

**Fill in this information to identify the case:**

Debtor Avianca Costa Rica S.A

United States Bankruptcy Court for the: Southern District of New York  
(State)

Case number 20-11150

**Official Form 410  
Proof of Claim**

04/19

**Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.**

**Filers must leave out or redact** information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

**Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.**

**Part 1: Identify the Claim**

1. <b>Who is the current creditor?</b>	<u>Accenture Ltda.</u> <small>Name of the current creditor (the person or entity to be paid for this claim)</small>	
	<small>Other names the creditor used with the debtor</small> _____	
2. <b>Has this claim been acquired from someone else?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. From whom? _____	
3. <b>Where should notices and payments to the creditor be sent?</b>	<b>Where should notices to the creditor be sent?</b> See summary page	<b>Where should payments to the creditor be sent? (if different)</b> Accenture Ltda. Carlos R. Martinez Calle 99 No. 10-57. Piso 3 Bogotá, Cundinamar 110221, Colombia
<small>Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)</small>	<small>Contact phone</small> <u>213-457-8000</u> <small>Contact email</small> <u>crivas@reedsmith.com</u>	<small>Contact phone</small> <u>+57 300 366 5298</u> <small>Contact email</small> <u>See summary page</u>
	<small>Uniform claim identifier for electronic payments in chapter 13 (if you use one):</small> _____	
4. <b>Does this claim amend one already filed?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ <small>MM / DD / YYYY</small>	
5. <b>Do you know if anyone else has filed a proof of claim for this claim?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Who made the earlier filing? _____	



**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

6. Do you have any number you use to identify the debtor?  No  
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: \_\_\_\_ \_

7. How much is the claim? \$ 7,788.17. Does this amount include interest or other charges?  
 No  
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.  
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).  
Limit disclosing information that is entitled to privacy, such as health care information.  
See summary page

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
**Nature or property:**  
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.  
 Motor vehicle  
 Other. Describe: \_\_\_\_\_  
**Basis for perfection:** \_\_\_\_\_  
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)  
**Value of property:** \$ \_\_\_\_\_  
**Amount of the claim that is secured:** \$ \_\_\_\_\_  
**Amount of the claim that is unsecured:** \$ \_\_\_\_\_ (The sum of the secured and unsecured amount should match the amount in line 7.)  
**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_  
**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %  
 Fixed  
 Variable

10. Is this claim based on a lease?  No  
 Yes. Amount necessary to cure any default as of the date of the petition. \$ \_\_\_\_\_

11. Is this claim subject to a right of setoff?  No  
 Yes. Identify the property: \_\_\_\_\_



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,025* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$13,650*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)(____) that applies.	\$ _____

\* Amounts are subject to adjustment on 4/01/22 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim pursuant to 11 U.S.C. § 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ \_\_\_\_\_

**Part 3: Sign Below**

**The person completing this proof of claim must sign and date it. FRBP 9011(b).**

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

**A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.**

*Check the appropriate box:*

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 01/17/2021  
MM / DD / YYYY

/s/Marco Ribas  
Signature

**Print the name of the person who is completing and signing this claim:**

Name Marco Ribas  
First name Middle name Last name

Title Country Managing Director

Company Accenture Ltda  
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address \_\_\_\_\_

