



## How to get your invoice paid on time?

Truth is we want the same thing you do – to process your invoices smoothly and pay on time. Moving to Tungsten e-Invoicing platform enhances our capabilities to reach this goal, so why not use it in full extend? Below we've summarized for you a few tips on how to speed up the payment by providing relevant invoice information.

### No 1 – Know your Purchase Order number

Most purchases of Mondelēz International require 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 Mondelēz International). PO number is required for processing of your invoice, therefore please make sure that the number you provide:

- is relevant for the purchase you're invoicing (you might have multiple invoices per PO, but it is very unlikely that you can use one number for the whole year, most probably you're missing a fresh PO)
- has correct format (validation of invoices is partially automated, if the format is wrong, your invoice could be rejected), i.e.:

| Late payment                        | Timely payment                              |
|-------------------------------------|---|
| 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)             |

- Mondelēz International entity which issued the PO matches Mondelēz International entity to which you issue your invoice

| Late payment  | Timely payment  |
|---|---|
| TO: Mondelez<br>Cadbury House, Sanderson Road<br>Uxbridge, Middlesex, UB8 1DH | TO: Mondelez Europe Procurement GmbH<br>-UK branch<br>Cadbury House, Sanderson Road<br>Uxbridge, Middlesex, UB8 1DH<br>VAT Nr. GB 366 2627 38 |

|  |   |  |
|--|---|--|
|  | <b>Purchase Order</b>                             | <div style="border: 1px solid red; padding: 2px;">4501234567</div> |
|  | Please quote this reference on all your documents |  |
| <div style="border: 1px solid red; padding: 5px;">         Mondelez Europe Procurement GmbH-UK branch<br/>         Cadbury House, Sanderson Road<br/>         Uxbridge, Middlesex, UB8 1DH<br/>         VAT Nr. 366 2627 38       </div> |   |  |

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

\*if the service you invoice does not require a PO – skip No 2-4 and continue with No 5

**No 2 – State PO Line Item number on each invoice line**

A PO can have more than one line, numbered 10, 20, 30... etc. 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).

**No 3 – State delivery note numbers for each invoice line**

If you provide goods to Mondelēz International (not services), we will match your invoice with appropriate goods receipt record on PO based on the delivery note number. Therefore it’s crucial that this number is stated on each invoice line item.

**No 4 – Check purchase order information (unit of measurement, currency, material number)**

If the PO is issued in kilograms, use kilograms as unit for your invoice. Using tons will create unnecessary discrepancies and your invoice will have to be approved before it can be released. Please make sure the currency of your invoice matches with the PO and Mondelēz International material number (if applicable) is provided for each material type.

**No 5 – Know your contact person in Mondelēz International and your cost center (or WBS element)**

Contact person will provide you with a cost center number. In such case, make sure following information is provided on invoice:

- contact person name
- cost center number (Dummy PO 99999 is not a cost center)

Before raising an invoice, you need to contact your contact person in Mondelēz International organization and request a cost center (or WBS element) number. There could be few cases, when the same cost center is valid for more than one invoice. This is not a rule. Verify cost center number before new invoice creation.

**Invoice with wrong or missing cost center will be rejected via e-mail directly to supplier. Invoice without Mondelēz International contact person name will be rejected as well.**

| Late payment               | Timely payment  |
|----------------------------|---|
| No contact person name     | Contact person from Mondelēz International’s entity quoted on invoice |
| No cost centre/WBS element | Cost center/WBS element quoted on invoice                             |

Note: Cost center looks like: 32345678  
WBS element looks like: AB.AB. 382010000031

**No 6 – Don’t forget the bank details**

If you’d like to make sure we pay the money exactly where you expect to receive them, let us know your bank details. If this information is not provided on invoice we will remit the money to your bank account set as default in our vendor master record.

### **No 7 – Use appropriate transmission channel**

If you have signed an e-Invoicing agreement Mondelēz International will accept invoices from you exclusively via Tungsten. Paper invoices will be rejected. The condition is to know valid Mondelēz International entity you are invoicing (contact details are below).

