



Business Link

eVoucher Service

Information for Suppliers

What is the Business Link eVoucher Service ?

The eVoucher Service is a way in which Business Link will pay towards the costs of professional 1:1 advice for individuals looking to start and run a new business.

Business Link is looking to invest up to £1.5m per year offering around 15,000 vouchers for individuals looking to start a business and businesses that are in their first 12 months of trading, to receive 1:1 business advice from suppliers who are listed on the Business Link Supplier Brokerage Service (SBS) and are participating in the eVoucher Service.

There are currently 2 eVouchers

- A Business Start-up eVoucher for people who have not yet started trading (£130 inc VAT)
- A Business Advice eVoucher for businesses in their first year of trading (£70 inc VAT). This is also available as additional support for those who have not yet started trading and who have received and used the first eVoucher.

In addition, Business Link is in discussions with a number of fund holders who wish to use eVouchers to extend their services by funding "Top Up eVouchers" thereby increasing the size and scope of the eVoucher service.

1:1 Advice for Business Link customers

1:1 Advice is an important part of the Business Link start-up programme. We want to ensure the widest possible access to give new businesses every chance of success.

The service provides an opportunity for customers to discuss their business ideas and issues with an experienced adviser or consultant to help overcome any obstacles that may stand in the way of the business being successful.

An eVoucher is valid for 60 days from the date of issue.

What will customers expect from the 1:1 Advice session ?

As a minimum, customers will receive professional advice and will take away a summary of the discussion that will:

- Identify their needs
- Advise them of the support available in respect of their issues and
- Detail the steps that they need to take as a result of the meeting

In addition, a number of suppliers offer additional or a package of services for eVoucher customers which provide ongoing support for new businesses.

How does it work ?

Customers who have received initial support in setting up their businesses and are at a stage where 1:1 advice is appropriate will receive an eVoucher from Business Link. They will be directed to the supplier brokerage website and receive advice and guidance on choosing and using consultants and suppliers.

Consultants and suppliers participating in the service will have their details listed on the website. eVoucher customers will contact suppliers direct to book a session and request the chosen supplier to activate their eVoucher. After the session takes place the supplier completes the details online and sends the original copy of the action point record with an invoice for the eVoucher amount to Business Link for payment. A pdf template will be provided to you by Business Link. Please see the terms and conditions for details of the administration process.

Next steps

If you are interested and wish to participate in the service, please review the terms and conditions for participation in this service and if you wish to proceed tick the box titled "*eVoucher eligibility requested*" and also tick to confirm that you have read and accept the terms and conditions.

Please give full details of the services that you are prepared to deliver for eVoucher clients (and at what cost) in the box titled "*What can an eVoucher client expect*". Please be as specific as possible identifying what you will be prepared to offer for each eVoucher type, fee rates and any additional contribution that will be required from the customer.

Business Link will validate your application with a particular focus on:

- Experience of working with Business start ups and new businesses
- Adding value to the process for the benefit of the clients (eVoucher will be paying for 1:1 Advice where this is normally chargeable)
- The ability to refer to other provision when this is in the best interest of the customer.

When completed, we will email you to confirm whether your details have been validated successfully.

If you have any questions or require further clarification please contact Business Link:

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