

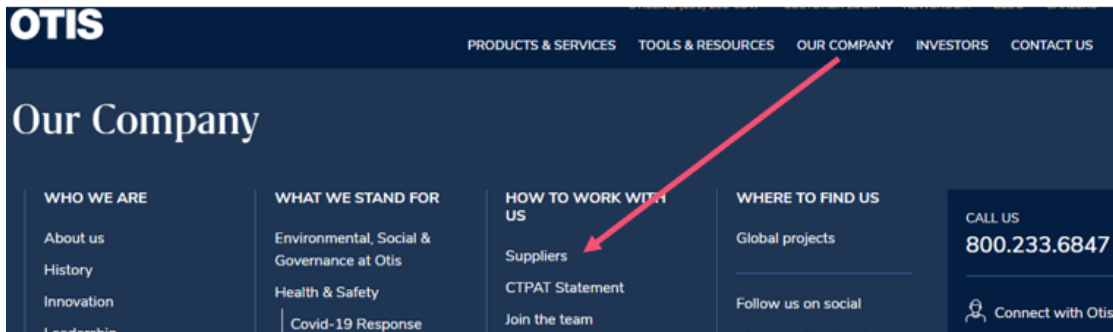
Dear Valued Supplier,

This supplier guide provides you with resources to get current information, an overview of Otis' organizational structure and critical information for submitting invoices to receive timely payments.

As the information in this document is subject to change, you are encouraged to bookmark the following web-site page for future reference.

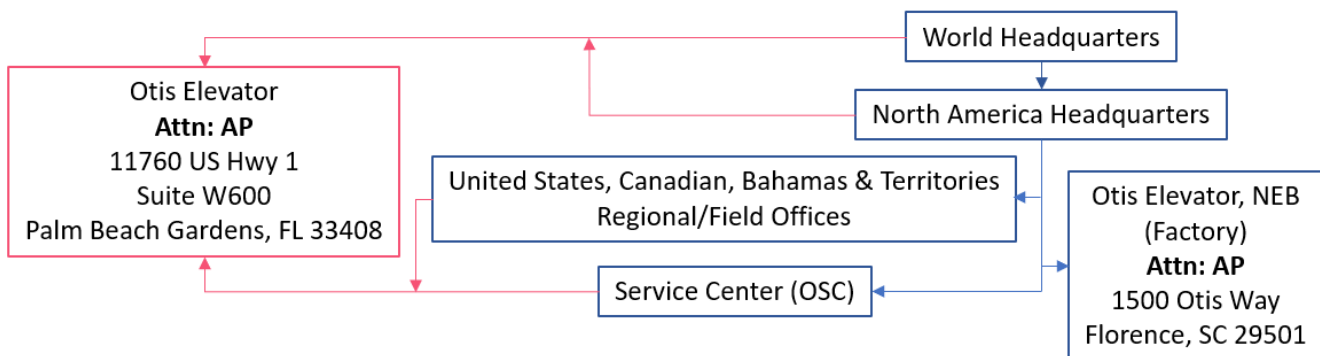
## Doing business with Otis

Otis' commitment to a successful partnership with our suppliers include providing the following information on <http://www.otis.com>.



- ✓ How to Work with Otis Guide
- ✓ EFT Enrollment Form
- ✓ J.P. Morgan's Single-Use AccountsSM Virtual Card Payment Form
- ✓ Supplier Code of Conduct
- ✓ Reporting Misconduct
- ✓ Safety Cardinal Rules
- ✓ Supplier Performance (Quality manuals, Contractor safety requirements protocol)
- ✓ Terms and Conditions of Purchases
- ✓ Supplier Diversity

## Organizational Structure (Locations) & Invoice Mailing Addresses



## Invoice Instructions

Otis determines the type<sup>1</sup> of purchase order based on 1) location and 2) goods and/or services being purchased. By following these instructions your invoice(s) are routed to the correct AP queue, therefore processed timely and without delays.

Equally important are the instructions for attaching invoices to the email. This ensures the attachment can be automatically read and all invoices are uploaded for processing. If successful, you will receive a system generated email confirmation. Or, you will receive a system generated rejection email notification.

