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## User's Guide

# Portfolio Performance Management System - Funded Activities

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11<sup>th</sup> October 2022 (Version 1.3)



## **User's Guide on the Portfolio Performance Management System - Funded Activities**

Version: 1.3

Language: English

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This user's guide to the portfolio performance management system (PPMS) for Funded Activities version 1.3 will be updated in future phases to reflect feedback and lessons learned during the implementation of the PPMS. We encourage users to use the electronic version of this document and to refrain from printing as there are active hyperlinks.

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## Glossary of Key Terms

**Annual Performance Report (APR):** APRs are the reports that accredited entities annually submit to update the GCF on implementation progress, results and challenges for each funded activity under implementation.

**Accredited Entity (AE):** AEs are institutions or organizations that are accredited by the GCF Board through the accreditation process. After accreditations, AEs develop and submit funding proposals for approval by the GCF Board. Upon the approvals, AEs implement projects and programmes financed by the GCF.

**Funding Proposal (FP):** FP is a set of documents that AEs prepare and submit to seek GCF's funds for a climate project.

**Funded Activity (FA):** FA is a project or programme funded by the GCF and implemented by an accredited entity to respond to climate change.

**Inception Report:** Inception Report is the report in which AEs elaborate its implementation plan for a funded activity after approval or funded activity agreement (FAA) execution and is usually submitted to the GCF within six (6) months after the FAA effectiveness date. Inception Report usually includes the updated or established baselines for key results indicators under the funded activity.

**Portfolio Performance Management System (PPMS):** PPMS is GCF's centralized portfolio management system designed to increase the efficiency of GCF portfolio monitoring and evaluation functions for funded activities, readiness preparatory support programme (Readiness), and project preparation facility (PPF). One of the key PPMS functionalities is for entities to submit reports via digitized forms. Additional components (e.g. disbursement and reflow processing, project/programme results-tracking), spanning to Readiness and PPF will be added in phases in the future with the ultimate objective of strengthening the GCF's portfolio monitoring and evaluation functions.

**Accreditation Master Agreement (AMA):** AMA is a legal framework between the GCF and the AE that marks the final stage of the accreditation process. The AMA establishes the general terms and conditions that govern the relationship between GCF and the AE during the entire term of the accreditation. The AMA also sets out the main roles and responsibilities of an AE throughout the GCF project lifecycle and reflects the GCF's policies and requirements that apply to implementation of funded activities.

**Funded Activity Agreement (FAA):** FAA is a legal agreement between GCF and an AE for an individual funded activity. Each approved project or programme has an FAA(s). An FAA contains specific terms and conditions for financing and implementation of the funded activity, including an implementation plan, reporting requirements, disbursement plan and budget for the project. The FAA also incorporates by reference the provisions from the AMA. The FAA must be consistent in all material respects with the approved funding proposal and term sheet.

**Information Disclosure Policy (IDP):** IDP is a GCF policy approved by the Board in decision B.12/35 which sets out the GCF policy regarding the information that it makes available to the public, either as a routine matter or upon request, and outlines requirements for the information that is made available to the public. The IDP applies to all information produced by or in possession of GCF. It sets out the requirements to be observed by AEs for the public disclosure of the relevant environmental and social reports in advance of the decision by the board of the AE or the GCF Board, whichever occurs first.

**Multi Factor Authentication (MFA):** Multi-factor authentication (MFA) is an electronic authentication method in which a computer user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism (e.g. email and phone).

**Portfolio Manager (PM):** The GCF PM is a focal point for AEs with regard to funded activities under implementation. The PM manages the review and approval of APRs, as well as other types of front office activities that directly involves coordination with AEs.

## Overview

The Green Climate Fund (GCF) has developed its online-based Portfolio Performance Management System (PPMS). The PPMS is designed as GCF's centralized portfolio management system to increase the efficiency of GCF portfolio monitoring and evaluation functions for funded activities, Readiness and Preparatory Support Programme (Readiness), and Project Preparation Facility (PPF). One of the critical functionalities of the PPMS for accredited entities (AEs) is to submit to the GCF Secretariat their reports such as Annual Performance Reports (APR[s]) and Inception Reports and disbursement requests. The PPMS also helps the GCF Secretariat and AEs to track and communicate the review and clearance processes of the submitted reports and disbursement requests.

The PPMS - Funded Activities enables AEs to:

1. Submit the APR(s), including filling out APR narrative contents via digitized forms online;
2. Submit financial performance report(s) by using an Excel-based template which can be downloaded from the PPMS or the [GCF official website](#);
3. Submit Inception Report(s), Semi-Annual Financial Information Report(s) and Annual Audited Financial Statements in PDF or MS Word format, if applicable;
4. Submit waiver or extension requests for report submission;
5. Submit disbursement requests;
6. Track the review and clearance processes of submitted reports and disbursement requests in real time and communicate with the GCF Secretariat;
7. Manage multiple users; and
8. Submit technical support.

**Important:** From 2021 and onwards, all reports mentioned above for funded activities must be submitted via PPMS-Funded Activities. Submissions via other channels such as email or post will not be permissible.

The GCF encourages AEs to provide any feedback on how the PPMS works from their perspective so that the GCF can ensure continuous improvement. Please refer to Section [IX. Support page to access FAQs and to seek technical support](#) to learn how to submit feedback on the PPMS and its functionality.

The GCF has introduced multi-factor authentication (MFA) to establish a high level of security for data entry and access. All data entered into the system will be secure and will not be disclosed unless AEs agree to the disclosure. Also, all the operations and practices regarding collecting, storing and processing information are in accordance with the GCF's [Data Privacy Statement](#) and [Information Disclosure Policy](#).

When logging into the PPMS for the first time, the user will see a pop-up window on the GCF's Data Privacy Statement and needs to accept it to access the system.

# I. Accessing PPMS

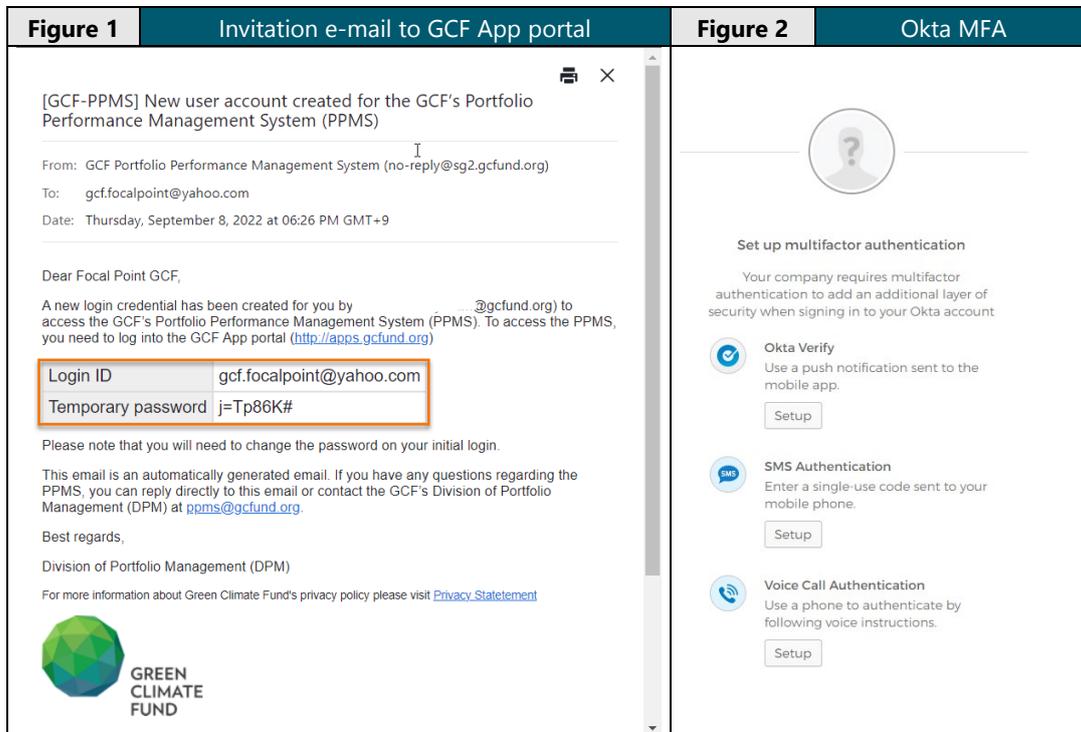
To access the PPMS, you must log into the GCF App portal at '[apps.gcfund.org](http://apps.gcfund.org)' or '[greenclimate.fund](http://greenclimate.fund)' (the GCF official website). All the AE Focal Points have received a username and initial password for the GCF App portal (e.g. username = [entityname@entity.gcfund.org](mailto:entityname@entity.gcfund.org)) from the GCF Accreditation and Entity Relations Unit who are reachable by e-mail at [entities@gcfund.org](mailto:entities@gcfund.org). With these credentials, the AE Focal Points can log into the GCF App portal, thereby accessing PPMS. If you already have the credentials for the GCF App portal, please continue onto sub-section **ii. 'How to access PPMS'**.

## i. How to obtain credentials for the GCF App portal as non-GCF focal points

If you are not an AE Focal Point for GCF but one of the funded activity or project level users, please get in touch with your AE Focal Point, who can assign you a user role to a particular GCF-funded project(s) in PPMS. Please refer to Section **VII. How to manage users** for more details.

Once your AE focal point assigns you to a user role as Project Manager or Project Member with any of your e-mail account, you will receive an automatically generated e-mail as indicated in figure 1, with the subject "[GCF-PPMS] New user account created for the GCF's Portfolio Performance Management System (PPMS)". Please check your spam filter/folder if you cannot find the e-mail. Next, click on the link to the GCF App portal and log in with the login ID and temporary password provided in the e-mail.

When you access the GCF's App portal for the first time, the Okta system, which powers the portal, will prompt you to register for Multi-Factor Authentication (MFA) with your e-mail account. There are three options (Okta Verify, SMS, and voice call) you can use for MFA, as shown in Figure 2. Afterward, you will be requested to change your temporary password.



Please authenticate yourself using the Okta Verify or SMS authentication option if you have a mobile phone with a stable network connection.

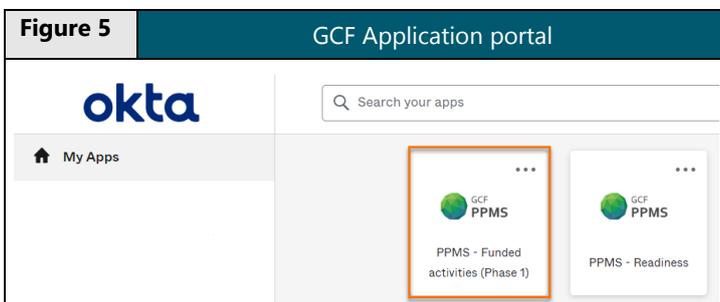
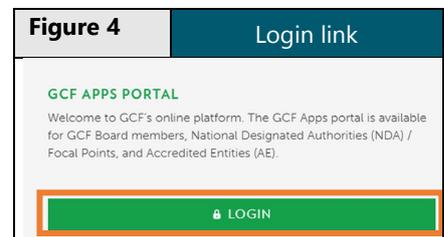
You can authenticate yourself using the Voice Call Authentication option if you do not have a mobile phone. This option will allow you to use any landline or mobile phone number available for authentication with voice instructions.

