



Pre-Registered Package Supplier Guidance

Scottish Broadband Voucher Scheme

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1. Introduction

This document should be used by all suppliers for guidance on all aspects of the R100 Scottish Broadband Voucher Scheme. This document should be used in conjunction with the following documentation:

[Beneficiaries Terms and Conditions](#)

[Supplier Terms and Conditions](#)

[Beneficiaries Key Facts](#)

2. R100 SBVS Supplier portal and UPRN data access

As part of the welcome information provided to registered suppliers to the R100 SBVS, you will receive log in details for both the Supplier Portal and the Data Portal, if you have not received these, please contact the SBVS Mailbox. SBVS@Gov.scot

Supplier Portal:

<https://broadband.gov.scot>

Within this secure section of the R100 SBVS supplier portal, you can submit Pre-Registered Package (PRP) applications and follow the journey of both your PRPs and voucher requests. You will also find a repository of key documents and resources to support you as a registered supplier.

Supplier Data Portal:

<https://data.broadband.gov.scot/>

This is a feature rich data portal which should prove an invaluable tool for suppliers. Most importantly, it is an up-to-date source on voucher eligibility for UPRNs. There may be changes to premises eligibility as a result of the R100 main contracts delivery, commercial coverage, SBVS vouchers being issued and BDUK vouchers being issued. Suppliers are reminded that before submitting a PRP, a final UPRN eligibility check should be carried out using the Supplier Data Portal. There is a clear date stamp of when the data was last updated. Voucher requests should only be submitted for eligible premises.

3. Data Protection

As detailed in Section 14 of the SBVS Supplier Terms and Conditions, suppliers are reminded to adhere to their obligations with regards to Data Protection Laws.

Beneficiary data should be obtained in a **lawful, fair and transparent** manner, along with the other core principles of the General Data Protection Regulation (GDPR). It is essential that the beneficiary data provided as part of PRP submissions or voucher requests is accurate.

In PRP applications, we ask that you submit a link to your organisations Privacy Policy as it relates to collecting prospective customer information. All data collection should be in line with the SBVS Supplier T&Cs.

4. Use of SBVS Brand

As a registered supplier to the Scottish Broadband Voucher Scheme, you should be familiar with Schedule 5 of the Scheme's Terms and Conditions (SBV Scheme Marketing and Promotion Protocol).

For use in promotional material, suppliers are provided with the Digital Scotland Reaching 100% logo. The logo can be used in conjunction with the wording "Registered supplier to the Scottish Broadband Voucher Scheme". The wording "approved supplier" should not be used.

Please note:

- The logo can only be used on materials which directly relate to the SBV Scheme;
- The logo can only be used during the duration of the SBV Scheme (so suppliers can use it for marketing participation in the scheme but not more generally);
- Suppliers must provide a link to a copy of all material carrying the logo and strapline to sbvs@gov.scot

In relation to point 7 below, the following quote may be used by suppliers in any press release associated with the SBV Scheme and/or the R100 Programme. Use of this quote in line with Schedule 5 does not require approval from the Scottish Government in each press release made by a supplier.

Clive Downing, R100 Programme Director, said: "The Scottish Broadband Voucher Scheme is an essential part of the Reaching 100% Programme. Our registered suppliers are working hard to help people access the voucher funding available, then delivering their superfast broadband connections; I thank them for their efforts. Together we're working to make sure that every address in Scotland has access to a superfast connection."

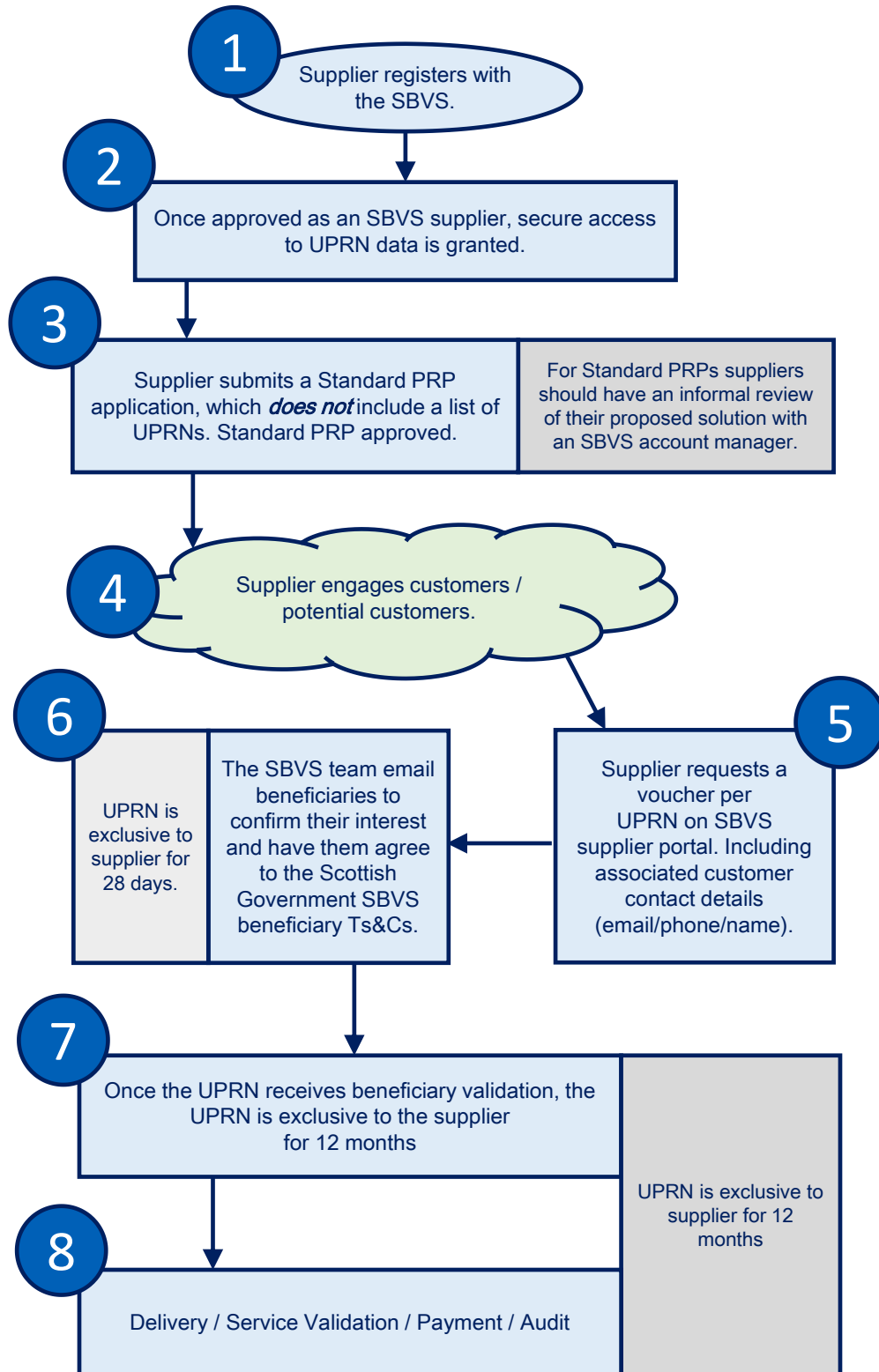
Key points from Schedule 5 of the Scheme's Terms and Conditions:

1. The use of the logo must not imply any endorsement of one supplier over another.
2. The logo must be of equal size to other partner logos.