Contact phone \_\_\_\_\_ Email \_\_\_\_\_



# KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 967-1780 | International + 1 (310) 751-2680

<b>Debtor:</b> 20-11150 - Avianca Costa Rica S.A		
<b>District:</b> Southern District of New York, New York Division		
<b>Creditor:</b> Accenture Ltda. Reed Smith LLP, c/o Christopher O. Rivas 355 S Grand Ave # 2900  Los Angeles, CA, 90071  <b>Phone:</b> 213-457-8000  <b>Phone 2:</b>  <b>Fax:</b>  <b>Email:</b> crivas@reedsmith.com	<b>Has Supporting Documentation:</b> Yes, supporting documentation successfully uploaded	
	<b>Related Document Statement:</b>	
	<b>Has Related Claim:</b> No	
	<b>Related Claim Filed By:</b>	
<b>Filing Party:</b> Creditor		
<b>Disbursement/Notice Parties:</b> Accenture Ltda. Carlos R. Martinez Calle 99 No. 10-57. Piso 3  Bogotá, Cundinamar, 110221 Colombia <b>Phone:</b> +57 300 366 5298 <b>Phone 2:</b>  <b>Fax:</b>  <b>E-mail:</b> carlos.r.martinez@accenture.com <b>DISBURSEMENT ADDRESS</b>		
<b>Other Names Used with Debtor:</b>	<b>Amends Claim:</b> No <b>Acquired Claim:</b> No	
<b>Basis of Claim:</b> Services Performed under Digital Solutions and Technology Area: New Booking Flow Implementation Supp	<b>Last 4 Digits:</b> No	<b>Uniform Claim Identifier:</b>
<b>Total Amount of Claim:</b> 7,788.17	<b>Includes Interest or Charges:</b> No	
<b>Has Priority Claim:</b> No	<b>Priority Under:</b>	
<b>Has Secured Claim:</b> No	<b>Nature of Secured Amount:</b>	
<b>Amount of 503(b)(9):</b> No	<b>Value of Property:</b>	
<b>Based on Lease:</b> No	<b>Annual Interest Rate:</b>	
<b>Subject to Right of Setoff:</b> No	<b>Arrearage Amount:</b>	
	<b>Basis for Perfection:</b>	
	<b>Amount Unsecured:</b>	
<b>Submitted By:</b> Marco Ribas on 17-Jan-2021 3:47:42 p.m. Eastern Time  <b>Title:</b> Country Managing Director  <b>Company:</b> Accenture Ltda		

**Fill in this information to identify the case:**

Debtor 1 Avianca Costa Rica S.A.

Debtor 2 \_\_\_\_\_  
(Spouse, if filing)

United States Bankruptcy Court for the: Southern District of New York

Case number 20-11150

**Official Form 410****Proof of Claim**

04/19

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Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

**Part 1: Identify the Claim**

<b>1. Who is the current creditor?</b>	<u>Accenture Ltda.</u> Name of the current creditor (the person or entity to be paid for this claim)  Other names the creditor used with the debtor _____	
<b>2. Has this claim been acquired from someone else?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. From whom? _____	
<b>3. Where should notices and payments to the creditor be sent?</b>  Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)	<b>Where should notices to the creditor be sent?</b>  <u>Reed Smith LLP, c/o Christopher O. Rivas</u> Name <u>355 S Grand Ave # 2900</u> Number Street  <u>Los Angeles, CA 90071</u> City State ZIP Code  Contact phone: <u>(213) 457-8000</u>  Contact email: <u>crivas@reedsmith.com</u>  Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____	<b>Where should payments to the creditor be sent? (if different)</b>  <u>Carlos R. Martinez</u> Name <u>Calle 99 No. 10-57. Piso 3</u> Number Street  <u>Bogotá Cundinamarca 110221</u> City State ZIP Code  Contact phone <u>+57 300 366 5298</u>  Contact email <u>carlos.r.martinez@accenture.com</u>
<b>4. Does this claim amend one already filed?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY	
<b>5. Do you know if anyone else has filed a proof of claim for this claim?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Who made the earlier filing? _____	

**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

6. Do you have any number you use to identify the debtor?  No  
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: \_\_\_\_\_

7. How much is the claim? \$ 7,788.17. Does this amount include interest or other charges?  
 No  
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.  
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).  
Limit disclosing information that is entitled to privacy, such as health care information.  
  
Services Performed under Avianca's Digital Solutions and Technology Area: New Booking Flow Implementation Support.

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
**Nature of property:**  
 Real estate. If the claim is secured by the debtor's principal residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.  
 Motor vehicle  
 Other. Describe: \_\_\_\_\_  
  
**Basis for perfection:** \_\_\_\_\_  
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**Value of property:** \$ \_\_\_\_\_  
**Amount of the claim that is secured:** \$ \_\_\_\_\_  
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**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_  
  
**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %  
 Fixed  
 Variable

10. Is this claim based on a lease?  No  
 Yes. Amount necessary to cure any default as of the date of the petition. \$ \_\_\_\_\_

11. Is this claim subject to a right of setoff?  No  
 Yes. Identify the property: \_\_\_\_\_

**12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?**

No

Yes. Check one:

Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).