## ii. How to access PPMS

Once you have the GCF App portal credentials, please access the GCF App portal at '[greenclimate.fund](https://greenclimate.fund)' or '[apps.gcfund.org](https://apps.gcfund.org).' Then, on the greenclimate.fund website, click on the Login button above the top menu, as shown in figure 3 below.

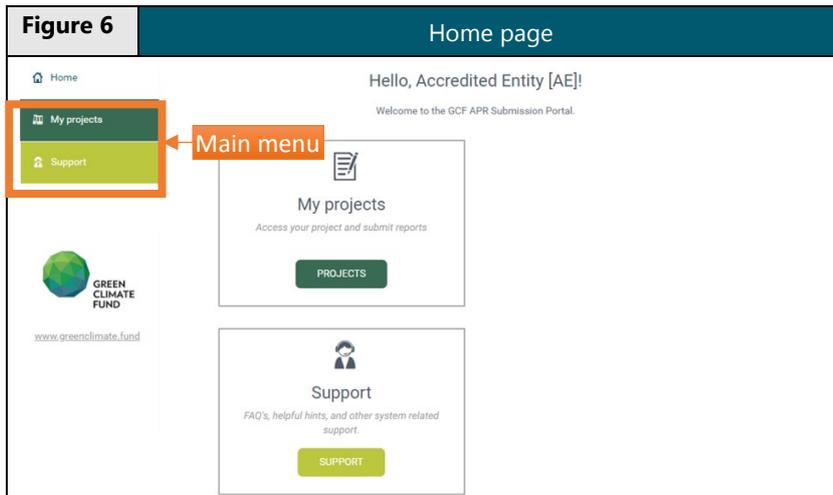


Once you click the Login button, a box that will redirect you to the GCF App portal will appear. Next, click on the green login button again, as shown in figure 4. Afterward, enter your login credential ID and password and click Sign In. If you enter the portal for the first time, the Okta system will ask you to authenticate yourself through MFA. Then, please follow the instructions as indicated in [sub-section i](#) above.



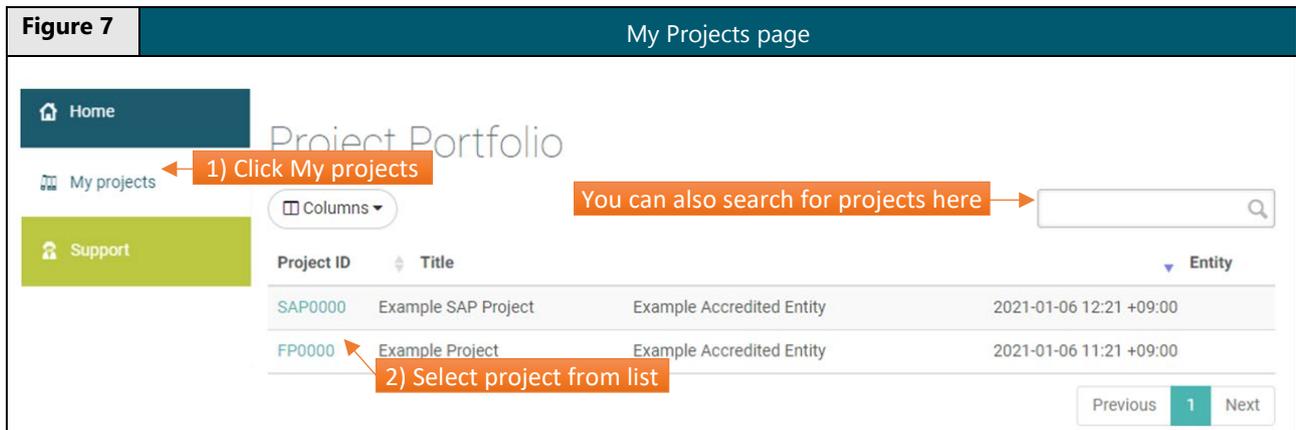
Once you have entered the GCF App portal, you will see a list of various GCF business applications to which you have access to. Please select the one titled 'PPMS – Funded activities (Phase 1)', as indicated in figure 5. Once selected, you will be directed to PPMS Funded activities.

## II. Home page to view available PPMS functions



## III. My Projects page to access your project portfolio

Select 'My Projects' page from the left-hand menu bar to see a list of the GCF-funded projects you have been granted access to, as shown in figure 7. You can also search for specific project IDs or project names on the top right-hand side. Once a project ID is selected from the My projects page, you will be directed to the Project Info tab.



## IV. Project Information

Once you click on a particular Project ID, you will see four tabs or three tabs<sup>1</sup> in the horizontal menu: Project Info, Reports, Disbursements, and Success Stories as illustrated in figure 8.

**Figure 8** Project info tab – Project datasheet

PROJECT INFO	REPORTS	DISBURSEMENTS	SUCCESS STORIES
Project data sheet	Project ID	TEST000	
Additional information	Title	Demo Project	
	External ID		
	Entity	IFAD Test IFAD (ifad_test@entity.gcfund.org)	
	Partners	-	
	Window		
	Total value	USD	
	Approved funding	USD	
	Implementation start date	2020-04-01	
	Implementation end date	2022-02-28	
Project duration	22 months		

The information shown on the Project data sheet is as follows:

- i. Project ID: Funding proposal reference number
- ii. Title: Project title as per FP and FAA(s)
- iii. Entity: Name of the Accredited Entity
- iv. Total value: Total funding value, including co-financing
- v. Approved funding: GCF approved funding value as per FP and FAA(s)
- vi. Implementation start date: The date on which the FAA with GCF came into effect (if multiple FAAs, the date is based on the earliest one)
- vii. Implementation end date: The date based on the implementation start date plus the estimated implementation duration as per FP and FAA(s)
- viii. Project duration: Estimated implementation duration in months as per FP and FAA(s)

The second sub-tab, Additional Information (see figure 9) shows GCF funding and co-financing amount per financial instrument and actual GCF proceeding disbursed to date.

**Figure 9** Project info tab – Additional information

PROJECT INFO	REPORTS	DISBURSEMENTS	SUCCESS STORIES
Project data sheet	Additional Project Information		
Additional information	<p>Funded Activity Title</p> <input type="text"/>		
	<p>Funding Proposal Number</p> <input type="text"/>		
	<p>Board Meeting Number</p> <input type="text"/>		

<sup>1</sup> If you are not an AE Focal Point (i.e. either a Project Manager or a Project Member as defined in Section VII), User Management tab will not be visible. Please note that more tabs will be added as new components are phased in.

## V. How to submit APRs

From My projects page, please click on Reports tab. A list of reports accessible to you will be shown from the Reports tab. Select an APR for a relevant calendar year from the list, as illustrated in figure 10.

**Figure 10** Submitting reports

1) Select Reports

Name	Status	Status updated at	Deadline	Visibility
[15 Sep] Test auto-by pass				External
[COPY] [21 Oct COPY] Annual Performance Report CY2020	Draft	November 01, 2021 11:57 +09:00	November 29, 2021	External
[9 Aug Demo] Disbursement Process	Sent back to AE	August 10, 2021 10:56 +09:00	September 22, 2021	External
[DEMO] Inception Report	Draft	March 11, 2021 18:56 +09:00		External
[DEMO] Annual Performance Report CY2020	Draft	August 12, 2021 21:16 +09:00		External
[21 Oct COPY] Annual Performance Report CY2021	Draft	November 01, 2021 11:50 +09:00		External

2) Select the latest or relevant APR listed

On the next page, click the Edit button on the top right-hand side to start filling out the APR, as indicated in figure 11. After clicking on the Edit button, please select Section 1, as shown in figure 11 to start filling out the APR form from that Section.

**Figure 11** Submitting reports

Annual Performance Report CY2021

1) Click 'Edit' → Edit

Current status

Pending fill ← The status of the APR submission will be displayed here

APR Completeness Check → EPM (OCF) → ESS (OCF) → Gender (OCF) → Finance (OCF)

2) Select the relevant section

Annual Performance Report CY2021

APR CY2021 Section 1: General Information | APR CY2021 Section 2: Implementation Progress | APR CY2021 Section 3: Financial Information

APR CY2021 Section 4: Environmental and Social Safeguards & Gender | APR CY2021 Section 5: Annexes and Attachments

**Important:** The APR is broken down into five sections; 1) General Information, 2) Implementation Progress, 3) Financial Information, 4) Environmental and Social Safeguards and Gender, 5) Annexes, and Attachments. Please complete all the sections as applicable.

Please note that, once the APR has been submitted, the status of the submission as illustrated by figure 11 will be updated to 'Pending review', indicating that the APR is now presented to the GCF Secretariat for its review.

## i. How to submit a non-disclosable APR

At the beginning of the APR Section 1: General Information, AEs will be required to indicate whether the APR information will be fully disclosable or not on the GCF website. If yes, please follow the APR submission process explained from Section V. ii. and onwards. If the information can be disclosed only partially, you will be required to submit the disclosable sections by following the steps below.

- **Step 1:** Fill in all the sections of the APR (1: General Information, 2: Implementation Progress, 3: Financial Information, 4: Environmental and Social Safeguards and Gender, 5: Annexes and Attachments, with disclosable information as applicable. Guidance to fill in each Section of the APR will be provided from Section V. ii.
- **Step 2:** Save in PDF format each of the applicable APR sections with disclosable information using the 'Open as PDF' function provided in the top-right corner of the APR form, as shown in figure 12. If a section does not contain non-disclosable (confidential) information, you would not need to create the Section with disclosable information.

**Figure 12** How to submit a non-disclosable APR

Annual Performance Report CY2021 Versions PDF Comments

APR CY2021 Section 1: General Information [Click here to save a copy of the section in PDF format](#)

### [APR CY2021] Section 1: General Information

Please note that this is section 1 of the five Annual Performance Report (APR) sections. APR will be considered valid only after all the five sections are filled with relevant details.

**1.1 Please indicate if information provided in this APR is disclosable outside the Green Climate Fund. \***

Yes - The Accredited Entity agrees that the information reported is disclosable.

No - The information reported is partly confidential. The disclosable version of the APR will be attached.

If you select the second option [No - The information reported is partly confidential. The disclosable version of the APR will be attached], please follow the below steps.

- Step 1: Fill in all the sections of the APR with disclosable information.
- Step 2: Save each section using the 'Open as PDF' function provided in the top-right corner. (Do NOT submit an APR at this step).
- Step 3: Attach all of the disclosable sections to the attachment boxes below, which will be shown once you check the second option only.
- Step 4: Update all the sections of the APR below with non-disclosable information.
- Step 5: Submit the non-disclosable APR with an attachment of the disclosable APR in the PDF format.

**Please select disclosable section**

Section 1: General Information

Section 2: Implementation Progress

Section 3: Financial Information

Section 4: Environmental and Social Safeguards & Gender

Section 5: Annexes

Please attach the disclosable Section 1 of the Annual Performance Report [Please Attach the disclosable APR sections here](#)

- **Step 3:** Go back to section 1: General Information tab. Please select which sections have disclosable information and then attach the disclosable APR sections in PDF to the attachment boxes on section 1 tab as shown in figure 12. The attachment boxes will appear only if you have opted for partial disclosure instead of full disclosure.
- **Step 4:** Start over the APR submission process described from Section V ii. and onwards below and complete all the sections of the APR with full contents which can include non-disclosable information.
- **Step 5:** Submit the full content APR with non-disclosable information by clicking the 'Submit report' button. In this case, the disclosable APR sections will be submitted together as attachments and only the disclosable APR sections will be published on the GCF website.

