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Federal Department of Finance FDF

**Federal Office for Customs and Border Security FOCBS**  
Support

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## **Fuel card provider approval contract – Annex 4**

Cooperation and escalation arrangements

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## Cooperation and escalation arrangements

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## Cooperation and escalation arrangements

### 1 Purpose of the document

This document sets out the cooperation and escalation procedure between the FOCBS and the Fuel card provider in accordance with section 9 of the approval contract.

### 2 Cooperation

#### 2.1 Communication at specialist level

Contacts at the FOCBS:

Area	Contact names	Contact details (E-mail / telephone)
Client relations	Michael Marugg	<a href="mailto:michael.marugg@bazg.admin.ch">michael.marugg@bazg.admin.ch</a> +41 58 462 66 55
Legal matters	Michael Marugg	<a href="mailto:michael.marugg@bazg.admin.ch">michael.marugg@bazg.admin.ch</a> +41 58 462 66 55
Finance (payment transactions)	Processing and Debtor Management	<a href="mailto:info-finanzen@bazg.admin.ch">info-finanzen@bazg.admin.ch</a>
Technical matters (Fuel Card Provider Interface)	DevOpsValletta	<a href="mailto:devopsvaletta@bazg.admin.ch">devopsvaletta@bazg.admin.ch</a>
Operations (assessment)	HVC abroad	<a href="mailto:lsvaausland@bazg.admin.ch">lsvaausland@bazg.admin.ch</a>

Contacts at the Fuel card provider:

Area	Contact names	Contact details (E-mail / telephone)
Client relations	First name & last name	E-mail Telephone
Legal matters	First name & last name	E-mail Telephone
Finance	First name & last name	E-mail Telephone
Technical matters	First name & last name	E-mail Telephone
Operations	First name & last name	E-mail Telephone

#### 2.2 Exchange of information in the Fuel card provider liaison body

The following topics are examples of those discussed in the Fuel card provider liaison body:

- Performance measurement results
- Improvement measures
- Further developments
- Changes

FOCBS members:

Area	People (First name / last name)	Contact details (E-mail / telephone)
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## Cooperation and escalation arrangements

Client relations	Michael Marugg	<a href="mailto:michael.marugg@bazg.admin.ch">michael.marugg@bazg.admin.ch</a> +41 58 462 66 55
Legal matters	Michael Marugg	<a href="mailto:michael.marugg@bazg.admin.ch">michael.marugg@bazg.admin.ch</a> +41 58 462 66 55
Finance	Angelo Torello	<a href="mailto:angelo.torello@bazg.admin.ch">angelo.torello@bazg.admin.ch</a> +41 58 462 67 69
Technical matters	Sathya Meyer	<a href="mailto:sathya.meyer@bazg.admin.ch">sathya.meyer@bazg.admin.ch</a> +41 58 46 96927 +41 79 328 29 14
Operations	Stephan Schibler	<a href="mailto:stephan.schibler@bazg.admin.ch">stephan.schibler@bazg.admin.ch</a> +41 58 463 07 83
Further development	Ulrich Brönnimann	<a href="mailto:ulrich.broeninimann@bazg.admin.ch">ulrich.broeninimann@bazg.admin.ch</a> +41 58 46 25493

Fuel card provider provider members:

Area	People (First name / last name)	Contact details (E-mail / telephone)
XXXXXXXX	First name & last name	E-mail Telephone
XXXXXXXX	First name & last name	E-mail Telephone
XXXXXXXX	First name & last name	E-mail Telephone
XXXXXXXX	First name & last name	E-mail Telephone

## 3 Escalation procedure

If the specialist level contacts are unable to resolve differences and conflicts in connection with contract performance by mutual agreement, the persons responsible for client relations consult those involved at escalation level L1. If those involved at escalation level L1 cannot reach an agreement, they contact those involved at escalation level L2.

### 3.1 FOCBS escalation levels

Escalation level	Level/function	Those involved
L1	Division	Michaela Probst
L2	Management	Birgitta Schweizer

### 3.2 Fuel card provider escalation levels

Escalation level	Level/function	Those involved
L1	Division	First name & last name
L2	Management	First name & last name

## **Cooperation and escalation arrangements**

### **4 Invoicing**

In accordance with section 8.2 of the approval contract, invoicing is to be sent to the following address:

Firmenname, Strasse, Stadt, Land

The Fuel card provider collects the invoice from the portal designated by the FOCBS.

### **5 Termination**

In accordance with section 22.5 of the approval contract, notice of termination is to be sent to the following address:

First name & last name, company name, street, city, country