Up to \$3,025\* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).

Wages, salaries, or commissions (up to \$13,650\*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).

Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).

Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).

Other. Specify subsection of 11 U.S.C. § 507(a)( ) that applies.

**Amount entitled to priority**

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\* Amounts are subject to adjustment on 4/01/22 and every 3 years after that for cases begun on or after the date of adjustment.

**Part 3: Sign Below**

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**A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.**

Check the appropriate box:

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgment that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have a reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date \_\_\_\_\_  
MM / DD / YYYY

DocuSigned by:  
  
63239D9942E643A...  
Signature

**Print the name of the person who is completing and signing this claim:**

Name	Marco	Ribas
	First name	Middle name Last name
Title	Country Managing Director	
Company	Accenture Ltda.	
	Identify the corporate servicer as the company if the authorized agent is a servicer.	
Address	Calle 99 No. 10-57. Piso 3	
	Number	Street
	Boqotá	Cundinamarca 110221
	City	State ZIP Code
Contact phone	+573174287563	Email <a href="mailto:marco.ribas@accenture.com">marco.ribas@accenture.com</a>

## ADDENDUM TO PROOF OF CLAIM

1. On May 10<sup>th</sup>, 2020 (the "Petition Date"), Avianca Costa Rica S.A. ("Debtor"), filed voluntary petitions for relief under Chapter 11 of Title 11 of the United States Code (the "Bankruptcy Code") in the United States Bankruptcy Court for the Southern District of New York.

2. This proof of claim is filed by Accenture Ltda. ("Accenture" or "Claimant") and is evidenced and supported by the following (collectively, the "Contract Documents"):

- a. That certain 20191112-02OS Service Order dated as of January 31<sup>st</sup>, 2020 (the "Contract") under the Master Service Agreement N<sup>o</sup> 10705285, dated as of April 10<sup>th</sup>, 2010 (the "MSA"), by and between Accenture and the Debtor.<sup>1</sup>
- b. All other agreements and documents, including change orders and contract work authorizations, executed and delivered in connection therewith, as amended, supplemented or revised from time to time.
- c. All other documents including invoices, purchase orders and confirmation emails.

3. This Claim relates to a Project referred to as "New Booking Flow Implementation Support" and is not intended to cover all work performed by Accenture in connection with Contract Documents. Accenture expressly reserves its rights to amend this Claim or file an additional Claim with respect to other work performed in connection with the Contract Documents.

4. As of the Petition Date, the outstanding and unpaid balance owed by the Debtor to Accenture under the Contract Documents was in the amount of USD 7,788.17, as set forth in Contract, Invoice or another document containing the services.

5. Creditor expressly reserves its rights to otherwise amend, modify or supplement this Proof of Claim.

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<sup>1</sup> The Contract contains confidentiality provisions that could be interpreted to include the terms of the contract and/or change orders, and, thus, the Contract and any change orders are not being filed with this Proof of Claim. The Debtor is in possession of the documents referenced herein, and Claimant will provide a copy of the documents to the Court should the Court wish to examine them, and, if necessary and appropriate, will do so under seal.



**EXHIBIT 1**



Cufe : aedd80bc5e3ced8ee71544325fffd0f42f565b137920060c3ab71fdd600ab3b13f6c98513d4c577356ae470b4e930447

ACCENTURE LTDA

NIT : 800110980-7

Carrera 7 No. 71-52 Torre A piso 10 oficina 1001

Colombia

Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 20/03/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 925
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-05-19		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
Implementacion New Booking Flow Febrero 2020 PO 2024139-1 Nro de Release 12956	US\$ 1.960,50

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$	1.960,50
<b>IVA(19,00%):</b>	US\$	372,5
<b>TOTAL A PAGAR:</b>	US\$	2.333,00

**VALOR EN LETRAS:** dos mil trescientos treinta y tres y 00 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : cbf4b640be10369f709a5c0edd4405bd75dc1727d277a746ace99046a82adabad7ddd3ac91dd07f82c460864350dfd27

