

# 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](mailto: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 [lonela.Marcoccia@sse.com](mailto:lonela.Marcoccia@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 [Jill.moore@sse.com](mailto:Jill.moore@sse.com)
- 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