



delivering the benefits of **iSupplier**

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***iSupplier Portal – Non-UK  
user guide for suppliers***



## **iSupplier welcome user guide**

**This guide is for suppliers to BT companies located outside the UK, and suppliers of (640) BT Global Services Limited, (951) Communications Networking Services UK .**

BT is driving to improve its relations with all its business partners and aims to provide its approved suppliers with the best possible service. Providing suppliers with visibility of their orders is a key part of that process by providing efficient transactional interactions with BT.

Accessed over the Internet at <https://www.supplierportal.bt.com> BT's approved suppliers will be able to:

- consult a PDF version of a purchase order
- Search for and locate all shipment receipting details
- Search and view invoice and payment data
- Export invoice and payment data into an Excel spreadsheet

iSupplier is straightforward to use. However, we would recommend that you take a few minutes to view this welcome user guide to support familiarisation and ease of navigation.

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## **Contacts**

If you are a supplier of a BT company located outside the UK or you are supplier of

(640) BT Global Services Limited

(951) Communications Networking Services UK

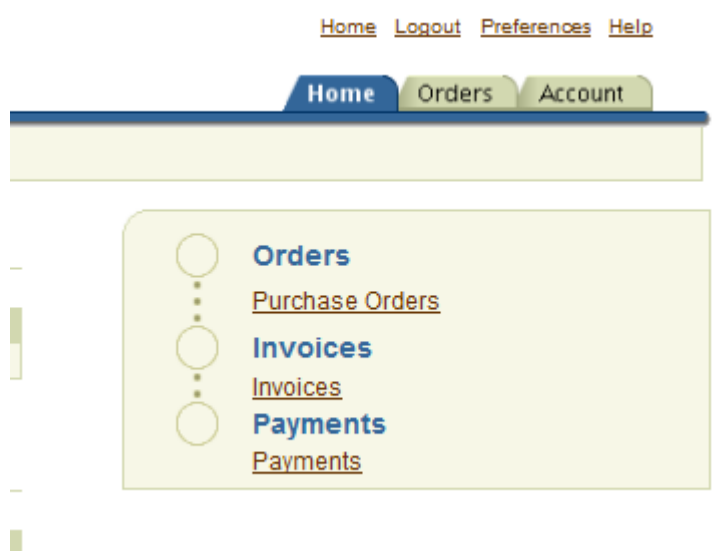
and you have any question relating to iSupplier's functionality or, you wish to be registered on the portal please contact [non-uk.isupplier@bt.com](mailto:non-uk.isupplier@bt.com)

For queries relating to invoices and payments please contact the Help Desk team as detailed on the- [Help Desk Contact list](#)

## 1. Home Page

This is the screen that will appear when first logging on to the iSupplier portal. All functionality within the portal can be reached from here:

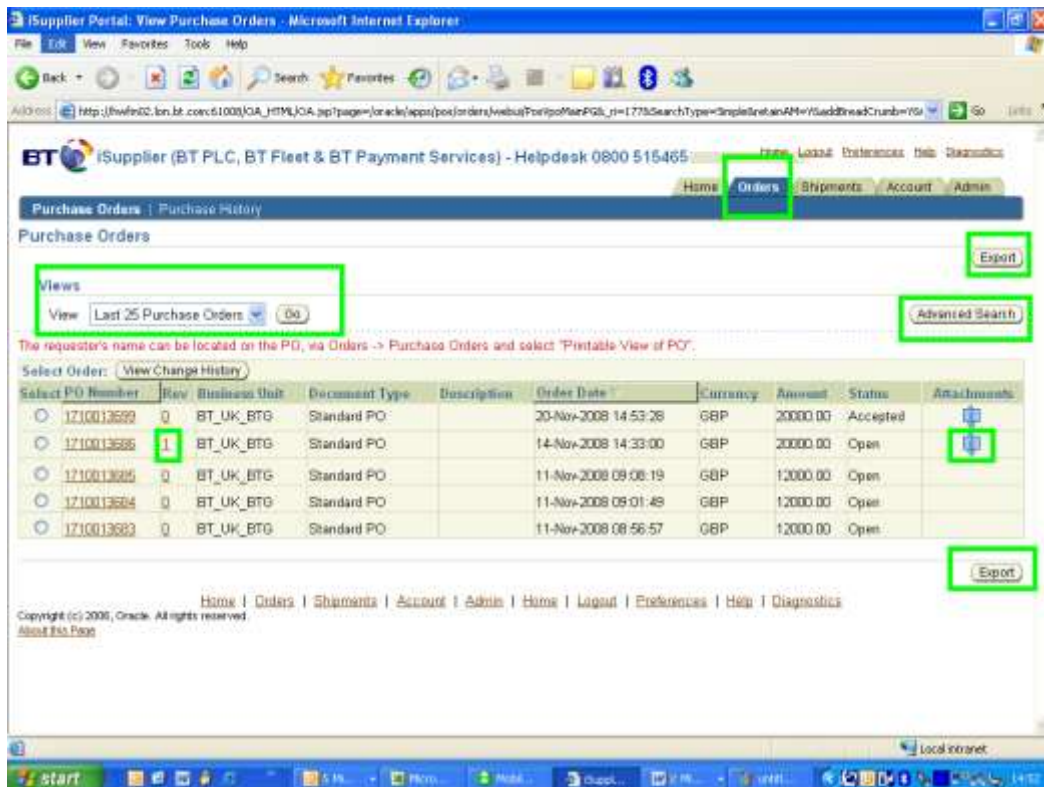
- Home – Summary of the 5 most recent orders and notifications
- Orders – Search facility for looking at purchase orders, including the history of purchase orders
- Account – invoice and payment details





## 2. Orders

By default, the **Orders** tab lists the **last 25 purchase orders** within the system. Alternatively, from the drop down menu it will also provide the option to list all purchase orders, although only 25 purchase orders will be listed at any one time.

The Orders screen, as well as other screens, also provides the option to **Export** data into an Excel spreadsheet and to perform an **Advanced Search** against specific search criteria, such as a purchase order.



The screenshot displays the 'iSupplier Portal: View Purchase Orders' interface. The 'Orders' tab is highlighted in the navigation bar. Below the navigation, there are buttons for 'Export' and 'Advanced Search'. A 'Views' dropdown menu is set to 'Last 25 Purchase Orders'. The main content area contains a table of purchase orders:

Select	PO Number	Rev	Business Unit	Document Type	Description	Order Date	Currency	Amount	Status	Attachments
<input type="radio"/>	1710013599	0	BT_UK_BTG	Standard PO		20-Nov-2008 14:53:28	GBP	20000.00	Accepted	
<input type="radio"/>	1710013586	1	BT_UK_BTG	Standard PO		14-Nov-2008 14:33:00	GBP	20000.00	Open	
<input type="radio"/>	1710013625	0	BT_UK_BTG	Standard PO		11-Nov-2008 09:08:19	GBP	12000.00	Open	
<input type="radio"/>	1710013594	0	BT_UK_BTG	Standard PO		11-Nov-2008 09:01:49	GBP	12000.00	Open	
<input type="radio"/>	1710013683	0	BT_UK_BTG	Standard PO		11-Nov-2008 09:56:57	GBP	12000.00	Open	

At the bottom of the page, there is an 'Export' button and a footer with copyright information: 'Copyright (c) 2008, Oracle. All rights reserved. About This Page'.