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 14/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1012
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-06-13		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
New Booking Flow - Accenture - Servicio Marzo 2020 - LR 2024139-2 13077	US\$ 1.254,54

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

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2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$	1.254,54
<b>IVA(19,00%):</b>	US\$	238,3
<b>TOTAL A PAGAR:</b>	US\$	1.492,90

**VALOR EN LETRAS:** mil cuatrocientos noventa y dos y 90 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

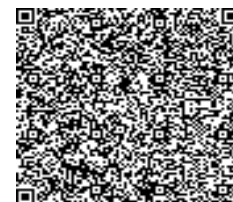
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : 903214a19967301ef8be604b9c3a0f44a1944d83546eb4f0e07718c8e00c3dc4520eff867b1a9c12a20e8687889e106b

ACCENTURE LTDA

NIT : 800110980-7

Carrera 7 No. 71-52 Torre A piso 10 oficina 1001

Colombia

Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 07/05/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1169
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-07-06		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
New Booking Flow- Abril 2020 2024139-3 13128	US\$ 2.818,74

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$ 2.818,74
<b>IVA(19,00%):</b>	US\$ 535,5
<b>TOTAL A PAGAR:</b>	US\$ 3.354,30

**VALOR EN LETRAS:** tres mil trescientos cincuenta y cuatro y 30 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS

**EXHIBIT 2**

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Thursday, March 5, 2020 3:56 AM  
**Cc:** Leidy Yasmin Soto Gonzalez  
**Subject:** For Your Review - Blanket Release 2024139-1, 0

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2024139-1	<b>Revision</b> 0

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Date Of Order</b> 05-MAR-2020	<b>Buyer</b> SOTO GONZALEZ, LEIDY YASMIN
<b>Date Of Revision</b>	<b>Buyer</b>

<b>Customer Acct. No.</b>	<b>Supplier No.</b> 8001109807	<b>Payment Terms</b> 60 DIAS CREDITO	<b>Freight Terms</b>	<b>FOB</b>	<b>Ship Via</b>
<b>Confirm To/Telephone</b> ROJAS,KAREN F. 5713266400				<b>Requester/Deliver To</b> SOTO GONZALEZ, LEIDY YASMIN leidyasmin.soto@avianca.com	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	Valor Hora Design Lead Senior						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : SOTO GONZALEZ, LEIDY YASMIN leidyasmin.soto@avianca.com	Promised: 05-MAR-2020 Needed: 05-MAR-2020	1	Servicio	(USD)372.5	N	(USD)372.50
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : SOTO GONZALEZ, LEIDY YASMIN leidyasmin.soto@avianca.com	Promised: 05-MAR-2020 Needed: 05-MAR-2020	1	Servicio	(USD)1960.5	N	(USD)1,960.50
<b>Total</b>							(USD)2,333.00

**Zabel, Lauren S.**

**From:** Jose Jaime Sanchez Quiceno <josejaime.sanchez@avianca.com>  
**Sent:** Wednesday, April 8, 2020 11:05 AM  
**To:** Esperanza Jara  
**Subject:** RV: For Your Review - Blanket Release 2024139-2, 0

Hola, abajo Po de Costa Rica para Accenture BPO con recibido 13077

Saludos,

**José Jaime Sánchez Q.**

Coordinación Centro de Servicios Compartidos D&T  
Avenida Calle 26 n. 59-15 P4  
Bogotá, Colombia  
[josejaime.sanchez@avianca.com](mailto:josejaime.sanchez@avianca.com)



**De:** waprobaciones@taca.com <waprobaciones@taca.com>  
**Enviado el:** martes, 7 de abril de 2020 10:34 a. m.  
**CC:** Jose Jaime Sanchez Quiceno <josejaime.sanchez@avianca.com>  
**Asunto:** For Your Review - Blanket Release 2024139-2, 0

