

adam

Application Guide
Suffolk County Council
Passenger Transport Services

adam

Application Guide

Suffolk County Council are working with *adam* HTT Ltd to implement a new Payments and Quality Management system. The system will be for Passenger Transport Services and will cover the below categories:

- Parent / Carer Payments
- Vehicles 16 Seats and Over
- Vehicles under 16 Seats

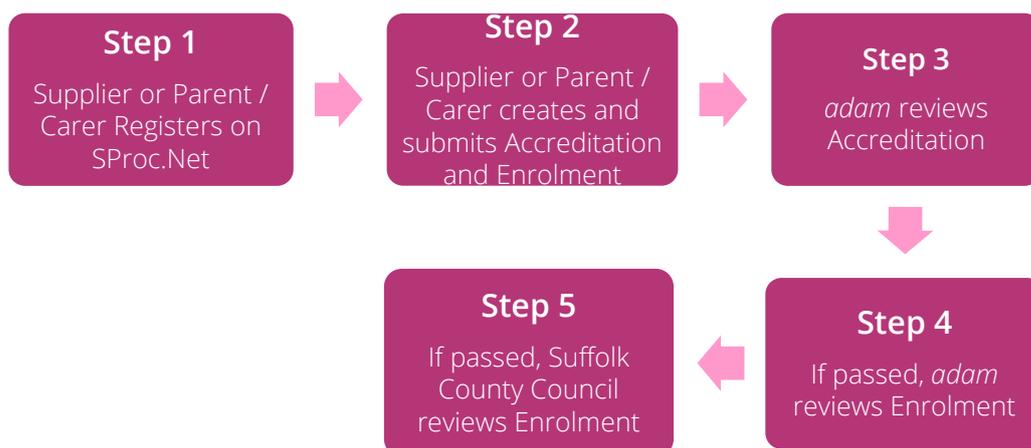
All Suppliers or Parents / Carers required to join the system for Payments and Contract Management will need to complete an Accreditation and Enrolment (A&E) for Suffolk County Council's Passenger Transport Services category on www.SProc.Net.

This document will cover the following:

- Registration – applicable for Suppliers or Parents / Carers new to SProc.Net
 - Add Users
 - Add Locations
- Accreditation – information required
- Enrolment – information required
- Next Steps

How to join SProc.Net

The step-by-step process to be completed online is as follows:



Please note that if either the Accreditation or the Enrolment is failed, the Supplier or Parent / Carer will receive feedback from *adam* so amendments can be made. Typically, the cycle of these steps will take a maximum of 10 working days.

If rejected, the Supplier or Parent / Carer will receive feedback from Suffolk County Council so that amendments can be made.

Registration

Register

If you are a Suffolk County Council Passenger Transport Services Supplier, you will need to register your business on the system (<https://www.sproc.net>). If your office/facility is part of a larger parent group, then head office should register on SProc.Net.

If you are a Parent / Carer, you will need to register yourself on the system (<https://www.sproc.net>).

In both cases, the below shows what is required:

- Business name (**Name if Parent / Carer**)
- Registered trading name (if different from the above)
- Business tax/VAT number (**not applicable to Parents / Carers**)
- Charity registration number (charities only)
- Company registration number (companies only)
- SME status (**not applicable to Parents / Carers**)
- Registered business address (Address line 1, City, Postcode etc.) (**Address if Parent / Carer**)
- Telephone number
- Email address

Add a System User

Once the company details have been filled in, you will then need to create a System User which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the User will be prompted to change their password. The first User will have the ability to add other company users on the system.

Add a Location - Suppliers

It is possible to add further locations once the company has been registered on SProc.Net.

To add a location, go to the Admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address

For further details and support on how to complete this registration process, please visit the 'Contact us' page at <http://demand.sproc.net> or email our Supply Chain Team directly at supplychains@useadam.co.uk.

