

SSE Home Services Ltd : Unpaid Invoice Escalation Process

11 Digit PO beginning PO-004XXXXX

Stage 1

- Query issued direct to Accounts Payable by email to hs.ap@sse.com
- All queries should be acknowledged within 5 working days.

Stage 2

- If no response received within 5 working days, escalation should be issued to lynn.Cossar@sse.com (Accounts Payable Senior Advisor)
- All escalations should be acknowledged within 3 working days

Stage 3

- If no response received within 3 working days, escalation should be issued to lynn.kyle@sse.com (Accounts Payable Manager)
- All escalations should be acknowledged within 2 working days

Stage 4

- If no response received within 2 working days, escalation should be issued to sarah.corrigan@sse.com (Group Accounts Payable Manager)
- All escalations should be acknowledged within 1 working days

- The Accounts Payable team can be contacted directly by telephone on 01698-731597
- Any attempt to bypass the escalation process may result in a further delay in resolution