

## IMPORTANT Invoice Instructions for Timely Payment of your Invoices

Dear Valued Vendor,

We greatly value the business we do together and in 2016 we want to do better! To further strengthen our collaboration, you can support us with enforcing several policies that will help to ensure that we can make payments to you in a timely and accurate manner.

**To this end, effective March 1<sup>st</sup>, 2016**, we will be strictly implementing a set of **requirements and guidelines** on:

- The Submission Process for invoicing Mondelez
- The Required Invoice Documentation

### **How should you submit invoices to Mondelez?**

To improve the efficiency of this process, we are starting to phase out paper-based invoicing and therefore ask you to enroll and send your invoices to us **electronically via Tungsten E-Invoicing** (preferred method), or, alternatively, send these via email as an attachment. In instances where this is unavoidable and cannot be done electronically, please send hard copy invoices, directly to our **new centralized scanning location in Prague**. The postal addresses in Bratislava, Slovakia will no longer be valid. Invoices sent to the business units may result in delayed payments. Specific guidelines can be found in Appendix A of this pack.

### **What needs to be on your invoices?**

One of the opportunity areas that we need to focus on and where we need your support with is ensuring the completeness and quality of invoices that we receive, so that we can avoid inefficiencies and ensure that timely payments are made to you.

#### **Regulatory and/or Compliance requirements:**

- The invoice/document must bear the correct and complete **Mondelez Company Name and VAT/Tax Registration Number** (where locally required)
- The document **MUST be an invoice or a valid substitute** ( Note: Purchase Orders, Statement of Accounts, Reminders, Letters, etc are not allowed for processing)
- The invoice/document **MUST be readable**
- The invoice **MUST NOT be dated before the delivery of goods or services**
- The Invoice **MUST not be a duplicate** (double submission)

#### **Other Minimum Requirements that will avoid erroneous payments:**

- YOUR complete/registered VAT/Tax ID Number
- Invoice/document must have a reference to a valid **Purchase Order Reference** **OR MDLZ contact person** (only as per guidelines in Appendix B)
- YOUR complete/registered bank details
- Invoice/document must have the **breakdown of the gross and net invoice values** (Tax amount provided)
- Invoice/document must state the **currency**

For ease of reference, we have prepared a more detailed guideline of the above requirements found in Appendix B of this pack.

For questions or clarifications, please contact our Customer Service Helpdesk through the contact details provided in Appendix C of this pack. We encourage you to refer to our Supplier Portal (<http://www.mondelezinternational.com/procurement/>), where you will always find the most up to date information.

Please fill in the acknowledgement form in Appendix D and return this to us by 21<sup>st</sup> February, 2016. If we do not hear from you by such date, we will deem your acceptance to the terms of this letter and assume that there are no changes to your vendor details held in our system.

We thank you for your support and for your collaboration in 2015. In 2016, we look forward to a more efficient and productive business relationship with you!

Respectfully Yours,



**Fritz M Schuele**  
Vice President, Mondelez Business Services  
Global Supplier and Travel Services



**Corina Cioranu**  
Senior Director Procurement MEU &  
Global Chocolate

## APPENDIX A:

Česky | Deutsch | Español | Français | Hrvatski | Italiano | Lietuvių | Magyar | Nederlands | Polski | Português | Română | Slovenčina | Slovénski | Български | Serbia

### **Subject: Changes in PO Box & Email Addresses for Your Invoices Effective 1<sup>st</sup> March, 2016**

We are starting to phase out paper-based processing and therefore ask you to send your invoices to us electronically via Tungsten E-Invoicing, via email as an attachment or as a hard copy.

#### **Preferred Method: Tungsten E-Invoicing:**

To enroll now and to join Mondelez on the Tungsten network, please refer to the following link: <http://www.tungsten-network.com/customer-campaigns/mondelez-europe/>

By enrolling on this system, we are confident that you will see significant benefits to your business, including: fast and guaranteed invoice delivery; early invoice data validation; greater visibility to your invoice status; and on time payment.

#### **Secondary Method: Invoice in an email attachment:**

Provided country legislation allows email attachments and PDF copy invoices, you can send the invoice to the following email addresses:

- **Link** to email addresses: <http://mdlzmeuap.com/email>
- The attachment can be sent in pdf or tiff format. It should not exceed a maximum of 10 MB in size. One pdf or tiff file can contain only one single invoice (with the supporting documents, if needed).
- This process is fully automated and each file will be automatically transferred into the Mondelēz system as one invoice. The email addresses are “do not reply” mailboxes and can only be used for receiving invoices.

#### **Least Preferred Method: Hard Copy Invoices:**

We recognise that e-invoicing is not always possible for all of our suppliers, so if you still need to submit a paper based invoice, please follow these instructions **immediately**.