<b>Locations:</b> World Headquarters, North America Headquarters, US/Canadian Field Offices, and Service Center (OSC)	
Type of PO (Syntax) <sup>1</sup>	Invoice Process
PO# begins with "VPO" (ex: VPO27539)	1. Email <sup>2</sup> : <a href="mailto:otis.2500.invoices@conduent.com">otis.2500.invoices@conduent.com</a> 2. Fax: 801-567-5569 3. Mail (page 1)  <i>Accounts Payable Customer Service</i> Email: <a href="mailto:otis2500customerservice@custhelp.com">otis2500customerservice@custhelp.com</a>
<ul style="list-style-type: none"> <li>• PO# is 7 digits (ex: 1234567)</li> <li>• PO# is 8 digits (ex: 12345678)</li> <li>• PO# begins with "X" (except noted below)</li> </ul>	1. Email <sup>2</sup> : <a href="mailto:naainv@otis.com">naainv@otis.com</a> 2. Mail (page 1)  <i>Accounts Payable Customer Service</i> Email: <a href="mailto:apcustomerservice@otis.com">apcustomerservice@otis.com</a>
PO# begins with "XD", "XI"	1. Email <sup>2</sup> : <a href="mailto:oscap@otis.com">oscap@otis.com</a> 2. Mail (page 1)

<b>Location:</b> Otis Elevator, NEB (Otis' Factory, Florence SC) <i>Accounts Payable/Payment Inquires, 1-843-432-4316</i>	
PO Number Syntax	Invoice Process
<ul style="list-style-type: none"> <li>• PO# is 7 digits (ex: 2921582)</li> <li>• Utility Invoices (telecommunications, electric)</li> </ul>	1. Email <sup>2</sup> : <a href="mailto:flainv@otis.com">flainv@otis.com</a> 2. Mail (page 1)
PO# is 6 digits or may contain a letter + 5 digits (ex: 632541 or P633175)	1. Email <sup>2</sup> Invoices to: <a href="mailto:chessap@otis.com">chessap@otis.com</a> 2. Mail (page 1)

## Invoices to Email Instructions

1. The file name cannot include any symbols (ex: inv#123.pdf, 123-11.29.2021)
2. Invoices are required to be formatted as either a PDF (preferred), JPEG, JPG, DOC, DOCX, XLS, XLSX, BMP, GIF, HTML, PNG, RTF, TIFF, or TXT file. (Note: do **not** attach files formatted at .msg)
3. One invoice per file (do not add/save multiple invoices in the same file)
4. You can attach multiple files (reminder, one invoice per file) within the same email. However, the email size cannot exceed 15MB.
5. Email attachments are automatically uploaded therefore, any information in the body of the email will not be read
6. Do not add other email addresses in the "To" field (additional email addresses in the "CC" field are allowed)

## Payment Methods

In lieu of receiving a paper check, Otis offers the following payment options. In addition to faster cash revenue, the benefits are:

<b>Electronic Funds Transfer</b> U.S. transfer method is via ACH Canadian transfer method is via EFT	<b>J.P. Morgan's Single-Use Accounts<sup>SM</sup></b> <b>Virtual Card Payment<sup>3</sup></b>
<ul style="list-style-type: none"> <li>✓ Controls keep information confidential</li> <li>✓ Money available 1 to 2 days after transfer (depends on your bank)</li> <li>✓ Remittance options available (see below)</li> <li>✓ Daily payment run</li> </ul>	<ul style="list-style-type: none"> <li>✓ Accelerated payment to reduce days sales outstanding (DSO)</li> <li>✓ Eliminate check processing costs</li> <li>✓ Reduction of administration expense, account collection, and follow-up</li> <li>✓ Daily payment run</li> </ul>

## Instructions for Program Enrollment

### Electronic Funds Transfer

To ensure suppliers can apply our payment(s) correctly, Otis will email you the remittance information (aka remittance advice) when funds are electronically transferred. This provides you with a list of invoice number(s), and other pertinent information, to reconcile the amount deposited into your bank account.

#### Complete the EFT Enrollment Form

1. Download from (<https://www.otis.com/en/us/our-company/suppliers>) or, refer to page 1
2. Sections applicable to ACH/EFT Remittance Information
  - a. "Supplier's email address": Will receive an email, with the remittance information provided via a PDF file attachment.
  - b. "Option to receive remittance information via CTX": **Applicable to payments made via ACH**  
 In addition to receiving an email, Otis sends the remittance information to the supplier's bank when the money is transferred. As banks offer different electronic funds transfer services, you need to talk with your bank to understand how you can view/receive the remittance information.

## **J.P. Morgan's Single-Use Accounts<sup>SM</sup> Virtual Card Payment Program**

<sup>3</sup>Excludes: Otis' New Equipment Business Factory in Florence SC

While you may already accept credit card payments, you will need to enroll in J.P. Morgan's SUA program.

Completing enrollment will let J.P. Morgan know you wish to participate, and you permit J.P. Morgan to send you virtual card payments. The acceptance of SUA payments comes with no additional costs from J.P. Morgan or Otis, but merchant processing fees apply.

### Complete the Virtual Card Payment Enrollment Form

1. Download from (<https://www.otis.com/en/us/our-company/suppliers>) or, refer to page 1
2. Within two to three business days from Otis receiving the enrollment form, you will receive a welcome email from Otis with instructions on processing SUA payments.

If you have questions about the SUA payment program, please email [otisvirtualcard@otis.com](mailto:otisvirtualcard@otis.com)

Thank you,