



Dear valued supplier,

We strive to pay our suppliers in a timely manner. So that we may continue to do this, please note below that some address information may be changing, and update your records accordingly.

Additionally, **please note that the payment remit-to address needs to be included on all invoices to ensure timely payment.**

	<b>PO/Invoice Criteria</b>	<b>Contact Information</b>	<b>Effective May 1, 2019</b>
<b>Local/field offices</b>	PO# begins with "VPO" (Ex.: VPO27539)  Invoice amount is up to \$2,500	<b>Email:</b> <a href="mailto:Otis.2500.Invoices@conduent.com">Otis.2500.Invoices@conduent.com</a>  <b>Customer Service/Payment Inquires:</b> 866-627-2605  Web portal: <a href="https://utc.custhelp.com/">https://utc.custhelp.com/</a>	<b>No changes</b>
	PO# is 7 digits followed by a dash and 5 digits (Ex.: 1234567-12345)  Invoice amount is >\$2,500  <i>Note: Effective 5/7/2018, our new PO#s are 8 digits followed by a dash and 9 digits (Ex.: 10000214-100106680)</i>	<b>Old Email:</b> <a href="mailto:UTCA.Otisinvoice@conduent.com">UTCA.Otisinvoice@conduent.com</a>  <b>Mail:</b> Otis Elevator Co. PO Box 981997 M/S 543- 25 El Paso, TX 79998-2477  <b>Customer Service/Payment Inquires:</b> Phone: 866-627-2605  Email: <a href="mailto:apcustomerservice@mailmw.custhelp.com">apcustomerservice@mailmw.custhelp.com</a>	<b>New Email:</b> <a href="mailto:naainv@otis.com">naainv@otis.com</a>  <b>New mail:</b> Otis Elevator Co. 5500 Village Boulevard West Palm Beach, FL 33407  <b>Customer Service/Payment Inquires:</b> Phone: 1-786-605-5925 (United States) 1-438-320-3894 (Canada)  Email: <a href="mailto:apcustomerservice@otis.com">apcustomerservice@otis.com</a>

	<b>PO/Invoice Criteria</b>	<b>Contact Information</b>	<b>Effective May 1, 2019</b>
<b>Otis Service Center (OSC)</b>	<p>PO# begins with an XP or XB (Ex.: XB03001487, XP18200511)</p>	<p><b>Old Email:</b> <a href="mailto:UTCA.OSCinvoice@conduent.com">UTCA.OSCinvoice@conduent.com</a></p> <p><b>Mail:</b> AP Operations-Otis Service Center-Bloomfield PO Box 981997 M/S 543-25 El Paso, TX 79998</p> <p><b>Customer Service/Payment Inquires:</b> Phone: 866-627-2605</p> <p>Email: <a href="mailto:apcustomerservice@mailmw.custhelp.com">apcustomerservice@mailmw.custhelp.com</a></p>	<p><b>New Email:</b> <a href="mailto:naainv@otis.com">naainv@otis.com</a></p> <p><b>New Mail:</b> Otis Elevator Co. 5500 Village Boulevard, West Palm Beach, FL 33407</p> <p><b>Customer Service/Payment Inquires:</b> Phone: 1-786-605-5925 (United States) 1-438-320-3894 (Canada)</p> <p>Email: <a href="mailto:apcustomerservice@otis.com">apcustomerservice@otis.com</a></p>
	<p>PO# begins with XD or XI (Ex.: XD25800209)</p> <p>PO# is 7 digits followed by 5 digits that starts with "103xx" (Ex.: 2293013-10399)</p> <p>No PO: &lt;\$2,500</p>	<p><b>Email:</b> <a href="mailto:oscap@otis.com">oscap@otis.com</a></p>	<p><b>No changes</b></p>

	<b>PO/Invoice Criteria</b>	<b>Contact Information</b>	<b>Effective May 1, 2019</b>
<b>Florence Factory</b>	<p>PO# is 7 digits (Ex.: 1921582)</p>	<p><b>Old Email:</b> <a href="mailto:UTCA.OTIS.FlorenceInvoice@conduent.com">UTCA.OTIS.FlorenceInvoice@conduent.com</a></p> <p><b>Mail:</b> AP Operations - Otis - Florence PO Box 981997 M/S 543-25A El Paso, TX 79998</p> <p><b>Customer Service/Payment Inquires:</b> Phone: 866-627-2605</p> <p>E-mail: <a href="mailto:apcustomerservice@mailmw.custhelp.com">apcustomerservice@mailmw.custhelp.com</a></p>	<p><b>New Email:</b> <a href="mailto:FLolnv@otis.com">FLolnv@otis.com</a></p> <p><b>New Mail:</b> Otis Elevator Co. 5500 Village Boulevard, West Palm Beach, FL 33407</p> <p><b>Customer Service/Payment Inquires:</b> Phone: 1-786-605-5925 (United States) 1-438-320-3894 (Canada)</p> <p>E-mail: <a href="mailto:apcustomerservice@otis.com">apcustomerservice@otis.com</a></p>
	<p>CHESS PO#s is 6 digits or may contain a letter plus 5 digits (Ex: 632541 or P633175)</p>	<p><b>Email</b> <a href="mailto:Chessap@otis.com">Chessap@otis.com</a></p> <p><b>Mail:</b> Attention: AP 1500 Otis Way Florence, SC 29501</p> <p><b>Accounts Payable/Payment Inquires:</b> 1-843-432-4316</p>	<p><b>No changes</b></p>

Thank you,  
Otis Elevator Company