## ii. Sections 1, 2, and 4

For each Section of the APR form, AE will be required to complete all the data fields as applicable. Some data fields will be auto-populated from GCF's database, some of which will be locked for editing and are shaded in grey, as illustrated in figure 13. A copy of the selected Section can also be downloaded in PDF format by selecting 'Open as PDF' in the top-right corner of the active Section. AEs may utilize the "Save Report" function to save current work as AEs make progress on the APR sections. You can also save your work, exit, and come back to where you were before. All data entries after clicking on Save Report button will be shown to any other users.

**Figure 13** APR submission – Section 1: General Information

Annual Performance Report CY2021 Versions PDF Comments

APR CY2021 Section 1: General Information Click here to open a copy in PDF format

[APR CY2021] Section 1: General Information

Please note that this is section 1 of the five Annual Performance Report (APR) sections. APR will be considered valid only after all the five sections are filled with relevant details.

1.1 Please indicate if information provided in this APR is disclosable outside the Green Climate Fund.\*

Yes - The Accredited Entity agrees that the information reported is disclosable.

No - The information reported is partly confidential. The disclosable version of the APR will be attached.

If you select the second option [No - The information reported is partly confidential. The disclosable version of the APR will be attached], please follow the below steps.

- Step 1: Fill in all the sections of the APR with disclosable information.
- Step 2: Save each section using the 'Open as PDF' function provided in the top-right corner. (Do NOT submit an APR at this step).
- Step 3: Attach all of the disclosable sections to the attachment boxes below, which will be shown once you check the second option only.
- Step 4: Update all the sections of the APR below with non-disclosable information.
- Step 5: Submit the non-disclosable APR with an attachment of the disclosable APR in the PDF format.

Please select disclosable section

Section 1: General Information

Section 2: Implementation Progress

Section 3: Financial Information

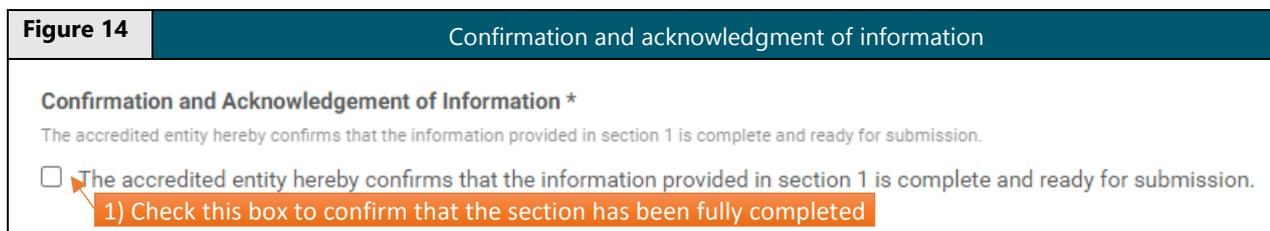
Section 4: Environmental and Social Safeguards & Gender

Section 5: Annexes

Please attach the disclosable Section 1 of the Annual Performance Report

Click here to save the active section Save Submit

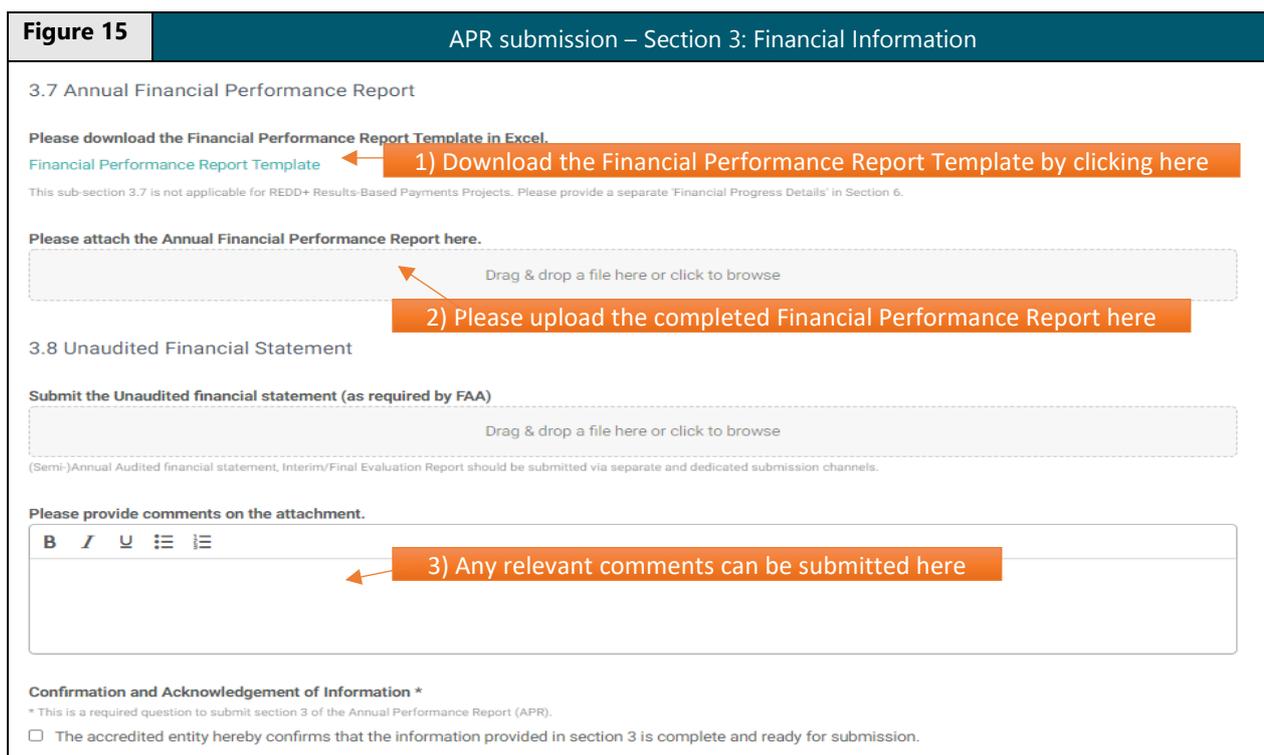
Once all the required fields are filled and the Section is ready to complete, please confirm and acknowledge that all the information is complete and ready for submission by checking the last box at the bottom of each Section as explained by figure 14.



Note that the COVID-19 Impact section previously located at the last part of the 2020 APR form has been integrated with section 2 for 2021 APR form. Please provide information on the COVID-19 impact on your project as applicable by clicking 'Yes' button on section 2.6 Implementation challenges and lessons learned.

If you have submitted an APR for 2020, kindly note that a few of the fields especially in section 2.4 will be auto-populated with previous year's values.

### iii. Section 3: Financial Information



For section 3, please fill out data fields as required. In addition to filling out the mandatory fields, an Excel-based financial report<sup>2</sup> must be uploaded. The Excel template can be downloaded directly as shown in figure 15. Please provide any relevant comments regarding the financial performance report in the comment field shown in figure 15.

<sup>2</sup> For financial reporting, as stipulated in Clause 17.02 of the accreditation master agreement (AMA) template, and unless otherwise specified, two financial reports must be submitted within one calendar year: one to be provided within 60 days after the end of the calendar year as part of the APR submission as indicated in this user's guide, and the other one - the semi-annual report - to be submitted mid-year via a separate report page called Semi-annual Financial Information report on PPMS.

#### iv. Section 5: Annexes and attachments

**Figure 16** APR submission – Section 5: Annexes and Attachments

[APR CY2021] Section 5: Annexes and Attachments

Please note that this is section 5 of the five Annual Performance Report (APR) sections. APR will be considered valid only after all the five sections are filled with relevant details.

Annex 1: Accredited Entity compliance reports

Drag & drop a file here or click to browse

Self-assessment reports, Report on Actions pursuant to Clause 18.02: **1) Add attachments by dragging and dropping your documents** Agreement, with the Fiduciary Principles and Standards, ESS and Gender Policy. Report on Actions pursuant to Clause 18.02: Only applicable to International Accredited Entities. In accordance with the Monitoring and Accountability Framework, a report on its actions carried out or planned to be carried out pursuant to Clause 18.02 of the Accreditation Master Agreement.

Please provide comments on the annexes attached above if any.

**2) Type in any comments relevant to the selected attachments if needed**

Attachments

Please submit any attachments (if any).

Drag & drop a file here or click to browse

**Confirmation and Acknowledgement of Information \***

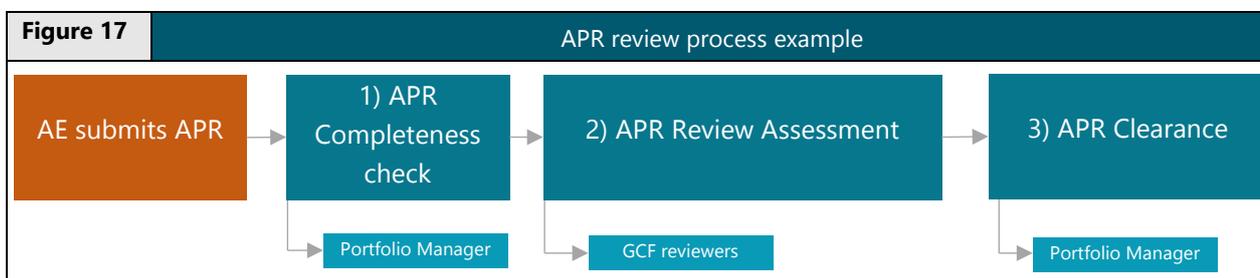
\* This is a required question to submit section 5 of the Annual Performance Report (APR).

The accredited entity hereby confirms that the information provided in section 5 is complete and ready for submission.

For section 5, please drag and drop the required annexes as applicable. Then, please upload the attachments in Excel, Word, or PDF format. After uploading the attachments, please add any relevant comments as shown in Figure 16.

#### v. How to keep track of the status of submitted APRs

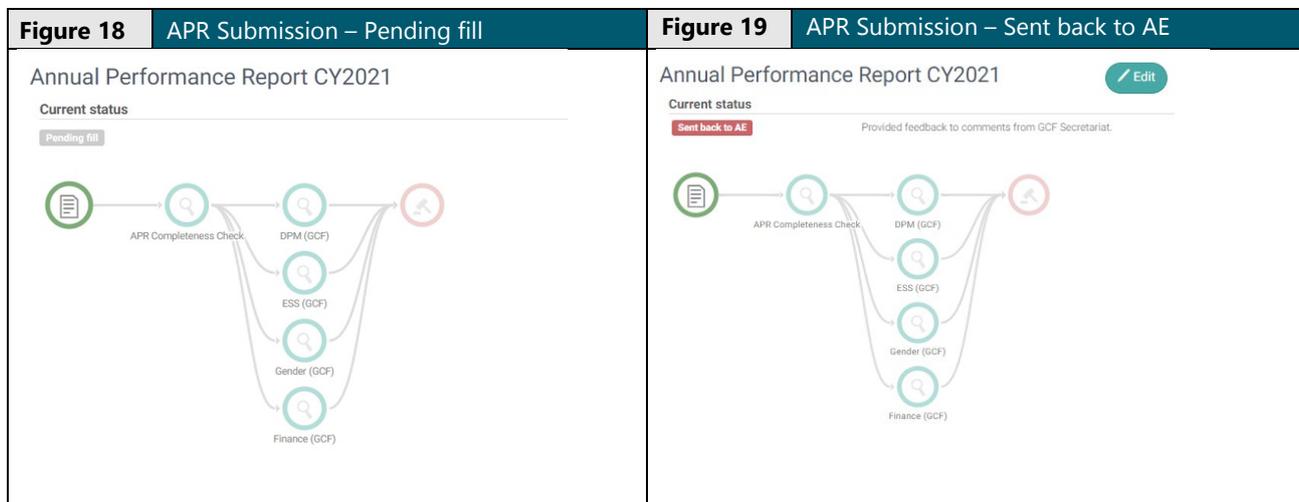
This Section describes how to keep track of the status of the submitted APR and receive the review from the GCF Secretariat. Once the AE submits an APR, a 3-step review process will be initiated as illustrated in figure 17 and as follows.



