

SSE – ROI based entities : Unpaid Invoice Escalation Process

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Stage 1

- Query issued direct to Accounts Payable by email to accounts.payable.dublin@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 damien.smyth@sse.com (Accounts Payable Manager - ROI)
- All escalations should be acknowledged within 2 working days.

Stage 3

- 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 day.

- The Accounts Payable team can be contacted directly by telephone on 00 353 1 655 6871
- Any attempt to bypass the escalation process may result in a further delay in resolution