Accreditation & Enrolment

The Accreditation and Enrolment is the application criteria to join the Payments and Contract Management system. The tables below show the questions that Suppliers or Parents / Carers will have to respond to. Some questions will only have to be answered depending on the response to another question.

Accreditation

To start a new Accreditation, you will need to first click on the 'Accreditations' tab at the top of the system page and then 'New'. The following options will then need to be selected:

Client: Suffolk County Council

Category: Passenger Transport Services

You will be asked to download, read, and agree to Suffolk County Council's Declaration Statement and Self-Bill Document. Agreeing is done by returning to the Accreditation and ticking:

- I agree to the terms of the document.
- I am authorised to agree.

This table shows the questions which will need to be completed as part of your Accreditation. Please note that Suppliers will have to answer all three questions, whilst Parents / Carers only need to answer Question 1.

Q	Company Information	Trigger / Response
1	Are you a supplier looking to supply Transport Services? OR A parent or carer looking to onboard for Payment management purposes?	
2	Please confirm the company/organisation above has also registered on the Suffolk Sourcing E-Tendering System	1 (Transport Supplier)
3	Please confirm that you have uploaded proof of 'Suffolk Sourcing' registration	1 (Transport Supplier)

Documents	
Declaration Statement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>
Self Bill Document	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>
Additional Information	<p>Please upload the Suffolk County Council issued documentation received either upon registration on the 'Suffolk Sourcing' commissioning system, or if you are a Parent/ Carer, in your adam Registration pack.</p>

Enrolment

Once the Accreditation is complete, the Enrolment can be started. You do not have to wait for the Accreditation to be approved, however your Enrolment can only be reviewed by *adam* after you have an Approved Accreditation.

You will first be asked to enter your location. This is done by clicking into the 'Supplier Location' box and selecting your location using the green triangle to the right of the address.

Please note that Suppliers will have to answer all six questions, whilst Parents / Carers only need to answer Question 1.

Q	Company Information	Trigger / Response
1	Are you a supplier looking to supply Transport Services? OR A parent or carer looking to onboard for Payment management purposes?	
2	Please confirm that you will create user accounts on SProc.Net for the following roles within your organisation: *admin [user account maintenance] *finance [service receipting] *business admin [uploading and downloading documents]	1 (Transport Supplier)
3	I confirm that the organisation/company has Employer's Liability insurance or a letter from an insurance provider to confirm insurance that meets or exceeds the minimum level required by law*. *It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance [https://www.gov.uk/employers-liability-insurance] of £5 million as a minimum. Note: this requirement is not applicable to sole traders.	1 (Transport Supplier)
4	I confirm that the organisation/company has Public Liability insurance or a letter from an insurance provider to confirm insurance of £5 million as a minimum.	1 (Transport Supplier)
5	Please confirm that you have uploaded your Operator's Licence.	1 (Transport Supplier)

6	Provide the name and email address of the person to contact in the event of any safeguarding issues.	1 (Transport Supplier)
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Documents	
Employers Liability Insurance	Please upload your Employer's Liability (£5m), as requested in Q3. If you are a sole trader, please upload a statement document explaining this.
Public Liability Insurance	Please upload your Public Liability Insurance (including Loss or damage to Service Users' personal effects) (£5m), as requested in Q4.
Operator's Licence	Please upload a copy of your Operator's Licence, as requested in Q5.

Service Categories

The below Service Categories show the groups that Suffolk County Council are including in the new Payment and Contract Management system. You will need to select the appropriate group(s) for yourself / your organisation before submitting the Enrolment.

- Parent / Carer Payments
- Vehicles 16 Seats and Over
- Vehicles under 16 Seats

Bank Details

You will also be provided with a space to enter your Bank Details for payment purposes.

Next Steps

For more details on how to create and submit your Accreditation and Enrolment information, please see the Accreditation and Enrolment User Guide available at <http://demand.sproc.net> under the 'Help' section.