



# Frequently Asked Questions and Answers

## Payments, Payment Advices and Invoice Discounting

***Q: Why am I receiving a payment from Apple?***

A: Apple's records indicate a payment was due to you. Please refer to the details in the body of the payment advice for additional information.

***Q: When will our other invoices be paid?***

A: Invoices are paid in accordance with the negotiated payment terms found in the purchase order issued by Apple. If your records indicate that an invoice is overdue, please contact Accounts Payable.

***Q: How do I contact Accounts Payable?***

A: Send an email to the Accounts Payable email address located at the bottom of the payment advice.

***Q: How do I change my mailing or email address?***

A: Send an email to the Accounts Payable email address noted on the payment advice.

***Q: How do I interpret the date contained in the payment advice? It does not match our records.***

A: The date is in dd/mm/yyyy (day-month-year), e.g. 7-4-2016 is April 7, 2016.

***Q: What are the "document" and "vendor numbers" in the header of the payment advice?***

A: The document number is the internal Apple reference for this payment advice and the vendor number is your account number with Apple. If you contact Accounts Payable with a query, **please reference both of these numbers** so your inquiry may be accurately addressed. The email for Accounts Payable queries can be found at the bottom of the payment advice.

***Q: What is the most reliable way to submit invoices to Apple?***

A: e-Invoicing is generally the fastest, most efficient way to submit invoices to Apple and to expedite the payment process if it is permitted by your country. Send an email to the Accounts Payable email address located at the bottom of the payment advice to confirm the best approach for your account. To set up e-invoicing, contact [http://www.tungsten-network.com/apple\\_new/](http://www.tungsten-network.com/apple_new/). For invoicing instructions, see the purchase order.

# Invoice Discounting

**Q: Why am I being paid less than the amount on my invoice to Apple?**

A: Common reasons for payment differences are related to early payment discount terms or taxes.

**Q: My invoice shows a discount amount. How can I confirm that the correct discount amount has been applied to this payment?**

A: Your company's contract(s) and/or purchase order(s) from Apple contain the agreed upon payment terms. Begin by confirming what the payment terms are between your company and Apple for the invoices included in this payment advice. You may have more than one contract between your company and Apple, particularly if different organizations within Apple are buying goods or services from your company.

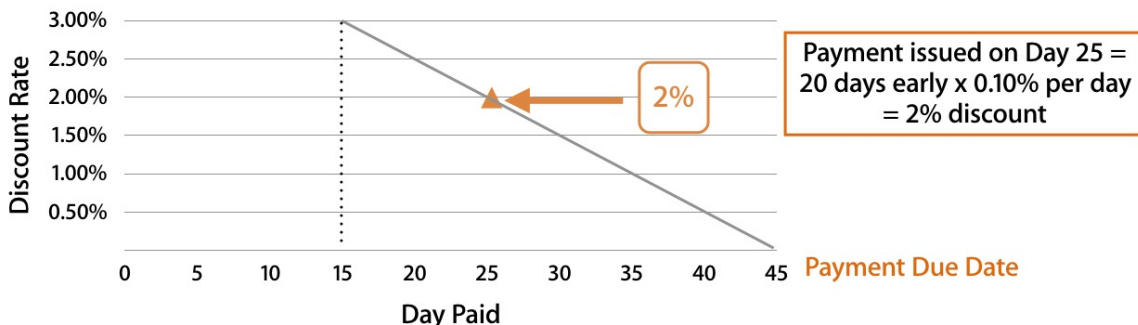
The most common discount term is 3% when paid within 15 days, otherwise, the payment is made at day 45. If your discount does not calculate to be 3% of the invoice amount, your company may have a dynamic payment term (DPT) agreement with Apple.

The standard DPT applies a 3% discount when paid within 15 days, which is 30 days earlier than the due date (day 45). This equates to a discount of one-tenth of one percent (0.10%) per day. Payments made after the 15th day and before the 45th day are discounted at one-tenth of one percent (0.10%) times the number of days that the payment is made early.

Below is an illustration of how the DPT calculation applies for an invoice that is paid earlier than the net 45 payment due date. This example assumes that the payment is made on the twenty-fifth (25th) day, which is twenty (20) days earlier than the original net 45 payment due date. In this example, the amount of the DPT discount is two percent (2.00%), which is twenty (20) days multiplied by 0.10% per day.

## Dynamic Payment Term Example

3% discount by Day 15, sliding daily to Day 45 (Payment Due Date)



***Q: My company does not currently have early payment terms with Apple. Who can we contact to inquire about changing our payment terms to a dynamic payment term?***

A: Please contact [EarlyPayments@apple.com](mailto:EarlyPayments@apple.com) to update your existing or new contract(s) and/or purchase order(s) to include dynamic payment terms.