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**FAQs Document**

East Sussex County Council

Passenger Transport Services

Question no.	Question	Answer
1	Do you define sub-contractors as self-employed taxi drivers working under the same company that has gone through the A&E?	For these purposes, self-employed drivers do not count as sub-contractors. If you are subcontracting through a different company then you will need to fill in the subcontractor document on the Accreditation.
2	Does the system save inputs and uploads as you go through?	Yes, the system saves everything you do automatically. There is also the option to save manually under each tab on the Accreditation and Enrolment, as well as viewing the status of each of these.
3	Are payments made through the Sproc system?	<p>The payment itself is outside they system, but invoicing will all be done through SProc.Net.</p> <p>You will need to raise Service Receipts and invoices through SProc.Net so that East Sussex County Council can process payment for you.</p>
4	<p>Do we need to submit our routes weekly for the invoicing? Can this be done on a monthly basis?</p> <p>What about inset days, snow-days, etc?</p>	<p>The mechanism by which you will submit your invoices for work completed will be managed on a weekly basis, however you will be able to submit these as and when is convenient for you.</p> <p>If you have any days throughout the week which vary from your standard week we suggest logging in that week to submit the Service Receipt so that you can record these changes. Otherwise, you can save up your weekly service receipts and submit these monthly.</p>

5	Will the payment terms be weekly?	Payment terms will be as they are currently, 30 days.
6	Do you intend to Go Live at the middle of the month?	The date from which all new Requirements will be released, and all invoices need to be raised through SProc.Net is 20.04.
7	Will all our current contracts be moved over <i>adam</i> ? Do we have a say in that?	All current contracts will be migrated onto SProc.Net but in order for these to be migrated, you will need an approved Accreditation and Enrolment (A&E) so that we can assign these against your account.  Please log in and check all of your 'Service Agreements' to make sure you are happy with the details.
8	When will you be opening the bidding process for the contracts? After the 20/02/2020??	Requirements (routes) will be sent out from 20/04, therefore you need to be approved on the system by this date. We recommend submitting your Accreditation and Enrolment by 13/04 so that there is enough time for <i>adam</i> and East Sussex to review your application.
9	Is financial documentation needed?	This is a standard requirement across all CCS compliant commissioning exercises. If you are unable to provide this, please upload a blank document explaining the circumstances, and we will look to secure assurance of your financial stability elsewhere. There is also an additional questions allowing you to explain the reasons why, e.g. you are a new start business.

10	Why is there a requirement of £10m for Employer's and Public liability insurance?	This is the standard requirement for all of the categories that East Sussex commission in.
11	Are Section 19/22 applicable under operator licenses?	Yes, these can be uploaded as a part of your Enrolment.
12	Invoicing, will it be a set template?	Yes, we are currently working with East Sussex throughout the course of the implementation to ensure that this is reflective of your requirements.  You can export and save the invoice to your computer.
13	Can you have more than one account per email address?	You can only have one user per email address. We suggest setting up more than one user so that should you get locked out of your account you can still gain access.  If you are locked out of your account, you can contact Chloe on 07850 913121 or email <a href="mailto:supplier.engagement@useadam.co.uk">supplier.engagement@useadam.co.uk</a> .  You will need to contact our Support Team after 20.04, on 08714 740332 and <a href="mailto:support@useadam.co.uk">support@useadam.co.uk</a>