##### 1. APR Completeness Check

Once the Portfolio Manager (PM) receives the submitted APR, the PM performs a completeness check of each Section. If any section of the APR is considered incomplete, the PM will send back the APR with comments on the corresponding Section (s). The AE is required to update the Section (s) accordingly and/or provide clarification by replying to the comments, and then resubmit the APR through the same process.

Once the APR has been submitted, the status of the report will change from 'Pending fill' to 'Pending Review' as shown in figure 18. To re-submit the APR, please click on 'Edit' button in the top right corner, as shown in figure 19 which will allow you to go back to the APR editing mode where you can provide additional information as required and resubmit the APR following the earlier process as indicated in Section V above. Please address the feedback provided by the GCF to the best of your knowledge.



## 2. APR Review Assessment

Once the completeness check is cleared, the GCF interdivisional review team consisting of various divisions of the GCF Secretariat will review the content of the submitted APR in detail. The PM will remain as a focal point for the AE during this stage while multiple reviewers may review relevant sections of the report at the same time. If during the review any members of the review team would need to receive additional information and/or clarification from the AE, the reviewer will provide comments on the APR to the PM. The PM will consolidate the comments and send them through PPMS to the AE for its responses, amendments, and resubmission. Once the PM send the APR back to the AE, the status of the report will change from 'Pending Review' to 'Sent back to AE (i.e. pending AE's responses and/or APR resubmission with amendments)'.

AEs can now see the Secretariat's comments in the APR form as illustrated by figure 20. Please click on the comment button. Then, a review pane will pop up on the right side of the screen. Under the status of "Sent back to AE", the AE is required to provide responses to the Secretariat's comments on the review pane, amend the contents per comments and then re-submit the APR. The iterative loop could take place several times until both parties are satisfied with responses and the re-submitted APRs. Once all reviewers clear the APR, the APR will move to the final clearance stage.

Figure 20	Providing comment
Annual Performance Report CY2021	
APR CY2021 Section 1: General Information - Review (v2 2021-12-09 15:26 +09:00)	
APR CY2021 Section 2: Implementation Progress - Review (v2 2021-12-09 15:26 +09:00)	
Review	
2.2 Performance against the GCF investment criteria (summary)	
GCF	2021-12-09 08:37
Information is incomplete in sub-section 2.2.4.	
<div style="border: 1px solid #ccc; padding: 5px;"> <span>B</span> <span>I</span> <span>U</span> <span>🔗</span> </div>	
APR CY2021 Section 3: Financial Information - Review (v2 2021-12-09 15:26 +09:00) <span style="float: right; border: 1px solid #004a60; border-radius: 50%; padding: 2px 5px; color: white;">Save</span>	
APR CY2021 Section 4: Environmental and Social Safeguards & Gender - Review (v2 2021-12-09 15:26 +09:00)	
Review	
4.1 Implementation of environmental and social safeguards and gender elements	
GCF	2021-12-09 08:35
Provide further inputs to 4.1.1	
GCF	2021-12-09 08:35
Revised the current value figures and clarify the methodology.	

### 3. APR Clearance

In the final stage, the PM or Head of GCF Division of Portfolio Management (DPM) will take the final review of the APR. Once the APR is cleared, the APR review is considered complete and AEs can see the final comments on the review pane of the APR on the PPMS. The status of the report will change from 'Pending Review' to 'Approved'.

## VI. How to access GCF comments and provide your responses

### 1. How to access the comments from GCF

AEs will receive a notification e-mail when the report has been sent back to the AEs for additional action as illustrated by figure 21. Select the relevant project from the list of projects. Click 'Reports' tab. Select the relevant report from the list of project reports. To view a previous version of the submitted report, please click on 'Version' button and select the relevant version number from the list. After that, to view the comments by the GCF secretariat, click on the comment bubble icon next to the title of a section or sub-section. The APR and comments can be also downloaded in PDF format by clicking on 'PDF' button.

Figure 21

E-mail notification – The report sent back to AE

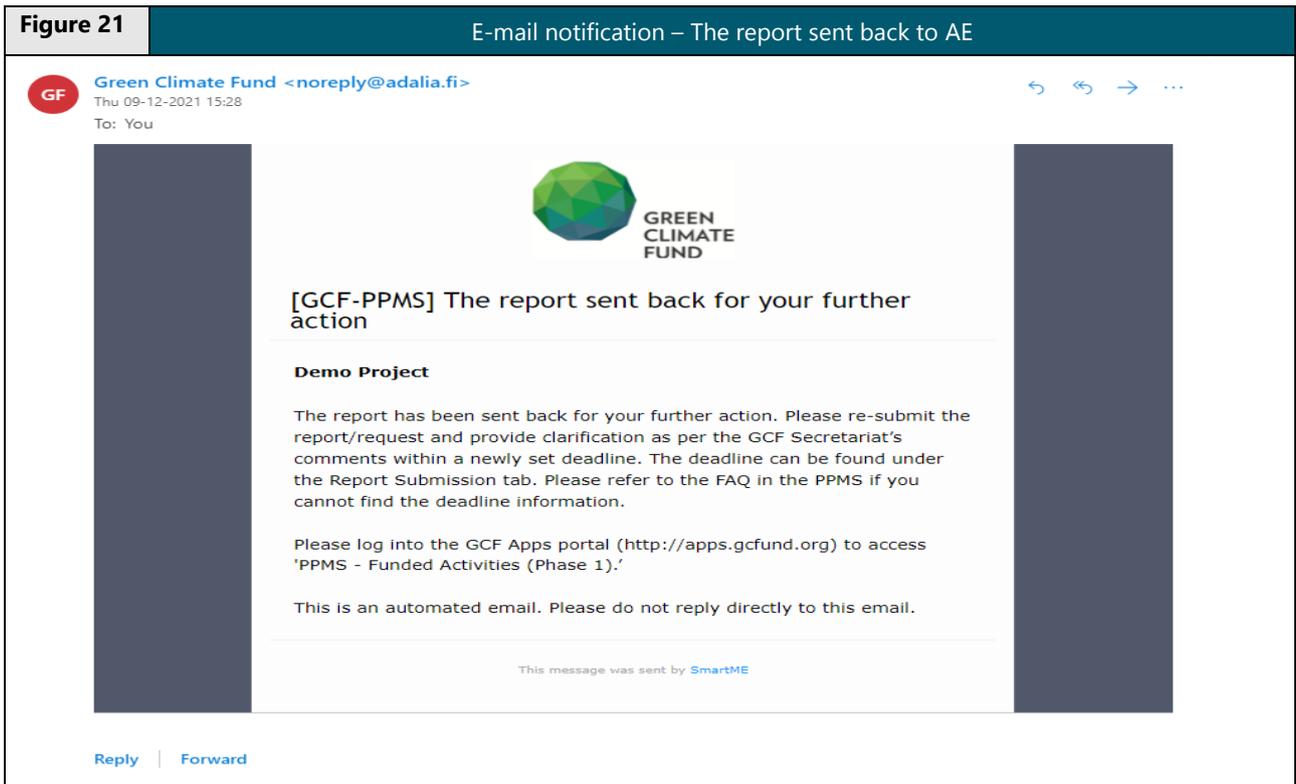
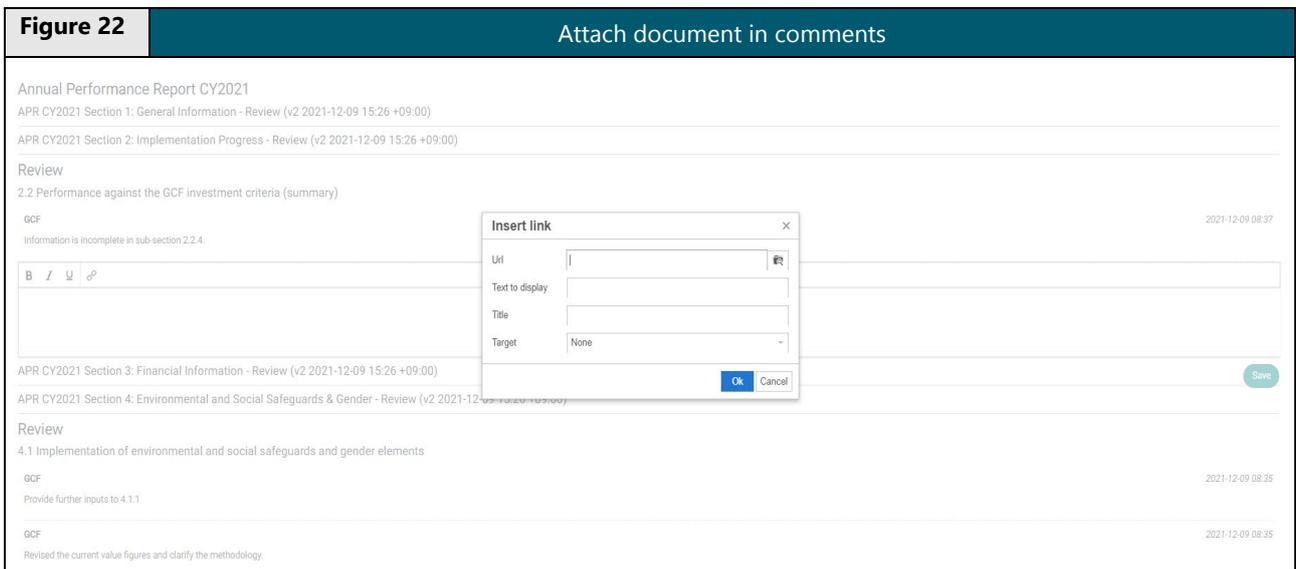


Figure 22

Attach document in comments



## 2. How to provide responses to GCF

Click on the 'comments' button now you will be able to view the comments made by GCF and reply to the comments and provide feedback (figure 20). Write down your feedback in the comment boxes and you can also attach a document by clicking on the 'link' icon (figure 22). Once you provide your response, click on the 'send' button. **Please note that the comments are not yet shared with the GCF Secretariat. In order to share the same, you need to re-submit the report by clicking on the 'submit' button on the bottom right corner.**

## VII. How to submit waiver request for a report submission

This Section describes how to make a waiver request for a report submission through PPMS. To make a waiver request for any report submission (including the APR), click on the 'Report waiver request' from the list under the Reports tab on the specific project page.

