

EMEA FAQs for Suppliers

1. **Who do we contact for questions on Invoices and Payments?** Please contact the Accounts Payable department at the email address listed in your PO
2. **What are Experian's Payment terms?** Our standard payment terms are the 30 days from month end following receipt of a CORRECT invoice. For a list of required Invoice information see the table at the end of this document.
3. **What does the procure to pay PO process look like?** See the chart 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, there are a number of 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 contact the Accounts Payable department at the email address listed in your PO
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 the table at the end of this document.
10. **Is registration into the SAP network required?** If the transaction requires a Purchase Order, then yes registration into SAP is required.
11. **Is there a charge to be in the SAP Network?** There is no charge to the supplier to register and use SAP with Experian.

Document	Contact questions for	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.</p>
Invoice Submission	Accounts Payable	<p>Please submit your invoice as directed on your Purchase Order.</p> <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 elsewhere or 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>Invoices and payments can be tracked through iSupplier if you have this enabled. All Payments will be according to the terms listed on the link above. Please check terms first and then contact the respective mailbox below with any remaining questions.</p> <p>Österreich/Austria: payablesat@experian.com България/Bulgaria: payables.BG@experian.com Deutschland/Germany: payablesde@experian.com Danmark/Denmark: PayablesDK@experian.com España /Spain: payables.es@experian.com France: payables.fr@experian.com Italia/Italy: PayablesIT@experian.com Monaco: payables.MC@experian.com Nederland/Netherlands: payablesnl@experian.com Norge/Norway: PayablesNO@experian.com Polska/Poland: PayablesPL@experian.com South Africa: payablesZA@experian.com Türkiye/Turkey: payables.tr@experian.com</p>