

Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA
Tel: 020 8760 5584

Contact via: adultsproviderportal@croydon.gov.uk

10 September 2020

Dear Provider

RE: ContrOCC Provider Portal

We wrote to you on 20 July 2020 to inform you that the Council would shortly be introducing a new case and financial management system. As part of these new systems we will be rolling out the ContrOCC Provider Portal, which allows service providers to see payment reports, contract data and purchase orders online. This new electronic payment process can and will improve efficiency for payments administration.

Thank you for everyone who has registered to date. For suppliers who have not yet registered it is vitally important that you do this over the next 10 days **otherwise payments will not be paid**. The provider portal will be the one place for providers to confirm their payments required to the Council and will operate for all placement / packages payments from the week beginning 21 September 2020.

What do we need you to?

In order to access the Provider Portal when the system goes live we will require every provider to confirm an email address for the Provider Portal for your **Invoice Payment Officer** and **Registered Manager / Deputy Manager**. Please send the email addresses to adultsproviderportal@croydon.gov.uk by **Friday 18 September 2020**. Once the above information has been received, your login details along with the required guidance will be provided to you.

Why are we introducing the new portal?

The Provider Portal, which is used by all service providers, will:

- Speed up the payments process
- Efficiently deliver contracts, variations and placement agreements to providers
- Speed up and reduce the resource requirements for scheduling and service user tracking

Please send the requested email addresses to adultsproviderportal@croydon.gov.uk by **Friday 18 September 2020**. Thank you for your assistance.

Yours sincerely



Ed Humphreys
Head of Commissioning and Procurement (Adults, Health and Integration)