

Trading Online Voucher Grant Scheme FAQ's

What can my business use the Trading Online Voucher for?

- IT consultation
- Development or upgrade of an e-commerce website
- Implementing online payments or booking systems
- Purchase of internet related software
- Purchase of online advertising (this purchase cannot make up any more than 30% of approved Voucher costs and can only be drawn down in one payment phase)
- Developing an app (or multiplatform webpages)
- Implementing a digital marketing strategy i.e. Social media marketing
- Consultation with ICT experts for early-stage adopters of online strategy
- Training/skills development specifically to establish and manage an online trading activity
- Subscriptions (excluding transaction costs) to low cost online retail platform solutions, which would allow applicants to quickly establish a retailing presence online.
- Purchase of online advertising (this purchase cannot make up any more than 30% of all other approved Voucher costs and can only be drawn down in one payment phase);
- Purchase of Professional Photography (this expenditure cannot make up any more than 80% of all other approved voucher costs and can only be drawn down in one payment phase)

What the vouchers cannot be used for

- Development of brochure websites (i.e. websites with no e-commerce facility)
- Purchase of non-internet related software
- Anything other than online trading related activity

Is my business ineligible for a Trading Online Voucher?

Details of ineligible business categories is available via our website

<https://www.localenterprise.ie/DublinCity/Financial-Supports/Trading-Online-Voucher-Scheme/>.

Please check if you are excluded from applying before attending a Trading Online Voucher information session.

How do I apply?

1. Attend a mandatory online information session. Details on the next available information session can be found on <https://www.localenterprise.ie/DublinCity/Training-Events/Online-Bookings/>

On completion of a LEO Dublin City information session, Dublin City based clients will be emailed a link to our online application system within 5 working days. (please check your spam/junk folder)

If you attend an information session with a different LEO and are based in the Dublin City area, email confirmation of your attendance from that LEO to onlinevouchers@dublincity.ie and request a link to our online application form.

****Please note applications can only be made via the online system. Hard and email copies of application forms are no longer accepted****

2. Click the link to our online application system and create your profile. Once your profile has been created, go back to the email and click the relevant link to make a Trading Online Voucher application.
3. Complete the online application form. To submit the application form correctly you must answer all the essential questions, provide 3 quotes and verify your signature electronically.
4. When you have successfully completed your application, you will receive email confirmation your application has been accepted.

Can I attend an information session with a different Local Enterprise Office?

Yes. If you attend an information session with a different LEO and are based in the Dublin City area, email confirmation of your attendance from that LEO to onlinevouchers@dublincity.ie and request a link to our online application form

I have attended a Trading Online Voucher information sessions, how long do I have to make an application?

Eligible businesses have 9 months from when they attended the information session to make an application

My business has already been awarded a Trading Online Voucher (TOV), can I apply for another?

Yes, eligible business can apply for a second TOV. You must have drawdown the funding from your original TOV and attended an information session within the last 9 months. If you haven't attended a training session within the last 9 months, you will need to attend one. Details of the next information session can be found on <https://www.localenterprise.ie/DublinCity/Training-Events/Online-Bookings/>

Must I supply three quotes with the application?

Yes. Failure to submit a complete application may delay the assessment process. If you are unable to source three quotes, please submit a reason for not including the missing quotes when uploading the rest of the documentation on our online system (this will be reviewed by our assessors and they will contact you if additional quotes are still deemed necessary).

Can I include website maintenance and/or hosting as part of my application?

If it is intrinsic to the project but not disproportionate in terms of funding amount, it may be supported.

How long will it take to process an application?

Correctly completed applications with all the necessary documentation take approximately 4-6 weeks to process. Incomplete applications or missing documentation may delay the process.

How do I get an updates on my application?

Due the current high levels of demand it is taking 6 weeks to assess applications and 16 weeks to process payments.

Only where you are waiting longer than the time frames advised above, should you email onlinevouchers@dublincity.ie for a status update on your application.

Can I pay my developer/ incur expenses before I have been approved a Trading Online Voucher (TOV)?

Expenses that are incurred before a TOV grant is approved cannot be claimed. Only expenses incurred after the TOV has been approved can be included when claiming the grant

I'm required to pay a deposit to my developer. My application is currently being assessed, can I include the expenses in my claim if my application is approved.

Expenses that are incurred before a TOV grant is approved cannot be claimed. Only expenses incurred after the TOV has been approved can be included when claiming the grant.

My business has been approved a Trading Online Voucher (TOV), how to I accept it?

If you're application is successful, you will receive an email via our online application system explaining what you need to do and the deadline for your acceptance.

I've missed the deadline date for the acceptance of my Trading Online Voucher (TOV), what do I do?

Email onlinevouchers@dublincity.ie explaining the reason for the late reply and the TOV team will advise next steps

If approved a Trading Online Voucher, how long do I have to complete the work?

On receipt of your approval letter, you have 4 months from date of approval to claim your grant if your application was submitted to LEO Dublin City in 2020 or 6 months if your application was submitted in 2021.

I am unable to complete the work within the prescribed timeframe, what do I do?

Email onlinevouchers@dublincity.ie explaining the reason for not completing the work within the time allowed and the TOV team will advise next steps. If approved, extensions of a max. 2 months are allowed.

I've been approved a Trading Online Voucher (TOV) and wish to change a supplier on my application form, what do I do?

If you have approved a TOV and wish to change to a supplier not included on your original application, a new quote must be submitted via the online application form. LEO Dublin City will review if this is eligible expenditure and, if yes, an email confirming the approved the changes will be sent to the applicant via the online system.

I was approved a Trading Online Voucher (TOV) grant however I didn't claim the grant within the time allowed. Can I still avail of this grant?

If your TOV has expired you will need to submit a new application and attend the information session again (if it has been longer than 9 months since you last attended training).

My Trading Online Voucher application has been declined, can I make an appeal?

Yes. To make an appeal email onlinevouchers@dublincity.ie stating the grounds making sure to include any supporting documentation. Local Enterprise Office Dublin City will make a formal appeal on your behalf to the Enterprise Ireland National Appeals panel.