3. Suppliers with registered PRPs may present them to their customers as "available with support from the Scottish Government".
4. Suppliers must NOT present themselves or any Pre-Registered Package products as "approved" by the Authority nor infer that Authority agreement to a Project PRP implies any sole supplier rights for the relevant location.
5. The logos may not be used following the end of the SBV Scheme or the cessation of the relevant supplier's involvement in it.
6. Placement of the logos must not imply any other accreditation or support of the supplier or its products other than the agreed SBV Scheme.
7. The Authority reserves the right to have a quote included in any press release associated with the SBV Scheme and/or the R100 Programme. All press releases or public announcements relating to the SBV Scheme made by suppliers should be approved by the Scottish Government in advance of publication, with reasonable time being given for review and approval – please email copies to superfastcommunications@gov.scot.

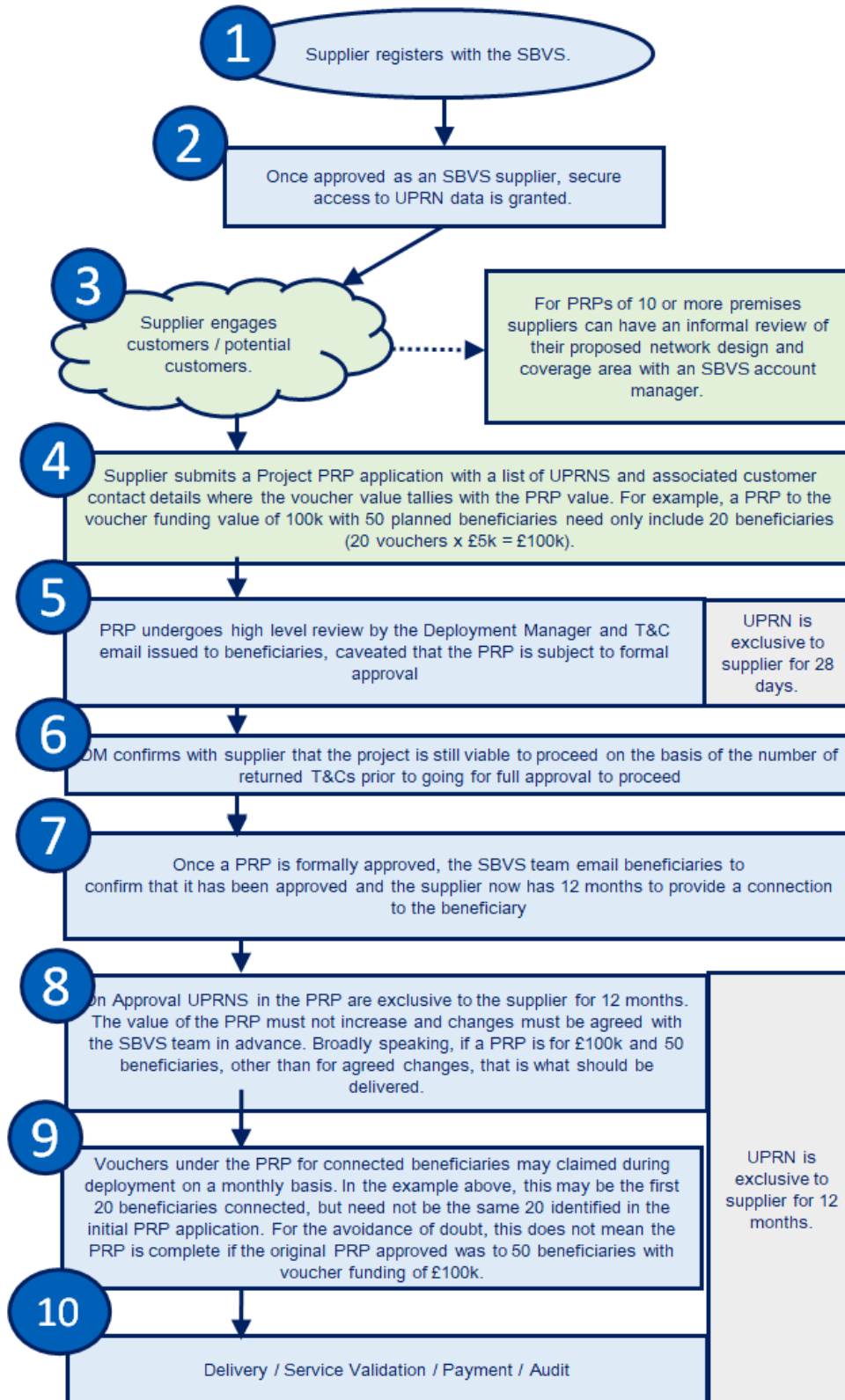
5. Overview of Standard PRP

A standard Pre-Registered Package (Standard PRP) is fixed for each individual deployment and end user. For example, a satellite solution. Standard PRPs are registered once and then can be deployed multiple times as individual connections at other eligible premises.



6. Overview of Project PRP

A Project Pre-Registered Package (Project PRP) is bespoke for a location specific design and solution – it can be for a single or multiple premises.



7. PRP application detail

7.1 Eligibility

In order to qualify for the R100 SBVS, your PRP must meet the following criteria:

- The beneficiary's current speed is less than 30 Mbps;
- Premises are showing as eligible in the [SBVS Data Portal](#)
-

The data portal will not accept any UPRNs that are not eligible for the voucher scheme, this includes the following scenarios:

- UPRNs that are in the R100 main contract
- UPRNs that are part of a commercial plan
- UPRNs that have already applied for an MVS voucher and the voucher has been approved
- UPRNs that we have no connectivity status for (this will include new homes, and premises that have never had a connection)

Please contact your deployment manager if you believe the UPRN should be eligible for a voucher and an investigation will be carried out.

Before completing a *PRP* application please ensure you have read this document in its entirety and also studied and understood the SBVS Supplier Terms and Conditions. The Supplier Portal should be used to submit your PRPs, with the details being input to a web form. Below are the headings for which information must be provided in the application.

Suppliers are strongly encouraged to develop PRPs that have the headroom to cope with any beneficiary loss during the deployment of the PRP.

PRP headroom example:

1. A PRP is submitted that has eligible capital costs to a value of £100k and aims to cover 50 eligible premises, an average value of £2k per premises.
2. The supplier can claim the first 20 premises connected at £5k per premises to value of £100k set out in the PRP application pro-forma.
3. In this example, the supplier has headroom of up to 30 premises to claim vouchers should planned coverage fall during deployment of the PRP. This may require a change request to modify the value of the PRP, but the headroom associated with this PRP example should make this straightforward.

PRP no headroom example:

1. A PRP is submitted that has eligible capital costs to a value of £100k and aims to cover 20 eligible premises, an average value at the cap of £5k per premises.
2. The supplier will need to connect all 20 premises to secure funding of £100k.

3. In this example, if planned coverage should fail, then the maximum value of the PRP will drop by £5k per premises as there is no headroom to substitute the loss of a beneficiary. This will also require a change request and may result in the supplier incurring capital costs in excess of the maximum funding available.

7.2 Pro-forma spreadsheet

The pro-forma spreadsheet must be submitted with each PRP application made - the information contained is a fundamental consideration when assessing your PRP. It is used to capture the specific financial details of your PRP and existing commercial product offering.

N.B. the pro-forma spreadsheet is a direct download, please check your download folder if it does not open in a browser.

7.3 Qualifying Capital Expenditure

Qualifying Capital Expenditure is capital expenditure actually incurred by a supplier which can attract capital public subsidy under the R100 SBVS Terms and Conditions. It is capital expenditure actually incurred by a supplier which (i) can be reasonably allocated or apportioned to the SBV Scheme; (ii) is incremental to the supplier's cost base that would otherwise have been incurred; (iii) is incurred in accordance with the SBV Scheme.

