

# Accounts Payable Factsheet Atlantic – USA



This factsheet is to provide the contact points for accounts payable queries and requests. This includes queries on:

- Vendor Invoice Status
- Vendor Invoice Payment date
- Accounts Payable Web-cycles

**If you query needs urgent attention please  
pick up the phone**

**1 888 448 3375**

### The one starting point to any escalation

The Accounts Payable Team is trained to answer all your accounts Payable queries so please direct these to [RTUS.APServiceDesk@riotinto.com](mailto:RTUS.APServiceDesk@riotinto.com)

**NB : All escalation onshore requires an AP service desk ticket number**

Expected turnaround time – 48 hours

### Unresolved or more complex queries?

#### Escalate the query

We understand you may need to escalate an issue or have a more complex query resolved. Always referred to your RTTMS Ticket number received previously. Please direct to the escalation team on [RTUS.ManagedSvcs@riotinto.com](mailto:RTUS.ManagedSvcs@riotinto.com)

Expected turnaround time – 24 hours

Adding the escalation mailbox or onshore team in copy is not effective and will not speed up the process

### No Resolution?

#### Bring the matter to a specialist's attention

AP specialists  
Chantale Deschenes - [Chantale.deschenes@riotinto.com](mailto:Chantale.deschenes@riotinto.com)

#### Reach out to management

If resolution was not satisfactory the matter can be escalated to AP team lead – Nicolas Segond  
[Nicolas.segond@riotinto.com](mailto:Nicolas.segond@riotinto.com)

### Other useful information:

#### Invoice Scanning –

All invoice should be sent to [RTUSInvoices@riotinto.com](mailto:RTUSInvoices@riotinto.com)  
Please note this is a unmanned email address.

#### Vendor Master Changes -

For all vendor master related queries please use the below links:

[RTTMS Ticket - Request Vendor Account Creation](#)

[RTTMS Ticket - Change or Extend Vendor Account](#)

All other vendor master related queries should be directed as per the Vendor Master factsheet



**Click here for the Vendor Master Factsheet**

#### Manual Payment Request -

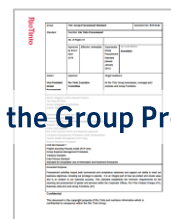
This form should be used in a limited number of circumstances:

- **Payments to Government** – taxes, royalties, licenses, registrations, mining leases, etc.
- **Donations/sponsorships**
- **Other categories of payment** where a SAP purchase order is not appropriate as agreed by the BU and RTP

**Click here for the Manual Payment Form**

#### In case of doubts please reach out to

Chantale Deschenes – [Chantale.deschenes@riotinto.com](mailto:Chantale.deschenes@riotinto.com)



**Click here for the Group Procurement Policy**