

29 May 2020

Dear Valued Supplier

Reminder of Notification of System Changes

Urban Utilities' upgrade and deployment of its new company-wide Enterprise Asset Management System (EAMS), Ellipse 9, remains on schedule to go live on Monday 6 July 2020.

Please be aware that our program team will conduct a scheduled system outage prior to going live and our accounts payable systems **will not be available from 26 June through to 6 July 2020.**

During the system outage we **will not have the ability to make payments.** We request the following assistance to ensure a smooth transition and to allow us to process invoices for payment in a timely manner:

- Please submit invoices for payment to our Accounts Payable team promptly after goods and services have been delivered. This will enable the Accounts Payable Team to submit your invoices for internal approval and process for payment. Payments will be made either prior to our final payment run before the outage in June, or within our new system in July, subject to invoice approvals and payment terms.
- Please direct all your invoice queries to the Accounts Payable team (accounts.payable@urbanutilities.com.au) as we are committed to ensuring that you are paid in a timely manner.
- Please contact our Purchasing team (QUU-Purchasing@urbanutilities.com.au) for any purchase order queries.

The look and feel of our new purchase orders will be a little different in the new system including a new sequencing of purchase order numbers. Our Procurement Team will work closely with you to ensure a seamless transition to these new ways of working.

For further information or questions please contact the Purchasing Team at QUU-Purchasing@urbanutilities.com.au.

Thank you for your support as we continue to improve the way we work with you.

Yours sincerely

Deon Stofberg
Chief Procurement Officer
Finance | Urban Utilities

To report a fault or emergency
Contact us 24/7 on 13 23 64

General enquiries
From 8am-6pm weekdays 13 26 57