Please refer to Schedule 4 of the [Supplier Terms and Conditions](#) for a full list of qualifying capital expenditure and excluded expenditure.

Historic Costs

Historic costs of locating powered racks in third Party PoPs (for example, Openreach Handover Points and Exchanges) are eligible up to 6 months prior to the approval of a PRP, providing that the full benefit of the cost is passed onto the beneficiaries, and that the supplier warrants that no customers are connected to equipment housed in those racks in advance of approval of a PRP. In the event of a supplier not submitting a PRP, or a rejection of the PRP by the SBVS team, the supplier cannot claim for such costs.

7.4 Travel and Labour Guidance

1. Mileage costs are eligible, although they should be minimised whenever possible. Mileage will be paid in accordance with HMRC guidelines.
2. Flights are not permitted unless with prior approval of the SBVS Team.
3. Hotels, meals and overnight costs are not permitted on mainland Scotland, otherwise Hotel costs may be considered with prior approval of the SBVS Team.
4. Only two trips are permissible to the UPRN (s) which are being delivered to as part of each PRP

7.5 Fixed Mobile Labour Caps

1. Where suppliers need to undertake a site visit to test speed, this may require more than 1 person, this will be capped at 2 hours in total.
2. Where suppliers need to work at height, this may require more than 1 person, this will be capped at 6 hours in total.
3. The maximum SBVS will approve in any Fixed Mobile application is 8 hours in total. Actual labour costs incurred should be supported with timesheets and mileage claims as per existing post installation audit procedures.
4. In exceptional circumstances, there may be a legitimate reason why an 8-hour cap is exceeded, in this situation, suppliers must contact their Deployment Manager in advance of the PRP application.
5. Travel time is accounted for separately.

7.6 Eligible Labour Costs

SBVS registered suppliers are reminded that vouchers can only fund capital expenditure directly attributable to the installation of a voucher funded service. The following guidance sets out the parameters in respect of labour and external contractor costs that must be submitted as part of a PRP application and final voucher invoicing to Scottish Government.

Employee costs

1. Typically, these are associated with the expenditure of time on survey, design, installation and related travel.
2. Employee costs must be estimated at time of PRP application.
3. Employee costs must be supported by timesheets in hourly increments detailing the activity that must be directly attributable to the installation of a service to beneficiaries.
4. Employee costs for Project Management activities directly related to project monitoring and control during the implementation stage of a PRP are eligible and should be detailed in time sheets.
5. The hourly rate claimed can include employer/employee NICs and employer pension contribution.
6. Enhanced overtime rates are not permitted.
7. Timesheets must be signed and dated by the employee and a director/senior manager and submitted to support the voucher claim. In submitting signed timesheets, the supplier is warranting that the hourly rate is pro rata to salary and NIC/pension.
8. In the event that the expenditure is associated with a Director of the registered supplier, any claim will be capped at £300 per day/£40 per hour. Timesheets must be signed and dated by the Director and submitted to support the voucher claim.

Travel Costs

1. Mileage costs are eligible, although they should be minimised whenever possible. Mileage will be paid in accordance with HMRC guidelines.
2. Flights are not permitted unless with prior approval of the SBVS Team.
3. Hotels, meals and overnight costs are not permitted on mainland Scotland, otherwise Hotel costs may be considered with prior approval of the SBVS Team.

External Consultancy and Labour Costs

1. Suppliers must take all steps to minimise the use of external resource. If resource exists within the registered supplier's company, then that resource must be used, the 'topping up' of internal resource with external contractors is not permitted.
2. However, there are limited occasions where external expertise is necessary.
3. Contractor costs must be supported by a detailed explanation of the necessity for external resource at PRP application stage. Contractor rates must reflect prevailing industry norms for the cost of the service.
4. Contractor costs must be supported by timesheets in hourly increments detailing the activity that must be directly attributable to the installation of a service to beneficiaries and submitted to support the voucher claim.
5. Timesheets must be signed and dated by the contractor and a director/senior manager of the registered supplier and submitted to support the voucher claim.
6. A contractor invoice must be and submitted to support the voucher claim.
7. There must be no other financial relationship between the registered supplier and the contractor other than the use of the contractor under business as usual by the supplier.
8. External contractors will be capped at £400 per day/£53.33 per hour. In exceptional circumstances this cap may be increased with the prior approval of the SBVS Team.
9. Specialist rigging teams of 2 persons will be capped at £800 per day. In exceptional circumstances this cap may be increased by prior approval of the SBVS Team.

7.7 Evidence required

Please note the following evidence will be required to proceed with your PRP request and failure to provide sufficient evidence can delay your ability to request vouchers.

1. A network diagram which clearly demonstrates that the project meets the connectivity requirements. *(See Appendix A Network Information and Diagrams)*
2. A full and itemised breakdown of total project costs, indicating clearly both the proposed eligible and ineligible costs – using the pro-forma spreadsheet. Please refer to the Supplier T&Cs for a full list of the qualifying and excluded expenditure.
3. An explanation of how the financial benefit of the voucher is passed on in full to the beneficiary.
4. If it is a Project PRP, a list of premises (UPRNs) to be covered by the project.

If this is your first PRP application, you will also need to provide

1. A list of commercially available products and offerings.
2. Details of superfast connections made outside of the voucher scheme.

7.8 Supplier Terms and Conditions

Suppliers must (re)confirm that they have read and accepted the Supplier Terms & Conditions and the information provided in the PRP application form, and any other information given in support of the application - is correct to the best of their knowledge.

7.9 Package owner

The package owner field is automatically populated based on the supplier being logged in to the portal and cannot be changed.

7.10 PRP type

Select which type of Pre-Registered Package application: “Standard” or “Project”.

Only Pre-Registered Packages (PRPs) are eligible for the Scottish Broadband Voucher Scheme. Pre-Registered Packages can be “Standard” or “Project”:

- **Standard Pre-Registered Packages (Standard PRPs)** these are fixed for each individual deployment and end user. For example, a satellite solution. Standard PRPs are registered once and then can be deployed multiple times as individual connections at other eligible premises.
- Please refer to section 5 of this document for more details on Standard PRPs
- **Project Pre-Registered Packages (Project PRPs)** these are for a location specific design and solution and can be for a single or multiple premises.
- Please refer to section 6 of this document for more details on Project PRPs

The minimum value of any single voucher is £200. Project Pre-Registered Packages have a maximum value of £500,000.

Where you have selected “Project” you will be asked to provide beneficiary information at this stage. Beneficiary information is captured in the webform or in instances where there are more than 20 beneficiaries, the details can be uploaded via a csv file.

7.11 Package description

The package description should be a clear, helpful and concise summary of your PRP proposal. Please describe the technology, locality, total premises and any other key information your organisation feels is relevant to the application.

7.12 Nature of services

Select which service / solution you are proposing to deliver:

- Fibre to the Premises/Home
- Fixed Wireless Access
- Combination of Fibre to the Premises/Home and Fixed Wireless Access
- Fixed Mobile
- Satellite

7.13 Financial benefits (for beneficiaries)

Please provide an explanation of how the financial benefit of the voucher is passed on in full to the beneficiary. This should be additional narrative to the financials covered in the pro-forma spreadsheet.

The key principle here is that the total value of a voucher is passed on to a beneficiary and is not retained by a supplier. I.e. suppliers do not profit when installing connections using voucher funding.

7.14 Wholesale infrastructure

For organisations who do not supply wholesale broadband access, we require details of who you intend to use as your wholesale supplier, including a reference or account number.

