
Q1. How do End of Accumulation Period (EOAP) pay terms work?

A1. The EOAP process collects invoices with invoice dates falling inside the defined “accumulation period.” At Avaya, the accumulation period will be thirty days. The beginning and end of the 30 days will be dependent on the payment term. At the end of the accumulation period, any invoices collected by Avaya Accounts Payable that fall within that period will have the payment term (e.g., 60 days) applied. The payment will be issued in the first payment run in the month following the end of the payment term.

Q2. After the end of an Accumulation Period, when should a supplier expect to receive payment?

A2. This process calls for payments to be executed in the first Accounts Payable run in the month following completion of the Accumulation Period plus the payment term. Payment type (ACH, Wire, Check, etc) will dictate when suppliers will receive payment. Suppliers in North America can access Avaya’s Coupa Supplier Portal (CSP) to view when an invoice is due for payment: <https://supplier.coupahost.com/> or all suppliers can contact Accounts Payable by sending an email to one of the following based on region:

- North America/CALA: acctspayable@avaya.com
- APAC: financesc@avaya.com
- EMEA: acctspayuk@avaya.com
- MPO Invoice posting and status: coupapay@avaya.com

Q3. Who is affected?

A3. All current and future Avaya suppliers.

Q4. Why does Avaya do this?

A4. The primary purpose is to focus on improved efficiencies and predictability in Avaya’s AP process. Efficiencies are created through fewer and larger payment runs on a defined monthly schedule. Predictability is also important to our suppliers so they can be confident of when funds will be received. EOAP is not unique to Avaya and many other companies have implemented EOAP or monthly payment processes.

Q5. As a supplier, what is the benefit of EOAP terms?

A5. To ensure continued success, Avaya commits resources that are focused on the issues preventing invoices from being paid on time and EOAP invoices are their first priority. Avaya wants suppliers to feel

confident they will receive their payment on time and reduce the need for both parties to waste time and energy “chasing” payments. Less chasing means more efficiency and lower costs to our suppliers. Lower costs are good for suppliers and Avaya.

Q6. Who can I talk to for more information?

A6. A Global Sourcing commodity manager will be the best point of contact. This individual will address your questions directly or ensure the appropriate resources are involved to answer your questions.

Q7. What other terms are available?

A6. Avaya is able to offer other EOAP variations depending on country/region involved. Your Avaya contact will be able to advise what other terms are acceptable. New business awards will be contingent on agreement with EOAP terms