- **All paper based invoices now need be sent to the new PO box addresses listed here:** [http://mdlzmeuap.com/po\\_boxes](http://mdlzmeuap.com/po_boxes)
- **Effective 1<sup>st</sup> of March, the old postal addresses in Bratislava and Slovakia will no longer be valid.**

In the event you have further questions, please contact the Mondelēz International Helpdesk or your local contact.

## APPENDIX B: DETAILED GUIDELINES

### Use the correct Mondelez Company Name (Legal Entity)

Invoices should be submitted to Mondelez International's designated locations or approved means (e-invoicing, email) after the delivery has been completed and confirmed acceptable. Invoices should be billed to the correct Mondelez International Entity -- Correct Legal Entity Name, Entity Address and the specific VAT Registration number should be used, for the invoice not to be rejected. **Please download list of Mondelez International Legal Entities here:** [MEU company codes](#)

Incorrect Address Listing	Correct Address Listing
TO: Mondelez Langemarckstrasse 4 - 20, 28199 Bremen	TO: Mondelez Deutschland Professional GmbH Langemarckstrasse 4 - 20, 28199 Bremen VAT Nr: DE263295399

### Make sure that the invoice is legible and readable.

It is important that the invoice is legible and includes complete and correct attachment (s). Overwritten invoice details are not acceptable and will be rejected. Handwritten invoices are generally not encouraged as these may cause errors & inefficiencies in the process.

### Send your invoices through the appropriate transmission channel – Do NOT send invoices twice

If you have signed-up for an electronic invoicing agreement with Mondelez International, you are only allowed to submit invoices exclusively via Tungsten. Submitting hardcopy invoices will be rejected automatically by our mailroom scanning team.


If you are not enrolled on E-Invoicing, your invoices should be submitted via our central scanning location to these **new P.O. Box addresses listed here:** [http://mdlzmeuap.com/po\\_boxes](http://mdlzmeuap.com/po_boxes) or **download here:** [MEU POboxes Addresses](#)

### Know and indicate your Purchase Order number on the face of the invoice

With the implementation of the No PO, No Pay Policy, and the aim of achieving 100% P.O. compliance, most Mondelez International purchases require an SAP Purchase Order (PO), which is typically transmitted to your sales department per e-mail or fax (if you have not received it, please approach your contact person in Mondelez International). P.O. numbers are required for us to process your invoice, therefore please make sure to consider the following:

- The Purchase Order is indeed listed for the purchase you are invoicing.
- The Mondelez International entity, which issued the Purchase Order, should match the Mondelez International entity indicated on your invoice.
- Purchase Orders should use the correct format (see below sample; validation of invoices is partially automated)

INCORRECT	CORRECT
4500123954/10 (PO line item added)	4500123954 (PO line item in separate field)
4300000123458 (more than 10 digits)	4300123458 (exactly 10 digits)
4600458923 (contract number)	4300478778 (call-off PO number)



**Purchase Order**      **4501234567**

Please quote this reference on all your documents

Mondelez Europe Procurement GmbH-UK branch  
 Cadbury House, Sanderson Road  
 Uxbridge, Middlesex, UB8 1DH  
 VAT Nr. 366 2627 38

On our Purchase Order you can find all necessary details-correct PO Number, correct Mondelez International entity

\*if the service you invoice does not require a PO – skip the next two paragraphs and proceed to the third

### State the PO Line Item number and delivery note on each invoice line

- **Line Item:** A Purchase Order (PO) may have multiple line items which are numbered as 10, 20, 30, and so on; stating both PO and Line Item number for each invoice line allows us to post your invoice much faster (in some cases even automatically on receipt). It will be beneficial if PO line items on the invoice follow the same split as the Good Receipts.
- **Delivery Note (where applicable):** If you provide goods or services to Mondelez International, the delivery note is a critical piece of information that will allow us to match your invoice to the appropriate goods receipt recorded on the PO.

### Be sure to check the purchase order information (unit of measurement, currency, and quantity)

- **Unit of Measurement:** If the PO is issued in kilograms, use kilograms as the unit for your invoice. Using tonnes will create unnecessary discrepancies and your invoice will have to be approved before it can be released.
- **Currency:** Please make sure the currency of your invoice matches the currency used in the PO. Otherwise an incorrect payment might be made due to foreign currency exchange rates.

- **Quantity:** The quantity on the invoice should not be higher than that stated on the Purchase Order. Otherwise, it will create a discrepancy that has to be coordinated with different parties for resolution.
- If a material number has been provided, please include it on the face of the invoice.

#### **Know your contact person at Mondelēz International**

Invoices submitted should always bear the name and email address of the contact person you work with at Mondelēz International. This is especially critical for invoices that cannot be processed using Purchase Orders – as the absence of this results in delays or errors in processing.

