PRaP Questions and Answers

Why do Providers need to complete Security Plans?
The Department for Work and Pensions (DWP) takes customer security seriously and Providers play a key role in ensuring security is achieved. Security Plans have been developed by Welfare to Work Contracted Provision to assure this; they are submitted by Providers for approval during the post contract award period, before being allowed access to the Provider Referrals and Payment (PRaP) system.

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 directly 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 Referring System 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 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 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 Referring System each night, giving Providers details of referrals made during that day. Each referral (purchase order) will be on an individual line which the Provider will need to either accept or reject.

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). Providers can opt to allow users to have both roles if required.

What is the latest time a job outcome can be input to ensure they are validated on the PRaP system?
The PRaP service agreement is that the system is available for payment and processing validation 8am to 6pm Monday to Friday (except Bank Holidays).

What support will be available?
Queries should be directed to the PRaP Operational Support Team (POST). Questions can be submitted via email to prap.support@dwp.gsi.gov.uk or by telephone on 0345 604 5406, option 2.

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 DWP Authenticate 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.

There may be initial costs involved with bringing Provider Security to the required level.

Will the customer addresses received from PRaP be validated by a system address validation tool?
Yes, the addresses are validated for Referring System; 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)
- Claim outcomes (e.g. Job outcome, short job outcome, progress measures, qualification etc. This list is not exhaustive).

How long does the Provider have from acceptance of a referral to inputting the start date?
This will depend on the contract.

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. Providers own systems should be a key source for monitoring.

Will PRaP show what customers have been actioned / are outstanding?
Yes; outstanding and actioned activity will be viewable.

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 Referring System. When a programme relies heavily on self-referrals, the Jobcentre should be informed of these, so that a Referring System record can be created for the individual if need be and a referral made back to the provider through the Referring System/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 Resource Management (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 RM system. RM will make the payment through BACS; this currently takes up to 5 working 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 remittance be paper based?

Remittance advice will continue to be produced by the DWP RM system in the same paper based format; payments will be made by BACS and can now be emailed.

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.

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 there are 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 and payment amounts only.

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 subject to further validation. If validation passes, 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.

Are checks made to other systems for outcome payments?

For some programmes PRAP links to other systems to identify HMRC earning information.

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 when created. If a Provider inputs 10 claims on 1 day and 2 of these fail the checks, the others will still be processed.