### **No 8 – Let us know about any changes in your company's name, address or VAT number**

If your VAT-relevant data stated on invoice do 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 change, please send us written confirmation of the change in unchangeable format (PDF), so that we can update our database before your invoices reach due date.

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

Check if your invoice is compliant with above instructions and all the invoice amounts add up (net+tax= gross, sum of all line items =net, etc). If yes, please contact Tungsten support – contacts available at <http://www.tungsten-network.com/us/help-support/>.

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



**Purchase Order** 4501234567

Please quote this reference on all your documents

Mondelēz 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 28.01.2013  
Contact Person Adam White  
Telephone +421 111 111 111  
Fax

Name of Vendor ABC  
Address Dodavatel'ska 13  
123 456 Paris  
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:  
Mondelēz European EBSC spol. s r.o.  
PO BOX 5555  
Racianska 44  
SK-830 08 BRATISLAVA 38

Please ensure all invoices and statements of accounts include

Goods Recipient: Agata Bialek  
Terms of payment: 30 days due not

| Total Rebate/ Total Net   |  | Item Kraft Material Target Quantity Unit Price Surcharge Value excl. VAT Del. Date |                 |                              |            |            |
|---------------------------|--|--|-----------------|------------------------------|------------|------------|
| 10                        | CARTON LOW, x12, DIROL, WATERMELON, SLAB MATERIAL NUMBER: 444779 | 147,000  | PC              | 7, 69/1                      | 1.130,43   | 28.11.2006 |
| 20                        | 1 each TEA Twinning's 447.894                                    | 1,60/1   | 0,00            | 1,60                         | 28.11.2006 |            |
| <b>Total Quantity VAT</b> |  | <b>Unit</b>  | <b>Currency</b> | <b>Total Net Value excl.</b> |            |            |
| 147,000 PC                |  | each   | EUR             | 1.132,03                     |            |            |

**Invoice from**  
ABC  
Dodavatel'ska 13  
123456 Paris  
France  
Contact: John Smith  
Tel: + 44 11 123 456 7  
Email:  
John.smith@vendorname.com

**Invoice to:**  
Mondelēz Europe  
Procurement GmbH-UK  
branch  
Cadbury House, Sanderson  
Road  
Uxbridge, Middlesex, UB8 1DH  
Contact  
Tel  
Email

|                     |   |
|---------------------|---|
| Invoice No.         | 123456  |
| PO Number           | <span style="border: 1px solid red; padding: 2px;">PO 4501234567</span> |
| Vendor Code         | 123123  |
| Invoice Date        | 01/12/2012  |
| Tax point           | 01/12/2012  |
| Currency            | EUR   |
| Balance Outstanding | 100,00  |

|                         |   |
|-------------------------|---|
| Sent by OB10 on         | 02/12/2012  |
| OB10 Transaction Number | AAA00000  |
| Supplier OB10 No.       | AAA00000  |
| Buyer OB10 No.          | AAA00000  |
| Status                  | Sent  |
| Delivery Note           | <span style="border: 1px solid red; padding: 2px;">12345</span> |

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

| Line   | Item Description   | Quantity | Unit | Unit price | Net Total | VAT % | VAT |
|--|--|----------|------|------------|-----------|-------|-----|
| <span style="border: 1px solid red; padding: 2px;">10</span> | CARTON LOW, x12, DIROL, WATERMELON, SLAB MATERIAL NUMBER: 444779 | 147,000  | PC   | Each 7.69  | 1 130.43  | 0     | 0   |
| 20   | TEA WTININGS   | 1        | PC   | Each 1.60  | 1.60      | 0     | 0   |

|                             |  |
|-----------------------------|--|
| Original Invoice No.        |  |
| Invoice Payment Information | Payment to be made as normal   |
| Supplier Tax Reg. Num.      | <span style="border: 1px solid red; padding: 2px;">FR 123 4567 89</span> |
| Buyer Tax Registration Num. | <span style="border: 1px solid red; padding: 2px;">GB 366 2627 38</span> |
| Supplier Company Reg. Num.  |  |
| Delivery Tax Reg. Number    |  |
| Ship From Tax Reg. Num.     |  |
| Withholding Tax 0           |  |

