



Date: January 19, 2022

Dear Vendor Partner,

In our continuing efforts to closely partner with our vendors to provide insanely great service to our clients, we need to inform you, and request your concerted cooperation and support in complying with the following changes to our invoicing and payment processes pursuant to recent updates in regulations:

Invoicing: All vendors must provide a Bureau of Internal Revenue (“BIR”) registered sales invoice (“Goods Invoice”) supported by a delivery receipt signed by an authorized Alorica representative (“Representative”) over his/her printed name. Please note that without a visible signature, our Accounts Payable team cannot accept your invoice.

❖ Goods Invoices should have the following information:

- Invoice number
- Invoice date
- Service period
- Alorica Purchase Order# (all invoices that are \$1,000 USD or greater require a Purchase Order)
- Notice to Proceed reference number, if applicable
- Detailed description of the goods and services
- Location where the goods are delivered and/or where services are provided
- Bill to the name, business style (Alorica legal entity), TIN, and address of the legal entity to which the goods and services are being provided, as follows:

Entity	Business Style	TIN	Address
Alorica Teleservices Inc.	Alorica Teleservices Inc.	223-724-698-000	Three Cyberpod Centris-South Tower, Eton Centries Quezon City
Alorica Clark Philippines Inc.	Alorica Clark Philippines Inc.	006-898-155-000	Business Center 4 & 5, Philexcel Business Park M.A Roxas Highway, Clark Freeport Zone, Pampanga, 2023
Alorica Philippines, Inc.	Alorica Philippines, Inc.	211-451-592-000	5th Flr. Alphaland Southgate Tower Chino Roces, Magallanes EDSA Makati City

❖ On the other hand, Service Invoices must be supported by the following documents, and likewise signed by the authorized Representative:

- Accomplishment report
- Certificate of acceptance

- Daily time record (for manpower related billing)
 - Alorica Purchase Order copy
- ❖ NON-Purchase Order (NON-PO) invoices must be supported by the following document:
- Notice to Proceed (NTP)– This is mandatory for NON-PO invoices under Fifty Thousand (Php50,000.00) pesos. Alorica’s Procurement team will send this notification advising you to deliver the goods or services. It is imperative that the NTP is issued as it contains the shipping location details.
- ❖ Scanned copies of all documents should be sent to AloricaPHAccountsPayable@alorica.com

It is important to reiterate that we will be unable to process invoices which are not compliant with the foregoing invoicing guidelines. Accordingly, we will be compelled to reject such invoices via email notification.

To fully comply with the BIR requirements, a complete set of hard copy documents is required as well and should be submitted to the **Accounts Payable Department** in accordance with the following location and schedule:

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- **Address:** 6th Floor, Philplans Corporate Center, 10th Ave cor. Kalayaan Ave., Bonifacio Global City, Philippines, 1634
- **Receiving Schedule:** Friday 1PM to 5PM, invoices can be placed in the drop box provided.

Payments: Payments are released weekly. If you receive payment via check, you will get an email notification once your check/s are ready for pick up from your assigned releasing centers. Please also note that the following documents are required by our releasing centers:

- For Services - Official Receipt (OR) with VAT registration information;
- Valid Authority to Print (ATP) as per BIR requirement should be issued upon receipt of payment without the need for demand.
- For Goods - Collector Receipts or Acknowledgement Receipt with VAT registration information;
Valid Authority to Print (ATP) as per BIR requirement

Note that the period for release of payment starts from the date a valid invoice is received by the Accounts Payable Department.

If you have not received payment by the due date, you can contact us through the following email and you will endeavor to reply within 24 hours to address your issues.

Email address: AloricaPHAccountsPayable@alorica.com

Sincerely Yours,

Accounts Payable Department, Alorica

Corporate Finance – Philippines Accounting, Global Accounting

6th Floor, Philplans Corporate Center, 10th Ave cor. Kalayaan Ave., Bonifacio Global Taguig City,
Philippines,1634