## 2.1 Advanced search

The **Advanced Search** facility enables specific queries to be undertaken as demonstrated below:

- By clicking on the drop down menu “**Add Another**”

**Advanced Search**

[Personalize "Advanced Search"](#)  
[Personalize Advanced Search: \(PosVpoSearchInternal\)](#)

To search, please enter Business Unit AND at least one of the following search criteria: PO Number, Supplier

Show table data when all conditions are met.  
 Show table data when any condition is met.

Business Unit    
 PO Number    
 Supplier    
 Document Type

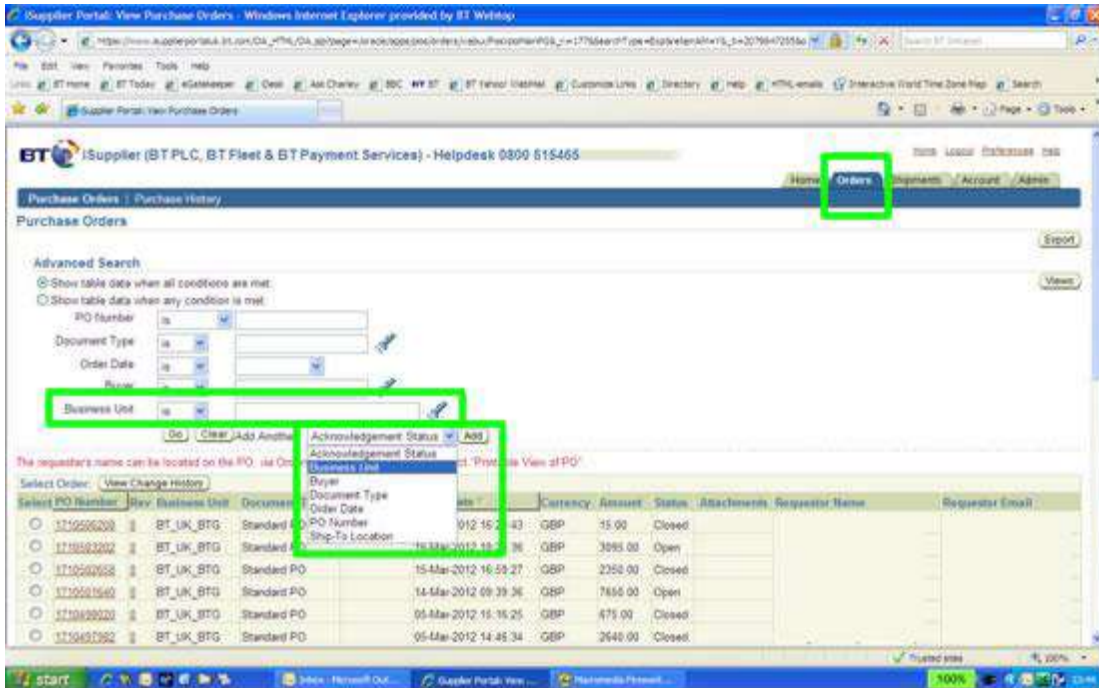
Select	PO Number	Rev	Business Unit	Supplier	Description	Order Date	Bu
	No search conducted.						

[Home](#) | [Orders](#) | [S](#) | [Logout](#) | [Preferences](#) | [H](#)

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[About this Page](#)

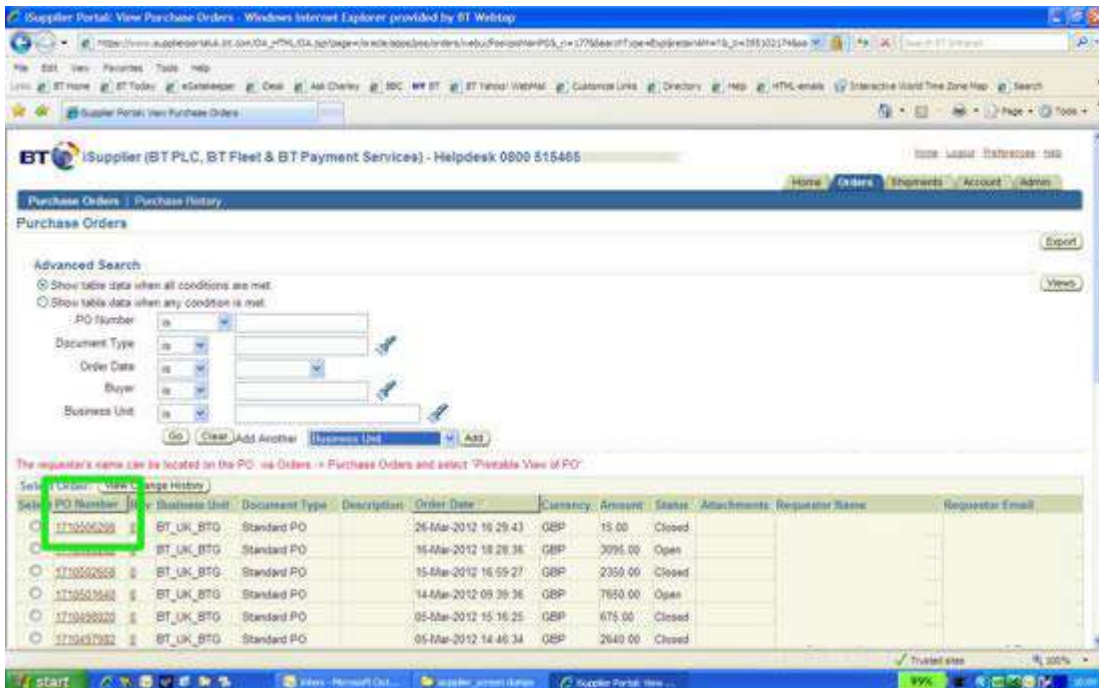
specific, additional search facilities can be applied.

- From the drop down menu select the additional search criteria, such as “Business Unit” and select **add**. (For list of Business units please refer to Annex [Business Units](#))
- The ‘Document Type’ will either be ‘Standard PO’ or ‘Contract’. Other document types are not currently used.



## 2.2 Order details

The specific details of the purchase order can be viewed by selecting the **PO Number**.

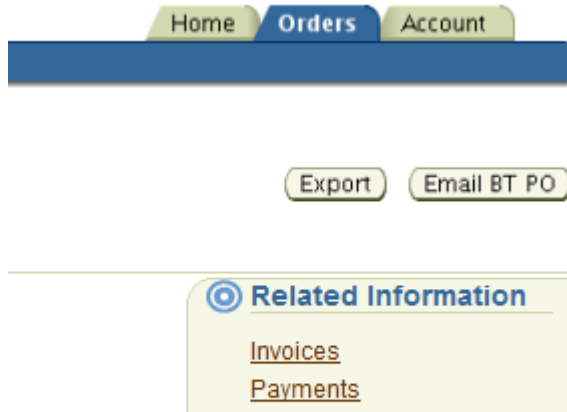


The following details will then appear, including details of the order lines (as shown on page 10).

Links to view any related information specific to the purchase order can be accessed from this screen, such as receipts, invoice and payments.



In addition, the **printable view of PO** provides details of the purchase order, including the **Requestor's name and contact details**. By selecting Email BT PO, a pdf will be sent to the email address that you registered with iSupplier.