|             |          |
|-------------|----------|
| Net Value   | 1 132.03 |
| VAT Value   | 0,00     |
| Gross Value | 1 132.03 |

|                     |  |
|---------------------|--|
| Bank Name           | <span style="border: 1px solid red; padding: 2px;">PERFECT BANK</span>     |
| Bank Address        | Payment to be made as normal   |
| Bank Sort Code      | 00-11-11   |
| Bank Account Number | 123456   |
| SWIFT Number        | ABC123DEF  |
| IBAN                | <span style="border: 1px solid red; padding: 2px;">GB12345678912345</span> |

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

**From:** [Annette.Clever@mdlz.com](mailto:Annette.Clever@mdlz.com)  
**Sent:** 22 March, 2013 18:29  
**To:** [JOHN.SMITH@TAXIABC.COM](mailto:JOHN.SMITH@TAXIABC.COM)  
**Subject:** TAXI SERVICE

Hi,  
 I would like to order your taxi service for 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: Mondelez 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



**Invoice from**  
 ABC  
 Dodavatel'ska 13  
 123456 Paris  
 France  
 Contact: John Smith  
 Tel: + 44 11 123 456 7  
 Email:  
 John.smith@vendorname.com

**Invoice to:**  
 Mondelez Europe  
 Procurement GmbH-UK  
 branch  
 Cadbury House, Sanderson  
 Road  
 Uxbridge, Middlesex, UB8 1DH  
 Contact  
 Tel  
 Email

|                     |            |
|---------------------|------------|
| Invoice No.         | 123456     |
| PO Number           | 99999      |
| Vendor Code         | 123123     |
| Invoice Date        | 01/12/2012 |
| Tax point           | 01/12/2012 |
| Currency            | EUR        |
| Balance Outstanding | 100,00     |

**Delivered To:**  
 Mondelez Europe Procurement  
 GmbH-UK branch  
 Cadbury House, Sanderson Road  
 Uxbridge, Middlesex, UB8 1DH

|                         |            |
|-------------------------|------------|
| Sent by OB10 on         | 02/12/2012 |
| OB10 Transaction Number | AAA00000   |
| Supplier OB10 No.       | AAA00000   |
| Buyer OB10 No.          | AAA00000   |
| Status                  | Sent       |
| Delivery Note           |            |

| Line        | Item Description   | Quantity | Unit | Unit price | Net Total | VAT % | VAT |
|-------------|--|----------|------|------------|-----------|-------|-----|
| 1           | Taxi service   | 1        | Each | 100.00     | 100.00    | 0     | 0   |
| Line Detail | Coding details: Cost center 34567891<br>First approver: Annette Clever |          |      |            |           |       |     |

|                             |                              |
|-----------------------------|------------------------------|
| Original Invoice No.        |                              |
| Invoice Payment Information | Payment to be made as normal |
| Supplier Tax Reg. Num.      | FR 123 4567 89               |
| Buyer Tax Registration Num. | GB 366 2627 38               |
| Supplier Company Reg. Num.  |                              |
| Delivery Tax Reg. Number    |                              |
| Ship From Tax Reg. Num.     |                              |
| Withholding Tax 0           |                              |

|             |        |
|-------------|--------|
| Net Value   | 100.00 |
| VAT Value   | 0,00   |
| Gross Value | 100.00 |

|                     |                              |
|---------------------|------------------------------|
| Bank Name           | PERFECT BANK                 |
| Bank Address        | Payment to be made as normal |
| Bank Sort Code      | 00-11-11                     |
| Bank Account Number | 123456                       |
| SWIFT Number        | ABC123DEF                    |
| IBAN                | GB12345678912345             |

## Contact details for AP Customer Service team:

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