



University of East Anglia

Information Services Directorate

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15 April 2016

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_16-084)

We have now considered your request of 30 March 2016 for information on the University's expenditure on payment services. As requested, we have completed the questionnaire at the link provided. We have also copied your request and our response on page 2 of this letter.

With regard to the first column, where you ask '*Are you interested in cost savings / service improvements*', we are not aware of recorded information which would answer this question. However, noting your advice in your email and questionnaire that we should leave blank '*any questions for which you cannot provide an approximate answer without research*' we have not completed this part of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-084)

Note from questionnaire: *Please complete as many of the following questions as possible, but precise answers are NOT required. We simply need approximate values in order to quantify the market size and leverage the highest possible savings (keenest rates) from the banks and payment service providers. If there are questions for which you cannot provide an approximate answer without research, then please simply leave that field blank*

<i>Service Category</i>	<i>Are you interested in cost savings / service improvements</i>	<i>Annual spend</i>	<i>Annual transaction value</i>	<i>Annual number of transactions</i>
<i>Merchant accounts</i>	See letter	£233,500	£36,500,000	400,000
<i>Payment gateway service</i>		£56,000	£15,000,000	15,000
<i>Card acceptance package</i>		£14,452 (Pin Entry Devices only)	£36,500,000	400,000
<i>Direct Debits</i>		N/A - charges included with overall bank charges	£11,120,000	13,800
<i>Swipe cards & Barcode</i>		N/A	N/A	N/A
<i>Procurement cards</i>		Nil	£1,818,000	16,574
<i>Voice Response systems</i>		N/A	N/A	N/A
<i>Automated Payment Systems</i>		N/A	N/A	N/A