

A Vendor's Guide to On-time Payments

#1 - Confirm you are set-up as an active Vendor

HERE uses Oracle's PeopleSoft ("PS") ERP system for Vendor and Purchase Order ("PO") management. In order to receive a PO from HERE, a Vendor must be set-up and approved in our PS system under the HERE legal entity you are doing business with.

What can you do?

- Confirm with your HERE contact that you are an approved Vendor under the HERE entity you are doing business with.
 - HERE has multiple legal entities we conduct business under. **The HERE legal entity listed on the contract (if applicable), PO, and invoice must match.**
- If needed, obtain our Vendor Setup Form from your HERE contact to start the set-up process.
 - ALL applicable information under the "Supplier Information" section must be complete, and the form must be **signed** under the "Approvals" section.
 - Required **Supporting document(s)** must be returned with the form, and can be found under the Instructions tab on the form.

#2 - Obtain a HERE Purchase Order

Purchase Orders are required in order to pay an invoice.

What can you do?

- Obtain a valid Purchase Order from your HERE contact before starting work or shipping goods.
- Review PO details for accuracy prior to the start of your work, such as: total value, quantities, price, payment terms, currency, delivery dates.
- If any changes, add-ons, or renewals are required at any time, ask your HERE contact to issue a new PO or amend the existing PO accordingly **as soon as possible**, and be sure you receive a copy of the new or reissued PO with the correct changes. **A verbal agreement is NOT a guarantee for payment.**

#3 - Submit a valid invoice

Invoices with errors or non-compliance issues will be returned unpaid, creating significant payment delays.

What can you do?

- Double-check the accuracy of invoices before submission.
 - **Ensure line items on the invoice are in accordance with the line items on the PO** (e.g., if there are multiple line items on the PO, individual line item charges should be clearly listed on invoices with matching descriptions).
 - Be sure the correct, valid **PO number is clearly listed on the invoice.**
 - It is the Vendor's responsibility to ensure invoices comply with the legal and statutory requirements of the Vendor's country of origin (e.g., VAT).
 - Be sure invoices comply with other regulatory/regional requirements.
- HERE's business language is English. Invoices in other languages will require translation and risks delays in payment.
- Invoices should be sent to HERE Accounts Payable ("AP") as soon as delivery is made or as otherwise agreed in the contract or by the HERE contact.
 - Submit invoices to the **correct AP address or email address located in the "Bill To" section of your PO.**
- Include any supporting documents required as agreed (e.g., travel approvals, expense receipts, etc.).

#4 - Follow-up with your HERE contact

Our purchases of goods and services require a record of receipt in our PS system to pay your invoice.

What can you do?

- **Send a copy of the invoice submission to your HERE contact ("Attention" line of the "Ship To" section of the PO)** and the regional HERE Accounts Payable mailbox as soon as possible (see table on page 2).
- The "Attention" name on the PO is the Requester and they (or their delegate) are responsible for the receipt creation.
- Confirm with your HERE contact that the receipt of goods or services was entered in PeopleSoft to cover your invoice.



Other Payment Related Information

- HERE's standard payment terms are net 60 days.
- Your payment terms are noted on the Purchase Order. If these are NOT the agreed terms, you will need to contact your HERE contact immediately to make the necessary changes.
- HERE generally operates a weekly Vendor Payment Process and HERE pays Vendors every Thursday by noon. Public holidays may affect the payment cycle and delay payment to the next business day.
- Payment dates are calculated based on a number of factors including: invoice date, receipt date of a valid invoice, PS receipt date, and payment cycle.
- In the rare circumstances that there is no Purchase Order required, full contact details of the HERE contact should be listed on the invoice. Invoices without such details may be returned to you unpaid. Invoices approved for payment without a PO will be paid at HERE's standard

payment terms (net 60) unless agreed in advance by HERE's Procurement and Finance team.

Preventing Fraud

- To protect both HERE and Vendors from fraud, we independently verify banking details before we accept them. This will affect all new Vendors and Vendor information change requests.
- If a Vendor has not done business with HERE within the last 18 months, the banking details will need to be re-submitted and verified before payments can be resumed. Please comply with our verification/documentation requests in a timely manner to avoid payment delays.
- Accounts Payable will not accept a manually modified Invoice (i.e. handwritten modification).

AP EMAIL and MAIL TO DIRECTORY		
Region / Country	via email to:	AND mail original to:
Americas:		
Argentina	yesica.gheno@here.com	Olga Cossetini 1545 Floor 1 Buenos Aires C1107CEK
Brazil	nelson.dasilva@here.com	
Chile	matias.munoz@here.com	Isidora Goyenechea 3356 Office 32 Santiago 755-0089
Mexico	facturacionmexico@here.com	Blvd. Campestre No. 2502 Leon GTO 37156
Peru	accountspayablechicago@here.com	Av Benavides 1180 Comunal Coworking - Piso 8 Miraflores, Lima City
USA, Canada	accountspayablechicago@here.com	
EMEA:		
Europe, UAE	accountspayableeurope@here.com	
Israel	Non-domestic invoices: Odelia.goldin@here.com	Domestic invoices: HERE Israel Accounts payables 13 Zarhin Street Ra'anana ZIP code 4366241 Israel
India:		
India	accountspayableindia@here.com	Multistorey Building, SEEPZ, Andheri (East) Unit No. 305 -308 Mumbai 400 096 IND
APAC:		
Australia, New Zealand	accountspayablechicago@here.com	
China	jeff.meier@here.com	Beijing Branch 10/F, South Tower, Beijing Kerry Centre, No. 1 Guanghua Road, Chaoyang District, Beijing, office 1045
Indonesia	jillian.zbilut@here.com	Jl. TB. Simatupang Kav.36 - Sovereign Plaza 15 Floor Jakarta 12430
Malaysia	siriyuda.hanab@here.com	Jalan Stesen Sentral 5 Unit 2B-13-2 Kuala Lumpur 50470
Philippines	jillian.zbilut@here.com	15 Meralco Avenue 8th Floor, Unit 803 Pasig City 1605
Singapore	accountspayablechicago@here.com	152 Beach Road #20-01/04 & #20-05/08 189721
South Korea	taxinvoicekr@here.com	
Taiwan	jillian.zbilut@here.com	No. 89 Songren Road, Xinyi District Room A, 13 F-3 Taipei 110
Thailand	siriyuda.hanab@here.com	Bubhajit Building, 20 North Sathorn Road, Khwaeng Silom, Unit 10A, Level 10 Bangkok 10 10500

About HERE Technologies

HERE, the Open Location Platform company, enables people, enterprises and cities to harness the power of location. By making sense of the world through the lens of location we empower our customers to achieve better outcomes – from helping a city manage its infrastructure or an enterprise optimize its assets to guiding drivers to their destination safely. To learn more about HERE, including our new generation of cloud-based location platform services, visit 360.here.com and www.here.com.