Funding proposal reference number and Project name will be auto populated as shown in figure 23. Please fill in your name, contact information and check the report name from the list for which the waiver is being requested. If you would like to make a waiver request for a report other than APR, Annual audited financial statement, Inception report, Semi-annual financial information report, please click 'Other' and enter the report name as indicated in figure 24.

Once you select a report for which the waiver is being requested, please provide the reporting year for this year (except Inception Report) as well as any comments regarding the waiver request. It is important to submit the signed waiver request letter and any supporting documents. Finally, please click the tick box to confirm that the AE is requesting a waiver request. Once all required data fields are complete, click 'submit' button. You may utilize 'Save' function if it is not fully ready to submit. Upon submission of the waiver request, the GCF Secretariat will receive notification and proceed to the review.

**Please note that you can submit multiple waiver requests and in order to do so, click on the 'New report' icon from the top left area of the 'Reports submission' page and select 'Report waiver request' to file a new waiver request.**

**Figure 23** Submitting Waiver Request

Report waiver request [PDF](#) [Comments](#)

Report waiver request submission

### Report waiver request

Accredited Entities will use this report waiver request page (or portal) to submit a waiver request(s) for the project/programme, if applicable. Please note that you do not need to submit the original report here as a waiver request suffices.

Funding proposal reference number  
TEST000

Project Name  
Demo Project

Focal point from AE:  
Full Name

E-mail Address  
abc@example.com

Phone Number

Please check the report name(s) from the list for which the waiver is being requested. \*

- Annual audited financial statement
- Annual performance report
- Inception report
- Semi-annual financial information report
- Other

1) Funding proposal reference number and Project name will be auto populated

2) Check the report name for which the waiver is being requested

**Figure 24** Submitting Waiver Request

Please check the report name(s) from the list for which the waiver is being requested. \*

- Annual audited financial statement
- Annual performance report
- Inception report
- Semi-annual financial information report
- Other

1) Select Reports

Annual audited financial statement waiver

Provide the reporting year for this report, if applicable.  
YYYY

Comments from AE regarding the waiver request for annual audited financial statement waiver request.

Please note any further details regarding the reporting period here.

Submit the signed waiver letter for Annual audited financial statement waiver request.

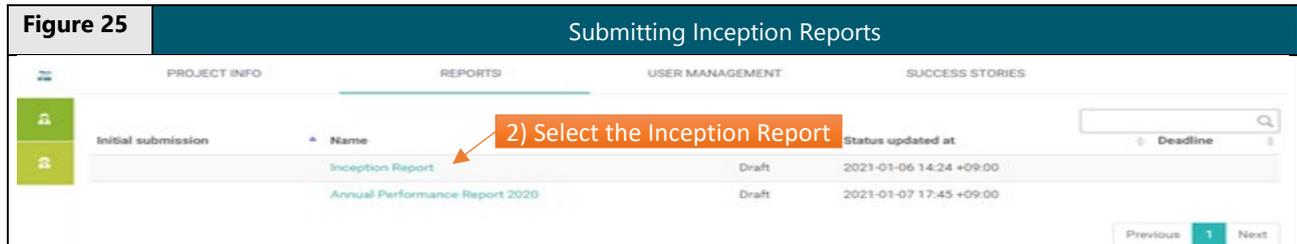
Any supporting attachments from AE regarding the annual audited financial statement waiver request.

Confirmation of Waiver Request:  
\* Please note that this is a required question to submit the waiver request.

- The Accredited Entity hereby confirms that it is requesting a waiver for the above report(s) for this project/programme.

2) Provide the reporting year and comments

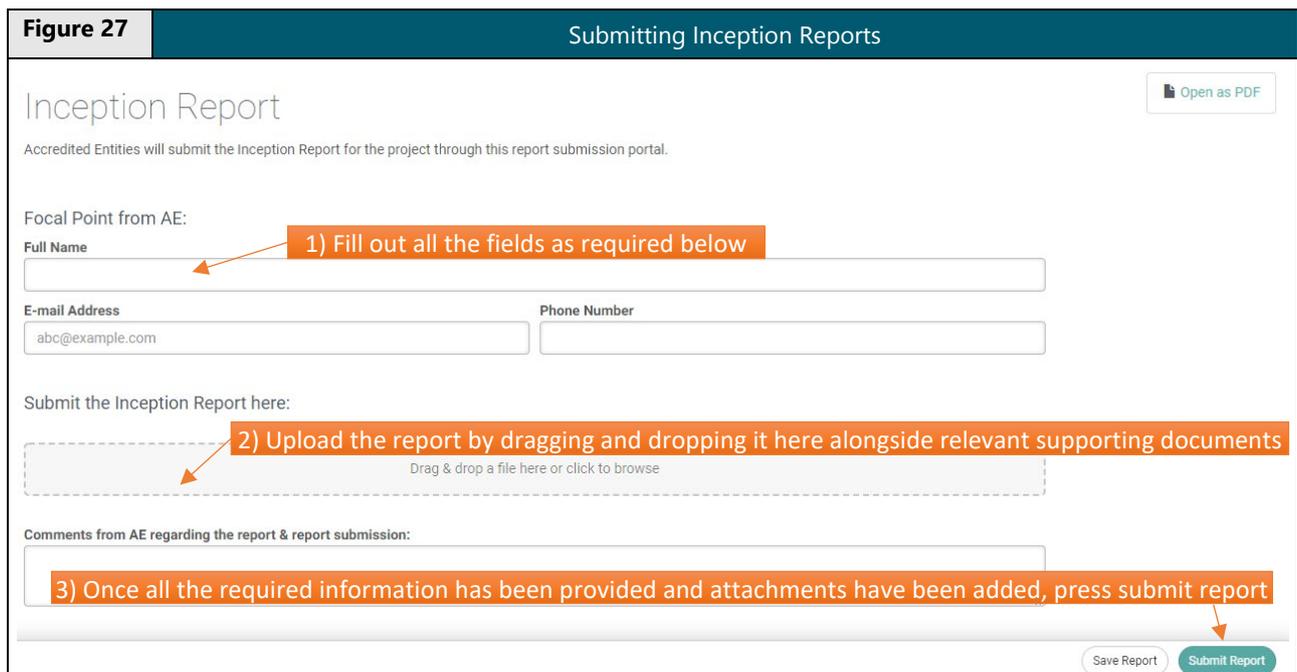
## VIII. How to submit Inception Reports



To submit an Inception Report, click a relevant Inception report under Reports tab as shown in figure 25.



When the Inception Report is selected from the list, click on 'Edit' on the top right-hand side as indicated in figure 26.



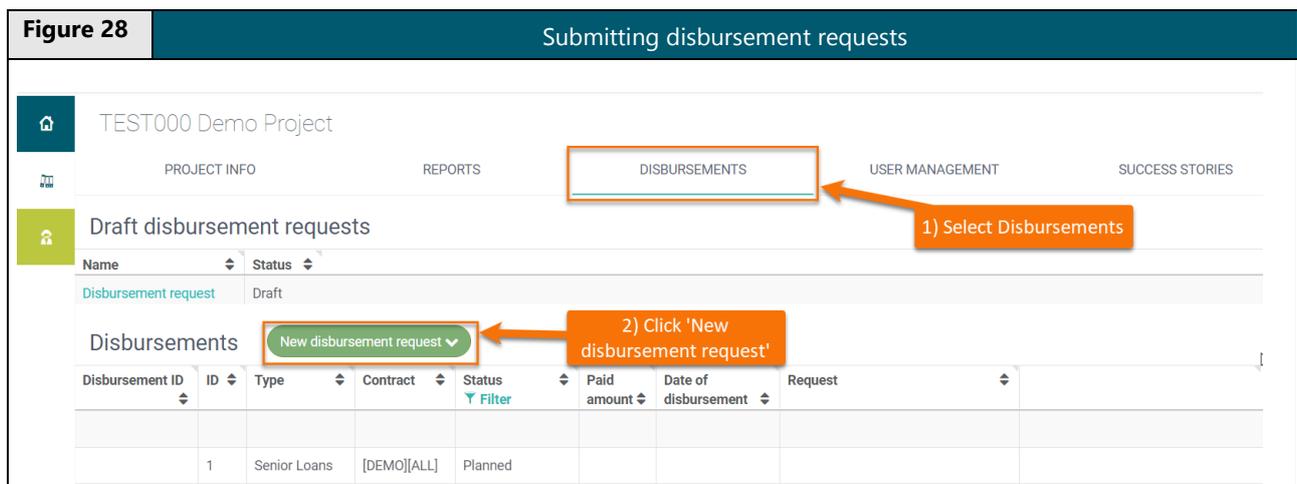
Once all the required data fields are complete, click select 'Submit Report' button as shown in figure 27. You may utilize "Save Report" function if it is not fully ready to be submitted.

## IX. How to submit disbursement requests

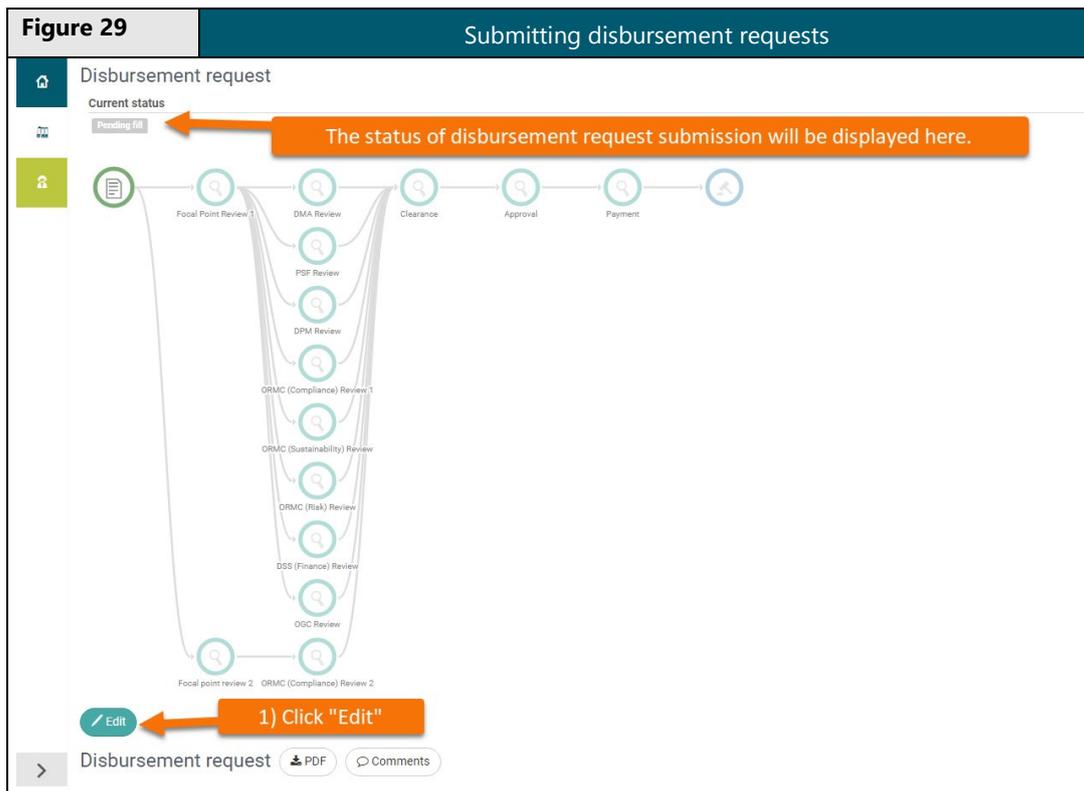
To start filling in the disbursement request form, from My projects page, choose a project that requires a disbursement and select **Disbursements** tab therein. In the Disbursements page, you will see a list of the previous disbursement tranches with respective status and a new disbursement request form for the next disbursement. If you cannot find the form on the disbursement tab, please raise a support ticket in the PPMS as per [Section XII](#).