Note: if PO status is fully closed, no receipt or invoice can be booked against the PO. Please contact your requestor to obtain a new PO

Reception details as per below screen.





Note to Supplier  
 Organization FR\_2200\_OU  
 Sourcing Document  
 Supplier Order Number  
 Attachments None

LE PLESSIS ROBIN

**PO Details**


TIP Click on the Show link to view shipment details of a line.  
 Indicates new values  
 Indicates cancellation request

Show All Hide All

Details	Line	Type	Item	Supplier Job Item	Description	UOM	Quantity																								
 Hide	1	Goods	CAB-ACE--COM		AC Power Cord (Europe), C13, CEE 7, 1.5M	EA																									
<table border="1"> <thead> <tr> <th colspan="8">PO Details</th> </tr> <tr> <th>Shipment</th> <th>Quantity Ordered</th> <th>Quantity Received</th> <th>Amount(USD)</th> <th>Promised Date</th> <th>Need-By Date</th> <th>Supplier</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td></td> <td>0 15.00</td> <td>24-Mar-2015 00:00:00</td> <td>06-Mar-2015 00:00:00</td> <td></td> <td></td> </tr> </tbody> </table>								PO Details								Shipment	Quantity Ordered	Quantity Received	Amount(USD)	Promised Date	Need-By Date	Supplier		1	2		0 15.00	24-Mar-2015 00:00:00	06-Mar-2015 00:00:00		
PO Details																															
Shipment	Quantity Ordered	Quantity Received	Amount(USD)	Promised Date	Need-By Date	Supplier																									
1	2		0 15.00	24-Mar-2015 00:00:00	06-Mar-2015 00:00:00																										
 Show	2	Goods	CAB-ETH-S-RJ45--COM		Yellow Cable for Ethernet, Straight-through, RJ-45, 6 feet	EA																									
 Show	3	Goods	CISCO3945K9		Cisco 3945 w/SPE150 (3GE,4EHWIC,4DSP,4SM,256MBCF,1GBDRAM,IPB)	EA																									
 Show	4	Goods	PWR-3900-		Cisco 3900/3945 AC Power Supply (3900/3945)	EA																									

By scrolling down the screen the order line details are also shown providing additional information relating to the purchase order such as:

- description of the goods / services ordered
- attachments
- need-by-date
- delivery address, etc.



Supplier Portal: View Order Details - Microsoft Internet Explorer

Address: 121 HIGH STREET  
LONDON, EC1X 2AA

Buyer: [Samain, Richard Andrew](#)  
Order Date: 20-Nov-2008 14:53:28  
Description:  
Status: Accepted  
Reason:  
Note to Supplier:  
Organization: BT\_UK\_BTG  
Supplier Order Number:  
Attachments: [View](#)

Shipping Control  
Bill-To Address: BT UK Accounts Payable Centre  
PO Box 371  
Parkway Business Centre  
MANCHESTER, M14 0WE

**PO Details**

TIP: Click on the show link to view shipment details of a line.  
 Indicates new values  
 Indicates cancellation request  
[Show All](#) [Hide All](#)

Details Line	Type	Item Job Item	Supplier	Description	UOM	Quantity	Price (GBP)	Amount (GBP)	Contract Number	Status	Reason	Global Agreement	Attachments	Price Differential
<a href="#">Hide</a> 1	Fixed Price Services			Provision of services for 12 months				20000.00		Open				

**Shipments**

Shipment	Amount Received (GBP)	Amount	Premised Date	Need By Date	Supplier Order Line	Ship-To Location	Status	Reason	Split	Attachments
1	100.00	20000.00		20-Nov-2008 14:42:14		BT_UK_BTG	Accepted			

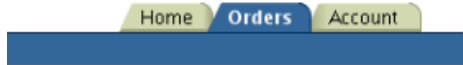
[Printable View](#) [View Change History](#) [Export](#)

### 2.3 Downloading and printing a purchase order

The **Email BT PO** button located towards the top and bottom of the screen enables a copy of the PDF purchase order to be sent by email and printed.



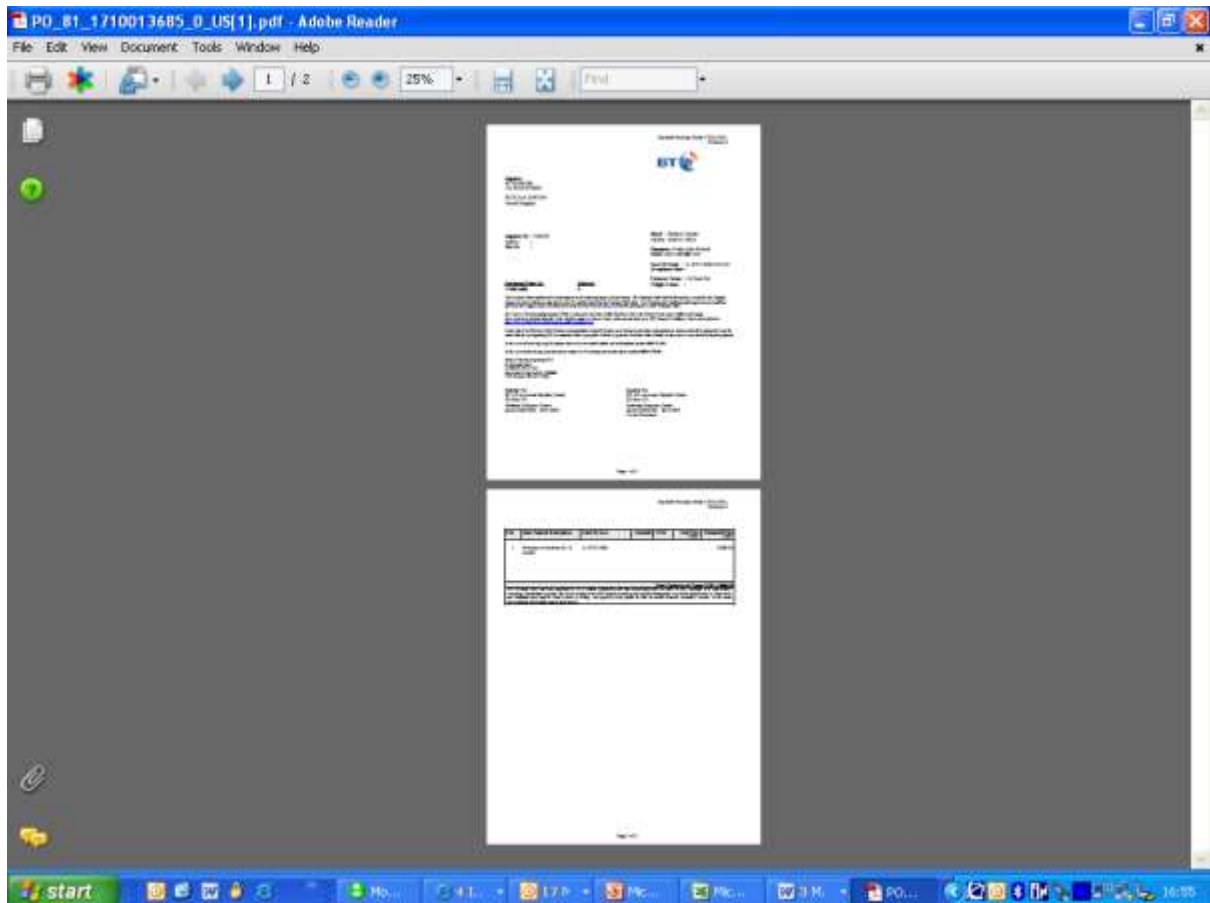
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**Related Information**

