Productivity Solutions Grant Claim: Prove the Purchase Happened After Approval

## Description

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**Answer first:** A PSG claim should tell one chronology: application, approval, purchase, payment, deployment and claim. Prove that no prohibited commitment crossed the approval line.

For a singapore sme that has received a psg letter of offer and is implementing an approved solution, the useful outcome is specific: keep the purchase, deployment, payment and use evidence aligned to the offer so the claim is timely and defensible. Preliminary signals are kept separate from final authority. An eligibility signal, headline, displayed price or preliminary response is not presented as a secured outcome.

Before acting, write down the exact date, amount, person, place or account that makes this reader's case different from the general rule. That context check prevents a broadly correct source from being applied to the wrong transaction, household, journey or service.

# What the official sources establish

## Apply before commitment

Enterprise Singapore warns against payment, contracts or deposits before the allowed point. This point is grounded in the primary official source.

**Practical control:** Freeze purchase action until the status and conditions are read. Date the check and state whether the result is confirmed, conditional or illustrative. Recheck it if the underlying event changes.

## Match approved scope

The grant supports the solution described in the approved application. This point is grounded in the primary official source.

**Practical control:** Crosswalk quotation, approval, invoice and deployed item. Keep a short audit trail: question asked, source opened, answer found, limitation noted and action authorised.

### Use the portal timeline

The Business Grants Portal explains application and claim workflow. This point is grounded in the supporting official source.

**Practical control:** Treat portal status as the primary chronology. Record the source date, the case-specific input and the final readback. An unanswered field remains open; it does not become a working fact.

### Connect payment to claimant

Invoice, debit and receipt should align on business, vendor and purchase. This point is grounded in the primary official source.

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**Practical control:** Resolve third-party payment before claiming. Put the evidence beside the decision it supports, name its owner and set a stop condition for any missing or conflicting detail.

### Prove deployment

Delivery alone may not show an approved solution is operating. This point is grounded in the primary official source.

**Practical control:** Capture activation, serial, acceptance and user evidence. Preserve the current authority page and the readerâ??s own record separately, so a general rule is not mistaken for case approval.

## Decision table

| Control point | Action | Authority |
|---|---|---|
| Apply before commitment | Freeze purchase action until the status and conditions are read. | primary official source |
| Match approved scope | Crosswalk quotation, approval, invoice and deployed item. | primary official source |
| Use the portal timeline | Treat portal status as the primary chronology. | supporting official source |
| Connect payment to claimant | Resolve third-party payment before claiming. | primary official source |
| Prove deployment | Capture activation, serial, acceptance and user evidence. | primary official source |

Keep case evidence beside the general rule so they cannot be confused. Assign every open item to the person who can obtain the authoritative readback.

# Two original value tools

### A pre-application, post-offer, deployment and claim evidence timeline

This first tool organises the decision evidence. Keep the two most consequential uncertainties visible at the top. Assign each to the person who can resolve it and retain the confirmation that closes the row.

### A claim reconciliation tying quotation, invoice, payment, licence or serial number and operational use to the Letter of Offer

This second tool supplies an independent cross-check. Treat it as a decision aid, not proof of approval. The authority or operator still controls the live result, while the tool helps the reader notice gaps before action.

# Worked example

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An approved retail solution invoice contains an extra service. The SME maps the supported line separately, confirms eligibility and claims only the evidenced approved component after deployment.

Do not copy the sample inputs into a real application, booking, account or care plan.

# Five failure modes to avoid

- Using a convenient proxy instead of resolving â??apply before commitmentâ?•.
- Using a convenient proxy instead of resolving â??match approved scopeâ?•.
- Using a convenient proxy instead of resolving â??use the portal timelineâ?•.
- Using a convenient proxy instead of resolving â??connect payment to claimantâ?•.
- Using a convenient proxy instead of resolving â??prove deploymentâ?•.

The common risk is moving from incomplete evidence to action without a stop condition. Resolving the correct record early is safer than reconstructing it after a submission, payment, booking, medical change or dispute.

# Action checklist

1. Freeze purchase action until the status and conditions are read. Keep the evidence that supports: Enterprise Singapore warns against payment, contracts or deposits before the allowed point.
2. Crosswalk quotation, approval, invoice and deployed item. Keep the evidence that supports: The grant supports the solution described in the approved application.
3. Treat portal status as the primary chronology. Keep the evidence that supports: The Business Grants Portal explains application and claim workflow.
4. Resolve third-party payment before claiming. Keep the evidence that supports: Invoice, debit and receipt should align on business, vendor and purchase.

5. Capture activation, serial, acceptance and user evidence. Keep the evidence that supports: Delivery alone may not show an approved solution is operating.

If later facts conflict, preserve both records and resolve the difference explicitly. A named owner and a dated follow-up prevent an unresolved point from disappearing between people.

## Limits and live verification

Grant terms and claim evidence are application specific. Enterprise Singapore and the Business Grants Portal control; scope, vendor or payment changes should be cleared first.

At the point of action, reopen the primary official source and supporting official source. Together they supply the central rule and a separate legal, operational or verification layer. Consequential details should not be inherited from a commercial summary.

## Related LBRD guides

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- continue with HPS Claim After Death or Disability: What Happens Next
- continue with Productivity Solutions Grant 2026: What SMEs Should Check Before EDGE Launches

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01/09/2026
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