

SSE PLC : Unpaid Invoice Escalation Process

10 digit PO beginning 12

Stage 1

- Query issued direct to Accounts Payable by email to sse.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 shirell.tutton@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 kevin.robertson@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 (Group Accounts Payable Manager)
- All escalations should be acknowledged within 1 working days

- The Accounts Payable team can be contacted directly by telephone on 01698-735-570
- Any attempt to bypass the escalation process may result in a further delay in resolution