

December 6, 2021

Dear Valued Supplier,

This letter is to inform you, effective December 13th Otis' North America Headquarters is relocating to a new address. To ensure there is not a delay with processing your correspondence, please update your system(s) as shown below.

Current Address	New Address
Otis Elevator Co 5500 Village Blvd West Palm Beach, FL 33407	Otis North America Headquarters 11760 US Hwy 1 Suite W600 Palm Beach Gardens FL 33408

Additionally, we want to take this opportunity to remind our suppliers of Otis' invoice processes. You can receive different types of purchase orders based on the goods/services that are being purchased.

Purchase Orders Issued By: US/Canadian Field Offices, Otis Service Center (OSC), North America Headquarters, and World Headquarters	
PO Number Syntax	Invoice Process
PO# begins with "VPO" (ex: VPO27539)	1. Email!: otis.2500.invoices@conduent.com 2. Fax: 801-567-5569 3. Mail: New address as noted above <i>Accounts Payable Customer Service</i> Email: otis2500customerservice@custhelp.com
<ul style="list-style-type: none">PO# is either 7 digits, dash, 5 digits (ex: 1234567-12345) or 8 digits, dash, 9 digits (ex: 12345678-123456789)PO# begins with "X" (excepted noted below)	1. Email!: naainv@otis.com 2. Mail: New address as noted above
PO# begins with "XD", "XI"	1. Email!: oscap@otis.com 2. Mail: New address as noted above

Otis Elevator Company
Accounts Payable Customer Service
apcustomerservice@otis.com
O: 1-786-605-5925 (US)
O: 1-438-320-3894 (Canada)

Otis North America Headquarters
11760 US Hwy 1 Suite W600
Palm Beach Gardens, FL 33408
otis.com



Purchase Order Issued By: Otis Elevator, NEB (i.e Otis' Factory, Florence SC)	
PO Number Syntax	Invoice Process
<ul style="list-style-type: none"> • PO# is 7 digits (ex: 2921582) 	<ol style="list-style-type: none"> 1. Email Invoices to: floinv@otis.com 2. Mail: New address as noted above
<ul style="list-style-type: none"> • PO# is 6 digits or may contain a letter + 5 digits (ex: 632541 or P633175) 	<ol style="list-style-type: none"> 1. Email Invoices to: chessap@otis.com 2. Mailing Address: Otis Elevator Attention: AP 1500 Otis Way Florence, SC 29501 Accounts Payable/Payment Inquires 1-843-432-4316

The following instructions allow your invoice(s) to be uploaded and routed to the Accounts Payable queue correctly. If successful, you will receive a system generated email confirmation. If the following instructions are not followed, you will receive a system generated email notification that your email encountered an error. The error needs to be corrected and the invoice must be resubmitted for payment.

- ✓ 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
- ✓ The file name cannot include any symbols (ex: inv#123.pdf, 123-11.29.2021)
- ✓ Do not add other email addresses in the "To" field (additional email addresses in the "CC" field are allowed)
- ✓ One invoice per file (do not add/save multiple invoices in the same file)
- ✓ You can attach multiple files (reminder, one invoice per file) within the same email. However, the email size cannot exceed 15MB.

As these instructions are subject to change after this letter, Otis publishes our current invoice instructions on [otis.com](https://www.otis.com/en/us/our-company/suppliers) (<https://www.otis.com/en/us/our-company/suppliers>). Please continue to visit on a regular basis to ensure that you are following Otis' current invoice processes.

Cheers,

Otis North America Headquarters

Otis Elevator Company
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