

FAQs from Suppliers

1. Who do we contact for questions on Invoices and Payments? If you still have questions you can contact our respective country's Accounts Payable department as follows:

Country	Email
Singapore	SGP.APFinanceSSC@sg.experian.com
Singapore DP	DP.APFinanceSSC@sg.experian.com
Malaysia	KUL.APFinanceSSC@my.experian.com
Thailand	TH.APFinanceSSC@experian.com
Indonesia	ID.APFinanceSSC@experian.com
Australia	AU.APFinanceSSC@au.experian.com
New Zealand	AU.APFinanceSSC@au.experian.com
China	CN.APFinanceSSC@cn.experian.com
Hong Kong	HK.APFinanceSSC@hk.experian.com
India	IN.APFinanceSSC@in.experian.com
Japan	JP.APFinanceSSC@jp.experian.com

2. What are Experian's Payment terms? Our standard payment terms are 45 days from receipt of a **CORRECT** invoice. For a list of required Invoice information see Chart A1 at the end of this document.
3. What does the procure to pay PO process look like? See chart A1 at the end of this document.
4. When are, we authorized to provide the goods or services? No work of any kind should begin until a Purchase Order has been issued to the supplier.
5. I am not a current supplier of Experian. How can I become one? If an Experian employee wishes to do business with you, that employee will contact the Procurement department and request that you be evaluates and approved to be onboarded.
6. Does Experian conduct any kind of screening process of its Suppliers? Yes, there are a few reviews that include a Procurement department assessment, a financial stability check using public information sources and an International Sanctions check.
7. How can I update my contact information? Please e-mail to Globalsuppliermaintenance@experian.com

8. How do I receive a Purchase Order? Purchase Orders are received via email mostly as our system will automatically send the PO to the email on the supplier record.

9. Who do I contact when I have a question? See chart A1 at the end of this document.

Chart A1

Document	Contact for questions	Notes and information
Purchase Order	Experian Contact/Stakeholder	<p>A purchase requisition must be created and approved by the business contact requiring your goods and/or services before a purchase order can be created by the buyer.</p> <p>If you have a question relating to the purchase order, the contact name of the Experian Contact/Stakeholder requesting the goods and/or services can be located on the purchase order.</p>
	Buyer	<p>When the buyer creates the purchase order it is automatically emailed to the address you provided in the supplier set up process. If you require your email address to be updated please email to Globalsuppliermaintenance@experian.com</p>
Invoice Submission	Accounts Payable	<p>Invoices should be submitted in either of the following formats,</p> <p>All invoices should include the information outlined below.</p> <ul style="list-style-type: none"> • Purchase Order Number • Unique Invoice Number • Supplier Name and Remit Address • Description to sufficiently identify the Goods/Service • Location where Services are being provided • Any Discount Applied • Price and Quantity • Subtotal (charges excluding Shipping and Tax) • Shipping and Tax Totals • Grand Total (charges including Shipping and Tax) <p>Invoices sent without the required information will not be processed.</p>
Invoice Payment	Accounts Payable	<p>Payment of approved invoices will be to the payment terms stated in the agreed upon terms and conditions. You can find Experian's standard terms and supplier rules of engagement at https://www.experian.com/corporate/suppliers.html.</p> <p>Experian's standard payment terms are 45 days from receipt of a correct invoice.</p>