- [Invoices](#)
- [Payments](#)

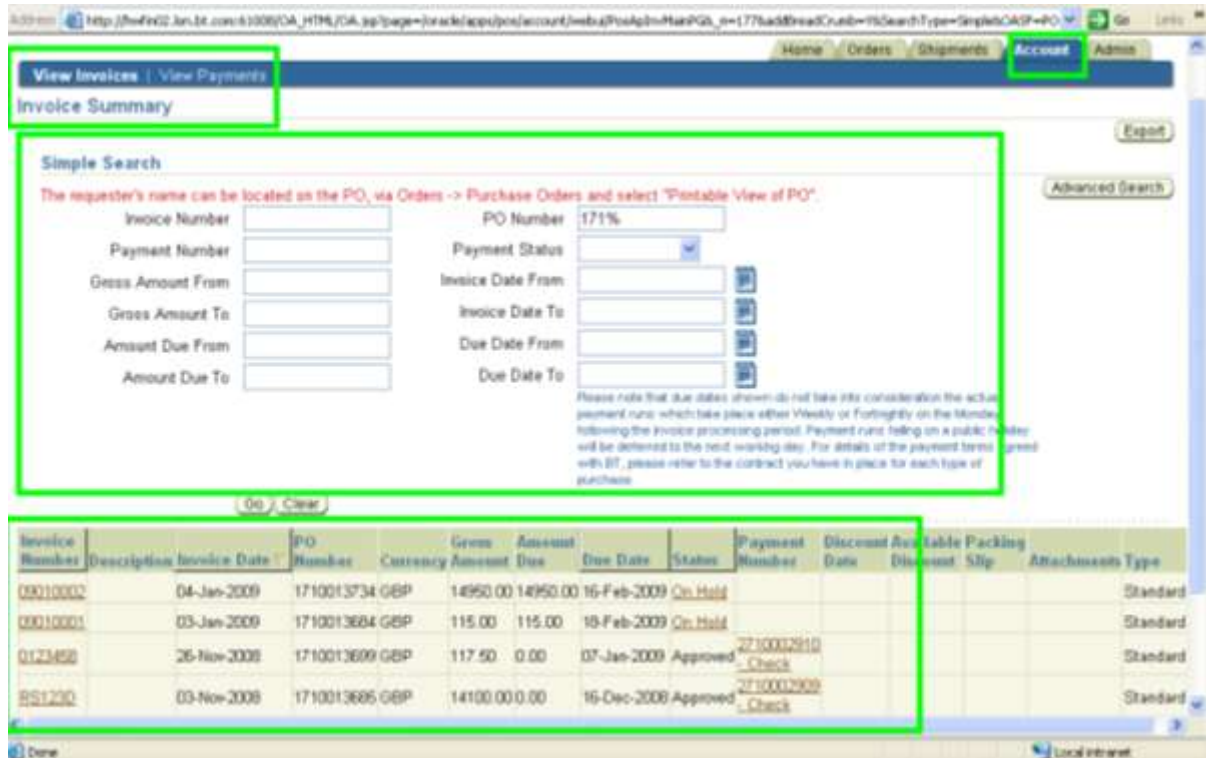
The PDF copy of the Purchase Order will appear as shown below. This will include the **Requestor's name and contact details**.



### 3. Account

This functionality is used to view Account and Payment details.

- Use % as a wild card search (e.g. searching for purchase order number 171% will return all purchase orders starting with that number that have been received by the requestor). A % either side of a text string/number will return any value containing that entry or,



The screenshot shows the 'Account' section of the iSupplier interface. It includes a 'Simple Search' form with various filters and a table of invoices. The 'Account' menu item is highlighted in green. The search form has the following fields:

- Invoice Number
- Payment Number
- Gross Amount From
- Gross Amount To
- Amount Due From
- Amount Due To
- PO Number: 171%
- Payment Status
- Invoice Date From
- Invoice Date To
- Due Date From
- Due Date To

Below the search form is a table of invoices:

Invoice Number	Description	Invoice Date	PO Number	Currency	Amount	Due	Due Date	Status	Payment Number	Discount Date	Available Discount	Packing Slip	Attachments	Type
00010002		04-Jan-2009	1710013734	GBP	14950.00	14950.00	16-Feb-2009	On Hold						Standard
00010001		03-Jan-2009	1710013684	GBP	115.00	115.00	16-Feb-2009	On Hold						Standard
0123456		26-Nov-2008	1710013699	GBP	117.50	0.00	07-Jan-2009	Approved	2710002910				Check	Standard
881230		03-Nov-2008	1710013685	GBP	14100.00	0.00	16-Dec-2008	Approved	2710002909				Check	Standard

Selecting **on hold (first line of the above screen)**, in the above example, will detail the reason why the invoice is on hold and the date when it was put on hold.



View Invoices | View Payments

View Invoice Holds

Invoice: 09010002  
Supplier: BT SUPPLIER  
Supplier Site: EC1X 2AA  
Invoice Date: 04 Jan 2009  
Currency: GBP  
Gross Amount: 14950.00  
Amount Due: 14950.00  
Due Date: 16 Feb 2009  
On Hold Status: On Hold

Hold Reason	Hold Date
Amount billed exceeds amount ordered	13-Jan-2009
Amount billed exceeds amount ordered by tolerance amount	13-Jan-2009
Amount billed exceeds amount received	13-Jan-2009
Amount billed exceeds amount received by tolerance amount	13-Jan-2009

Export

However, by returning to the previous screen, and selecting the related **Invoice Number** the total value of the purchase was for example, 12,000 rather than 14,950.

In this instance, the supplier will need to contact the Requestor by viewing the **PDF view** of the purchase order located within the **Orders** section.

To resolve this, the Requestor may need to amend the PO details to reflect the value or the supplier may need to contact the helpdesk to have the invoice withdrawn and to make arrangements to have it re-submitted.

