FAQs from Suppliers

1. **Who do we contact for questions on Invoices and Payments?** Experian uses Oracle iSupplier, a portal from which you the supplier can access to post invoices, see posted payments and much more. We ask that you check iSupplier first. If you still have questions you can contact our Accounts Payable department at AccountsPayable@experian.com

2. **What are Experian's Payment terms?** Our standard payment terms are 45 days from receipt of a <u>CORRECT</u> 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 evaluated and approved to be onboarded.

6. **Does Experian conduct any kind of screening process of its suppliers?** Yes, a financial stability check using public information sources and an international sanctions check are included in the supplier assessment.

7. **How can I update my contact information?** Oracle's iSupplier portal is used by Experian to allow you, the supplier, to access your supplier record and update it.

8. **How do I receive a Purchase Order?** In most cases Purchase Orders are sent to you automatically by our system via email to the email address provided during supplier onboarding.

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

10. **Is registration with the SAP Ariba Network required?** If the transaction requires a Purchase Order, then yes registration into the Ariba Network is required.

11. Is there a charge to be registered with SAP Ariba Network? There is no charge to the supplier to register and use SAP Ariba with Experian. We do not use SAP Ariba as a full ERP system or any components which would result in a charge to the supplier.

Chart A1

Document	Contact for questions	Notes and information
Purchase Order	**Experian Contact/Stakeholder** **Buyer**	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. 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. 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 access iSupplier to manually update it yourself.
Invoice Submission	**Accounts Payable**	Please electronically uploaded invoices via the iSupplier portal. Invoices should be submitted in either of the following formats, All invoices should include the information outlined below. **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)** **Invoices sent elsewhere or without the required information will not be processed.**
Invoice Payment	**Accounts Payable**	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. Invoices and payments can be tracked through iSupplier. For all invoice questions please check iSupplier first and then contact AccountsPayable@experian.com with any remaining questions. For all queries relating to **Experian Ireland** Payments, contact res_ireacpy@experian.com