7.15 Beneficiary type

Please specify if beneficiaries for your PRP proposal are residential, SME or a mix of both. Where a beneficiary is a SME, you are required to advise if the SME is VAT registered or not. Where the SME is VAT registered, you will be required to include their VAT registration number.

7.16 Financials

The PRP cost model should be detailed in the pro-forma spreadsheet, and summarised in the form's four questions asking:

- **Total Project Cost:** total projected costs of the project (including both eligible and non-eligible cost items, and investment).
- **Total Eligible Project Cost:** total costs which you believe are eligible costs (in accordance with the definition set out within the scheme documents).
- **Supplier Investment:** as part of the total costs for the project set out above, state the value of any investment you will make in order to ensure the project's viability. This is the value of the incremental supplier investment in the deployment (which may be a combination of eligible costs which are in excess of a voucher, and any non-eligible costs).
- **Other Investment:** as part of the total costs for the project set out above, state the value of any investment from any other source in order to ensure the project's viability. This is the value of the incremental investment in the deployment (which may be a combination of eligible costs which are in excess of a voucher, and any non-eligible costs).

7.17 Prospective beneficiary contact details

Please provide all beneficiary UPRNs within the scope of this project. Include headline speeds for each premises / UPRN.

Beneficiary contact details (name, email, phone number) should be provided at the application stage for Project PRPs.

Standard PRP applications should not include UPRNs or beneficiary contact details. Once a Standard PRP application is approved, UPRNs and beneficiary contact details should be provided by the supplier during voucher requests via the SBVS portal.

Please refer to the [Supplier Terms and Conditions](#) Part B Section 14 for full details on how to handle beneficiary personal data.

7.18 Commercial products and existing superfast connections

Please provide evidence of the superfast capable connections you have made outside of the scheme previously.

Please detail your existing commercially available products in the pro-forma spreadsheet:

- Product Name;
- Normally available download speed;
- Normally available upload speed;
- Guaranteed minimum download speed;
- Guaranteed minimum upload speed;
- Ofcom BBCoP - is this product subject to the Ofcom Better Broadband Speeds Voluntary Codes of Practice?
- Monthly cost inc VAT and any installation fee;
- Technology;
- Number of existing customers – that you currently have subscribed to this product – and contract terms associated.

7.19 Total premises in project

Please input a figure for the total premises to be connected under the proposed project. Where this is a standard PRP application “1” should be entered.

7.20 Uploading supporting evidence

Please submit any supporting evidence and narrative that you feel supports your application.

7.21 Capturing Additionality

To ensure that we are fully reporting the success of SBVS supplier delivery, we are capturing any ‘additionality’ as a result of a completed PRP. This is any additional premises connected within a project that did not have specific voucher funding. We know that where vouchers are used individually there is unlikely to be any significant benefits for other premises nearby. Where vouchers are used to build new networks, and cover two or more premises, then there is potential for premises not included in the initial project to also benefit from a new service either immediately or with minimal additional work. Therefore, following the completion of a Project PRP there will be the

option to update any additionality in the portal. You will be prompted to complete 3 fields

- Number of indicative additional premises connected as a result of the SBVS Project PRP
- Map/ link to a map of the SBVS and additional premises connected
- Free text box for any Lessons Learned from the project

8. Voucher Request Guidance

All voucher requests from suppliers can be made through the secure area of the SBVS Supplier Portal. The portal has been developed to make the process automated, streamlining the process and allowing suppliers to 'self-serve' as much as possible.

As is the case for both Standard and Project PRPs, mandatory beneficiary information must be provided to SBVS in order to request vouchers, albeit at different stages in the process.

Suppliers are reminded that they should do a final check that UPRNs included in their PRP are SBVS eligible before submitting their PRP or voucher request. Eligibility checks should be carried out using the [SBVS Data Portal](#).

Detail Required

The detail required for each voucher request is outlined below

- UPRN
- Address (automatically populated on input of UPRN)
- Postcode (automatically populated on input of UPRN)
- Beneficiary First Name
- Beneficiary Surname
- Beneficiary Email Address
- Beneficiary Phone Number
- Solution Download Speed
- Solution Upload Speed
- Monthly Cost exc VAT
- Monthly Cost inc VAT
- Installation Fee inc VAT
- Contract Length
- Beneficiary Type – Residential or SME
- SME Company Name (if appropriate)
- Business Number (Companies House or Unique Taxpayer Reference (UTR)) (if appropriate)
- SME VAT Registration Details (if appropriate)

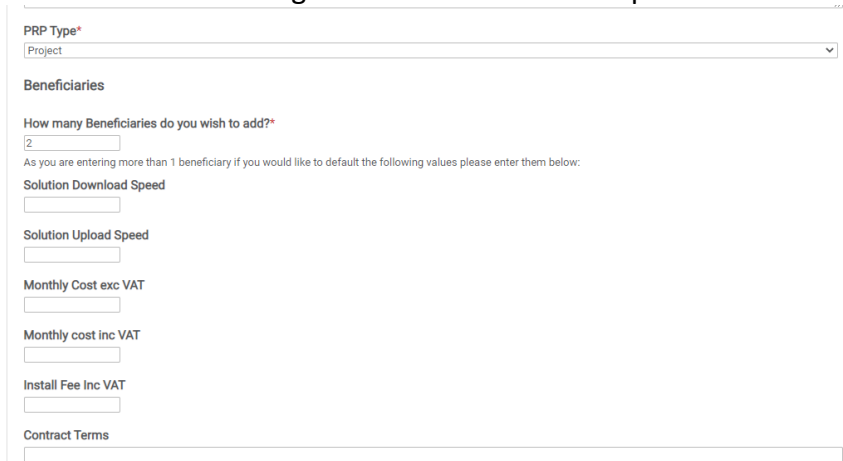
Within each PRP suppliers are able to download a CSV file to show the status of each beneficiary within that PRP. This is done by clicking on "View Beneficiaries" on the portal, and then clicking on "download CSV".

Within each PRP, suppliers are able to see a 'Status Update Log' to track date and time changes of their beneficiaries' status. A search box functionality has also been enabled. The automation of requesting vouchers and the ability for suppliers to track both PRP and voucher status is intended to allow suppliers to 'self-serve' as much as possible. Queries on functionality or access issues to the supplier portal can be directed to sbvs@gov.scot. Deployment Managers are available to assist with construction and management of PRP applications. The table at the end of this section outlines the status definitions for both PRPs and Vouchers.

Project PRP

When submitting a Project PRP, the required beneficiary detail is submitted as part of the application form. Upon selecting 'Project', suppliers will be presented with the form below. The form will ask for the number of beneficiaries, and by populating the subsequent 6 fields (speed, cost and contract terms) these default values will apply for all beneficiary records entered as part of the Project PRP. It is imperative that suppliers check the voucher status of UPRNs before submitting any voucher requests as eligibility issues may cause delay to processing of PRPs.

Where a project PRP has more than 20 vouchers associated, there is the functionality to upload a csv file with beneficiary information. As you will appreciate though, the manual aspect of populating a csv file introduces the opportunity for error in the data – to mitigate against this there are a number of data validation rules which have been built into the functionality and if the fields are not populated as required the system will reject the file. It is an absolute necessity that you ensure that the personal information you are providing – both in the csv and through the normal voucher requests is accurate.



The screenshot shows a web form for a Project PRP application. At the top, there is a dropdown menu labeled 'PRP Type*' with 'Project' selected. Below this is a section titled 'Beneficiaries'. It starts with a question 'How many Beneficiaries do you wish to add?*' followed by a text input field containing the number '2'. A note below the input field states: 'As you are entering more than 1 beneficiary if you would like to default the following values please enter them below:'. This is followed by six input fields: 'Solution Download Speed', 'Solution Upload Speed', 'Monthly Cost exc VAT', 'Monthly cost inc VAT', 'Install Fee Inc VAT', and 'Contract Terms'. Each of these fields has a small rectangular input area below the label.

