



# iSupplier Contacts

---

# Contents

- 1. Purchase Order ..... 3
- 2. Invoice submission ..... 3
- 3. Invoice approval ..... 4
- 4. Invoice payment ..... 4
- 5. Global Supplier Maintenance contacts ..... 4
- 6. Accounts Payable contacts ..... 5

## 1. Purchase Order

### Business User

### Buyer

A purchase requisition must be created and approved by the business user requiring your goods and/or services before a purchase order can be created by the buyer.

When the buyer creates the Purchase Order it is automatically emailed to the address you provided in the supplier set up process.

If you have a query relating to the purchase order, the contact name of the business user requesting the goods and/or services can be located on the purchase order.

## 2. Invoice submission

### Accounts Payable

Please electronically email your invoice to respective Experian country mailbox. Invoices should be in either of the following formats:

- TIFF Format (Group IV monochrome, and 300 dpi)
- PDF (standard type, no password protection)

Please ensure that the file is no larger than 5MB with no more than 10 attachments to one email.

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 / Services
- Location where any Services are being provided
- Any Discounts applied
- Price and Quantity
- Subtotal (charges excluding Shipping and Tax)
- Shipping and Tax Totals
- Grand Total (charges including Shipping and Tax)

NOTE: Invoices sent elsewhere or without the required information will not be processed.

### 3. Invoice approval

#### Business User

All invoices require approval by the business user who created the purchase requisition. Accounts Payable is not able to process payment without this approval. The buyer is not involved in this part of the process.

### 4. Invoice payment

#### Accounts Payable

Payment of approved invoices will be based on the agreed payment terms stated in the signed terms and conditions.

For all invoice queries please contact your local Accounts Payable in the first instance.

### 5. Global Supplier Maintenance contacts

| Countries               | Email Address                                                                                      |
|-------------------------|----------------------------------------------------------------------------------------------------|
| UK, EMEA and APAC       | <a href="mailto:GlobalSuppliermaintenance@experian.com">GlobalSuppliermaintenance@experian.com</a> |
| US, Canada & Costa Rica | <a href="mailto:GlobalSuppliermaintenance@experian.com">GlobalSuppliermaintenance@experian.com</a> |
| PE, AR, CO, CL, VE      | <a href="mailto:admindecuentas@experian.com">admindecuentas@experian.com</a>                       |