View Invoices | View Payments

Account View Invoices >

Associated POs

Invoice: 09010002  
Invoice Date: 04 Jan 2009  
Currency: GBP  
Gross Amount: 14950.00  
Amount Due: 14950.00  
Payment Due Date: 16 Feb 2009  
Discount Date  
Available Discount

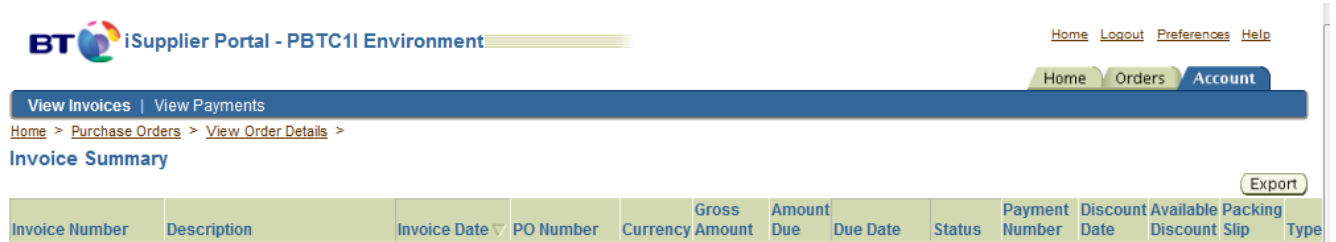
PO Number	Currency	Total	Supplier	Supplier Site
1710013734	GBP	12000.00	BT SUPPLIER	EC1X 2AA

Export

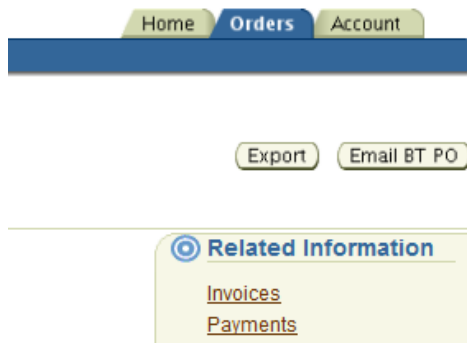
Home | Orders | Shipments | Account | Admin | Home | Logout | Preferences | Help | Diagnostics

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About this Page

### 3.1 Invoices



Can be reached from PO detail screen




Or directly from account tab, selecting **Invoices**, this will show the:

- Invoice Number
- Purchase Order Number
- Payment No.
- Amount and currency
- Due date for payment (although iSupplier is not able to calculate payment runs).
- Payment No. etc.

Invoice Number	Description	Invoice Date	PO Number	Currency	Gross Amount	Amount Due	Due Date	Status	Payment Number	Discount Date	Available Discount	Packing Slip	Type
No search conducted.													

The date that is associated with the **Invoice Number** is the date that appeared on the invoice when issued by the supplier.

### 3.1.1 Invoice statuses

Approved: invoice is awaiting payment

Cancelled: entry has been cancelled, in case invoice number end \_CAN, means the invoice has been rebooked with original invoice number or invoice has been rejected. If you have not been notified on of the rejection and its reason please contact the Help Desk.

Also verify description column. In this field a reason for correctional booking may be inserted e.g. duplicate of invoice xxx.

On-hold: click on “on-hold” in “status” column to see reason in iSupplier  
For list of hold reasons and explanation please refer to annex [On Hold list](#)

In-Process :This status relates to prepayments bookings or to direct debit payments:

- If prepayment is “in process” it means that prepaid invoice is not booked completely in our system.
- If an invoice that is not booked or not booked completely in our system is paid by direct debit, we book a prepayment. Until invoice in question is not booked, prepayment’s status remains in-process.

For payment status always refer to payment status column, only take invoice status into consideration when your invoice is not paid.

Payment number:

By clicking on payment number the “view payments” screen can be consulted. Regardless of invoice status, the presence of a payment number indicates that payment / clearing has been executed.



### 3.1.2 Internal corrections

If search is run on a specific invoice, always affix it with % e.g.: „%12345%” because it can be that invoice number has been affixed in our books due to internal corrections.

It is also to be noted, that Our processes do not support invoice numbers starting with „0”.

In case invoice number contains suffixes \_REV \_COR\_CAN

These suffixes refer to an internal correction; this will not impact the payment, except if cancellation is due to rejection.

Suffix \_WO: invoice in question in our books has been written-off

Suffix \_NET/\_COMP: invoice has been cleared with Netting and not with Bank transfer.

### 3.1.3 Special Invoice number:

In some regions if the Telco vendors and Utility Vendors invoice number are not available (supporting document of payment is equivalent to invoice) the invoice number is populated based on Client Account number and service period MMY

In case invoice numbers are not populated based on an unambiguous sequence, in order to be able to make the difference between the invoices and our records they are suffixed with the date of invoice. MMY.

### 3.1.4 Invoice not in our books:

Invoices may not be recorded in our books because;

Invoice has not yet been received.

Invoice is received but not yet entered into the system.

Invoice has been rejected – a notification email has been sent. For further details turn to help desk.



### 3.2 Payments

Can be reached from PO detail screen



**Related Information**

- [Invoices](#)
- [Payments](#)

Or directly from account tab,



Selecting **Invoices**, this will show the selecting **Payments** this will show the:

- Payment number
- Invoice number – by clicking on invoice number “view invoices screen can be reached”
- Purchase order number
- Payment date
- Currency and amount
- Supplier site and address

Payment	Invoice	PO Number	Payment Date	Currency	Amount	Stopped	Cleared	Voided	Supplier Site	Supplier Address
No search conducted.										

View Invoices | View Payments


**Payment Summary**


**Simple Search**

To search, please enter at least one of the following search criteria: Payment, Supplier Site

PO Number


Supplier Site


Payment Number  

Supplier  

Payment Amount From

Payment Amount To

Payment Date From  

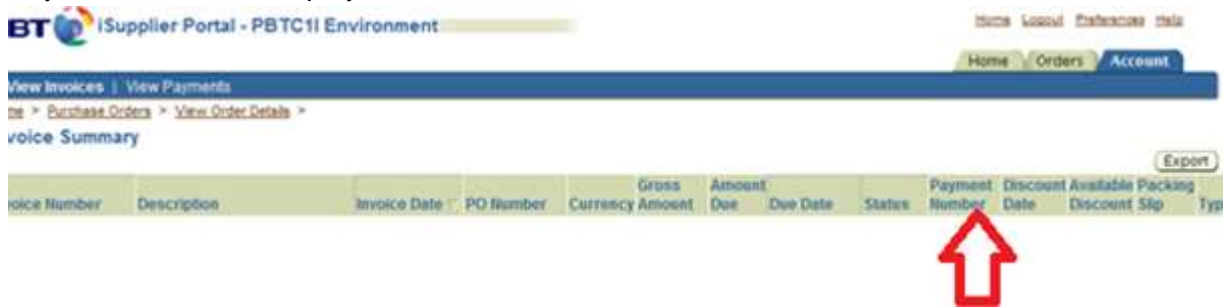
Payment Date To  

Payment	Invoice	PO Number	Payment Date	Currency	Amount	Stop
<a href="#">25005088</a>	<a href="#">31122014</a>		01-Jan-2015	EUR	29.99	

Payment date, is the day when accounts payable send the payment request to the Bank. Funds are not supposed to be credited to the beneficiary’s bank account on the same day

### 3.2.1 Payment number:

Payment number is displayed on “view invoices” tab as well. 10<sup>th</sup> column on screen bel



In this column invoice number is suffixed with name of payment method such as wire, electronic, clearing, cheque

Wire: direct debit has been applied to your invoice, or payment has been executed directly on bank’s portal, in such case a separate payment without cash flow is booked in our books to reflect bank statement. Therefore payment date of “wire” payments does not reflect the date of direct debit or the date of banking transaction.

