

2023_08_01_OGMS_BIANCA

Company

- Financial Accountant
- Govan
- Laminated Boards
- Trade Counters and Toilet Cubicles
- Mcdonalds etc...
- Various sites in Scotland and England
- Family owned business
- Sister company in Shetland doing Calor Gas
- Sit under a holding company
- Had RSA grant
- Had small training grants
- "This is the first one for A MACHINE for quite a while"

Experience

- It was OK **BUT** Only one person could log in at one time
- "Not having multiple logins was rubbish"
- "It is not necessarily the person who signs stuff off, that enters all the information"
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Intro / Training

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Info

- "This one was quite straight forward because it was just for a machine"
- It did have a lot of environmental things to attach to it

Fair Work / Net Zero

- Did not know where to start
- It was not self explanatory
- SE had to walk us through it

Guidance

- The form needs contextual help at each bit of the form (Especially Net Zero etc...)
- Guidance docs did not leap out at the user. They were not linked to, at the time of need.

Application

- "It was good because it let you save a STAGE at a time and then go back to do the rest later. "
- **Fields did not make it easy when you needed to enter a value.**
- Often we had to go back and put "Nil" but asked Scottish Enterprise in order to learn this.
- "Make it RED if it is mandatory...or something like that"
- "You just did not know HOW LONG IT WAS GOING TO BE"
- "Give a timetable or representation of the progress of application"
- We just needed to know when we could order the machine
- Talk to me via EMAIL and not the APP
- More straight forward than paper process (MK: but this seems to be a very simple application)
- Net Zero stuff needed changed after SE responded with updates.
- Updates were done via email

Post Application

- AM contacted to say it was good to go BUT I did not want to spend money until the paperwork arrived
- The Paperwork took over a week to turn up which was a long time
- Updates were via Emails which was fine as me logging in was a pain in the neck (No Personal Account)
- Paperwork was fine when it came

Claims

- AFTER getting logged in using Directors account (He was off site an dtime delay kept missing cutoff limits for code)
- Once in....It was easy as we were just submitting a single invoice for a machine
- The money was quite quick. (2 to 3 Weeks)
- BUT Our claim was super straight forward
- Once you have sent it...it was obvious that it was all done.