

## SITA SUPPLIER GUIDELINES

Dear Supplier:

By this document, SITA would like to inform you of the operational guidelines that will ensure that our transactions with our suppliers are processed quickly and effectively and, more particularly, that SITA is able to pay you in a timely manner. SITA has adopted a three-way matching process using our P2P System. Three-way matching requires that, whenever the issuance of a P2P Purchase Order is required:

- a P2P Purchase Order,
- a Receipt of the goods and/or services, and
- a Supplier Invoice must be matched within our P2P System before a payment can be made.

### **SITA Purchase Orders - SITA's "No PO = No Pay" Policy**

It is SITA's policy that Purchase Orders generated by our Procure to Pay ("P2P") System are required in all but exceptional circumstances (see below) in connection with all procurements. As a consequence, no ad hoc purchase orders, written or verbal requests or contracts will be deemed valid and invoices for goods or services delivered pursuant thereto may be rejected and not paid. We ask for your support to uphold this policy and request that you only act on receipt of a formal P2P Purchase Order which conforms to the attached model or to any modification of such model as may be explicitly authorized in a written contract you have concluded with SITA. If you are unsure about the validity of a Purchase Order or if you are asked to supply goods or services without a Purchase Order, please contact SITA Purchasing before starting performance or delivery. To contact a Sourcing Manager or purchasing specialist in your region please use the below addresses.

- Americas - [amer.purchasing@sitaaero.com](mailto:amer.purchasing@sitaaero.com)
- APAC - [apac.purchasing@sitaaero.com](mailto:apac.purchasing@sitaaero.com)
- Europe - [euro.purchasing@sitaaero.com](mailto:euro.purchasing@sitaaero.com)
- MEIA - [meia.purchasing@sitaaero.com](mailto:meia.purchasing@sitaaero.com)
- Central - [central.purchasing@sitaaero.com](mailto:central.purchasing@sitaaero.com)

In certain exceptional cases, including purchases of telecommunication services, utilities, leases, insurance and taxes, P2P Purchase Orders are not required. If you believe that the goods or services that you provide to SITA fit within one of these cases, please seek confirmation thereof from your interlocutor within SITA or contact a Sourcing Manager or purchasing specialist in your region before starting performance or delivery.

### **Receipting of Goods and Services**

To help the receipt process and to ensure timely payment of your invoices, we underscore the importance of delivering goods and services only to the "Ship To Location" address (including the details within Notes to Supplier) indicated on the P2P Purchase Order.

### **Invoices**

All invoices should be

- issued in English,
- issued in English and the relevant local language (bilingual invoice), or
- issued in the relevant local language and accompanied by an English translation.

Your invoice should also contain your bank details to be used for payment. SITA encourages all suppliers to use electronic payments as much as possible due to benefits available both for SITA and for suppliers. Please contact a Sourcing Manager or purchasing specialist in your region if you want to change the current payment method to electronic.

*Where a P2P Purchase Order is required:*

Please make sure that your invoices, be they paper invoices or electronic invoices, reflect the following important information set forth on a P2P Purchase Order or in the contract you have concluded with SITA:

- the correct SITA legal entity as the customer; this entity is set forth in the “Bill To” field on the P2P Purchase Order,
- the full SITA Purchase Order number, e.g., 2301123456,
- your correct VAT/Sales Tax Registration Number and VAT/Sales Tax percentage (if such tax is applicable), and
- your contact email or phone for sorting out payment or data issues. If the foregoing information does not appear on your invoice, payment will be refused or delayed. Please be sure to use the correct PO number and details. If a different PO number is used or if the Description on invoice does not comply with the PO Description, it may lead to confusion and invoice rejection. Unless agreed with SITA, please always issue the invoice in the currency which was used on the PO (which is derived from the contract or quotation currency). If the invoice must be issued in different currency, please contact SITA in advance (preferably stipulate it in the contract or quotation).

*Where a P2P Purchase Order is not required:*

Please make sure that your invoices reflect the following important information:

- the correct SITA legal entity as the customer; this is the entity with whom you have contracted,
- the relevant SITA contact responsible for interfacing with you, the Supplier, in connection with the Goods or Services on the invoice,
- your correct VAT/Sales Tax Registration Number and VAT/Sales Tax percentage (if such tax is applicable), and
- your contact email or phone for sorting out payment or data issues.

If the foregoing information does not appear on your invoice, payment will be refused or delayed.

### **Submission of Paper Invoices**

Invoices should be produced on your official letterhead.