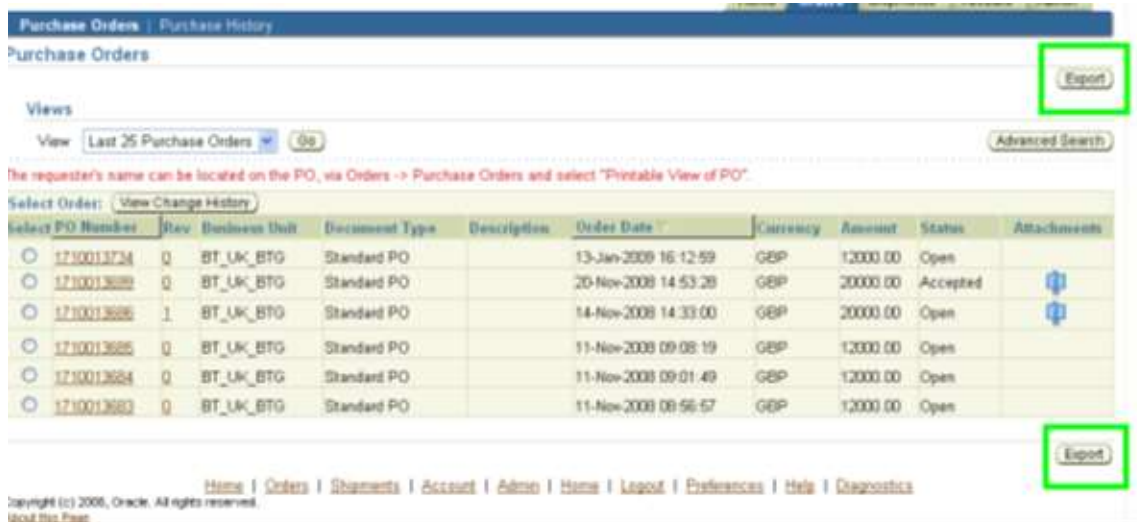
Clearing: your invoice has been cleared with a credit memo. If transactions balance is zero please consider it as Clearing.

Electronic: a bank transaction has been launched for payment

Cheque: is used in case of payment by cheque. This is occasionally used instead of clearing or wire.

## 4. Exporting data

iSupplier enables data to be exported into an Excel spreadsheet. This facility is available within most screens and can be located towards the top and bottom of the right hand side of the screen.



Purchase Orders | Purchase History

Purchase Orders

Views

View **Last 25 Purchase Orders**

The requester's name can be located on the PO, via Orders -> Purchase Orders and select 'Printable View of PO'.

Select Order:

Select PO Number	Rev	Business Unit	Document Type	Description	Order Date	Currency	Amount	Status	Attachments
<input type="radio"/> 1710013734	0	BT_UK_BTG	Standard PO		13-Jan-2008 16:12:59	GBP	12000.00	Open	
<input type="radio"/> 1710013688	0	BT_UK_BTG	Standard PO		20-Nov-2008 14:53:28	GBP	20000.00	Accepted	
<input type="radio"/> 1710013688	1	BT_UK_BTG	Standard PO		14-Nov-2008 14:33:00	GBP	20000.00	Open	
<input type="radio"/> 1710013685	0	BT_UK_BTG	Standard PO		11-Nov-2008 09:08:19	GBP	12000.00	Open	
<input type="radio"/> 1710013684	0	BT_UK_BTG	Standard PO		11-Nov-2008 09:01:49	GBP	12000.00	Open	
<input type="radio"/> 1710013683	0	BT_UK_BTG	Standard PO		11-Nov-2008 08:56:57	GBP	12000.00	Open	

Home | Orders | Shipments | Account | Admin | Home | Logout | Preferences | Help | Diagnostics


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## 5. Facility to switch off emails received from the iSupplier portal

A copy of any purchase order issued to a supplier will be sent via email.

If a supplier doesn't wish to receive emails, and prefers to view all new purchase orders from the iSupplier portal, then these can be switched off within the iSupplier portal by selecting the 'Preferences' link from the top right hand corner of the iSupplier web page and then selecting **Do not send me mail** from the drop down menu of **email style**.

The supplier will need to ensure that they regularly visit the iSupplier portal to view whether any new purchase orders have been received.



BT iSupplier (BT PLC, BT Fleet & BT Payment Services) - Helpdesk 0800 515465

Home | Orders | Shipments | Account | Admin | **Preferences** | Help | Diagnostics

General Preferences

Cancel | Reset to Default | Apply

Languages

Current Session Language: American English

Default Application Language: American English

Accessibility

Accessibility Features: Standard Accessibility

Start Page

Responsibility: [Dropdown]

Page: [Dropdown]

Notifications

Email Style: **Do not send me mail**

Disabled

Do not send me mail

HTML mail

HTML mail with attachments

HTML summary mail

Plain text mail

Plain text mail with HTML attachments

Plain text summary mail

Cancel | Reset to Default | Apply

Home | Orders | Logout | **Preferences** | Help | Diagnostics

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## Annex

### Business Units

BE_2284_OU	Radianz Belgium BVBA
BE_515_OU	BT Limited, Belgium Branch
BG_985_OU	BT Bulgaria EOOD
HR_986_OU	BT Solutions Limited Podružnica Hrvatska
CZ_897_OU	BT Limited, organizacni slozka
DK_864_OU	BT Denmark ApS
EE_2484_OU	BT Solutions Limited Eesti Filiaal
FI_743_OU	BT Nordics Limited, branch in Finland
FR_2200_OU	BT Services S.A.
FR_564_OU	BT France S.A.
DE_573_OU	BT (Germany) GmbH & Co. oHG
HU_2483_OU	BT ROC Kft
HU_896_OU	BT Limited, Magyarorszagi Fiolkelepe
IS_955_OU	BT Solutions Limited Útibú á Íslandi
IT_2228_OU	Basicel SpA
IT_2229_OU	Nuova Societa di Telecomunicazioni SpA
IT_2230_OU	BT Italia S.p.A.
IT_2274_OU	Radianz Italia S.r.l.
IT_2344_OU	Atlanet SpA
IT_666_OU	BT Global Services Limited - Italian Branch
IT_766_OU	BT Nederland N.V. - Italy Branch
LV_2563_OU	BT Latvia Limited, Sabiedriba ar ierobezotu atbildibu
LT_2120_OU	UAB BTH Vilnius
LU_2281_OU	Radianz Luxembourg S.a.r.l.
LU_937_OU	BT Global Services Luxembourg Sarl
NL_2280_OU	RDZ Netherlands BV
NL_786_OU	BT Professional Services Nederland B.V.
NL_948_OU	BT Nederland N.V.
NO_916_OU	BT Solutions Norway AS
PL_894_OU	BT Poland sp z o.o
SK_2478_OU	BT Slovakia s.r.o.
SI1_2370_OU	BT Globalne Telekomunikacijske Storitve, Obdelava Podatkov, Podatkovnih Baz; d.o.o.
ES_2276_OU	Radianz Spain S.L.
SE_742_OU	BT Nordics Limited UK filial
CH_603_OU	BT Switzerland AG
AR_2430_OU	BT Latam Argentina S.A
AR_792_OU	BT Argentina S.R.L.
BB_705_OU	BT (Barbados) Limited
BO_996_OU	BT Solutions Limited Sucursal Bolivia
BR_2408_OU	BT LatAm Brasil Ltda.
BR_2409_OU	BT Brasil Serviços de Telecomunicações Ltda
BR_2411_OU	Sama Empreedimentos e Participações Limitada
BR_865_OU	BT Communications do Brasil Limitada
CL_867_OU	Servicios de Telecomunicaciones BT Global Networks Chile Limitada
CO_2413_OU	BT LatAm Holdings (Colombia) S. A.