**Include and indicate YOUR VAT Registration (Tax ID) Information:** If the data stated on the invoice does not match our vendor master data records, your invoice will be put on hold for investigation. Therefore if your company's name, address or VAT registration number has changed, please notify us and include a copy of the invoice with the accomplished vendor update forms you were previously using in unchangeable format (PDF), so that we can update our database before your invoices reach due date.

#### **Check if invoice amount is correct and the breakdown of the total invoice amount is provided.**

Incorrectly calculated invoices, like VAT or the total amount, will require further coordination and may result in delays to the process. Correct tax rate should also be reflected on the face of the invoice.

#### **OTHER KEY INFORMATION REQUIREMENTS THAT ENABLES TIMELY PAYMENTS:**

**Include the bank Details where you expect the payment to be made to:** If you'd like to make sure that we transfer the money to your bank account directly, let us know your bank details. For any change or request to add bank details, please send us a notice together with a copy of the invoice and completely filled out vendor update forms that you were previously using PDF format.

**Dummy PO, Cost Center, Work Breakdown Schedule (WBS) Information:** In the limited circumstances that the invoice could not be processed using Purchase Orders, kindly seek assistance from your contact person at Mondelēz International and ask them to provide you with a dummy PO number which is either 99999 or PO99999 and a cost center, or WBS element number, where the invoice should be charged against. Once provided, please ensure to indicate this information together with the email address and name of your Contact person on the face of the invoice.

#### **What if my invoice was rejected?**

A rejection message together with a copy of the rejected invoice will be sent to you via e-mail or fax, as soon as available in our records. A rejected, non-compliant invoice (non-compliant invoice is an invoice, where the address or Mondelēz International entity is not valid) will not be processed for payment, therefore it is necessary to send a new, correct document using the same submission method as for the original invoice. Should you have any questions regarding rejections, please feel free to contact us. If you work with us using e-Invoicing via Tungsten, you will find applicable contacts at <http://www.tungsten-network.com/customer-campaigns/mondelez-europe/>.

Correctly issued invoice with Purchase Order - be aware of all details

SAMPLE INVOICE

**Mondelez International**

**Purchase Order 4501234567**

Please quote this reference on all your documents

Mondelez Europe Procurement GmbH-UK branch  
Cadbury House, Sanderson Road  
Uxbridge, Middlesex, UB8 1DH  
VAT Nr. 366 2627 38

Creation Date: 25.01.2013  
Current Date: 25.01.2013  
Contact Person: Adam White  
Telephone: +421 111 111 111  
Fax:

Name of Vendor: ABC  
Address: Dodavatelka 13  
Country: France  
Vendor number: 123456

Please deliver to:  
Mondelēz Europe Procurement GmbH-UK branch  
Cadbury House, Sanderson Road  
Uxbridge, Middlesex, UB8 1DH  
VAT Nr. GB 366 2627 38

Please send your invoice to:  
BSS EDM  
Mondelēz - United Kingdom  
PO BOX 433  
Bucharova 8  
15800 Praha 5  
Czech Republic  
Please ensure all invoices and statements of accounts include

Quote Recipient: Apple Biscuit  
Terms of payment: 30 days due net

Position	Charge Description	Quantity	Price/EUR	Unit	Currency	Amount
10	CARTON LOW.x12,DIROL, WATERMELON,SLAB MATERIAL NUMBER: 444779	147,000	7,69	1000 PC	EUR	1.130,43
20	TEA WTININGS	1	1,60	1 PC	EUR	1,60
DELIVERY NOTE:12345						
Total excluding TAX:						1.132,03
Export, customs fee:						0,00
Total amount:						1.132,03 EUR

Bank details:  
Bank account: 123456 IBAN: GB12345678912345  
Bank key: 123456 SWIFT: ABC123DEF  
Bank: XY

Correctly issued invoice without Purchase Order - be aware of all details

SAMPLE E-MAIL INSTRUCTION FROM MONDELEZ

SAMPLE INVOICE

From: Annette.Cleaver@mdlz.com  
Sent: 22 March, 2013 18:29  
To: JOHN.SMITH@TAXIARC.COM  
Subject: CUSTOMS CHARGES

Hi,

I would like to order your customs charges or 25 of March 2013 for my colleague:

Michael Peter from our office MONDELEZ EBSC TO AIRPORT.  
Please use this details for issuing invoice:

NAME AND ADDRESS:  
TO: Mondelēz Europe Procurement GmbH  
- UK branch  
Cadbury House, Sanderson Road  
Uxbridge, Middlesex, UB8 1DH  
VAT Nr. GB 366 2627 38