**AVIANCA COSTA RICA S.A.**

DIAGONAL A LA POZUELO  
FRENTE A LA COMPANIA MERCANTIL  
SAN JOSE  
Costa Rica

**Supplier**

ACCENTURE LTDA  
CR 7 71 52 TO A P10  
11001,11 11  
Colombia

**Ship To**

CTO AVIANCA BOGOTA  
Avenida Calle 26 # 59-15  
Bogota ,  
Colombia

**Bill To**

CTO AVIANCA BOGOTA  
Avenida Calle 26 # 59-15  
Bogota,  
Colombia

Purchase Order	
Purchase Order No. 2024139-2	Revision 0

Date Of Order 07-APR-2020	Buyer SANCHEZ QUICENO, JOSE JAIME
Date Of Revision	Buyer

Customer Acct. No.	Supplier No.	Payment Terms	Freight Terms	FOB	Ship Via
	8001109807	60 DIAS CREDITO			
Confirm To/Telephone ROJAS,KAREN F. 5713266400				Requester/Deliver To SANCHEZ QUICENO, JOSE JAIME <a href="mailto:josejaime.sanchez@avianca.com">josejaime.sanchez@avianca.com</a>	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
------	---------------------------	---------------	----------	-----	------------	-----	----------------

1	Valor Hora Design Lead Senior						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : SANCHEZ QUICENO, JOSE JAIME <a href="mailto:josejaime.sanchez@avianca.com">josejaime.sanchez@avianca.com</a>	Promised: 07-APR-2020 Needed: 07-APR-2020		1 Servicio	(USD)1254.54	N	(USD)1,254.54
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : SANCHEZ QUICENO, JOSE JAIME <a href="mailto:josejaime.sanchez@avianca.com">josejaime.sanchez@avianca.com</a>	Promised: 07-APR-2020 Needed: 07-APR-2020		1 Servicio	(USD)238.36	N	(USD)238.36
<b>Total</b>							(USD)1,492.90



**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Tuesday, May 5, 2020 8:00 PM  
**To:** Leidy Ortiz Aldana  
**Subject:** For Your Review - Blanket Release 2024139-3, 1

**Oracle Workflow Notification (FYI)**

From: **ORTIZ ALDANA, LEIDY**

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Purchase Order</b>	
Purchase Order No. 2024139-3	Revision 1

Date Of Order 22-APR-20	Buyer ORTIZ ALDANA, LEIDY
Date Of Revision 05-MAY-20	Buyer ORTIZ ALDANA, LEIDY

Customer Acct. No.	Supplier No. 8001109807	Payment Terms 60 DIAS CREDITO	Freight Terms	FOB	Ship Via
Confirm To/Telephone ROJAS,KAREN F. 5713266400				Requester/Deliver To ORTIZ ALDANA, LEIDY leidyortiz.aldana@avianca.com	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	Valor Hora Design Lead Senior						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ORTIZ ALDANA, LEIDY leidyortiz.aldana@avianca.com	Promised: 05-MAY-20 Needed: 05-MAY-20	1	Servicio	(USD)535.56	N	(USD)535.56
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ORTIZ ALDANA, LEIDY leidyortiz.aldana@avianca.com	Promised: 05-MAY-20 Needed: 05-MAY-20	1	Servicio	(USD)2818.74	N	(USD)2,818.74
<b>Total</b>							(USD)3,354.30

**EXHIBIT 3**

## Zabel, Lauren S.

---

**From:** Kimberly Magdiana Hidalgo Hernandez (Subavh)  
<kimberly.hidalgo.subavh@avianca.com>  
**Sent:** Friday, May 8, 2020 3:21 PM  
**To:** Osorio Gomez, Caty E.  
**Cc:** biling.col@accenture.com; andrea.garcia@tmf-group.com  
**Subject:** [External] RE: RADICADO FACTURAS FVP-1012, FVP-1022, FVP-1023, FVP-1046

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

---

Buenas tardes,

Confirmando recepción de los siguientes documentos, del 01 de abril a hoy:

