



Key responsibilities for Supplier

- All our requests for Goods and Services will be accompanied by a unique Purchase Order number.
- If you receive a request for goods or services from an employee of O2, please ensure that you receive a Purchase Order number from them before proceeding further.
- The Purchase Order number and line item number must be quoted on all supplier documentation, including delivery notes, worksheets and invoices.
- You must now provide delivery notes/service confirmations to the goods recipient in O2. O2 will work with you to agree a process, if required.
- Failure to quote the Purchase Order number on your invoice will prevent us from entering the invoice on our Accounts Payable system and the invoice will be returned to you. This will delay your payment.
- Your invoice should be sent directly to the address that is clearly identified on the Purchase Order.
- Your central point of contact for Purchase Order queries is the Buyer for the Purchase Order in question.
- The buyers name and contact details are included on the Purchase Order form that you receive.
- Your central point of contact for Invoice queries is our Accounts Payable Department.

Accounts Payable can be reached at accounts.payable@o2.com

Your central point of contact for Purchase Order queries is:
procurement.ie@o2.com

Please include your company name and Purchase Order number in the subject field of your e-mail.

The Purchase Process

It is O2 policy in Ireland to issue a Purchase Order for the supply of all goods and services.

Purchase Orders will be issued to you by email, based on details that you have provided to us. When we send you Purchase Orders:

- The Purchase Order will have a unique, 10 digit reference number.
- The Purchase Order will have a description of the goods or services, quantity and the price for each line item.
- The Buyer's name and contact details will feature on the Purchase Order.
- The delivery address will be shown. Note that items with different delivery addresses may be included on the same Purchase Order.
- The invoice address will be clearly identified.

We must confirm receipt of your goods or services on our purchasing system. In order for us to do so, you must provide a delivery note/service confirmation to the goods recipient, which can be found on the Purchase Order.

To ensure prompt payment of your invoices, your documentation must include:

- The O2 Purchase Order number and line item.

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- Description of the goods or service at the same level of detail and using the same unit of measure as on the Purchase Order.

Incorrect deliveries and/or incomplete documentation will delay payment processing.

How do you ensure prompt payment

To ensure prompt payment, all invoices must include the following:

- Address to Telefónica O2 Ireland Limited or Telefónica O2 Ireland Retail Limited as appropriate.
- Your unique invoice number and invoice date.
- VAT Registration Number, if applicable.
- The O2 Purchase Order number and line item number.
- Description, quantity and value of the goods or services at the same level of detail and using the same unit of measure as on the Purchase Order.
- A total invoice value detailing Gross, Net & VAT amounts.
- Currency as quoted on the Purchase Order.

If your invoice is missing any of the above information, the invoice will be returned to you or may cause delay in payment.

If your invoice includes additional items that are not on our Purchase Order, Accounts Payable will not be able to enter the invoice and therefore will have to return it to you.

Invoices will be blocked for payment if any of the following occur:

- The receipt of the goods or services has not been confirmed on our purchasing system.
- Your invoice quantity is greater than the delivered quantity.
- Your invoice price or unit of measure do not match our Purchase Order.

To resolve invoices that have been blocked for payment, please liaise directly with Accounts Payable, who will route your query to the relevant person in O2.

When you issue us with a **credit note**, it must detail the following:

- Address to Telefónica O2 Ireland Limited or Telefónica O2 Ireland Retail Limited as appropriate.
- Your unique credit note number and credit note date.
- VAT Registration Number, if applicable.
- The O2 Purchase Order number and line item number.
- Description, quantity and value of the goods or services at the same level of detail and using the same unit of measure as on the Purchase Order.
- A total credit note value detailing Gross, Net & VAT amounts.
- Currency as quoted on the Purchase Order.
- Your original invoice number.
- The credit note must state the reason why it has been raised e.g. overcharge or goods return.

When we request a credit note against an invoice that is blocked for payment, please note that the block cannot be lifted until the credit note has been processed on our system.

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Frequently asked questions:

1. What should I do if I receive a request for goods or service without a Purchase Order number?

Please revert to the person who placed the request. You must ensure that you have a Purchase Order number before proceeding further, as the existence of a Purchase Order indicates that the spend has been approved.

2. Where do I send the invoices for payment?

The invoice address will be clearly identified on the Purchase Order.

3. What will happen if I send an invoice which does not quote a Purchase Order number and line item?

An invoice will be returned to you if it does not quote a valid Purchase Order number and line item number.

4. How will O2 handle a quantity mismatch between the quantity delivered and the invoice?

If there is a quantity mismatch on your invoice that is greater than what was delivered the invoice will be blocked for payment pending resolution. Please contact Accounts Payable or the O2 Buyer, contact information can be found on the Purchase Order, to have this matter resolved.

5. What will happen if I have an ongoing services contract?

Some services contracts will be assigned a single Purchase Order number to cover a duration of time. If this is the case, the relevant buyer will inform you of the Purchase Order number when it is set up. All invoices in relation to the contract must then quote this Purchase Order number.