*Where a P2P Purchase Order is required*

Paper invoices must be sent to the address for posting paper invoices stated on the SITA Purchase Order. Please note that this address, known as the “envelope address”, should only be used for sending the invoice and must be distinguished from the address of the “Bill To” SITA legal entity stipulated on the PO in whose name and address the invoice should be raised. To be clear, the Envelope address may differ from the Bill to address.

*Where a P2P Purchase Order is not required:*

Paper invoices must be sent to address from the SITA Accounts Payable Directory (<http://www.sita.aero/others/supplier-queries>) unless the contract stipulates otherwise. Here again, it is necessary to distinguish the SITA address to which the paper invoice is to be sent and the SITA entity and address in whose name the invoices should be raised. If you are unsure about the appropriate address to which paper invoices should be sent, please contact the SITA Finance Helpdesk ([financehelpdesk@sitaaero](mailto:financehelpdesk@sitaaero)). Soft Copies of Paper Invoices: In order to speed up the processing of your invoices and to avoid possible data capture errors which may delay the timely payment thereof, you can also send, in addition to the paper copy, a scanned black and white (no color) image of your invoice to our country dedicated mailbox ([Invoices-\\*\\*\\*\\*\\*@sitaaero](mailto:Invoices-*****@sitaaero); please replace the asterisks by the country of the Bill to address, e.g., “[Invoices-Belgium@sitaaero](mailto:Invoices-Belgium@sitaaero)”) stated on the PO. A list of our country dedicated mailboxes can be found in the SITA Accounts Payable Directory (<http://www.sita.aero/others/supplier-queries>).

### **SITA Corporate Purchasing Card**

SITA has concluded an agreement with American Express pursuant to which we utilize a corporate purchasing card to buy certain categories of goods and services in order to simplify and accelerate the procurement process. Where a Supplier is willing and able to accept payments from AMEX:

- an AMEX virtual payment (vPayment) transaction number shall be generated and provided to the Supplier; this number should be used by you to request payment from AMEX; and
- the Supplier must submit to SITA, as per the rules set forth below, an invoice which indicates that it is to be settled via SITA’s Corporate Purchasing Card.

### **Communication Policy**

The standard business language in SITA is English. To minimise misunderstandings, please use English for all communications unless you have confirmation from your SITA contact that another language will be accepted. Using other languages may cause delays in processing your transaction. If you have a query or issue with respect to any aspect of SITA’s Purchasing process, please direct your query to the following addresses in order to speed up response time:

- for queries on a Purchase Orders, please contact the Buyer referenced in the P2P Purchase Order;
- for general purchasing queries contact a Sourcing Manager or purchasing specialist in your region using the below addresses.

- Americas - [amer.purchasing@sitaaero](mailto:amer.purchasing@sitaaero)
- APAC - [apac.purchasing@sitaaero](mailto:apac.purchasing@sitaaero)
- Europe - [euro.purchasing@sitaaero](mailto:euro.purchasing@sitaaero)

- MEIA - [meia.purchasing@sita.aero](mailto:meia.purchasing@sita.aero)
- Central - [central.purchasing@sita.aero](mailto:central.purchasing@sita.aero)

• for any queries related to invoices or settlement of invoices, please contact the Accounts Payable team at [FinanceHelpdesk@sita.aero](mailto:FinanceHelpdesk@sita.aero) or call the SITA Finance Hotline at +420 272 181 700.  
If you need to define one or more SITA legal entities as customers in your financial or transactional systems,

#### **Supplier Information**

SITA needs up-to-date supplier profiles in order to be able to contact suppliers directly, to process invoices quickly and to pay on time. To facilitate this, we kindly ask you to make sure SITA always has complete and up-to-date information for your company. If there are changes, and in particular if the information appearing on a P2P Purchase Order is incorrect, please send updates to the Buyer referenced in the P2P Purchase Order as soon as practicable. If you are queried by SITA for additional information or for confirmation of our current information, please answer at your earliest convenience.

#### **SITA Standard Terms and Conditions**

Unless stipulated differently in the contract, all P2P Purchase Orders are subject to SITA's Standard Terms and Conditions, including our Payment Terms. See <http://www.sita.aero/others/terms-and-conditions> (to which reference is made in each P2P Purchase Order).

#### **Sample P2P Purchase Order**

The majority of our suppliers receive P2P Purchase Orders via email (in PDF format). In order to help you understand the layout and format of a standard P2P Purchase Order, we set forth below a sample P2P Purchase Order (issued in the name of one of SITA legal entities, "SITA INC US Inc.") with explanations.

