

PRaP FAQ

Why do Providers need to complete Security Plans?

DWP takes customer security seriously and Providers play a key role in ensuring security is achieved. Security Plans have been developed by Commercial Employment Provision to assure this; they are submitted by Providers for approval during the post contract award period, before being allowed access to PRaP.

Will there be security issues regarding the printing and exporting of data once a Provider is logged onto PRaP?

No; for PRaP to achieve DWP Security Accreditation, DWP must have a process in place to ensure that Providers have an acceptable level of security before being allowed access to the system; this includes details of the security levels needed to process customer data. Security arrangements will also be monitored on an ongoing basis.

What information is shared with the Provider?

In line with Security requirements, only essential information required for the initial meeting will be sent by DWP to the Provider from PRaP; this will include all necessary details from the Action Plan.

Is PRaP purely a web browser based application, or is there a way of integrating our software with this?

PRaP will not interface with any external IT systems. There is an export function which will allow data to be downloaded and saved to suppliers systems in the normal way.

How will customer data be transferred and will it be customer or contract based?

Customer data is transferred from LMS to PRaP; core details will be presented in the Purchase Order (PO) description within PRaP. Current design will only enable information to be exported on a referral by referral basis.

What format will PRaP output electronically?

Output will be in pdf or .csv format which can be saved into Providers own systems. A detailed Referral Output File is available for reference as part of the pre-contract discussions when Providers have preferred bidder status.

Is there any guidance about how to use the system?

Help and guidance is available online in Tutor and User Productivity Kit (UPK) applications. All PRaP users, including Providers, will have access to these applications with role-specific content

Will referrals on PRaP be available in “real time” or batches?

Referrals are transferred to and from LMS each night, giving Providers details of referrals made during that day. Data will not be batched; each referral (purchase order) will be on an individual line which the Provider will need to either accept or reject. We are looking to improve this facility in the future.

What are the job roles a Provider will need to use PRaP?

There are two roles for Provider Users: Provider Administrator and Provider Manager. The Provider Manager will have the additional facility to view and obtain performance and finance information and Management Information (MI).

What is the latest time a job outcome can be input to ensure they are validated on the PRaP system?

The current PRaP service agreement is that the system is available for payment and processing validation up to 6pm everyday (except Bank Holidays).

What support will be available?

Queries should be directed to the PRaP Operational Support Team (POST). The PRaP project team will also continue to have a major involvement in support until February/March 2010, working alongside POST.

Questions can be submitted via email to prap.support@dwp.gsi.gov.uk.

What cost will there be to the Provider to install PRaP?

We do not anticipate Providers will have any additional cost; PRaP is accessed following user authentication via the Government Gateway on a standard web browser (Internet Explorer).

Providers will need to review their processes & organisation to optimise the efficiencies and benefits PRaP affords them. We expect there will be reductions and savings in administration and postage costs.

Will the customer addresses received from PRaP be validated by a system address validation tool?

Yes, the addresses are validated for LMS; which then transfers the information into PRaP.

Can we make amendments if an error is made?

If a Provider identifies a data entry error within PRaP, they should contact the POST immediately. POST will take the necessary remedial action and notify Providers when the correct data can be re-input. All requests to correct errors will be documented to ensure an audit trail exists.

Can sub-contractors have access to PRaP?

Only Prime Providers will be given access to PRaP. Prime Providers will manage their own processes to pass data onto sub-contractors; this cannot be done via PRaP.

What do Providers put into the system?

Providers have the following events to enter on PRaP:

- Acknowledge and Accept referral
- Notify start; notify did not start
- End provision (e.g. job outcome, transfer, no longer engaged)
- Short job outcome
- Sustained job outcome

A separate purchase order will be raised for each customer when they begin a period of Training Allowance (raised as and when required) for which the following will also be needed:

- Acknowledge and Accept
- Notify start; notify did not start
- End of Training Allowance

If there is a one-off disbursement arrangement, this also needs to be accepted on PRaP.

How long does the Provider have from acceptance of a referral to inputting the start date?

This will depend on the contract; it is worth noting that PRaP calculates in calendar days rather than working days e.g. 15 working days in a contract is shown as 21 days in PRaP.

Once a 'start' is confirmed will the Provider be able to extract a list of 'starts' as and when needed?

The user within the iSupplier portal can filter purchase orders to present starts, although it is not really a reporting function; bespoke reporting is currently in development. Providers own systems should be a key source for monitoring, as they have to acknowledge receipt of all referrals.

How will PRaP recognise Balance of Time (BOT) referrals?

Not all programmes have BOT; if there is a BOT (e.g. JRFND) it is transferred as part of information on all referrals via PRaP; so suppliers are informed of the remaining time each customer has left in the case of re-referrals. Business rule validation is in place to prevent double-counting.

