



# Department for Transport

Systra Ltd  
4th Floor  
Dukes Court  
Duke Street  
Woking  
Surrey GU215BH

[REDACTED]  
[REDACTED]

## Group Commercial Directorate

Department for Transport (DfT)  
Great Minster House  
33 Horseferry Road  
Westminster  
London  
SW1P 4DR

Website: [www.dft.gov.uk](http://www.dft.gov.uk)

Date: 16 February 2023

Dear [REDACTED]

### **Contract Title: Evaluation Support Rail Fares and Ticketing Policy**

### **Contract Number: TROO0233**

On behalf of the Secretary of State for Transport, DfT would like to take up the option to extend this call-off contract for a further 24-month period under the same Commercial Agreement Terms and Conditions.

The documents listed below form a binding contract between yourselves and the Department for Transport.

1. This award letter; and
2. Commercial Agreement Terms and Conditions

A copy of the contract is provided with this Award Letter and includes those terms and conditions.

The extension will commence on 8 February 2023 and will expire on 7 February 2025. The total contract value will remain at £500,000 Excluding VAT.

You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods or services, under this contract. The Purchase Order Number for this contract will be provided as soon as possible. Invoices submitted to the Department must also quote the PO number and must be submitted in accordance with DfT's Invoicing Procedures (see Annex A).

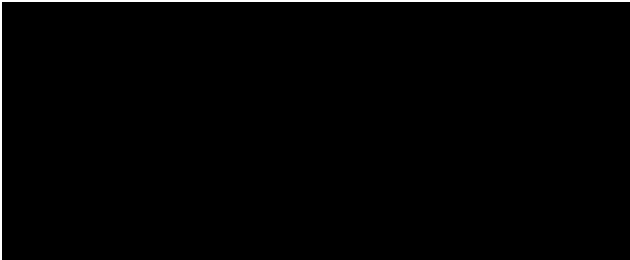
The DfT Contract Owner will be [REDACTED] who can be contacted by telephone on [REDACTED] or via email at [REDACTED] to discuss arrangements for commencement of the contract.



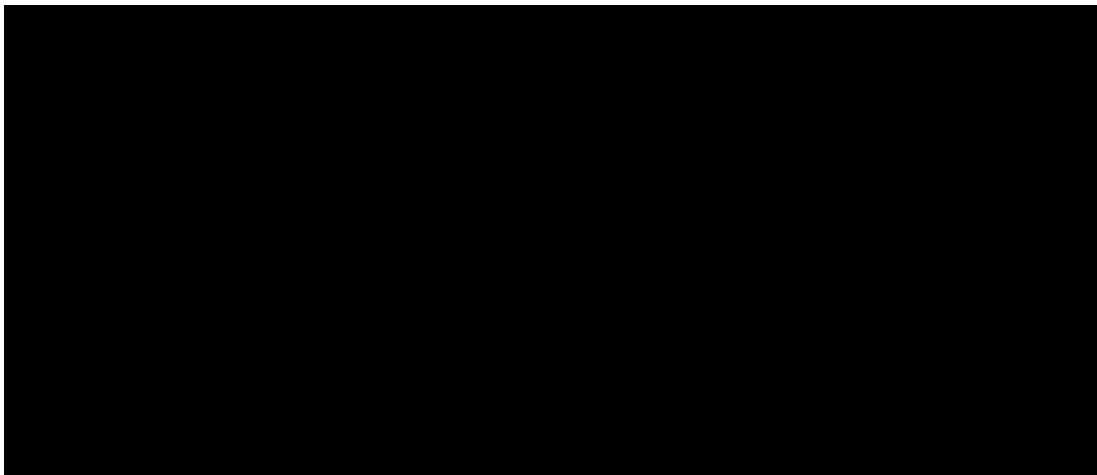
Department  
for Transport

Please acknowledge your receipt acceptance of this letter by signing in the allocated space below and returning to [REDACTED] in a pdf format via email at [REDACTED]

I look forward to hearing from you.