The status column shows different stages of each disbursement: **1) Planned, 2) Requested, 3) Approved, 4) Pending Confirmation, and 5) Confirmed.** The **planned** status will be shown when the GCF has scheduled a new disbursement tranche and pending submission by the AE. The **requested** status means that the AE has submitted a disbursement request for the respective tranche and the GCF Secretariat is reviewing the request. The **approved** status appears when the disbursement request has been reviewed and cleared by the GCF and ready for payment. The **pending confirmation** status means that the AE has not yet received the disbursement in its bank account from the GCF Trustee while the disbursement request had been approved, i.e. a payment is in progress. The **confirmed** status is displayed when the AE has confirmed the receipt of payment in the PPMS.

To request a disbursement, please click **“new disbursement request”** button as illustrated in figure 28 below.



You will be redirected to a disbursement request form. After creating the new disbursement request form, you can also access the it later by clicking on the link to the particular disbursement request available under the Disbursement tab. Next, please click the **Edit button** on the bottom left-hand side to start filling out the disbursement request form, as indicated in figure 29.



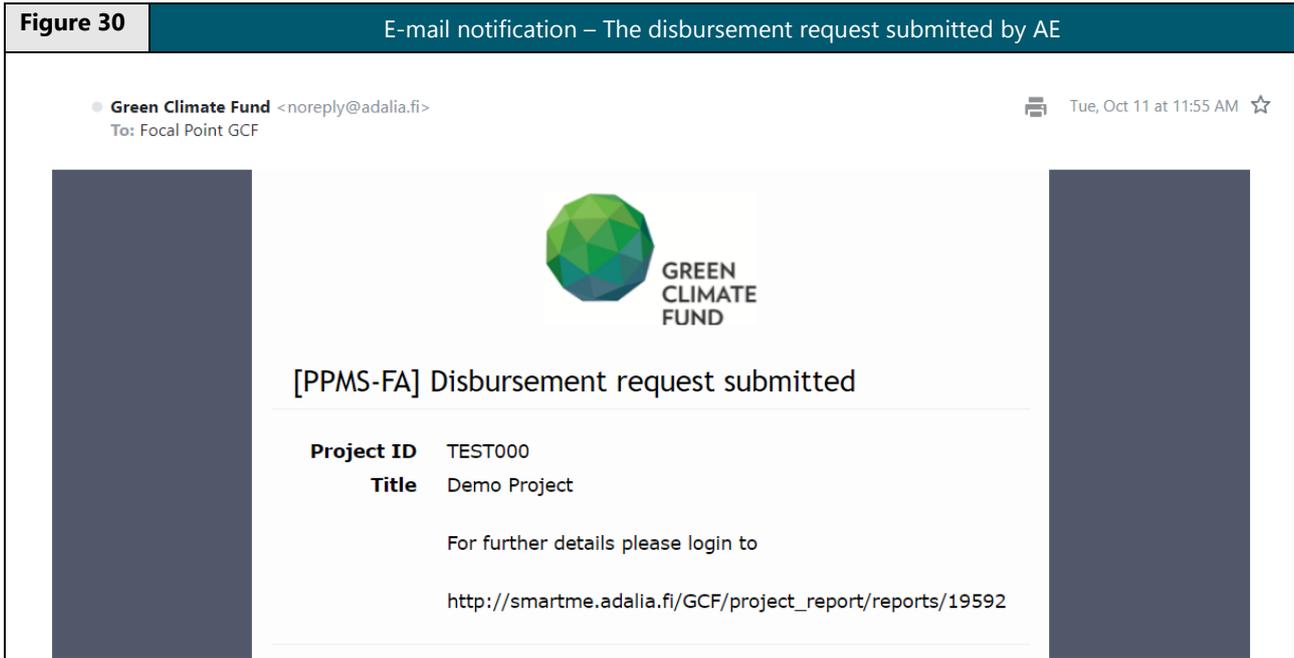
**Important:** The Disbursement Request Form is composed of five sections: 1) Project/Programme Level Details, 2) Disbursement Request Details, 3) AE Fee Disbursement Request Details, 4) Conditions for Disbursements, and 5) Attachments. Please complete all the sections as applicable.

Please refer to a tutorial video clip that will be available on the PPMS itself to understand how to fill the Disbursement Request form step by step with more detailed information.

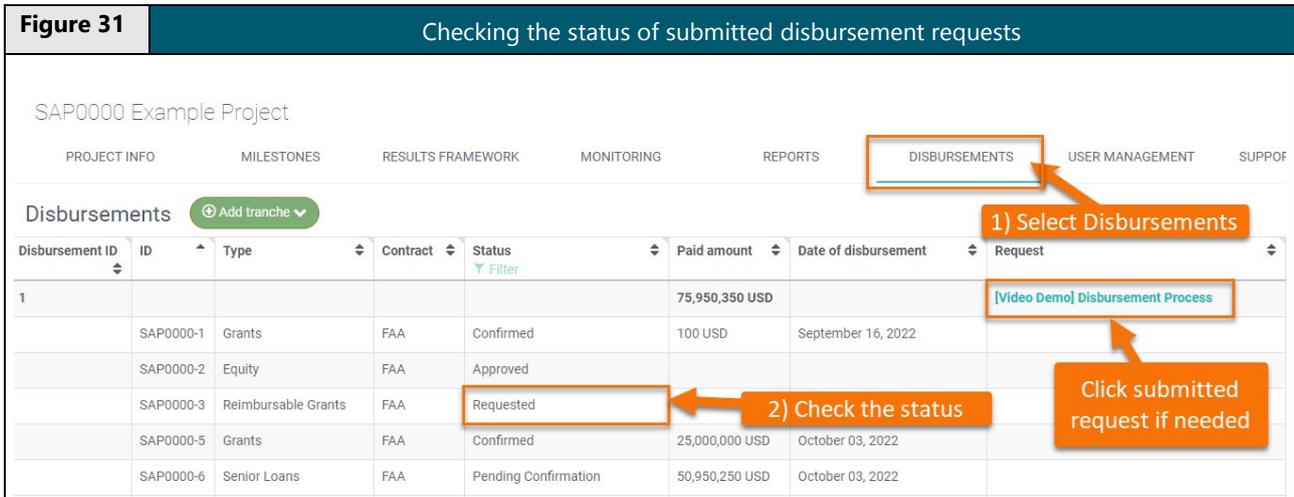
Please note that, once the Disbursement Request form has been submitted, the status of the submission as illustrated by figure 30 will be updated to 'Pending review' indicating that the disbursement request is now assigned to the GCF Secretariat for its review. The request cannot be modified when pending review. Only when the GCF Secretariat requires more information or clarity from AEs so it sends back the submitted request to AEs, AEs are expected to revise the submitted request form and resubmit it. In this case, a new version of the disbursement request form will be generated on the PPMS and the previous form will be saved and accessible.

## i. How to view the status of submitted requests

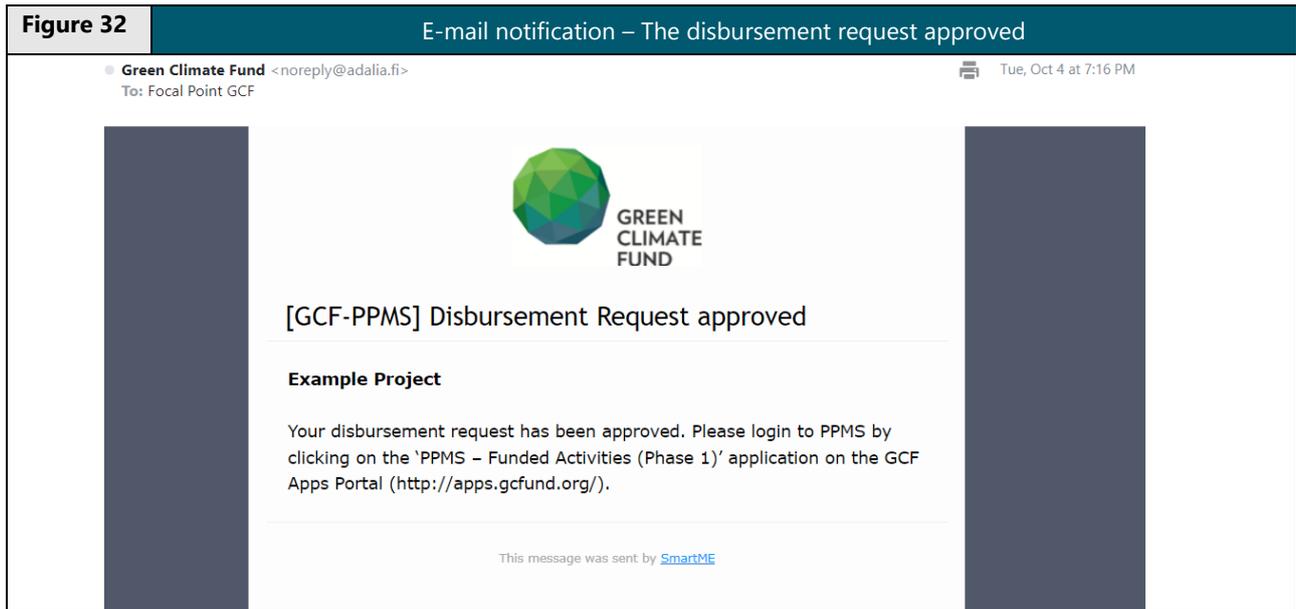
When a disbursement request has been submitted successfully, PPMS sends out an e-mail notification as figure 30. After your submission, you can also see at what stage of the GCF's review process your request stands in the diagram. Please note that no action is required until the GCF approves the request or reverts to you via a notification from the system.



Should you view GCF’s review status of your disbursement request submitted, you can access ‘My Projects’ page and select the project ID for which you requested disbursement to see any updated status as illustrated in figure 31. You can also see the updated process diagram on the disbursement request form page.

