



FREQUENTLY ASKED QUESTIONS

What is changing for former suppliers and customers of ISI?

Purchase order documents will include a new purchase order number that must be included on all invoices sent to Charkit to ensure timely payment. Existing POs issued by ISI may need to be re-issued under a new PO number; if this is required you will be notified and advised of the new PO number.

Vendor/Supplier/Customer numbers and product numbers will change for any entities and products obtained in the acquisition. As you begin to receive purchase orders after the changeover date, please update these numbers in your system as necessary. Charkit will apply internationally recognized transportation terms and conditions (Incoterms) to all contracts and standard agreements.

Banking information will change. Charkit Chemical will contact you directly with the new bank details, including billing and payment addresses.

What other changes may impact suppliers and customers?

A new billing address for suppliers, a new payment address for customers, and new contact numbers for anyone newly contacting Charkit. In addition to billing and payment address changes, there will be new contact numbers for supplier invoice and customer order inquires. To ensure prompt payment of supplier invoices, it is imperative they are sent to the new proper billing address. To ensure proper receipt of customer purchase orders, it is imperative they are sent to the correct contact. See www.charkit.com/ISI_Business_Info.html for a link to that information. As you begin to invoice us or send us orders, please make sure your files are updated with this new information.

Who should I call with questions?

Your Charkit purchasing representative is available to answer questions. For existing customer and suppliers, there is no change in contact information; for ISI customers and suppliers being moved to Charkit, see www.charkit.com/ISI_Business_Info.html for a link to that information.
