

## ESV : Unpaid Invoice Escalation Process

### 10 digit PO beginning 111

#### Stage 1

- Query issued direct to Accounts Payable by email to [esv.ap@sse.com](mailto:esv.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 [donna.laird@sse.com](mailto:donna.laird@sse.com)
- All escalations should be acknowledged within 1 working day

#### Stage 3

- If no response received within 1 working day, escalation should be issued to [aileen.gavin@sse.com](mailto:aileen.gavin@sse.com)
- All escalations should be acknowledged within 1 working day

#### Stage 4

- If no response received within 1 working day, escalation should be issued to [sarah.l.turner@sse.com](mailto:sarah.l.turner@sse.com)
- All escalations should be acknowledged within 1 working day

- The Accounts Payable team can be contacted directly by telephone on 0345 076 7659
- Any attempt to bypass the escalation process may result in a further delay in resolution