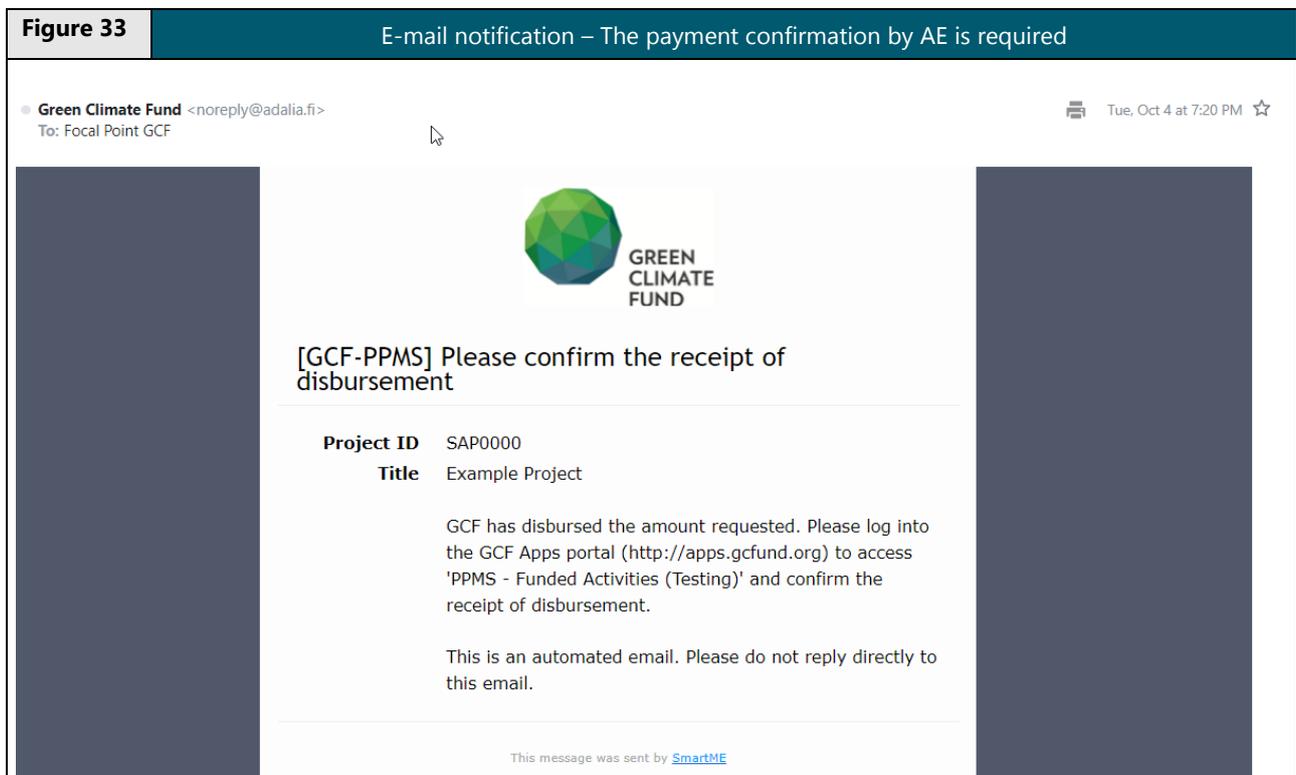


You will receive an e-mail notification from the PPMS when the submitted disbursement request has been approved by the GCF as shown in figure 32 below.



## ii. How to confirm the receipt of disbursement

Once the request is approved, you will receive a notification in your inbox as shown in figure 33. You will be asked to confirm in the PPMS that the funds have been received from the GCF Trustee.



After the notification, you are expected to receive the requested disbursement in your bank account in 1-2 weeks. Once you confirm the receipt of the disbursement in your bank account, please confirm in the system that the disbursement have been well received, uploading evidence of receipt of funds, such as a bank statement. as illustrated in figure 34.

**Figure 34****Submission of payment confirmation**

The screenshot shows the 'Disbursements' page for 'SAP0000 Example Project'. The table below lists several disbursements:

Disbursement ID	ID	Type	Contract	Status	Paid amount	Date of disbursement	Request
1	SAP0000-1	Grants	FAA	Confirmed	75,950,350 USD	September 16, 2022	[Video Demo] Disbursement Process
	SAP0000-2	Equity	FAA	Approved	100 USD		
	SAP0000-3	Reimbursable Grants	FAA	Requested			
	SAP0000-5	Grants	FAA	Pending Confirmation	25,000,000 USD	October 03, 2022	
	SAP0000-6	Senior Loans	FAA	Pending Confirmation	50,950,250 USD	October 03, 2022	
2	SAP0000-4	Grants	FAA	Requested			[Video Demo] Disbursement Process
					75,950,350 USD		

The 'Payment confirmation' modal form is open, showing a 'Comment from fund staff' section with a text area and a file upload area. The 'Attachments' button is visible in the bottom right corner of the modal.

After submission of the payment confirmation, the status will change to "confirmed" as shown in figure 35, indicating the end of disbursement process. The submitted file for payment confirmation can be viewed when you click "Attachments" button in the Disbursements page.

**Figure 35****Viewing the submitted payment confirmation**

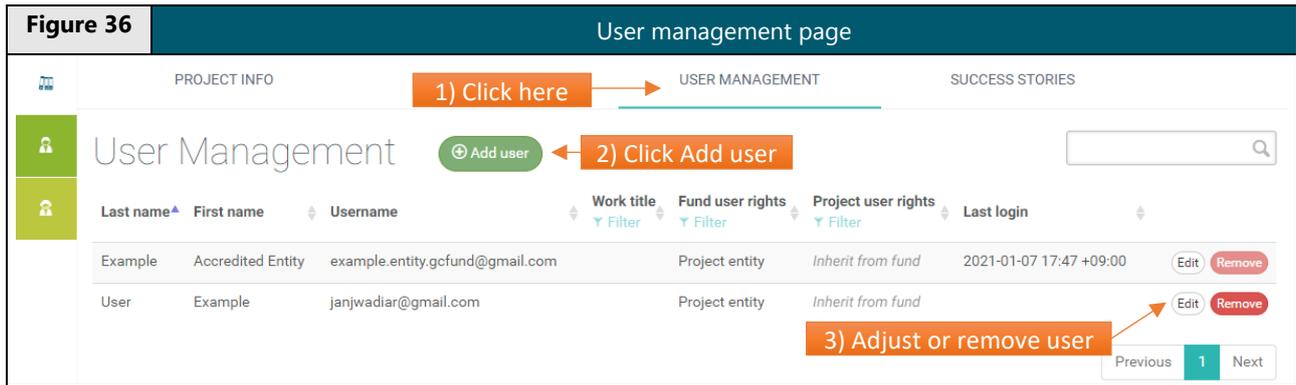
The screenshot shows the 'Disbursements' page for 'SAP0000 Example Project'. The table below lists the disbursements with updated statuses:

Disbursement ID	ID	Type	Contract	Status	Paid amount	Date of disbursement	Request
1					25,000,100 USD		
	SAP0000-1	Grants	FAA	Confirmed	100 USD	September 16, 2022	[Video Demo] Disbursement Process
	SAP0000-5	Grants	FAA	Confirmed	25,000,000 USD	October 03, 2022	
					25,000,100 USD		

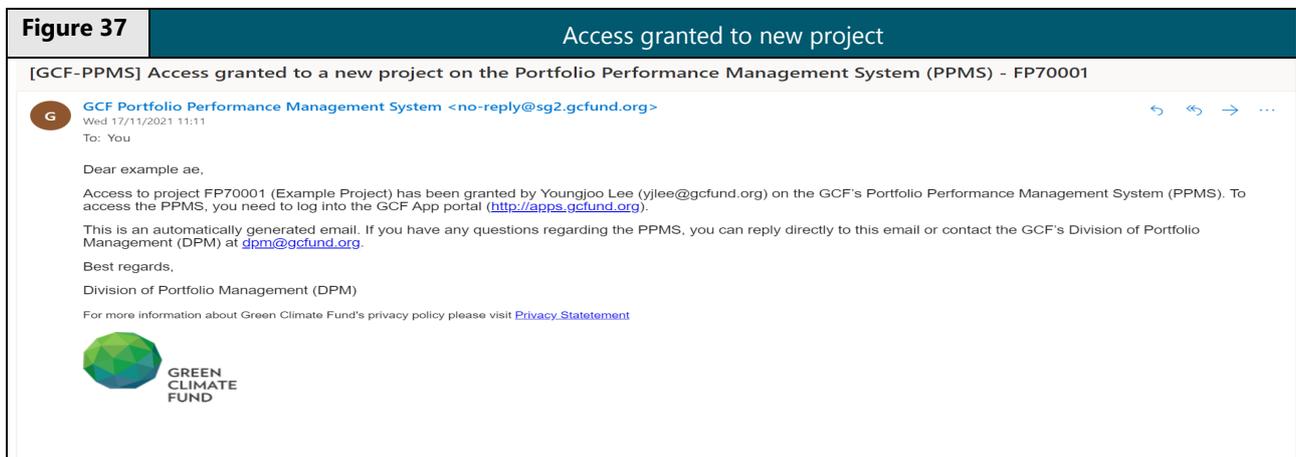
The 'Attachments' button is highlighted in the bottom right corner of the table.

## X. How to manage users

In PPMS, AE Focal Points from your entity are by default given rights to assign two types of new users ('Project Manager' and 'Project Member') as shown in the figure below. On the User Management tab, AE Focal Points can add new users via the 'Add User' button as indicated in step 2 of figure 36.



Once the new user is assigned with an e-mail account, he/she will receive an e-mail from no-reply@sg2.gcfund.org, with the subject “[GCF-PPMS] Access granted to a new project on the Portfolio Performance Management System (PPMS)” as shown in figure 37.



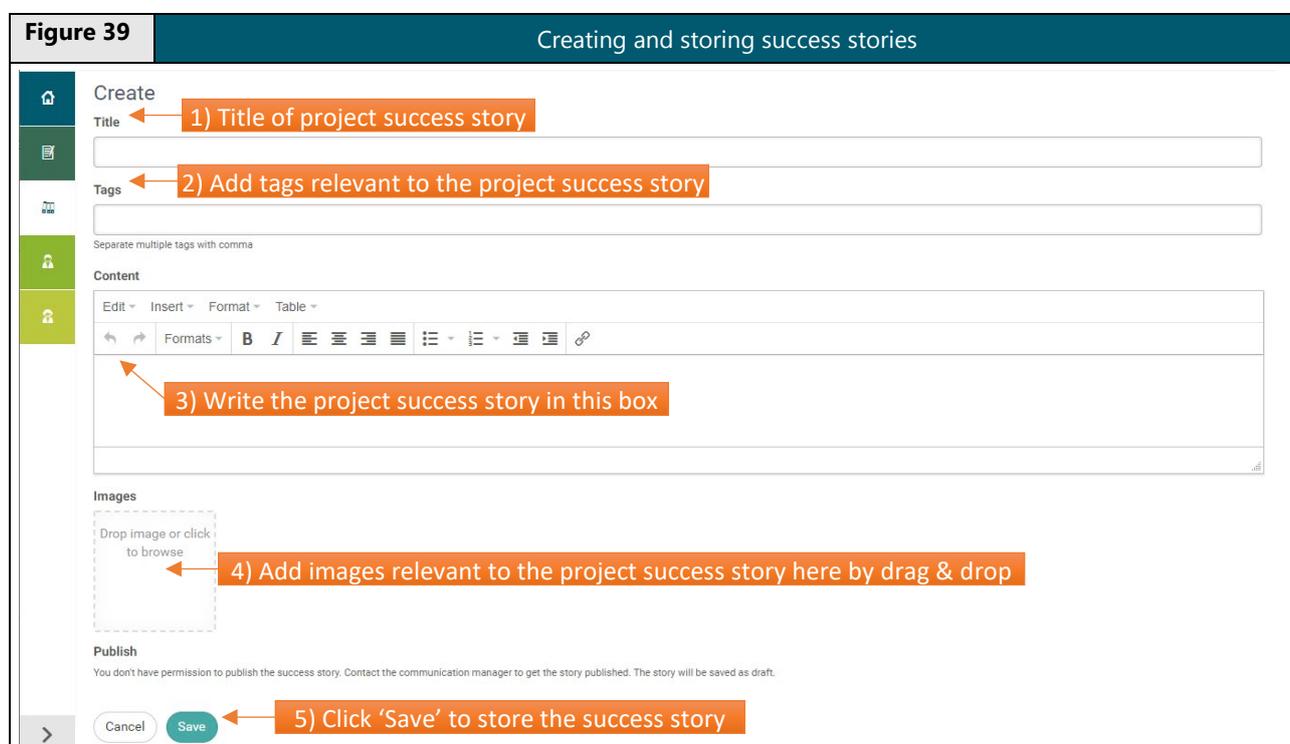
Please click on the link to the GCF App portal in the e-mail and log into the portal with the login ID and password. If you login the portal for the first time, please refer to Section **I. Accessing PPMS** for detailed steps on how to get login credentials for the portal. Please note that the project-level user (e.g. Project Manager and Project Member as defined below) will only be able to access the particular projects/programmes assigned to the user. Once a new project-level user is added, AE Focal Points can change user type from Project Manager to Project Member or vice-versa or remove the user completely. There are three user types as follows.

