

Bringing service to life



Doing Business with Serco - A Suppliers Guide

We recognise the value our suppliers bring to Serco and we want to make it simple to do business with us. This guide will help you understand how to comply with our policies and how we buy and pay for goods and services.



Getting Started...

Before we set up new suppliers, we need to know some key information so that we can buy from and pay them efficiently

A Supplier Declaration form must be completed and signed before any new supplier can be authorised. This form needs to be completed before any new supplier can be authorised as suitable and set up in our purchasing and finance system (SAP). **Until then you should not provide goods and services to us until your set up has been completed and you have received an official Purchase Order from us.**

What information is requested within the Supplier Information form?

- Size of your organisation, this will enable us to offer you the most efficient way of trading with us
- Your Tungsten Network (formally OB10) company number, ensuring you can send your invoices electronically
- Confirmation that you understood our process and key policies

Why do we ask you to confirm that you understood our policies?

Our Code of Conduct defines what we expect from every employee, it is an integral part of the Serco Management System, which defines the way we run our business. We have a clear policy on anti-bribery and corruption which we promote among our business partners, including our suppliers.

To find out more visit

www.serco.com/about/sms/codeofconduct

How we buy from you...

When we buy from suppliers, we will send a Purchase Order

We ask that you only supply us with goods or services after you have received our Purchase Order. Without a PO you cannot be sure that the request for goods or services is valid.

- Each Purchase Order has a unique 10 digit reference number starting with 41 or 45
- Please check the purchase order we send to you and notify your site contact of any discrepancies before the order is processed
- X We are unable to process any invoice that does not quote a valid PO number, or where the invoice exceeds the balance remaining on the PO number quoted, or if the invoice is dated after the validity period stated on the PO.**

Do you accept payment by credit card?

- If you do we may be able to pay you using the Onecard, our internal purchasing card (subject to value and merchant category code)
- When we pay by card a purchase order is not required and **you'll be paid within four working days**

<p>Purchase Order No: 4100823456 Date: 03.10.2010</p>	
<p>ABC LTD 3 High Street Bracknell Berks RG22 1AB UNITED KINGDOM Fax: 01344 123456 Email: purchasing@abc.co.uk Vendor Ref: 304204</p>	<p>Delivery Address: Serco House 16 Bartley Wood Business Park Bartley Way Hook RG27 9UY United Kingdom</p>
<p>Invoice to: Serco Ltd Shared Service Centre PO BOX 7370 Hook RG27 7FR United Kingdom Tel: 0845 307 3166 Fax: 01256 746502</p>	<p>Further Information: Contact Name: Joe Bloggs Telephone: 01256 xxxxxx Email: bloggs@serco.com Payment Terms: 45 days net</p>

Sending us your invoice...

Ensure our purchase order number is quoted on your invoice and send us your invoice electronically via Tungsten Network (formally OB I O)

When submitting your invoice please include the following information

- ✓ Our Purchase Order Number
- ✓ Quantity
- ✓ Unit of Measure
- ✓ Unit Price and Currency
- ✓ Description of the goods or services provided
- ✓ Your company name, address and VAT registration number
- ✓ Your contact details in case we have a query

Serco requires all Suppliers to register with Tungsten Network and they must submit invoices electronically.

- The Portal is hosted for us by Tungsten Network (formally OB10), a global provider of electronic invoicing services, and by submitting your invoices to us this way you can track the status of them at any time through an online portal.
- There is no cost to you, the supplier, if you send your invoice via the Tungsten Network Web Form, which uses PO Flip functionality to create your invoice, ensuring we can make an accurate 3 way match.
- You will also be able to track the progress of your invoice payment within the Tungsten Network portal. Automating the process helps reduce the potential for late payments or invoice disputes.

Please register at www.tungsten-network.com/serco_new and advise us of your AA number on the Serco Supplier Declaration Form.

Paying you...

When we match your invoice to our Purchase Order and Goods Receipt Note, we can pay you

Once we receive your invoice at our Shared Service Centre, we will match it with the Purchase Order and Goods Receipt Note (GRN).

The person who you provided the goods or services to will enter the GRN (this is the proof that the goods or services have been provided to a satisfactory standard). When these match the PO, we will be able to pay the invoice.

If we are unable to pay your invoice for any reason, our Accounts Payable Helpdesk will send you an explanation of why, to the email address you provided on the Supplier Details Form. Please take the appropriate action as described in the email.

- We pay invoices electronically by BACS and will email you a remittance advice.
- If you do not receive the remittance advice via email and/or payment, please speak to the Shared Service Centre by emailing accountspayable.helpdesk@serco.com or telephoning 0845 337 3166 (option 1).

Sending us a credit note?

If you have a credit note, please submit it in the same way as an invoice.

- The credit note should state the original Purchase Order Number and the invoice to which the credit relates to.

Contacting Us



Payment Queries
0845 377 3166 / Accountspayable.helpdesk@serco.com



E-Invoicing Queries
electronicinvoicing@serco.com



Serco onecard purchasing card enquiries
Purchasing@serco.com



Providing an online catalogue
Purchasing@serco.com



Maintaining your details
Purchasing@serco.com