PROVEEDOR	FACTURA	MONEDA	MONTO	TIPO DOC
ACCENTURE LTDA	FVP-920	USD	2333.00	Normal
ACCENTURE LTDA	FVP-866	USD	152866.00	Normal
ACCENTURE LTDA	FVP-865	USD	30568.00	Normal
ACCENTURE LTDA	FVP-864	USD	1009103.00	Normal
ACCENTURE LTDA	FVP-863	USD	2228068.00	Normal
ACCENTURE LTDA	FVP-862	USD	365414.00	Normal
ACCENTURE LTDA	NC-193	USD	2333.00	Nota de Crédito
ACCENTURE LTDA	NC-182	USD	152866.00	Nota de Crédito
ACCENTURE LTDA	NC-181	USD	30568.00	Nota de Crédito
ACCENTURE LTDA	NC-180	USD	1009103.00	Nota de Crédito
ACCENTURE LTDA	NC-179	USD	2228068.00	Nota de Crédito
ACCENTURE LTDA	NC-178	USD	365414.00	Nota de Crédito
ACCENTURE LTDA	FVP-807	USD	1651.13	Normal
ACCENTURE LTDA	FVP-989	USD	745.44	Normal
ACCENTURE LTDA	FVP-1012	USD	1492.90	Normal
ACCENTURE LTDA	FVP-1022	USD	12017.71	Normal
ACCENTURE LTDA	FVP-1023	USD	4273.08	Normal
ACCENTURE LTDA	FVP-1046	USD	35270.42	Normal
ACCENTURE LTDA	FVP-1073	USD	35240.45	Normal
ACCENTURE LTDA	FVP-1076	USD	26430.34	Normal
ACCENTURE LTDA	NC-225	USD	4241.76	Nota de Crédito
ACCENTURE LTDA	FVP-1080	USD	4241.76	Normal
ACCENTURE LTDA	FVP-1166	USD	4241.76	Normal
ACCENTURE LTDA	FVP-1169	USD	3354.30	Normal
ACCENTURE LTDA	FVP-1173	USD	1721.53	Normal

Saludos.

Kemberlyn Hidalgo Hernández.



---

**De:** Osorio Gomez, Caty E. <caty.e.osorio.gomez@accenture.com>

**Enviado el:** miércoles, 6 de mayo de 2020 08:32

**Para:** Recepcion Facturas Costa Rica <recepcion.facturascr@avianca.com>; Kimberly Magdiana Hidalgo Hernandez (Subavh) <kimberly.hidalgo.subavh@avianca.com>

**CC:** biling.col@accenture.com

**Asunto:** RADICADO FACTURAS FVP-1012, FVP-1022, FVP-1023, FVP-1046

Buenos dias estimados

Solicito de su amable colaboración con la confirmación de radicado de las facturas FVP-1012, FVP-1022, FVP-1023, FVP-1046 del cliente Avianca costa rica , hasta la fecha no hemos recibido respuesta de confirmación de las facturas, para nosotros es indispensable poder contar con este soporte

Agradezco su pronta respuesta.

saludos



*Caty Elizabeth Osorio*

Senior Manager I Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá I +57 123 456 7890



Strategy & Consulting | Interactive | Technology | Operations

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<https://clicktime.symantec.com/3NaTAUHczJ4ZYZC1MPy8mC87Vc?u=www.accenture.com>

**Zabel, Lauren S.**

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**From:** Kimberly Magdiana Hidalgo Hernandez (Subavh)  
<kimberly.hidalgo.subavh@avianca.com>  
**Sent:** Thursday, March 26, 2020 10:57 AM  
**To:** Calderon Cortes, J.; Soporte Compras y Pagos  
**Cc:** Billing.Col  
**Subject:** [External] RE: Confirmación de radicado Facturas Avianca

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

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Buen día,

Confirmando recepción de las facturas FVP 925 Y 867, fueron recibidas el 23/03.

Saludos.

Kemberlyn Hidalgo Hernández.



---

**De:** Calderon Cortes, J. <j.calderon.cortes@accenture.com>  
**Enviado el:** miércoles, 25 de marzo de 2020 08:30  
**Para:** Kimberly Magdiana Hidalgo Hernandez (Subavh) <kimberly.hidalgo.subavh@avianca.com>; Soporte Compras y Pagos <soportecomprasypagos@avianca.com>; Recepcion Facturas Costa Rica <recepcion.facturascr@avianca.com>  
**CC:** Billing.Col <Billing.Col@accenture.com>  
**Asunto:** Confirmación de radicado Facturas Avianca

Buenos días estimados,

Solicito de su amable colaboración con la confirmación de radicado de las facturas FVP-867 y FVP-925 de Avianca Costa Rica.