When moving on to the next page of the PRP application, the form below will be presented and beneficiary details must be populated for the number of UPRNs included. As above, the speed, cost, installation fee and contract terms will be auto populated for subsequent beneficiaries. These fields can however be over written if required.

UPRN*
906700376395
150 BROOMIELAW, GLASGOW, G2 8LU

First Name*
Scottish

Surname*
Government

Email Address*
sbvs@gov.scot

Phone Number*
0132456789

Solution Download Speed*
100

Solution Upload Speed*
30

Residential*
☐ Yes ☒ No

SME*
☒ Yes ☐ No

Company Name*

Business Number*

VAT Registered*
☐ Yes ☐ No

Once submitted, the application will go through a high level review by the Deployment Manager and change the status to “Pre Approved”. The deployment manager will then email Terms and Conditions to the beneficiaries, with the caveat that the PRP is subject to formal approval.

The normal assessment and the outcome can be tracked via the supplier portal for each PRP.

[+ Create New PRP](#)
[SBVS Data Portal](#)
[Documents and Resources](#)

Status: -- No Selection --

Date Submitted	ID	Package Description	Status	Application	Voucher	Beneficiaries	Delete
13-10-2020	5686	FWA - Project PRP - Example	Pre-Approved			View Beneficiaries	

PRP:5686 - FWA - Project PRP - Example

Status: -- No Selection --

UPRN	First Name	Surname	Voucher Number	Status	Installation
12345	Scottish Broadband	Voucher Scheme	SBVS12345	T&C Confirmed	Installation Complete
14569854	Scottish	Government	SBVS14569854	T&C Confirmed	Installation Complete

[Request Additional Beneficiaries](#)
[Remove or Amend Beneficiary](#)

[Installation Completed](#)

Once the beneficiary has signed the T&Cs, their status will change to ‘T&C Confirmed’.

Once the PRP has been formally approved by Scottish Government, the Deployment Manager will confirm with the supplier that the PRP is still viable to proceed based on the number of T&Cs returned, and issue an email to the beneficiaries informing them that the work has been approved.

Once approved - the status of the PRP will then update to ‘Approved to Build’.

Once installation has been completed, the supplier will be able to confirm this in the portal for the project, which will trigger the request to beneficiaries to confirm satisfactory installation in line with SBVS T&Cs. When the status of the beneficiary is changed to 'Installed' the supplier will no longer be able to make any changes against it.

PRP:5686 - FWA - Project PRP - Example

Status: -- No Selection --

UPRN	First Name	Surname	Voucher Number	Status	Installation
12345	Scottish Broadband	Voucher Scheme	SBVS12345	Installed	
14569854	Scottish	Government	SBVS14569854	Installed	

In instances where a supplier wishes to request an additional beneficiary, or remove or amend an existing beneficiary, this can take place by selecting the option within the PRP. If a supplier does request this, the status of the PRP will change to 'Beneficiary Request Pending' and no further activity on the portal can be undertaken. This is to allow for evaluation of the impact of requested changes on the approved PRP. If and when the changes are approved the PRP status will update accordingly.

Standard PRP

For standard PRPs, vouchers can be requested at any time following approval of a Standard PRP, in line with suppliers build plans. As illustrated below, against standard PRPs there is the option to Request a Voucher.

+ Create New PRP		SBVS Data Portal		Documents and Resources		Status: -- No Selection --	
Date Submitted	ID	Package Description	Status	Application	Voucher	Beneficiaries	Delete
29-10-2020	5815	FTTP - Standard PRP Example	Approved to Build		Request Voucher	View Beneficiaries	

By doing so suppliers will be presented with the form to input the beneficiary details. This is the same beneficiary form completed as for Project PRPs. Suppliers can follow the journey of the voucher status per beneficiary on the Portal.

Upon having completed installation to a UPRN suppliers will be able to amend the status of the UPRN to mark the 'Installation Complete' which will trigger the request to beneficiaries to confirm satisfactory installation.

Status: -- No Selection --

UPRN	First Name	Surname	Voucher Number	Status	Installation
12345	Scottish Broadband	Voucher Scheme	SBVS12345	T&C Confirmed	Installation Complete
14569854	Scottish	Government	SBVS14569854	T&C Confirmed	Installation Complete

[Remove or Amend Beneficiary](#)

There is also the option to 'Remove or Amend Beneficiary' if beneficiary details submitted as part of the voucher request require to be updated.

PRP Status Definition

Standard PRP

Status	Definition	Portal Functionality available to suppliers
Pending Submission	Supplier has commenced application but not yet submitted.	PRP can be edited or deleted
Awaiting Decision	PRP has been submitted to SBVS for consideration via supplier portal and is under review by Deployment Manager.	No changes can be made to the PRP using the portal
Approved to Build	PRP has been authorised.	Vouchers can be requested and installation confirmed
Rejected	PRP has been rejected and no payment will be made against it	None – no vouchers can be requested
Closed	Closure can be confirmed by the supplier or at the discretion of Deployment Manager	None – no more vouchers can be requested
Audit	PRP is being audited	None – no more vouchers can be requested

Project PRP

Status	Definition	Portal Functionality available to suppliers
Pending Submission	Supplier has commenced application but not yet submitted.	PRP can be edited or deleted
Awaiting Decision	PRP has been submitted to SBVS for consideration via supplier portal and is under review by Deployment Manager.	No changes can be made to the PRP using the portal
Pre-approved	Status once a PRP has been approved as a solution and beneficiaries are contacted to confirm T&Cs	None – supplier awaiting confirmation of beneficiary sign up to T&Cs
Approved to Build	Status once beneficiaries have signed up to T&Cs and build can commence	Installation can be confirmed
PRP Complete	Status once full PRP has been delivered servicing all beneficiaries, installation has been confirmed by beneficiaries	None – beneficiaries have confirmed installation and payment claim can be submitted.
Rejected	PRP has been rejected and no payment will be made against it	None – no vouchers can be requested
Audit	PRP is being audited	None – no more vouchers can be requested
Closed	Payment for vouchers has been made + complete status + audit completed (Where appropriate)	None – no more vouchers can be requested

Voucher Status Definition

Status	Definition
Requested	All details have been provided in order to contact beneficiaries. Default status when voucher is requested for a standard PRP and when a Project PRP is submitted for approval.
T&C Requested	Beneficiary has been contacted to confirm sign up to T&Cs
T&C Confirmed	Beneficiary has signed up to T&Cs Standard PRPs - allows installation to commence Project PRPs - allows installation to commence when all beneficiaries within the PRP have signed up
Installed	Supplier confirms that the installation has been completed
Validation Request	Beneficiary contacted to confirm satisfactory installation in line with SBVS Terms & Conditions
Installation Confirmation	Beneficiary has confirmed satisfactory installation and invoice for voucher can be submitted
Paid	Voucher has been paid as per costs in approved PRP
Disputed	Where there is dispute over eligibility
Withheld	Where payment needs to be withheld over any queries
Cancelled	Where either the beneficiary does not validate the voucher or if SBVS don't pay voucher cost
Audit	Voucher has been selected for auditing

9. Payment Claim Guidance

Once a beneficiary confirms satisfactory installation as per the Terms & Conditions of the SBV Scheme, this will be visible to suppliers on the supplier portal with the 'installation confirmation' status. **Only when the status of a voucher has changed to 'Installation Confirmation', can a payment claim(s) be submitted.**

Payment claims submitted by suppliers should be done in accordance with the [Scottish Broadband Voucher Scheme Terms & Conditions](#).

