



Date: January 5, 2021

Dear Vendor Partner,

Good day!

In our continuing efforts to provide great experiences, we are reaching out to communicate the changes our Accounts Payable and Treasury requirements. These changes are intended to improve our inter-department processes which will result in an overall better experience for you.

To achieve this goal, we are requesting your full support and compliance. Effective Immediately, please be guided on the following requirements for us to be able to process your invoice:

- BIR Registered Sales Invoice (Goods), supported by Delivery Receipt duly signed by authorized Alorica Representative - Signature over printed name.
- Billing Statement (Services), supported by the following documents as required, and duly signed by the authorized Alorica Representative:
 - Accomplishment Report
 - Certificate of Acceptance
 - Daily Time Record (For manpower related billing)
- The Sales Invoice/Billing Statement should have the following information:
 - Invoice number,
 - Invoice Date
 - Service Period,
 - Alorica Purchase Order# (if applicable),
 - Detailed description of the goods and services,
 - Ship to location for where the goods and/or services are being provided,
 - Bill to Name, Business Style, TIN and address of legal entity for which goods and services are being provided as follows:

ENTITY	TIN	ADDRESS
ALORICA ASIA ROHQ LTD.	009-101-207-000	Three Cyberpod Centris-South Tower, Eton Centris Quezon City
ALORICA TELESERVICES INC.	223-724-698-000	Three Cyberpod Centris-South Tower, Eton Centris Quezon City
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.	211-451-592-000	5th Flr. Alphaland Southgate Tower Chino Roces, Magallanes EDSA Makati City

- Alorica Purchase Order copy if applicable.
- Scanned copies of the above document should be sent to AloricaPHAccountsPayable@alorica.com, you will receive acknowledgement once invoice has been validated. Note that counting of payment terms starts from the date of receipt of valid invoices by the AP Department.
- In compliance to BIR, complete set of hard copy documents as mentioned should be submitted as well to Alorica Accounts Payable on the following location and schedule.
 - **Department:** Accounts Payable Department
 - **Address:** 6th Floor, Philplans Corporate Center, 10th Ave cor. Kalayaan Ave., Bonifacio Global City, Philippines,1634
 - **Receiving Schedule:** Friday 1PM to 5PM

SOA in excel format at least once a quarter: Please send your SOA in excel format to accountspayableph@alorica.com. Subject in email: SOA_Period_Company (SOA_Q12018_Company).

Payments: Payments are made weekly, please expect remittance advice which details the list of invoices paid. To make sure smooth processing of future payments, we require that Official receipts/Collector receipts be issued to us within 24 hours.

PDF Copies of the following documents must be submitted to AloricaPHAccountsPayable@alorica.com for validation and hardcopies transmitted to the address mentioned above

- 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.
- Goods - Collector Receipts with VAT registration information, Valid Authority to Print (ATP) as per BIR requirement

To inquire about payment status, you may contact AP through:

- Email address: accountspayableph@alorica.com

Sincerely Yours,
 AP Department, Alorica
 Corporate Finance – Philippines Accounting, Global Accounting
 6th Floor, Philplans Corporate Center, 10th Ave cor. Kalayaan Ave., Bonifacio Global Taguig City, Philippines,1634