



SITA Supplier Guidelines

(Version December 2015)

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@sitaaero before starting performance or delivery.

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 SITA.Purchasing@sitaaero 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 SITA.Purchasing@sita.aero 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@sita.aero).

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-*****@sita.aero; please replace the asterisks by the country of the Bill to address, e.g., "Invoices-Belgium@sita.aero") 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.

Electronic Invoices

SITA has joined the OB10/TUNGSTEN e-Invoicing Network. We encourage suppliers in countries where this is possible to contact OB10/Tungsten (please visit the portal <http://www.tungsten-network.com/customer-campaigns/sita/> and the document attached thereto) so as to be able to issue e-invoice through this network. Suppliers that do so will enjoy numerous benefits, including rapid and error-free injection of their invoices into SITA's P2P System through the OB10/Tungsten Network, visibility of the status of their invoices as they are processed by SITA and the possibility of receiving SITA Purchase Orders electronically. Please be aware that suppliers who do not engage with OB10/TUNGSTEN shall be reviewed by SITA Procurement in relation to future business.

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 SITA.Purchasing@sita.aero,
- for any queries related to invoices or settlement of invoices, please contact the Accounts Payable team at 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, please contact SITA.Purchasing@sita.aero to provide you with the attributes applicable for your country.

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 SITA.Purchasing@sita.aero 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. If you have any questions, please contact SITA.Purchasing@sita.aero.

Sample P2P Purchase Order

This is the Supplier to which the PO was issued (your company). The same Supplier name and address should be printed on your Invoice.

This is the Purchase Order number that you should quote on any correspondence with SITA. The full PO number must be always quoted on your Invoice.



PURCHASE ORDER

Order No:	2301005170
Order Date	02-SEP-2014
Requisition Preparer	Steven.Wang@sita.aero
Revision Date	-
Supplier Registration Number	GB801 9583 29
Current Buyer	Martin.Heisler@sita.aero

Supplier

This is the SITA Legal Entity to which the Invoice should be made out to. Please always use the full entity name as stated on the PO.

Bill To: SITA INFORMATION NETWORKING COMPUTING USA INC.
 3100 Cumberland Blvd.
 Atlanta
 GA
 ATLANTA, 30339
 United States

Send paper invoices to this address. This is the "Envelope address", not the "Bill To address".
Please note: The "Bill To" and "Send Invoice To" addresses will not necessarily be the same.

If you have any queries relating to the PO, contact the Buyer.
 Do not contact Buyer for invoice or payment queries, but instead contact.
FinanceHelpdesk@sita.aero

In order to ensure proper and timely processing of your invoices, please ensure you correctly quote SITA PO number and SITA Bill To details on your invoices, failing which your invoice may be rejected. Unless agreed differently, please use English in all communication (including invoices) with SITA.
 - Please post a paper invoice to SITA Accounts Payable, 3100 Cumberland Boulevard, Atlanta, Georgia 30339. Once a paper invoice is sent, you can send a scanned copy, in black & white (not in color) in pdf or tif file to Invoices-USA@sita.aero.
 - We also accept, and encourage, the submission of e-Invoices through the OB10 network.
 - Please check SITA Supplier Guidelines on <http://www.sita.aero/content/orders-and-deliveries> for more details and address any queries to FinanceHelpdesk@sita.aero.

Customer Account No.	Supplier No.	Payment Terms
-	13495	45 days from date SITA Finance receives invoice
Note to Supplier:		
Line	Part Number / Description	Delivery Date/Time
1	Description:	
<p>Requestor: Wang, Steve Ship To Location: See Notes to Supplier</p>		
<p>Note to Supplier: This is for BOS project. SITA Logan International Airport Terminal E, Room 1-219, Arrival Level, Adjacent to Taxi stand, East Boston, MA 02128 Attn: Digant Mehta 617-275-1602</p>		

This is the address and contact name to which the goods or services covered by this PO should be shipped. It is often accompanied by details in the "Note to Supplier" section below, which section may contain information about Final Delivery location.

Use the address here to communicate with SITA concerning invoice and payment queries.

Payment Terms from the contract or SITA's standard Terms and Conditions are recited

Total Order Value (price net of any indirect taxes): 6,000.00 (USD)
SITA INFORMATION NETWORKING COMPUTING USA INC. Registration Number: FEIN=52-2086529

In accordance with a signed agreement between SITA and the Supplier, the Supplier shall be bound by the terms and conditions (available on request at www.sita.aero/content/terms-conditions). All Purchase Orders are issued in US Dollars (USD) and are subject to applicable sales tax that the Supplier may be required to collect. SITA will make full settlement of supplier's invoice in accordance with local rules and regulations. SITA is an Equal Opportunity Employer M/F/Disability/Veteran.

This is a SAMPLE Purchase Order for illustration purposes only.