User type	User definition
<b>AE Focal Point</b>	The GCF Focal Point can add other users to a project(s) and submit reports
<b>Project Manager</b>	The Project Manager can access project pages assigned to him or her and submit reports
<b>Project Member</b>	The Project Member can access and contribute to project pages assigned to him or her, but cannot submit reports

## XI. Success stories



In Success Stories tab from My Projects page, please provide a story(s) of how GCF-funded projects have contributed to the global response to climate change in low-emission and climate-resilient development. The success story should communicate the progress and achievement that has been made, funded by GCF. The project success story can also include photographs or any other visual materials to bring the story to life. Preferably photographs should be in a high resolution. A new story can be created by simply clicking on 'Create a new story' as illustrated in figure 38.



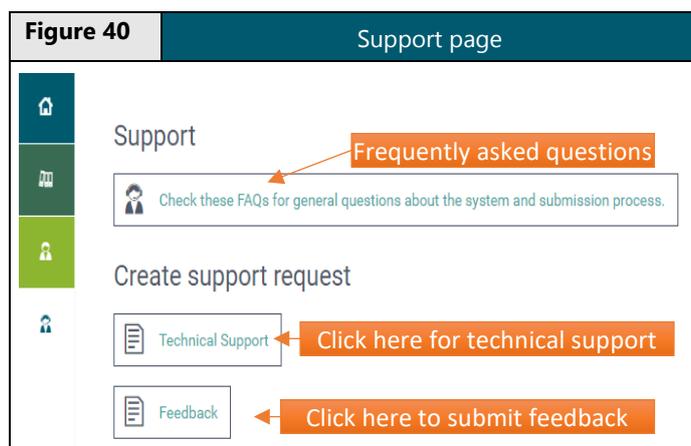
Success stories are written to codify and capture knowledge and lessons learned in project implementation or post-completion and share successes with the public and GCF's internal and external stakeholders. It is recommended to provide jargon-free writing and avoid acronyms. Please translate technical jargon such as "capacity building" to "training" or other words that everyone understands as these success stories are used for the average reader, as well as experts.

**Guiding question 1: How have GCF-funded projects contributed to the global response to climate change in low-emission and climate-resilient development?** Please describe an important need or issue and why you should care, including any data demonstrating the issue or need. Please provide your response to the need or issue, e.g. what inputs went in to improve the situation, what were the outputs, whether/how any other stakeholders were involved.

**Guiding question 2: What resulted or who benefited?** Please provide important changes, benefits and outcomes achieved as a result of the response. Quantitative and/or qualitative data may be used to support describing the outcomes in terms of value or meaning behind the change. You may also include photos, videos and other documents.

Tags relevant to the success story can be added, and to add multiple tags, you can separate them with a comma. Success stories should be written in the content field, and any supporting materials can be uploaded in step 4 as illustrated in figure 40. Once the story is complete, click on 'Save' button to submit the story to the GCF Secretariat. Once it has been saved in step 5, you can add any other stories as you like.

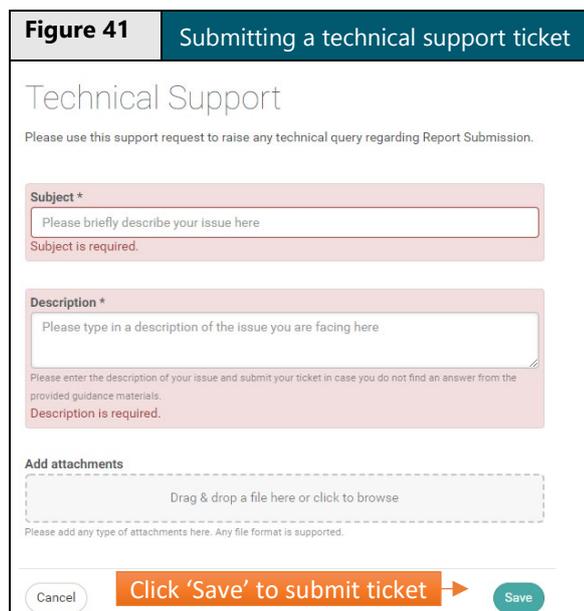
## XII. Support page to access FAQs and seek technical support



From the support page, you can access a list of frequently asked questions (FAQs) which provides answers to the most common technical issues.

If you are experiencing technical issues with PPMS that are not covered in the FAQs, please request support by clicking on Technical Support button. The technical support team will get back to you within 2-3 business days after receiving your inquiry.

Feedback on PPMS and its features offered is also welcome and can be provided by clicking on the Feedback button as shown in figure 40.



After clicking on Technical Support button, the support window will be displayed as shown in figure 41, which you need to fill out. Please briefly describe the issue you are experiencing in the subject and description fields. Both fields are required to request support. Please provide as much information as possible. Providing screenshots of the issue you experience via Add attachments field can help the support team address your problem quicker.

Any type of format can be submitted.

Once all information on the issue is provided, please press the Save button to submit the request.

Figure 42		Status of helpdesk support request	
Open support requests			
Request	Status	Created at	
Technical Support	Pending	2020-12-16 01:18	
Technical Support	Waiting for response	2020-12-16 01:09	
Technical Support	Resolved	2020-12-16 01:09	

The status of your request can be viewed on Support page under 'Open support requests' as shown in figure 42. There are three types of status as follows:

Status	Description
<b>Pending</b>	Your request is pending response from the technical support team
<b>Waiting for response</b>	A response from the technical support team is available and awaiting your review and response.
<b>Resolved</b>	Your request has been resolved and officially closed.

## Annex: Frequently asked questions for PPMS – Funded Activities

### **Question 1: How do I access the Portfolio Performance Management System (PPMS) - Funded Activities?**

**Answer:** If you are an Accredited Entity (AE) Focal Point, you can access the PPMS-Funded Activities via the GCF App Portal (<http://apps.gcfund.org>) or GCF website (<http://greenclimate.fund>). All the AE Focal Points had received a username and initial password for the GCF App Portal (e.g. [name@entity.gcfund.org](mailto:name@entity.gcfund.org)) from the GCF Accreditation and Entity Relations team who are reachable by e-mail at [entities@gcfund.org](mailto:entities@gcfund.org). With the credentials, the AE Focal Points can log into the GCF App portal. Once you have entered the GCF App portal, you should be able to see a list of various GCF business applications. Please select the one titled 'PPMS – Funded activities (Phase 1)'. Once selected, you will be directed to PPMS.

If you are not an AE Focal Point for GCF but are one of the funded activity or project level users, please contact your AE Focal Point who can assign you a user role to a particular GCF-funded project(s) in PPMS. Once you are assigned, please check your inbox for an e-mail from [no-reply@sg2@gcfund.org](mailto:no-reply@sg2@gcfund.org) with the subject "[GCF-PPMS] New user account created for the GCF's Portfolio Performance Management System (PPMS)" and use an activation link in the e-mail to obtain user credentials for the GCF App portal.

If you forget your user credentials for the GCF App portal, and or are unable to reset the password, please refer to "Need help signing in?" on the sign-in page of the GCF App portal.

### **Question 2: How do I submit an Annual Performance Report (APR)?**

**Answer:** Log into the PPMS-Funded Activities and go to 'My Projects' and click a relevant project from your portfolio for which you would like to submit the APR. Once you click the project (Project ID), then go to and click 'Reports' tab and find the window to submit the report.

### **Question 3: I accidentally submitted a report with incomplete information, and it is showing that the report is 'Assigned' while I am not able to edit the report.**

**Answer:** In such case, kindly raise a 'Technical Support' request through the 'Support' page and explain your issue. 'Technical Support' representative will assist you.

### **Question 4: My Project ID is not available in Project Portfolio list on 'My Projects' page, how do I find it?**

**Answer:** First, please check if the funded activity agreement (FAA) status of the project in question is effective. Only the GCF-funded activities that have the 'effectiveness' status or 'under implementation' will appear on the PPMS-Funded Activities.

If the project is effective or under implementation, and you as a GCF-funded activity or project level user are unable to find your project, kindly contact AE Focal Point from your entity so that the AE Focal Point can (re)assign you a user role as 'Project Manager' or 'Project Member' in the PPMS-Funded Activities.

If the project is effective or under implementation and you as the AE Focal Point are unable to find a project in your portfolio, kindly raise a 'Technical Support' request.

**Question 5: I have a reporting-specific question while filling out the Annual Performance Report (APR) sections. How do I resolve it?**

**Answer:** If your question is not PPMS system-related and is rather on reporting matters or APR template (e.g. reporting on project implementation challenges or results against indicators), kindly direct your query to the GCF's Division of Portfolio Management via e-mail: [dpm@gcfund.org](mailto:dpm@gcfund.org) as the technical support team will not be able to handle these questions.

**Question 6: Can multiple users access and update information on the PPMS-Funded Activities?**

**Answer:** Yes, multiple users from one entity can access the PPMS-Funded Activities. Only the AE Focal Points from your entity have the right to add multiple or additional new users as required. If you are GCF-funded activity level or project level user, ask your AE Focal Point(s) to grant you user access.

If you are the AE Focal Point, please go to 'User Management' tab after entering into a project page of the PPMS-Funded Activities and follow the steps explained in section VII: How to manage users on the *User's Guide on Portfolio Performance Management System -Funded Activities* available on the 'Support' page to grant a user role to additional users within your entity.

**Question 7: I am AE Focal Point and have just added a new user as 'Project Manager' or 'Project Member'. How can I confirm if the user has been added into the PPMS-Funded Activities?**

**Answer:** Please check if the user is shown in the table provided on 'User Management' tab of that project on the PPMS-Funded Activities. The new user will also receive an automated e-mail from [no-reply@sg2@gcfund.org](mailto:reply@sg2@gcfund.org) to activate her/his e-mail account as credentials for GCF App portal where he/she can access PPMS-Funded Activities.

**Question 8: I am a Project Manager and would like to add a Project Member for my project in PPMS. How can I do it?**

**Answer:** Only AE Focal Point(s) has the rights to add new users onto PPMS. Please contact your AE Focal Point to request for additional user access.