## 6. Accounts Payable contacts

| Countries             | Query Mailbox                                                                          | Invoice Submission Mailbox                                                         |
|-----------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Argentina             | <a href="mailto:CuentasAPagarAR@Experian.com">CuentasAPagarAR@Experian.com</a>         | <a href="mailto:FacturasArgentina@experian.com">FacturasArgentina@experian.com</a> |
| Australia             | <a href="mailto:AU.APFinanceSSC@au.experian.com">AU.APFinanceSSC@au.experian.com</a>   | <a href="mailto:apinvoicesau@experian.com">apinvoicesau@experian.com</a>           |
| Austria               | <a href="mailto:payables.at@experian.com">payables.at@experian.com</a>                 | <a href="mailto:APIInvoicesAT@experian.com">APIInvoicesAT@experian.com</a>         |
| Botswana              | <a href="mailto:payablesBW@experian.com">payablesBW@experian.com</a>                   | <a href="mailto:APIInvoicesBW@experian.com">APIInvoicesBW@experian.com</a>         |
| Bulgaria              | <a href="mailto:payables.BG@experian.com">payables.BG@experian.com</a>                 | <a href="mailto:APIInvoicesBG@experian.com">APIInvoicesBG@experian.com</a>         |
| Canada                | <a href="mailto:APDeptCA@experian.com">APDeptCA@experian.com</a>                       | <a href="mailto:APIInvoicesCA@experian.com">APIInvoicesCA@experian.com</a>         |
| Chile                 | <a href="mailto:cuentasapagarcl@experian.com">cuentasapagarcl@experian.com</a>         | <a href="mailto:APIInvoicesCL@experian.com">APIInvoicesCL@experian.com</a>         |
| China                 | <a href="mailto:cn.apfinancesc@cn.experian.com">cn.apfinancesc@cn.experian.com</a>     | <a href="mailto:APIInvoicesCN@experian.com">APIInvoicesCN@experian.com</a>         |
| Colombia              | <a href="mailto:CuentasAPagarCO@Experian.com">CuentasAPagarCO@Experian.com</a>         | <a href="mailto:FacturasColombia@experian.com">FacturasColombia@experian.com</a>   |
| Costa Rica            | <a href="mailto:cuentasapagarcr@experian.com">cuentasapagarcr@experian.com</a>         | <a href="mailto:APIInvoicesCR@experian.com">APIInvoicesCR@experian.com</a>         |
| Denmark               | <a href="mailto:PayablesDK@experian.com">PayablesDK@experian.com</a>                   | <a href="mailto:APIInvoicesDK@experian.com">APIInvoicesDK@experian.com</a>         |
| France                | <a href="mailto:payables.fr@experian.com">payables.fr@experian.com</a>                 | <a href="mailto:APIInvoicesFR@experian.com">APIInvoicesFR@experian.com</a>         |
| Germany               | <a href="mailto:payablesde@experian.com">payablesde@experian.com</a>                   | <a href="mailto:APIInvoicesDE@experian.com">APIInvoicesDE@experian.com</a>         |
| Hong Kong<br>& Taiwan | <a href="mailto:HK.APFinanceSSC@hk.experian.com">HK.APFinanceSSC@hk.experian.com</a>   | <a href="mailto:APIInvoicesHK@experian.com">APIInvoicesHK@experian.com</a>         |
| India                 | <a href="mailto:IN.APFinanceSSC@in.experian.com">IN.APFinanceSSC@in.experian.com</a>   | <a href="mailto:APIInvoicesIN@experian.com">APIInvoicesIN@experian.com</a>         |
| Ireland               | <a href="mailto:res_ireacpy@experian.com">res_ireacpy@experian.com</a>                 | <a href="mailto:APIInvoicesIE@experian.com">APIInvoicesIE@experian.com</a>         |
| Italy                 | <a href="mailto:PayablesIT@experian.com">PayablesIT@experian.com</a>                   | <a href="mailto:APIInvoicesIT@experian.com">APIInvoicesIT@experian.com</a>         |
| Japan                 | <a href="mailto:jp.apfinancesc@jp.experian.com">jp.apfinancesc@jp.experian.com</a>     | <a href="mailto:apinvoicesjp@experian.com">apinvoicesjp@experian.com</a>           |
| Lesotho               | <a href="mailto:payablesLS@experian.com">payablesLS@experian.com</a>                   | <a href="mailto:APIInvoicesLS@experian.com">APIInvoicesLS@experian.com</a>         |
| Malaysia              | <a href="mailto:KUL.APFinanceSSC@my.experian.com">KUL.APFinanceSSC@my.experian.com</a> | <a href="mailto:apinvoicesmy@experian.com">apinvoicesmy@experian.com</a>           |
| Monaco                | <a href="mailto:payables.MC@experian.com">payables.MC@experian.com</a>                 | <a href="mailto:APIInvoicesMC@experian.com">APIInvoicesMC@experian.com</a>         |
| Netherlands           | <a href="mailto:payablesnl@experian.com">payablesnl@experian.com</a>                   | <a href="mailto:APIInvoicesNL@experian.com">APIInvoicesNL@experian.com</a>         |
| New Zealand           | <a href="mailto:AU.APFinanceSSC@au.experian.com">AU.APFinanceSSC@au.experian.com</a>   | <a href="mailto:apinvoicesnz@experian.com">apinvoicesnz@experian.com</a>           |
| Norway                | <a href="mailto:payables.no@experian.com">payables.no@experian.com</a>                 | <a href="mailto:APIInvoicesNO@experian.com">APIInvoicesNO@experian.com</a>         |
| Panama                | <a href="mailto:CuentasAPagarPA@experian.com">CuentasAPagarPA@experian.com</a>         | <a href="mailto:FacturasPA@experian.com">FacturasPA@experian.com</a>               |
| Peru                  | <a href="mailto:CuentasAPagarPE@Experian.com">CuentasAPagarPE@Experian.com</a>         | <a href="mailto:FacturasPeru@experian.com">FacturasPeru@experian.com</a>           |
| Philippines           | <a href="mailto:PH.APFinanceSSC@experian.com">PH.APFinanceSSC@experian.com</a>         | <a href="mailto:apinvoicesph@experian.com">apinvoicesph@experian.com</a>           |
| Poland                | <a href="mailto:payablespl@experian.com">payablespl@experian.com</a>                   | <a href="mailto:APIInvoicesPL@experian.com">APIInvoicesPL@experian.com</a>         |
| Singapore             | <a href="mailto:SGP.APFinanceSSC@sg.experian.com">SGP.APFinanceSSC@sg.experian.com</a> | <a href="mailto:apinvoicessg@experian.com">apinvoicessg@experian.com</a>           |
| South Africa          | <a href="mailto:payablesza@experian.com">payablesza@experian.com</a>                   | <a href="mailto:APIInvoicesZA@experian.com">APIInvoicesZA@experian.com</a>         |
| Spain                 | <a href="mailto:payables.es@experian.com">payables.es@experian.com</a>                 | <a href="mailto:APIInvoicesES@experian.com">APIInvoicesES@experian.com</a>         |
| Switzerland           | <a href="mailto:payablesCH@experian.com">payablesCH@experian.com</a>                   | <a href="mailto:APIInvoicesCH@experian.com">APIInvoicesCH@experian.com</a>         |
| Turkey                | <a href="mailto:payables.tr@experian.com">payables.tr@experian.com</a>                 | <a href="mailto:APIInvoicesTR@experian.com">APIInvoicesTR@experian.com</a>         |
| UK                    | <a href="mailto:AccountsPayable@experian.com">AccountsPayable@experian.com</a>         | <a href="mailto:APIInvoicesUK@experian.com">APIInvoicesUK@experian.com</a>         |
| US                    | <a href="mailto:APDEPT@Experian.com">APDEPT@Experian.com</a>                           | <a href="mailto:APIInvoicesUS@experian.com">APIInvoicesUS@experian.com</a>         |