CODING DETAILS:  
COST CENTER 34567891  
CONTACT PERSON/1<sup>ST</sup> APPROVER: ANNETTE CLEVER

Thanks a lot

BR  
Annette Clever

**Mondelez International**

VENDOR NAME, ADDRESS, CITY, VAT Nr: TAXIABC, RED STREET, LONDON, GB123456789  
Contact: John Smith, Phone: +44 11 123 456 7, Fax: +44 11 123 456 8, John.smith@vendorname.com

TO: Mondelēz Europe Procurement GmbH  
-UK branch  
Cadbury House, Sanderson Road  
Uxbridge, Middlesex, UB8 1DH

CONTACT PERSON: Annette Clever  
Coding details: cost center 34567891

Invoice No.: 123456  
Invoice Date: 01.12.2012  
Payment date: 31.12.2012  
Customer: 12345

Charge Description	From	To	Currency	Amount
Customs charges	Kraft EBSC	Airport	GBP	100,00
Total excluding TAX:				100,00
TAX:				0,00
Total incl. TAX:				100,00

Bank details:  
Bank account: 123456 IBAN: GB12345678912345  
Bank key: 123456 SWIFT: ABC123DEF  
Bank: XY

**APPENDIX C: Contact details for AP Customer Service team**

**NOTE:** These contact information will be updated towards the second half of the 2016. We will keep you abreast of these changes accordingly.

Country	TOLL FREE nr	INTERNATIONAL nr	Email address
Mondelez UK	808 10 11 246	(+421) 2 494 01 803	EBSC-AP-UK@mdlzap.kayako.com
Mondelez Ireland	18 00 94 71 92	(+421) 2 494 01 802	EBSC-AP-IE@mdlzap.kayako.com
Mondelez Europe	800 564 554	(+421) 2 494 01 805	EBSC-AP-CH-EU@mdlzap.kayako.com
Mondelez Austria	800 296 732	(+421) 2 494 01 812	EBSC-AP-AT@mdlzap.kayako.com
Mondelez Switzerland	800 848 829	(+421) 2 494 01 805	EBSC-AP-CH@mdlzap.kayako.com
Mondelez Germany	800 0 800 352	(+421) 2 494 01 810	EBSC-AP-DE@mdlzap.kayako.com
Mondelez Denmark	80 251 136	(+421) 2 494 01 806	EBSC-AP-DK@mdlzap.kayako.com
Mondelez Finland	800 915 758	(+421) 2 494 01 807	EBSC-AP-FI@mdlzap.kayako.com
Mondelez Sweden	200 120 676	(+421) 2 494 01 808	EBSC-AP-SE@mdlzap.kayako.com
Mondelez Norway	80 069 029	(+421) 2 494 01 809	EBSC-AP-NO@mdlzap.kayako.com
Mondelez Belgium	800 71 392	(+421) 2 494 01 800	EBSC-AP-BE@mdlzap.kayako.com
Mondelez Netherlands	800 0 227 297	(+421) 2 494 01 801	EBSC-AP-BE@mdlzap.kayako.com
Mondelez Spain	900 866 265	(+421) 2 494 01 816	EBSC-AP-SP@mdlzap.kayako.com
Mondelez Portugal	800 834 206	(+421) 2 494 01 819	EBSC-AP-PO@mdlzap.kayako.com
Mondelez France	800 908 937	(+421)2 494 01 817	EBSC-AP-FR@mdlzap.kayako.com
Mondelez Italy	800 870 377	(+421)2 494 01 818	EBSC-AP-IT@mdlzap.kayako.com
Mondelez Lithuania	880 031 663	(+421) 2 494 01 811	EBSC-AP-LT@mdlzap.kayako.com
Mondelez Poland	800 421 1201	(+421) 2 494 01 813	EBSC-AP-PL@mdlzap.kayako.com
Mondelez Czech Republic	800 822 822	(+421) 2 494 01 814	EBSC-AP-CZ@mdlzap.kayako.com
Mondelez Slovakia	800 137 200	(+421) 2 494 01 804	EBSC-AP-SK@mdlzap.kayako.com
Mondelez Hungary	680 013 349	(+421) 2 494 01 815	EBSC-AP-HU@mdlzap.kayako.com

**APPENDIX D: Vendor Acknowledgement Form**

**Instruction:** Please note that this document has to be completed with the necessary information, duly signed, scanned and returned to us by email by **21<sup>st</sup> February, 2016** to [mondelez.purchasing@mdlz.com](mailto:mondelez.purchasing@mdlz.com):

- Company Name:**
- Mailing Address:**
- VAT Registration Number:**
- Vendor Number:**
- E-mail Address:**

We acknowledge the receipt of the latest Mondelez Europe invoice instructions attached to this letter and hereby confirm our understanding. We agree that the invoice instructions in this letter shall supersede anything that we have previously agreed on invoicing.

.....  
Signature over Printed Name

.....  
Date

Company Seal/Stamp: