doesn't attend the event after the registration fee has been paid, all the expenses will be billed to the participant. If nonparticipation reason is an accident or an illness, related documents/report can be used as justification.
- If you demanded support to be a member of national or international networks, don't forget that you need to inform the Mobility&Networking Expert regarding the membership and the payment process before spending any money.

#### 5. Interpretation and Translation Procedure

- The applicant is expected to work with volunteer interpreters when there is a need for consecutive interpretation within the scope of Mobility&Networking support. You can ask for the travel, accommodation, visa etc. expenses of the volunteer you want to work with to be paid by Sivil Düşün. In this case don't forget that you need to send the necessary information for the mobility of the volunteer interpreter to the Mobility&Networking Expert.
- You need to share the documents to be translated before or after your mobility with the Technical Assistance Team before sending them off for translation.
- You can inform your supplier about the billing and the payment process after sharing the information of the supplier you will be working with for the translation procedure, with the Technical Assistance Team.

You can check the "Purchase, Billing and Payments" section for the billing and the payment procedure.

#### 6. Expert Support



- You can consult the Mobility&Networking Expert to get information about the expert support you demanded from Sivil Düşün Pool of Experts within the scope of your action.
- For expert demands made within the scope of compliant actions, experts will be chosen solely from **Sivil Düşün Pool of Experts**, with regard to the transparency and the accountability of the process.
- Sivil Düşün Technical Assistance Team will submit open calls for the Pool of Experts periodically and in line with needs. CVs delivered within the framework of open calls will go through the compliance check of the Technical Assistance Team for the first stage and the Delegation of the European Union to Turkey for the second stage.
- Within the framework of your support demand, your suggestions of experts for more specific fields absent in the pool of experts, will be evaluated by the Technical Assistance Team and the Delegation of the European Union to Turkey.
- The approval of the experts appointed from the pool of experts to support your action may take some time; since the process requires for their job definition's compliance check as well.
- Experts deemed suitable for the action, will sign a consultancy agreement with Sivil Düşün and their payment will be directly made by Technical Assistance Team. Action owners don't have any responsibilities regarding the issue.
- Sivil Düşün Pool of Experts will be scanned based on the field you need an expert for and a list of experienced experts will be shared with you. Depending on the expert's schedule's convenience, your choice will be taken into consideration. Communication between the expert and the applicant will be handled by the Technical Assistance Team.

## 7. Purchase, Billing and Payments

### Purchase:

- Sivil Düşün purchasing principle is to get the best cash cover by working with suppliers respectful to human rights, to labour rights, to animal rights and to the environment.
- Getting the best cash cover means to choose the most fitting product/service meeting the program's needs. "Best cash cover" isn't equivalent to the lowest price.
- To get the best cash cover, one needs to do a proper market research and to get tenders by determining the appropriate suppliers. There is no need to get tenders



for prices available online, however dated printouts of the related pages to prove that research has been conducted should be kept. You can ask for help from the Technical Assistance Team regarding the tender procedures any time. Technical Assistance Team should be notified with the reason, and priorities mentioned in items 1 and 2, if there is a supplier that the applicant wants to work with directly.

- Since Sivil Düşün is a European Union program, purchases made within our program are exempt from VAT based on European Union-Turkey Framework Agreement. Therefore suppliers should be notified about this during the negotiations.
- Things mentioned below should be paid attention to during the tendering and the supplier selection process:
  - Avoiding conflict of interests
  - Maintaining a fair, egalitarian and a transparent approach
  - Keeping the competition at a maximum
  - Making sure that demanded tenders are evaluated in an objective and an extensive manner
  - Making sure that the tender which is the most realistic and which will best compensate the needs, the specification, the job description and the reference conditions is chosen.

As the Technical Assistance Team, we expect the applicants to prove that they have reached the best price. In any case of irregularity, Technical Assistance Team may refuse to make the payment even if the purchase had been approved before.

#### Purchase approval and contract:

- Don't forget that your supplier choice regarding the purchase should be approved by our Technical Assistance Team. Hence you shouldn't make any purchases before getting an approval.
- Make sure you specify the details regarding the billing and the payment while making a deal with your supplier. For payments higher than 3500 TL, a Supply Contract based on the related regulations must be signed between your supplier and EU Program Contractor Company (International Consulting Expertise-ICE).



- In the Supply Contract, work's subject, delivery and payment conditions should be stated. You can find the VAT Exemption Certificate and the Supplier Contract in the **Appendix4** and **Appendix5**.

**Billing:**

- You can move to the billing stage by informing the Technical Assistance Team after your approved action is completed.
- You can share your VAT exemption certificate and the billing information with the supplier firm after the Technical Assistance Team's approval.
- Please check that your approved budget and order are appropriate by definition and amount, and free of arithmetical mistakes. Pay attention to the accuracy of the company name, address, Sivil Düşün application number and VAT exemption info. If the bank account number isn't included on the bill, make sure you attach it to the bill.

**Invoice information:**

**Company name and address:**

International Consulting Expertise  
Chaussee De La Hulpe 150  
B-1170  
BRUSSELS – BELGIUM

**Tax office and number:** ICE VAT BE 0835.265.119

**The explanation below should be written on the bill:**

WITHIN THE CONTEXT OF NO: EUROPEAID/136900/DH/SER/TR PROJECT, 21.12.2017  
IPA/2017/387-625 VAT EXCEPTION CERTIFICATE IT'S EXEMPT FROM VAT.  
Sivil Düşün EU Program is supported by the .....numbered work.

- Suitable invoice sample can be found in **Appendix6**-Invoice Sample.

The invoice should be made out to International Consulting Expertise which acts as an executive of Sivil Düşün, instead of you or your Civil Society Organisation.

- In cases where self-employed invoice will be made out, payments will be made exempt from VAT, with stoppage included. The stoppage amount should be stated on the invoice. The responsibility to pay the stoppage belongs to the invoice owner.



- For purchases more than 3500 TL, don't forget to prepare a Supply Contract and send the signed Supply Contract along with the original invoice to the Sivil Düşün team by cargo.
- Since wrong received bills will be returned to the supplier firm, payments may be delayed. Thus you can get an approval by sharing with us the scanned version of the invoice before sending it.
- After you get a written approval for the scanned invoice and the Supplier Contract, you can send the original documents to our office address by cargo.

**The address the invoices will be sent:**

European Union Sivil Düşün Program's Office  
Barbaros Mah. Güniz Sokak 32/9  
6700 Çankaya/Ankara

**Payments:**

- When the originals of the invoice and the Supplier Contract reach the Technical Assistance Team, they will be checked by the related experts.
- Payments will be made to the supplier company's account via bank transfer within the 15 days after the complete and accurate invoice is received.
- Sharing the tracking number of your invoice and Supplier Contract with our Mobility&Networking expert will enable us to track your delivery.

## **8. Final Report**

- At Appendix7 you can find the final report you need to fill to enable the enclosure of your application when all your activities regarding your action have been completed.
- The filling-in of the final report will help us improve the program based on your recommendations. Hence we would like to remind you that you need to mail us the final report within 1 month at the latest after your action is completed.

## **9. Sivil Düşün Contact Information**

You can reach us via:

- Sivil Düşün Information System: <http://mis.sivildusun.net>
- Telephone number: 0312 428 05 61-62
- E-mail address: [destek@sivildusun.eu](mailto:destek@sivildusun.eu)

Güniz Sokak 32/9, 06700 Çankaya / Ankara  
Tel: +90 312 428 05 61 / 62  
Faks: +90 312 428 05 63  
[info@sivildusun.eu](mailto:info@sivildusun.eu)  
[www.sivildusun.net](http://www.sivildusun.net)



- For one-on-one meetings/office meetings, you need to get an appointment by e-mail or by telephone. Address: Barbaros Mah. Güniz Sokak No:32/9 Çankaya/Ankara
- For your messages via Information System, you need to choose your action number after entering the “Messages” section.

You can watch the “how-to” videos regarding the Information System on the Sivil Düşün YouTube channel. <http://bit.ly/sd-basvuru-videolari>

- We request that you add your action number (e.g. 5999) to the e-mail’s subject section when you get in touch with us through e-mail.
- As the Sivil Düşün Technical Assistance Team we get in touch with the applicants’ contact person throughout the implementation process. The implementation responsibility of the action belongs to the action owner. Therefore keep in mind that the action owners should get in touch with the suppliers, not the Technical Assistance Team.

In case the contact person changes in your application, you can get in touch with the Technical Assistance Team and update his/her information.

- Technical Assistance Team responds to the questions they receive within 5 work days at the latest. Depending on the program’s implementation intensity, in case you don’t hear from us within the stated period of time, you can reach the Mobility&Networking Expert through the related phone number.

## 10. Check List

We have prepared this check list below to remind you the steps you should not skip regarding the implementation process of your action:

1. Appendix1-I have forwarded the Appendix1-Activity Plan, Appendix2-Travel and Accommodation Chart documents to the Technical Assistance Team on time.
2. I have forwarded all the scanned versions of the participants’ passports and visas to the Technical Assistance Team on time.
3. I have forwarded the “event participation document/e-mail” for event participation and “invitation letter/message” for visits to the Technical Assistance Team.
4. I have informed the Technical Assistance Team regarding the event participation fee and networking membership fee.



5. I have requested the “Support Letter” from the Technical Assistance Team for visa applications in time.
6. I have made my passport and visa applications 2 months prior to my travel at the latest.
7. I have forwarded the scanned versions of the boarding passes of all the passengers to the Technical Assistance Team.
8. I have forwarded the Supplier Contract needed for purchases higher than 3500 TL to the Technical Assistance Team.
9. I have forwarded the account information needed for reimbursements such as daily allowance, passport, visa, etc. to the Technical Assistance Team by filling the Appendix3 - Reimbursement.
10. I have forwarded the Final Report to the Technical Assistance Team.

## 11. Appendixes

Appendix1- Activity Plan

Appendix2- Travel and Accommodation Chart

Appendix3- Reimbursement Chart

Appendix4- VAT Exemption Certificate

Appendix5- Supplier Contract

Appendix6- Invoice Sample

Appendix7- Final Report

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