

# FAQs from Suppliers

1. **Who do we contact for questions on Invoices and Payments?** Experian provides a self-service portal, Oracle iSupplier, for our suppliers to post and inquire on invoice payment status. We ask that you check iSupplier first and if you still need assistance contact our Accounts Payable department at [apdept@Experian.com](mailto:apdept@Experian.com)
2. **How does a supplier obtain access to Oracle iSupplier?** For suppliers located in the US and Canada please contact [supplieradmin@experian.com](mailto:supplieradmin@experian.com), after verification that your organization is an approved supplier you will be sent log-on credentials.
3. **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.
4. **What does the procure to pay PO process look like?** See Chart A1 at the end of this document.
5. **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 your organization.
6. **I am not a current supplier of Experian. How can I become one?** If an Experian employee wishes to do business with your company, the employee contacts Procurement and requests a buyer evaluation for possible consideration of your company as an Experian supplier.
7. **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 as part of the supplier assessment screenings.
8. **How can I update my contact information?** Experian provides a self-service portal for our suppliers to create and maintain their supplier record information with Experian. To update any of your information log into your account on the portal and make the needed changes.
9. **How do I receive a Purchase Order?** In most cases Purchase Orders are sent automatically by our system via email to the PO email address provided upon on-boarding.

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

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 A

Document	Contact for questions	Notes and information
Purchase Order	<b>Experian Contact/Stakeholder</b>	<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>
	<b>Buyer</b>	<p>When the buyer creates the purchase order it is automatically emailed to the address you provided in the supplier set up process. Updates to your purchase order email address are self-service, please access iSupplier to correct. Requests to Experian to update this information will not be fulfilled.</p>
Invoice Submission	<b>Accounts Payable</b>	<p>Please electronically upload your invoice via the iSupplier portal.</p> <p>Invoices should be submitted in either of the following formats,</p> <ol style="list-style-type: none"> <li>TIFF Format (Group IV monochrome, and 300 dpi)</li> <li>PDF (standard type, no password protection)</li> </ol> <p>Please ensure that the file is no larger than 5MB.</p> <p>All invoices should include the information outlined below.</p> <p style="text-align: center;"> <b>Purchase Order Number</b>  <b>Unique Invoice Number</b>  <b>Supplier Name and Remit Address</b>  <b>Description to sufficiently identify the Goods/Service</b>  <b>Location where Services are being provided</b>  <b>Any Discount Applied</b>  <b>Price and Quantity</b>  <b>Subtotal (charges excluding Shipping and Tax)</b>  <b>Shipping and Tax Totals</b>  <b>Grand Total (charges including Shipping and Tax)</b> </p> <p><b>Invoices sent elsewhere or without the required information will not be processed.</b></p>
Invoice Payment	<b>Accounts Payable</b>	<p>Payment of approved invoices will be to the payment terms stated in the agreed upon terms and conditions.</p> <p>Invoices and payments can be tracked through iSupplier. For all invoice questions please check iSupplier first and then contact <a href="mailto:APDept@experian.com">APDept@experian.com</a> with any remaining questions.</p>
iSupplier	<b>Accounts Payable</b>	<p>Experian's standard payment terms are 45 days from receipt of a correct invoice.</p> <p><b>iSupplier is a self-service portal which enables our suppliers to post invoices, view payment status and purchase order information</b></p> <p><b>To obtain access to iSupplier or to request assistance contact <a href="mailto:supplieradmin@experian.com">supplieradmin@experian.com</a></b></p>