Suppliers should submit separate payment claims for each PRP that a connection has been delivered against. There can be multiple vouchers on a payment claim, but must all be from the same PRP.

Each payment claim should clearly identify

- The Pre-Registered Package (PRP, either Project PRP or Standard PRP) ID,
- The SBVS voucher code
- The voucher type (Main or Interim)
- The beneficiary type (Residential or SME (If SME VAT registered or not)
- Supporting Information – Proforma of actually incurred costs

This will allow for reconciliation to the financial breakdown provided in the Pro forma by suppliers. Please ensure you have familiarised yourself with regards to the treatment of VAT for beneficiaries. Supporting information should also be included demonstrating the actual costs incurred.

Appendix C demonstrates the supporting information which suppliers must submit in support of the payment claim being made. This does not need to be in a separate document and can be included in the payment claim. As per Part B, Section 9 of the SBVS Supplier Terms & Conditions; only actual eligible costs incurred in delivery of the connection can be claimed. Supporting documentation should show approved costs, as per the PRP, against actual costs incurred per associated voucher.

To ensure continuity of financial process and reporting, suppliers will be issued with two Purchase Order (PO) Numbers. One will be for residential and non VAT registered SME beneficiaries, and the other for VAT registered SMEs. The two POs you will receive will clearly indicate which beneficiary type it is for.

All invoices submitted should contain the Purchase Order (PO) number as provided by the Scottish Government to suppliers. Please note POs are raised for an estimated amount – this is neither a maximum or minimum value and will be subject to change dependent on the number of vouchers claimed. The PO numbers provided to suppliers will be the same for all PRPs so it is vital that the information indicated in the previous paragraphs are included in payment claims.

Please note that any payment claims which are submitted incorrectly (i.e. voucher status not correct, installation reports not provided) or without the required supporting evidence will be returned and may result in a delay in processing payment.

Payment claims should be sent to the address below:

Scottish Government
Area 1D North,
Victoria Quay
EDINBURGH,
EH6 6QQ
United Kingdom

Email Invoices To: SBVS@gov.scot

10. Audit Approach

SBVS carries out regular audit activity on installations through both site visits by an independent third party and cost audits, which are carried out internally. It is incumbent on R100 that there are processes in place to ensure scrutiny on the administration and appropriation of funding. As part of the acceptance of both the supplier Terms & Conditions and the beneficiary Terms & Conditions, signatories agree to respond to requests for information by SBVS.

Audits are carried out on vouchers associated with both Standard and Project PRPs. The first project PRP of each supplier will go through this process, following this sampling will be random.

For any issues arising from the outputs of either the cost audit or site visits, these will be addressed in line with the Issue Escalation Procedure as outlined in Schedule 6 of the SBVS Supplier Terms and Conditions.

Further details on Audit and value for money can be found in Part B, Section 11 of the SBVS Supplier Terms and Conditions.

Site Visits

Site visits are carried out on behalf of SBVS by a third party, Campbell & Kennedy Maintenance. Generally they require no interaction with the supplier as the site visit occurs at the beneficiary property. These visits will spot check approximately 40 beneficiaries each month across technology types and locations. Site visits are designed to ensure the criteria of the SBVS Terms and Conditions have been met. As well as doing speed tests, engineers will review the equipment that has been installed at the property ensuring that it aligns with the equipment listed on the approved Pro-Forma. If the speeds are as expected in line with the approved PRP and the beneficiary signs off that they are content, no further action is required. If however there are any issues with the installed equipment or speeds gathered, your Deployment Manager will be in touch with you to discuss next steps.

These visits are largely carried out on site, though in some instances it may be the case that a remote examination is undertaken. The checks carried out are still the same as with physical visits with beneficiaries submitting required evidence.

Cost Audits

The cost audit is carried out at a granular detail. We will request you submit documentation such as input costs, invoices from your suppliers, individual timesheets, and mileage claims etc.

Clear instruction will be issued when a PRP is subject to a cost audit outlining specific requirements. Formal response and documentation should be returned within 20 working days of the request to sbvs@gov.scot.

11. Data Queries

A Data Queries form has been developed to allow suppliers to raise any data queries in a centralised way.

Data queries are raised through the form which can be found [HERE](#), any evidence to support your data query should be uploaded when submitting the form.

The data will be reviewed and if the source data needs to be updated, this will go through the normal data governance process and if applicable the eligibility of the premises will be updated in the data portal within 20 working days.

If the data query is reviewed and the eligibility of the premises is correct, you will be notified by an email.

12. Change Request Process

A Change Request process has been implemented, this will help with the processing and overall tracking of any changes that are made to submitted PRPs.

In order to make a change to any PRP, log into the supplier portal, navigate to the PRP you want to make a change to and click on view beneficiaries:

Status	Application	Voucher	Beneficiaries	Delete
Pending Submission	Edit Application		View Beneficiaries	Delete Application
Approved to Build		Request Voucher	View Beneficiaries	

You will then see the new button “Request a Change” – this will launch the Change Request form

Status:

UPRN	First Name	Surname	Voucher Number	Status	Installation	Template Upload
Request Additional Beneficiaries			Request a Change		PRP Complete	
Download CSV					Back to PRP Applications	

Status Update Logs

The Change Request form can be seen below, select the type of change required, provide the details and upload a new PRP, and any evidence you have for cost changes if required.

Change Request Form

[Log Out](#)

Change Requested*

- ☐ Beneficiary Change
- ☐ Cost (Hardware) Change
- ☐ Cost (Other) Change
- ☐ Delivery/Timeline Change

New Beneficiary Details:*

Please upload a new ProForma and evidence for any cost changes

Select

Submit

Once submitted, your Deployment Manager will review and either approve or reject the Change, and feedback the response to you.

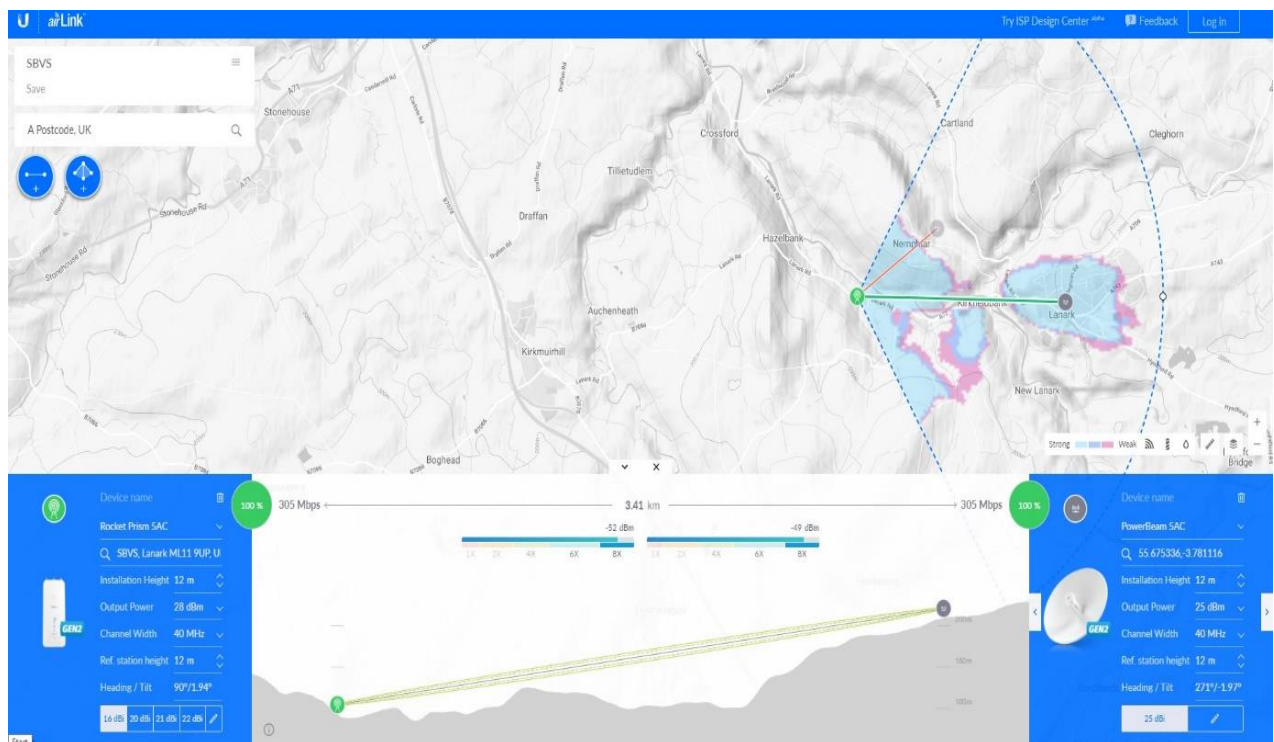
Appendix A. Network Information and Diagrams

