

Doing Business with Serco - A Suppliers Guide

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

How we buy from you...

All purchases will be made using an official Serco Purchase Order, (except CreditCard purchases)

We ask that you only supply us with goods or services after you have received a Purchase Order, (PO), as without a PO you cannot be sure that the request for goods or services is valid.

- Each PO has a unique 10-digit number starting with 41 or 45
- Please check each PO we send you and notify your site contact of any discrepancies before the order is processed
- We are unable to process any invoice that does not quote a valid PO number

Do you accept payment by credit card?

- If you do we may be able to pay you using our purchasing card, please ask your site contact if this is possible
- Payment by card is processed immediately upon placement of order and does not require an official Serco purchase Order

Sending us your invoice...

All purchases by Serco will require a VAT invoice to enable payment

To ensure swift payment of invoices Serco uses an E-invoicing platform "Tungsten"; if you are not already registered please visit <https://www.tungsten-network.com/customer-campaigns/serco/> - For those suppliers who do not have e-invoicing capability then please email your Invoice direct to: serco.scanning@serco.com, ensuring your quote the correct Purchase Order number

Please ensure your invoice is formatted as follows:

- Email Subject: Invoice Number followed by your Company Name
- Invoices must either be in PDF or TIFF format
- Multiple invoices can be sent in one email but each invoice must be an individual attachment
- Each invoice should reference one PO number only [where applicable]

When submitting your invoice please include the following information:

- Billed to the correct Serco Legal Entity
- The applicable Purchase Order number
- Quantity
- Unit of Measure, (if applicable)
- Unit Price, (if applicable)
- VAT subtotal (if applicable) and VAT registration Number
- Currency
- Description of the goods or services provided
- Your company name and address
- Bank account details/IBAN

Bringing service to life

Construction Industry Scheme (“CIS”) (UK only)

If you are supplying building or construction services, you will need to ensure you have confirmed your CIS details to enable Serco to verify your status under CIS

Any services that are CIS services will be subject to the appropriate withholding percentage on payment as required under the CIS legislation dependent on your CIS verification status with HMRC.

Additionally, please note that if you are CIS and VAT registered and supplying services that are within CIS to Serco, then the Domestic Reverse Charge VAT regime will apply to invoices for building and construction services as Serco is VAT and CIS Registered but is not an end user for the purposes of this legislation. This means that we would expect to receive invoices without VAT charged on CIS based services.

Paying you...

When we match your invoice to our Purchase Order and Goods Receipt the payment will be processed

- Once the goods or services are provided a Goods Receipt will be entered by your site contact (this is the proof that the goods or services have been provided to a satisfactory standard). If the Purchase Order, Goods Receipt and Invoice details match your invoice will be paid in accordance with agreed payment terms.
- If we are unable to pay your invoice for any reason our Accounts Payable Helpdesk will send you an explanation why via email. Please take the appropriate action as described in the email to ensure a quick resolution.

Sending us a credit note?

- If you have a credit note please submit it in the same way as an invoice, electronically to: serco.scanning@serco.com or via Tungsten.
- The credit note should state the original Purchase Order Number and the invoice to which the credit relates to

Contacting Us

Invoicing & Payment Queries: Accounts Payable: Tel. 0345 010 4000, Option 7 or email accountspayable.helpdesk@serco.com

Purchase Order Queries: Please contact the person or team from Serco with whom you typically transact with or Buying Support Tel. 0345 010 4000, Option 6 or email buyingsupport@serco.com

More information about Serco can be found by going to our website: www.serco.com

Once again welcome to Serco and we look forward to working with you.

Sadie Rowe

Operational Procurement Services Manager