Will PRaP show what customers have been actioned / are outstanding?

Yes; outstanding and actioned activity will be viewable.

How quickly will the Training Allowance show on the PRaP system?

Allowance payments will come to the Provider as an additional purchase order and will be separate from the main referral. They will need to be acknowledged, with start and end dates entered.

Will Referrals and Training Allowance Opportunities be grouped together so they can easily be identified by the Provider?

No; they will be displayed in the order they are referred. The purchase order header will identify the difference, i.e. the heading will start with TA.

Will Providers be able to upload attachments at the end of the process – for example to notify Jobcentre Plus about updated Action Plans?

Not at the moment; we will look at uploading Provider information as a future development.

How will we know if someone is Potentially Violent?

The data items sent with each referral will contain an incident marker which will show either 'Yes or No'. If the marker is shown as 'Yes', the Provider will need to speak with the referring office to find out the specific details.

Will any voluntary customers be referred via PRaP?

All referrals have to be made via LMS. When a programme relies heavily on self referrals, the Jobcentre should be informed of these as now, so that an LMS record can be created for the individual if need be and a referral made back to the provider through the LMS/PRaP interface. This will allow payments for outcomes, when claim to be generated and MI to be gathered.

How will a Provider be paid?

PRaP will create an invoice which includes the payment + VAT (if applicable). All invoice information is sent to RM and the payment is made as a whole by BACS. The Provider will receive a consolidated remittance which may cover more than one invoice, but will have the details of each invoice created in PRaP for cross-referencing. Providers are able to view individual invoice details within in PRaP, and export the details into their own system.

Can you confirm that payments to Providers will be made within 72hours of receipt of invoice?

PRaP facilitates daily electronic transfers of Provider payment claims to the Resource Management (RM) system. RM will make the payment through BACS; this currently takes 3 to 4 days from the time the pay file is received

from PRaP. Providers will be paid in accordance with the Terms and Conditions of their individual contract.

Will the service fee include the VAT element and will this show on the remittance advice separately?

If VAT is applicable to the payment in question it will show on the PRaP self bill invoice separately. This information can be exported to Providers' own systems.

How will service fees be paid?

The service fee invoice is created automatically at the point that it is due. Service fees will be paid on a monthly basis (not a 28 day cycle) from the day of contract commencement.

For example: if the contract started as planned on 1 October, the first payment invoice would be created in PRaP on 1 November and transferred for payment that evening; the payment will then be made by BACS.

Will it be possible to have remittance notice presented by contract number?

The RM remittance notice will refer back to all invoices created by PRaP.

Will remittance be paper based?

Remittance advice will continue to be produced by the DWP Resource Management system in the same paper based format; payments will be made by BACS.

Does PRaP calculate VAT?

PRaP will recognise if the provision you are delivering, or your organisation, attracts VAT and include this on the invoices created. Separate claims for VAT will no longer be required.

Will PRaP still be able to make ad-hoc payments?

PRaP will still be able to make ad-hoc payments should they be required.

Can Providers put invoice numbers on job outcome claims?

The Provider can create their own unique reference number when submitting an outcome claim which can be used to for identification purposes.

As you are changing to daily payment runs will Primes pass on the payments to sub-contractors equally quickly?

There isn't a requirement for Prime Providers to pay sub-contractors any more quickly than now; they should however, be subject to the Departments Terms & Conditions, i.e. paid within 30 days.

Will customer details appear on the remittance advice?

Remittance notifications will come from RM and will contain PRaP invoice reference numbers.

Will the off-benefit checks undertaken by PRaP be instantaneous?

PRaP will check on the same day, not causing any delay to payments. If any outcome fails the check, payment for this outcome will be put on hold and the Provider will be asked to supply evidence. When evidence is cleared, the hold will be lifted.

For some outcome payments, random audits will be undertaken in relation to benefit checks and Providers will need to retain outcome evidence.

The Provider Assurance Team, as part of their role, may in the future wish to see evidence to supporting job outcome claims.

When a claim is held and then is finally agreed and paid which invoice number will be used to identify the payment?

Each claim will generate a unique invoice number, created on approval. If a Provider inputs 10 claims on 1 day and 2 of these fail the checks, the others will still be processed.

What will FAM be looking for as evidence?

This will be determined as we develop the DWP future business process and job roles. Appropriate evidence will be required to substantiate payment for outcomes; this is detailed in Provider guidance.

Does this change contract terms regarding evidence?

No: evidence requirements remain the same. The main difference is that evidence may not necessarily be asked for immediately.

Will Contract Activity Reports (CARs) continue once PRaP is in use?

CARs will not be needed for any provision on PRaP.