Minimum Essential Information Requirements

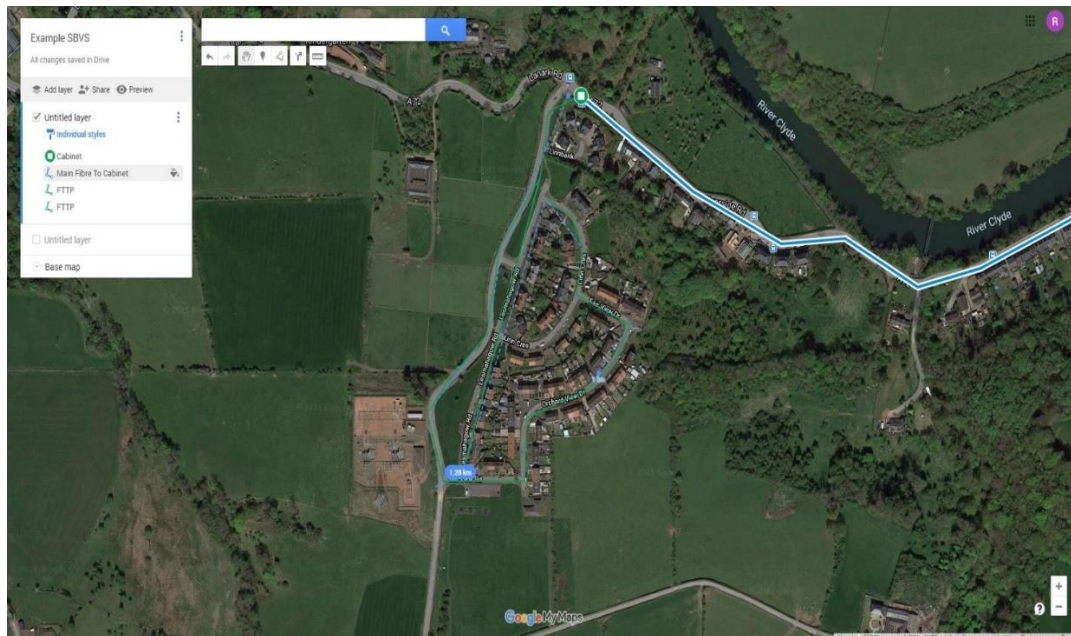
When submitting a PRP for review please ensure detail is included in order to help process your request, this enables Deployment Managers within the SBVS Team to more readily approve or otherwise each PRP submission. Diagrams such as those seen below are supposed to give a complete and full picture of any proposed installation funded by SBVS.

- Backhaul location and capacity (map).
- Location of Access Point (map).
- Location map **or** location list of each CPE and throughput to AP.
- Specification of access point and details of backhaul.
- For FTTP include Distances & Routes for Fibre.
- UPRN Reference along with technology proposed (FWA, FTTP, Satellite or 4G)

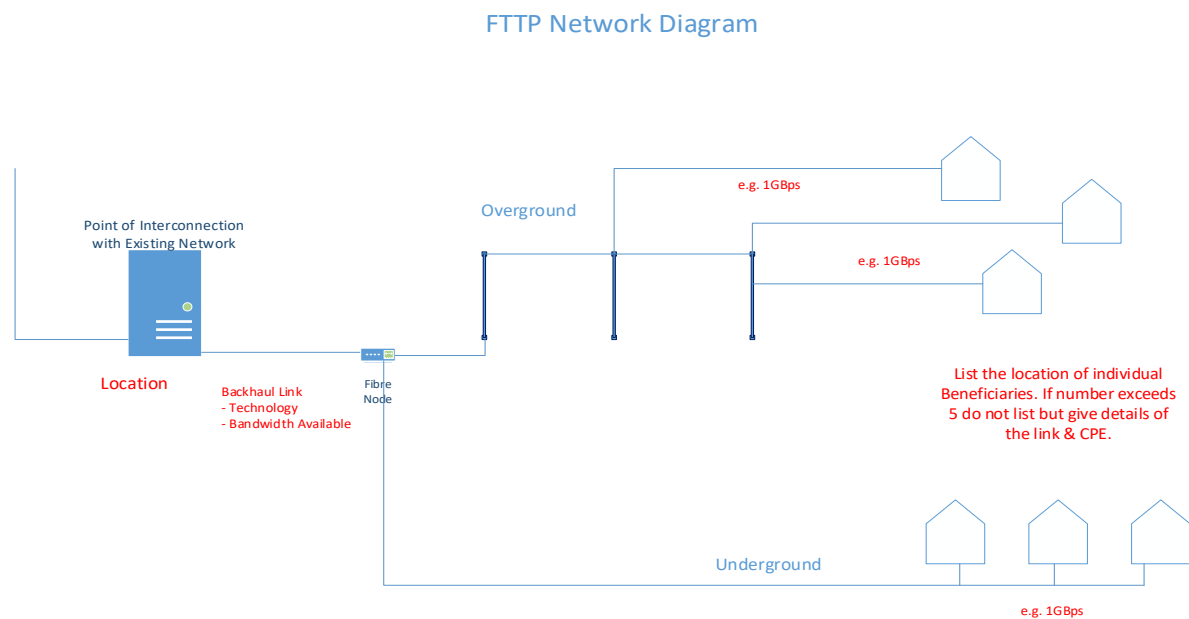
P2P Diagrams can be created with online software such as at link.ui.com



Example of map showing FTTP with relevant information which can be created using tools such as [Google MyMaps](https://www.google.com/maps/@55.864, -1.155, 15z) which allows creation of objects and lines along with the ability to mark distance.



