



Code: BOP-NAPP  
Issue: 01  
Revision: 25 June 2018  
Date:

## BUSINESS OPERATING PROCEDURE

TITLE: **Napp Payment Disputes Process**  
OWNER(S): **Tambu Tsatsa, Napp Accounts Payable Team Leader**

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### DOCUMENT APPROVAL

Authority	Name	Job Title	Signature	Date
Author	Nelson Clark	Legal Associate		
Owner	Tambu Tsatsa	Napp Accounts Payable Team Leader		
Technical Approver				

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### DOCUMENT DISTRIBUTION

Held on Napp Pharmaceuticals Holdings Limited's ("**Napp**") external website, and as part of Napp's purchase order terms and conditions).

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1. Regulations made under section 3 of the Small Business, Enterprise and Employment Act 2015 impose certain requirements upon Napp and its payment policies.
2. As part of the above regulations, Napp is required to set out the process by which Napp's third party suppliers can contact Napp about disputes relating to payments for goods and/ or services provided to Napp by those suppliers.
3. As a supplier, if you have a query or dispute relating to a payment you believe is owed to you by Napp, please email the following details below, to [accountspayable@napp.co.uk](mailto:accountspayable@napp.co.uk)
  - a. Full supplier name, address;
  - b. The name of your Napp point of contact;
  - c. Invoice number for the payment you are querying;



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- d. Full details of your complaint;
- e. Upon receipt of all of the above details, Napp commits to acknowledge receipt of your email within five working days, and may request further information to be able to respond in full;
- f. Napp will investigate your query using the details provided and speak with relevant members of Napp's business, including members of Napp's legal department if necessary, and respond in full within 14 days of the date of Napp's acknowledgement to you.