

# ESV: Unpaid Invoice Escalation Process

10 digit PO beginning 111 or 112

## 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 [leigh.kyle@sse.com](mailto:leigh.kyle@sse.com) and [carolyn.jones2@sse.com](mailto:carolyn.jones2@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 0345 076 7659
- Any attempt to bypass the escalation process may result in a further delay in resolution