Vendor Guidelines

1 Vendor guidelines

This document describes the operational guidelines that will ensure that CHAMP Cargosystems' (CHAMP) transactions with its suppliers are processed quickly and efficiently and, more particularly, that CHAMP is able to pay its suppliers in a timely manner.

To ensure a smooth Purchase Order (PO) and Invoice processing and to perform timely vendor payments, CHAMP has aligned its PO issuance and its invoice processing tools and procedures with those of its parent company SITA. SITA will be performing certain purchasing and accounts payable tasks on behalf of CHAMP.

1.1 CHAMP Purchase Orders

CHAMP requires in principle Purchase Orders (PO) to be generated for all procurements of goods and services, with only a few exceptions. These POs shall be issued by the P2P (Procure to Pay) Tool.

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.

The majority of CHAMP's suppliers receive POs via email (in PDF format). If you have any issues with this technology, please contact purchasing@champ.aero.

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 CHAMP Purchasing (purchasing@champ.aero) before starting performance or delivery.

In certain exceptional cases, including certain 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 CHAMP fit within one of these cases, please seek confirmation thereof from purchasing@champ.aero before starting performance or delivery.

1.2 Arranging delivery

By delivering the goods and/or services, you are accepting the purchase order and thus the price and terms and conditions referred to therein.

1.3 Receipting of Goods and Services

To help the receipt process and to ensure timely payment of your invoices, we emphasize the importance of delivering goods and services only to the "Ship To Location" address indicated on the P2P Purchase Order.

1.4 Payment policy

CHAMP is committed to paying suppliers on and not before agreed terms and conditions. Payments are remitted to the Supplier bank account, the details of which must be pre-provided by the Supplier upon account setup. Upon payment, SITA will issue remittance letters confirming payments to the email addresses provided by the Supplier.

1.5 Invoicing

1.5.1 Language - All invoices should be:
- issued in English, or
- issued in English and the relevant local language (bilingual invoice), or
- issued in the relevant local language and accompanied by an English translation.

1.5.2 Invoice Details - Your invoice needs to contain:
- Your detailed bank details to be used for payment.
- the correct CHAMP legal purchasing entity as set forth in the "Bill To" field on the P2P Purchase Order.
- the full CHAMP Purchase Order number, e.g., 2301123456. (unless it is a non-PO based purchase)
- your correct VAT/Sales Tax Registration Number and VAT/Sales Tax percentage (if such tax is applicable).
- your contact email or phone for sorting out payment or data issues.

If the foregoing information does not appear on your invoice, payment may be refused or delayed.

1.5.3 Invoicing Currency

The invoice should always be issued in the currency which was used on the PO (which is derived from the contract or quotation currency).

1.6 Paperless invoice delivery

To improve timely vendor payments, CHAMP has aligned its invoice processing tools and processes with those of its parent company SITA.

Electronic invoice documentation is retrieved and processed in SITA's Global Finance Center to ensure swift and smooth invoice payment in line with the contractual terms.

Suppliers are required to send their invoices directly to one of the following e-mail addresses for all invoice submissions:

Entity: CHAMP Cargosystems S.A.
Country: Luxembourg
Email: invoices-Luxembourg@sita.aero

Entity: CHAMP Cargosystems (UK) Ltd
Country: United Kingdom
Email: invoices-UK@sita.aero

Entity: CHAMP Cargosystems (Germany) GmbH
Country: Germany
Email: invoices-Germany@sita.aero

Entity: CHAMP Cargosystems (Switzerland) AG
Country: Switzerland
Email: invoices-Switzerland@sita.aero

Entity: CHAMP Cargosystems Philippines Inc
Country: Philippines
Email: invoices-Philippines@sita.aero

For queries related to invoicing and payments, please send an email to financehelpdesk@sita.aero.

You can also call the Finance Helpdesk Hotline at +420 272 181 700

For queries on a particular PO, please send an email to purchasing@champ.aero

1.7 Email attachment format

There are a number of rules that must be followed when preparing and sending scanned invoices:

- All scans should be only in the ".pdf" or ".tiff" format (Scans or attachments in ".xls" or ".doc" formats will not be accepted).
- All scans should be in black and white (no color).
- The file name of each image needs to be unique. Each invoice should be scanned and sent separately.
- The size of the email containing the scanned invoice should not exceed 10 MB.
- There should not be any text, comments, questions or instructions within the email body by which the scan is sent – they will be ignored due to automatic processing.

Please note, the emails received by the country mailboxes are automatically processed by a specific software and therefore cannot be used for regular email communication.

1.8 Corporate Purchasing Card

To simplify and accelerate the procurement process for certain categories of goods and services, CHAMP/SITA provide the option of payment via a corporate procurement card (American Express (AMEX)):

Where a Supplier is willing and able to accept payments from AMEX:

- an AMEX virtual payment (vPayment) transaction number will be generated and provided to the Supplier; this number should be used by the supplier to request payment from AMEX; and
- the Supplier must submit to CHAMP an invoice which indicates that it is settled via the Corporate Purchasing Card.

CHAMP/SITA has chosen American Express as our 'virtual' corporate payment card provider for:

- Suppliers that provide conference, meetings and events accommodation and exhibitions services
- One-time vendors
- PO exempt suppliers (for example utilities, mobiles, telephony, carrier/ISP's, etc.)

Where a supplier has confirmed they are able to accept AMEX for a specific purchase requirement, upon internal purchase approval, CHAMP/SITA shall provide the supplier with a dedicated transaction AMEX card account number.

The transaction currency will be determined at the time of the card number creation. All card transactions are set to the value limit of the transaction or set with a tolerance if the transactions are deemed to be variable by CHAMP. An expiry date will also be set for the card.

For variable transactions, partial goods or services shipments can be made but they cannot exceed the total authorized amount.

Should you need any assistance please contact purchasing@champ.aero or FinanceHelpdesk@sita.aero.

1.9 Communication Policy

The standard business language in CHAMP and SITA is English. To minimize misunderstandings, please use English for all communications.

If you have a query or issue with respect to any aspect of CHAMP's Purchasing process, please direct your query to purchasing@champ.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.

1.10 Supplier Information

Please ensure CHAMP always has complete and up-to-date information on your company. If there are changes, and in particular if the information appearing on a P2P Purchase Order is incorrect, please send updates to purchasing@champ.aero at your earliest convenience.

If you are queried by CHAMP or SITA for additional information or for confirmation of our current information, please answer at your earliest convenience.

1.11 CHAMP Standard Terms and Conditions

Unless stipulated differently in the contract, all P2P Purchase Orders are subject to CHAMP's Standard Terms and Conditions, including our Payment Terms. See https://www.champ.aero/about-us/suppliers