

# 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](mailto: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](mailto: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](mailto: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.L.Turner@sse.com](mailto:Sarah.L.Turner@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