CO_2415_OU	BT LatAm Colombia S.A.
CO_2418_OU	Compartel Colombia
CO_2420_OU	América Inalámbrica S.A. Colombia
CO_2506_OU	BT COM Colombia
CO_790_OU	BT Colombia Limitada
CR_2393_OU	BT LatAm Costa Rica, S.A.
CR_870_OU	BT Global Costa Rica SRL
DO_2394_OU	BT LatAm Dominicana, S.A.
DO_966_OU	BT Dominican Republic, S. A.
EC_997_OU	BT Solutions Limited - Ecuador branch
SV_2400_OU	BT LatAm El Salvador, S.A. de CV
SV_570_OU	BT El Salvador, Limitada de Capital Variable
GT_2402_OU	BT LatAm Guatemala, S.A.
GT_994_OU	BT Guatemala S.A.
HN_2407_OU	BT LatAm Honduras, S.A.
HN_703_OU	BT Sociedad De Responsabilidad Limitada
JM_803_OU	BT Jamaica Limited
MX_2421_OU	BT LatAm México, S.A. de C.V.
MX_787_OU	BTGS Mexico S.A. de C.V.
NI_2395_OU	BT LatAm Nicaragua, S.A.
NI_805_OU	BT Nicaragua S.A.
PA_2405_OU	BT LatAm Panama, Inc.
PA_876_OU	BT de Panama, S.R.L.
PY_982_OU	BT Paraguay S.R.L.
PE_2440_OU	BT LatAm Peru S.A.C.
PE_885_OU	BT Peru S.R.L.
TT_998_OU	BT Solutions Limited - Trinidad and Tobago branch
UY_967_OU	BT Solutions Limited Sucursal Uruguay
US_2392_OU	BT LatAm, Inc.
US_2397_OU	BT LatAm (Nevada) Corp.
VE_2256_OU	BT Global Networks (Venezuela) SA
VE_2423_OU	BT LatAm Venezuela, S.A.
VG_2419_OU	BT LatAm (BVI) Corporation - con domicilio en British Virgin Islands
KR_983_OU	BT Global Services Korea Limited.
AU_566_OU	BT Australasia Pty Limited
BD_977_OU	BT Communications Bangladesh Limited
HK_586_OU	BT Hong Kong Limited
IN_2293_OU	BT e-Serve (India) Private Ltd
IN_2367_OU	BT Telecom India Private Limited
IN_2374_OU	BT Global Communications India Private Limited
IN_940_OU	BT (India) Private Limited
ID_910_OU	PT BT Communications Indonesia
MY_2442_OU	BT Global Technology (M) Sdn. Bhd.
MY_571_OU	BT Systems (Malaysia) Sdn Bhd
MY_744_OU	BT Multimedia (Malaysia) Sdn Bhd
NZ_978_OU	BT Australasia Pty Limited - New Zealand Branch
PH_979_OU	BT Communications Philippines Incorporated
SG_2431_OU	BT Global Solutions Pte Ltd
SG_2432_OU	BT Global Services Technologies Pte Ltd
SG_2507_OU	BT (India) Private Limited Singapore Branch
SG_629_OU	BT Singapore Pte. Ltd.
LK_984_OU	BT Communications Lanka (Private) Limited
CN_905_OU	BT China Limited
CN_2452_OU	BT Global Services (Dalian) Co. Ltd.
CN_2495_OU	BT Technology (Dalian) Company Limited



JP_589_OU	BT Japan Corporation
TW_733_OU	BT Limited Taiwan Branch
TH_824_OU	BT Siam Limited
VN_802_OU	Solutions Vietnam
BH_702_OU	BT Solutions Limited (Bahrain Branch)
BW_2512_OU	BT Telconsults Botswana Branch
CY1_643_OU	BT Solutions Ltd
EG_855_OU	BT for Telecommunications Egypt S.A.E.
GH_576_OU	BT Ghana Limited
KE_969_OU	BT Communications Kenya Limited
KW_760_OU	BT Solutions Limited - Kuwait Branch
LB_773_OU	BT Lebanon S.A.L.
MW_970_OU	BT Malawi Limited
MT1_2292_OU	BT Solutions Ltd - Malta branch
MU_807_OU	BT Global Communications (Mauritius) Limited
MA_895_OU	BT Solutions Limited - Morocco Branch
NA_971_OU	BT Solutions Limited
NG_780_OU	BT (Nigeria) Limited
OM_2480_OU	BT (International) Holdings Limited & Co. LLC
PK_924_OU	BT Pakistan (Private) Limited
QA_2564_OU	BT Global Services (North Gulf) LLC
ZA_2461_OU	BT Communications Services South Africa (Pty) Limited
TZ_973_OU	BT Solutions Limited - Tanzania Branch
TN_658_OU	BT Tunisia S.A.R.L
AE_2390_OU	BT MEA FZ-LLC
AE_653_OU	BT UAE Limited - Dubai Branch
UG_975_OU	BT Solutions Limited - Uganda branch
ZM_2521_OU	BT Solutions Ltd - Zambia branch
ZW_2350_OU	Numberrapid Limited (Zimbabwe)

## On Hold list

Hold name	Contact in charge
DISPUTE	Buyer/Requestor
BT_TELCO	Buyer/Requestor, invoice is awaiting approval
Tax Variance	Help Desk to verify the reason of hold
Debit invoice required	Help Desk, invoice in question is supposed to be followed by a debit note
Dist Acct Invalid	Help Desk, invoice not completely booked
Dist Variance	Help Desk, invoice not completely booked
Awaiting Vendor Statement	Help Desk, kindly request you to send the list of your open invoices
Bank update required	Help Desk, our master data is being updated you will shortly receive or recently have received an email with the required confirmation
Vendor update required	Help Desk, our master data is being updated, you will shortly receive or recently have received an email with the required confirmation
Supplier clarification	Help Desk, you will shortly receive or recently have received an email with the required confirmation
170_SYSTEMS_HOLD	Invoice is under treatment please refer for further holds if available
Proposed for Write off	Help Desk, if you are not aware of this item or you do not agree to write it off.
Amt Rec	Requestor to book goods receipt
Qty Rec	Requestor to book goods receipt
Amount	Requestor to correct Requisition
Amt Ord	Requestor to correct Requisition
Max Ship Amount	Requestor to correct Requisition
Max Total Amount	Requestor to correct Requisition
PO Not Approved	Requestor to correct Requisition
Qty Ord	Requestor to correct Requisition
Price	Requestor to correct Unit price
CREDIT MEMO	Requestor, invoice in question is supposed to be followed by a credit note
Attachment Missing	this holds relates to an internal control, it does not have impact on your payment