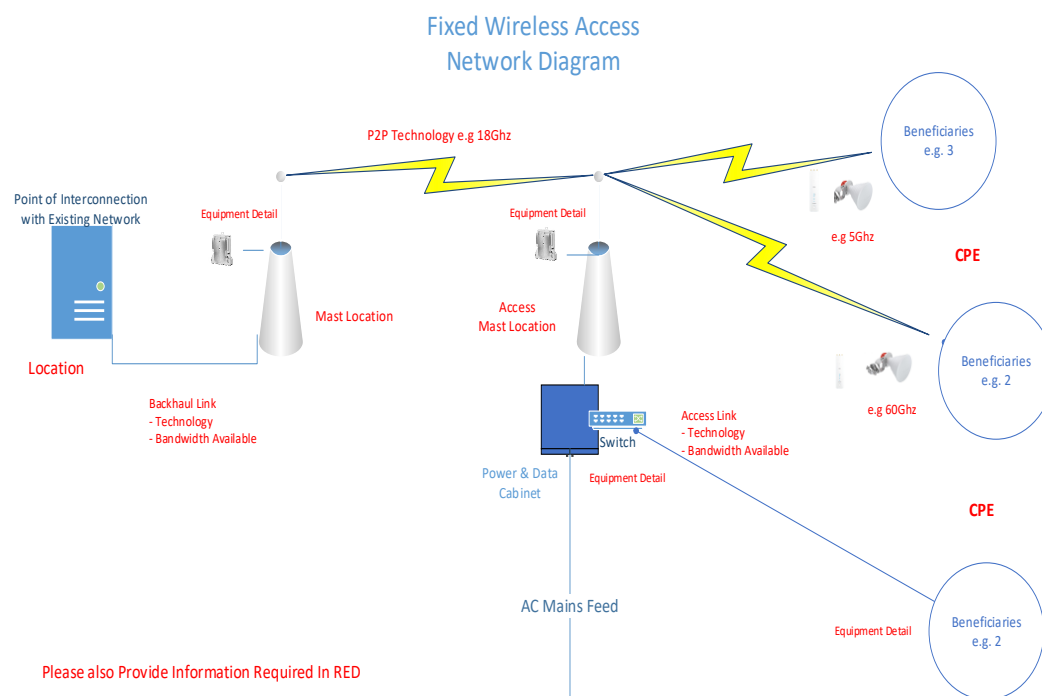
a. Fibre to the Premises/Home (FTTP)



Please also Provide Information Required In RED

- Detail of existing Network/Backhaul
- Detail of all hardware included as part of SBVS
- Distances & Routes with additional Topographical maps.

b. Fixed Wireless Access

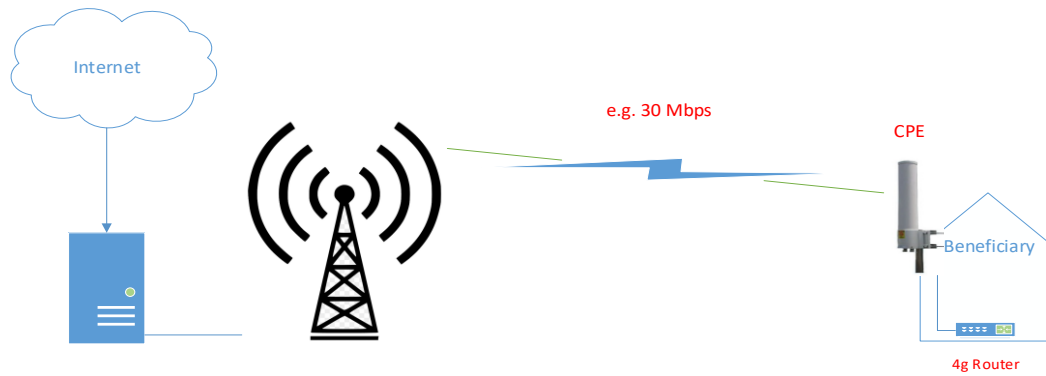


Please also Provide Information Required In RED

- Detail of existing Network/Backhaul
- Detail of all hardware included as part of SBVS
- Distances & Routes with additional Topographical maps.

c. 4G/5G Mobile

4G\5G Network Diagram

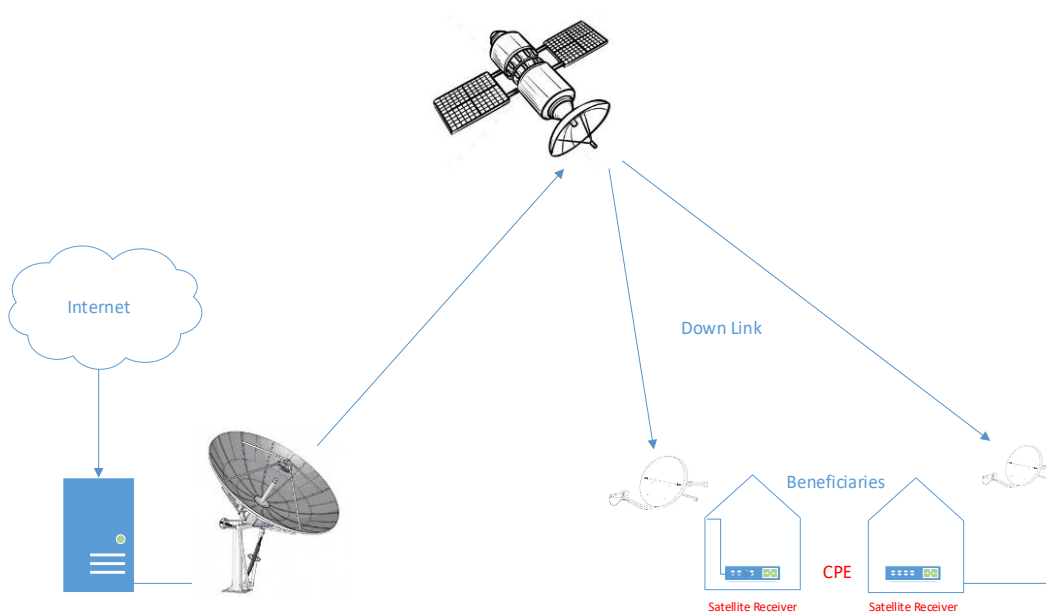


Please also Provide Information Required In RED

- Detail of all hardware included as part of SBVS

d. Satellite

Satellite Network Diagram



Please also Provide Information Required In RED

- Detail of all hardware included as part of SBVS

Appendix B. Installation Report Template

R100 Scottish Broadband Voucher Scheme

Fixed Mobile Installation Report

Company	
Installation engineer:	
Date of installation:	
SBVS voucher number:	
SBVS PRP ID	
Customer's full name:	
Customer's address:	
MAC address of radio:	
MAC address of router:	
Download speed:	
Upload speed:	
Installation notes:	
Weather conditions:	

Photographs / Screenshots:

- 4 x photos of installation: radio/aerial, router, premises, location of radio/aerial.
- Speed test screenshot.

Appendix C. Payment Claim Supporting Documentation

When a payment claim is submitted, the approved Pro-forma should also be submitted, breaking down the actual costs incurred in delivery of the connection.

Provision of this information will support cost audits undertaken as part of anti-fraud procedures and allow for prompt payment.

Cost Category	Approved PRP Indicative Costs					Actual Costs per Voucher				
	Unit Price	Measurement	Quantity	Total (£ GBP)	Notes	SBVS12345	SBVS12346	SBVS12347	SBVS12348	SBVS12349
Staff costs: management and administrative	£0.00	Unit	0	£0.00		0	0	0	0	0
Professional fees	£10.00	Unit	1	£10.00		10	40	10	10	8
Other (please describe)	£20.00	Unit	6	£120.00		120	100	120	120	150
Power	£50.00	Unit	8	£400.00		400	380	400	400	500
Equipment	£100.00	Unit	1	£100.00		100	85	100	100	300
Traffic management	£150.00	Unit	1	£150.00		150	120	150	150	300
Staff costs: engineering	£200.00	Unit	2	£400.00		400	350	400	400	400
				£1,180.00		£1,180.00	£1,075.00	£1,180.00	£1,180.00	£1,658.00