**By Authority of the Secretary of State for Transport**





# Department for Transport

## ANNEX A

### Invoicing Procedures

DfT's invoicing procedures are detailed below:

1. All invoices and/or credit notes must be an original document.
2. **Any correspondence/enquiries which are sent to the designated email address for invoices/credit notes and are not an original invoice and/or credit note will be deleted, with no action being taken.**
3. All invoices and/or credit notes will either need to be sent electronically as an attachment to an email or as a hard copy document through the post to the designated email or postal address listed below:

**Email:** [Ssa.invoice@sharedservicesarvato.co.uk](mailto:Ssa.invoice@sharedservicesarvato.co.uk)

**Postal Address:** Shared Services arvato  
5 Sandringham Park  
Swansea Vale  
SA7 0EA

4. If an original invoice and/or credit note is sent electronically, then the same document **must not** be sent as a hard copy through the post and vice versa.
5. All electronics invoice and/or credit notes **must** be sent in a PDF format. Any documents which are received and are not in a PDF format will be deleted with no action being taken.
6. All invoices or credit notes must quote a valid Purchase Order number i.e. one that is in the format 8000XXXXXX. This will be found on the Purchase Order you receive.
7. A 10Mb maximum file size per email is applicable.
8. If the e-invoice is encrypted, this could result in the invoice being blocked by arvato email security filters.
9. The e-invoices **must not** include profanities, as these will also be blocked by arvato email security filters and may delay/stop the invoice being received.
10. You should not provide goods or services without receipt of a valid Purchase Order.
11. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
12. If an incorrect Purchase Order number or no Purchase Order number is quoted the invoice will be returned to you. You will be able to handwrite the correct Purchase Order numbers on the invoices that are returned, however it is preferable that you change it on your system and reissue to ensure any future invoices are referenced correctly.
13. Credit notes should quote the Purchase Order number and your original invoice reference along with details of what the credit note applies to, particularly if it is not for the full value of the invoice.
14. Identify the business unit the invoice or credit note relates to e.g. DfT.
15. Shared Services arvato cannot be responsible for any e-invoice until it has been received. Responsibility for ensuring the e-invoice is received by arvato in a timely manner lies with the supplier.

All supplier invoices and payment enquiries must be directed to Shared Services arvato. If you contact the relevant business unit directly, they will direct you to Shared Services arvato.



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### **How to Notify us of a Change**

If you change important information, such as your organisation's contact or bank details, we will need written official correspondence. Please notify Shared Services arvato as soon as possible:

**Tel:** 0844 892 0343

**Email:** [SSCSASDESK@dftssc.gov.uk](mailto:SSCSASDESK@dftssc.gov.uk) (Please do not email original invoices/credit notes to this email address)

**Postal Address:** Shared Services arvato  
5 Sandringham Park  
Swansea Vale  
SA7 0EA

### **Enquiring about progress of payments**

1. For all payment and invoice queries you will need to contact the Shared Services arvato Service and Support Desk directly on 0844 892 0343. When calling you should quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing e.g. DfT.
2. You should ask for your communication to be logged on a "service ticket" along with your contact details. This will allow all issues relating to your query to be logged under a unique reference number.
3. You should quote the service ticket number in any follow up conversations.
4. If Shared Services arvato has the invoice but cannot release it for payment, you are required to take appropriate action to ensure it can be paid.
5. If the invoice has not been received by Shared Services arvato, the responsibility is on you to get the invoice to Shared Services arvato. If you are sending invoices to anyone other than Shared Services arvato, please change your customer invoicing address to Shared Services arvato.
6. If a response from Shared Services arvato is required, one will be provided to you within 10 working days.
7. If you have any remittance queries, these should be discussed with Shared Services arvato:

**Tel:** 0844 892 0343

**Email:** [SSCSASDESK@dftssc.gov.uk](mailto:SSCSASDESK@dftssc.gov.uk) (Please do not email original invoices/credit notes to this email address)

8. You must also ensure that a statement is sent to Shared Services arvato monthly to aid prompt payment of invoices (email and postal address as above).