## Help Desk Contact list

Country	Accounts payable Help Desk Contact	Company	GFR
Belgium	belux.ap@bt.com	BT Limited, Belgium Branch	515
Italy	contact your local representative	BT Limited	523
France	france.ap@bt.com	BT France S.A.	564
Australia	Australia.ap@bt.com	BT Australasia Pty Limited	566
Malaysia	malaysia.ap@bt.com	BT Systems (Malaysia) Sdn Bhd	571
Germany	ap.germany@bt.com	BT (Germany) GmbH & Co. oHG	573
Ghana	ssa.ap@bt.com	BT Ghana Limited	576
Hong Kong	Hongkong.ap@bt.com	BT Hong Kong Limited	586
Switzerland	switzerland.ap@bt.com	BT Switzerland AG	603
Singapore	singapore.ap@bt.com	BT Singapore Pte. Ltd.	629
Cyprus	em.ap@bt.com	BT Solutions Ltd	643
Japan	accounts.payable.us.bt@bt.com	BT Global Japan Corporation	647
UAE (Dubai Branch)	uae.ap@bt.com	BT UAE Limited	653
Tunisia	mena.ap@bt.com	BT Tunisia S.A.R.	658
Italy	bt.italy.ap@bt.com / it.legal@bt.com	BT Global Services Limited - Italian Branch	666
Bahrain	mena.ap@bt.com	BT Solutions Limited (Bahrain Branch)	702
Sweden	sweden.ap@bt.com	BT Nordics Sweden AB	742
Finland	finland.ap@bt.com	BT Nordics Limited, branch in Finland	743
Kuwait	mena.ap@bt.com	BT Solutions Limited - Kuwait Branch (TEMP. NO.)	760
Italy	bt.italy.ap@bt.com / it.legal@bt.com	BT Nederland N.V. - Italy Branch	766
Lebanon	mena.ap@bt.com	BT Lebanon S.A.L. 1	773
Nigeria	ssa.ap@bt.com	BT (Nigeria) Limited	780
Netherlands	netherlands.ap@bt.com	BT Professional Services Nederland B.V.	786
Mauritius	ssa.ap@bt.com	BT Global Communications (Mauritius)	807
Thailand	contact your local representative	BT Siam Limited	824
Egypt	mena.ap@bt.com	BT for Telecommunications Egypt Limited	855
Denmark	denmark.ap@bt.com	BT Denmark ApS	864
Puerto Rico	accounts.payable.us.bt@bt.com	BT Communications Sales, LLC Puerto Rico branch	868
USA	accounts.payable.us.bt@bt.com	BT Americas Inc.	877
Poland	cee.ap@bt.com	BT Poland sp z o.o	894
Morocco	mena.ap@bt.com	BT Solutions	895
Hungary	cee.ap@bt.com	BT Limited, Magyarorszagi Fioktelepe	896
Czech Republic	cee.ap@bt.com	BT Limited, organizacni slozka	897
Indonesia	Indonesia.ap@bt.com	PT BT Communications Indonesia	910
Norway	norway.ap@bt.com	BT Solutions Norway AS	916





Pakistan	mena.ap@bt.com	BT Pakistan (Private)	924
Luxemburg	belux.ap@bt.com	BT Global Services Luxembourg Sarl	937
India	India.ap@bt.com	BT (India) Private Limited	940
Iceland	nordics.ap@bt.com	BT Solutions Limited Útibú á Íslandi	955
Kenya	ssa.ap@bt.com	BT Communications Kenya	969
Malawi	ssa.ap@bt.com	BT Malawi	970
Namibia	ssa.ap@bt.com	BT Solutions	971
Tanzania	ssa.ap@bt.com	BT Solutions	973
Uganda	ssa.ap@bt.com	BT Solutions	975
Bangladesh	India.ap@bt.com	BT Communications Bangladesh Limited	977
New Zealand	Australia.ap@bt.com	BT Australasia Pty Limited - New Zealand Branch	978
Philippines	philippines.ap@bt.com	BT Communications Philippines Incorporated	979
South Korea	hongkong.ap@bt.com	BT Global Services Korea Limited.	983
Sri Lanka	India.ap@bt.com	BT Communications Lanka (Private) Limited	984
Bulgaria	cee.ap@bt.com	BT Bulgaria EOOD	985
Croatia	cee.ap@bt.com	BT Solutions Limited Podružnica Hrvatska	986
Lithuania	nordics.ap@bt.com	UAB BTH Vilnius	2120
France	btservices.france.ap@bt.com	BT Services S.A.	2200
Italy	contact your local representative	Basictel SpA	2228
Italy	contact your local representative	Nuova Società di Telecomunicazioni SpA	2229
Italy	contact your local representative	BT Italia S.p.A.	2230
Italy	contact your local representative	Infonet Italia S.p.A	2240
USA	accounts.payable.us.btinfonet@bt.com	Infonet IINs	2250
USA	accounts.payable.us.btinfonet@bt.com	Infonet Broadband Services Corporation	2251
USA	accounts.payable.us.btinfonet@bt.com	Infonet CPE, Inc.	2252
USA	accounts.payable.us.btinfonet@bt.com	Infonet G Corp	2253
USA	accounts.payable.us.btinfonet@bt.com	Infonet USA Corporation	2257
USA	accounts.payable.us.btinfonet@bt.com	Infonet Services Corporation	2258
USA	accounts.payable.us.bt@bt.com	Radianz Americas Inc.	2267
Italy Radianz	radianz.eu.ap@bt.com	Radianz Italia S.r.l.	2274
Spain Radianz	radianz.eu.ap@bt.com	Radianz Spain S.L.	2276
Netherlands Radianz	radianz.eu.ap@bt.com	RDZ Netherlands BV	2280
Luxembourg Radianz	radianz.eu.ap@bt.com	Radianz Belgium BVBA	2281
Belgium Radianz	radianz.eu.ap@bt.com	Radianz Luxembourg S.a.r.l.	2284
Malta	em.ap@bt.com	BT Solutions Ltd - Malta branch	2292
India	India.ap@bt.com	BT e-Serve (India) Private Ltd	2293
Canada	accounts.payable.btcanada@bt.com	BT Canada Inc.	2313
Italy	contact your local representative	Atlanet SpA	2344
Zimbabwe	ssa.ap@bt.com	Numberrapid Limited	2350



India	india.ap@bt.com	BT Telecom India Private Limited	2367
Slovenia	cee.ap@bt.com	BT Globalne Telekomunikacijske Storitve, Obdelava Podatkov, Podatkovnih Baz; d.o.o.	2370
India	India.ap@bt.com	BT Global Communications India Private Limited	2374
UAE (MEA LLC)	uae.ap@bt.com	BT MEA	2390
Singapore	singapore.ap@bt.com	BT Global Solutions Pte Ltd	2431
Singapore	singapore.ap@bt.com	BT Global Services Technologies Pte Ltd	2432
Malaysia	malaysia.ap@bt.com	BT Global Technology (M) Sdn. Bhd.	2442
South Africa	zaf.ap@bt.com	BT Communications Services South Africa (Pty) Limited	2461
Slovakia	cee.ap@bt.com	BT Slovakia s.r.o.	2478
Oman	mena.ap@bt.com	BT (International) Holdings Limited & Co.	2480
Hungary	cee.ap@bt.com	BT ROC Kft	2483
Estonia	nordics.ap@bt.com	BT Solutions Limited Eesti Filiaal	2484
Singapore	India.ap@bt.com	BT (India) Private Limited Singapore Branch	2507
Botswana	ssa.ap@bt.com	BT Telconsults Botswana Branch	2512
Zambia	ssa.ap@bt.com	BT Solutions Ltd - Zambia branch	2521
Latvia	nordics.ap@bt.com	BT Latvia Limited, Sabiedriba ar ierobezotu atbildibu	2563
Qatar	mena.ap@bt.com	BT Global Services (North Gulf)	2564
Netherlands	netherlands.ap@bt.com	BT Nederland N.V.	948