Agradezco la pronta respuesta,  
Saludos,



Johanna Andrea Calderon Cortes.

Regular Contractor | Finanzas Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 3266400



accenture strategy | consulting | digital | technology | operations

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<https://clicktime.symantec.com/3MNQnhhYqaJaPt5hHRURitk7Vc?u=www.accenture.com>

## Zabel, Lauren S.

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**From:** Kimberly Magdiana Hidalgo Hernandez (Subavh)  
<kimberly.hidalgo.subavh@avianca.com>  
**Sent:** Tuesday, May 12, 2020 10:45 AM  
**To:** Osorio Gomez, Caty E.; Recepcion Facturas Costa Rica  
**Cc:** Billing.Col  
**Subject:** [External] RE: RADICACION FACTURAS FVP-1166, FVP-1169, FVP-1173

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

---

Buenas días,

Confirmando recepción de los siguientes documentos, del 01 de abril a hoy:

PROVEEDOR	FACTURA	MONEDA	MONTO	TIPO DOC
ACCENTURE LTDA	FVP-920	USD	2333.00	Normal
ACCENTURE LTDA	FVP-866	USD	152866.00	Normal
ACCENTURE LTDA	FVP-865	USD	30568.00	Normal
ACCENTURE LTDA	FVP-864	USD	1009103.00	Normal
ACCENTURE LTDA	FVP-863	USD	2228068.00	Normal
ACCENTURE LTDA	FVP-862	USD	365414.00	Normal
ACCENTURE LTDA	NC-193	USD	2333.00	Nota de Crédito
ACCENTURE LTDA	NC-182	USD	152866.00	Nota de Crédito
ACCENTURE LTDA	NC-181	USD	30568.00	Nota de Crédito
ACCENTURE LTDA	NC-180	USD	1009103.00	Nota de Crédito
ACCENTURE LTDA	NC-179	USD	2228068.00	Nota de Crédito
ACCENTURE LTDA	NC-178	USD	365414.00	Nota de Crédito
ACCENTURE LTDA	FVP-807	USD	1651.13	Normal
ACCENTURE LTDA	FVP-989	USD	745.44	Normal
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ACCENTURE LTDA	FVP-1046	USD	35270.42	Normal
ACCENTURE LTDA	FVP-1073	USD	35240.45	Normal
ACCENTURE LTDA	FVP-1076	USD	26430.34	Normal
ACCENTURE LTDA	NC-225	USD	4241.76	Nota de Crédito
ACCENTURE LTDA	FVP-1080	USD	4241.76	Normal
ACCENTURE LTDA	FVP-1166	USD	4241.76	Normal
ACCENTURE LTDA	FVP-1169	USD	3354.30	Normal
ACCENTURE LTDA	FVP-1173	USD	1721.53	Normal

Saludos.

Kemberlyn Hidalgo Hernández.



Saludos.

---

**De:** Osorio Gomez, Caty E. <caty.e.osorio.gomez@accenture.com>

**Enviado el:** martes, 12 de mayo de 2020 08:42

**Para:** Recepcion Facturas Costa Rica <recepcion.facturascr@avianca.com>; Kimberly Magdiana Hidalgo Hernandez (Subavh) <kimberly.hidalgo.subavh@avianca.com>

**CC:** Billing.Col <Billing.Col@accenture.com>

**Asunto:** RADICACION FACTURAS FVP-1166, FVP-1169, FVP-1173

Buenos dias estimados

Solicito de su amable colaboración con la confirmación de radicado de las facturas FVP-1166, FVP-1169, FVP-1173 de Avianca Costa Rica

Agradezco su pronta respuesta.

saludos

  
**accenture**

*Caty Elizabeth Osorio*

Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 123 456 7890

**TOGETHER**  
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<https://clicktime.symantec.com/3TGsEuoXDaTJWkj1cWdZhoB7Vc?u=www.accenture.com>