

9th August 2016

Dear Suppliers,

The Mondelēz Business Services (MBS) is making important changes to the **Accounts Payables (AP) Customer Service Helpdesk**, which will impact the way you contact the helpdesk teams.

Why are you receiving this communication?

The transition to the new global AP Service Helpdesk will involve the transformation of helpdesk processes and launch of a new tool which will help standardizing and streamlining the way you interact with the helpdesk. We solicit your cooperation in transitioning to the new ways of working.

What is happening?

We're creating a single, Global Helpdesk for Accounts Payable. Here are the changes that we are making as a result:

New Accounts Payable Customer Service Helpdesk:

We have created a single, Global Helpdesk for Accounts Payable.

Effective **June 27, 2016**, - NA and EEMEA,

June 30, 2016, - MEU,

We have moved away from using country specific AP Customer Service Helpdesk telephone numbers to a **new single global dial-in number**. There is also a **new email address** to contact the AP Customer Service Helpdesk.

Effective August 10, 2016, we have also introduced new Alternative Dial-in numbers in addition to the existing Global Dial-in number for MEU region. Please ensure that you save these details for future reference:

Region	Country	Email Id	Old number	New Alternative Number	New Global number
MEU	Austria	AT-ap-helpdesk@mdlz.com	+1 210 530-7177	+49 695 098 5966	+1 703 4664545
	Belgium	BE-ap-helpdesk@mdlz.com	+1 210 530-7169	+33 157 329 119	
	Denmark	DK-ap-helpdesk@mdlz.com	+1 210 530-7207	+44 2037886989	
	Finland	FI-ap-helpdesk@mdlz.com	+1 210 530-7209	+44 2037886989	
	France	FR-ap-helpdesk@mdlz.com	+1 210 530-7112	+33 157 329 119	
	Germany	DE-ap-helpdesk@mdlz.com	+1 210 530-7183	+49 695 098 5966	
	Ireland	IE-ap-helpdesk@mdlz.com	+1 210 530-7224	+44 2037886989	
	Italy	IT-ap-helpdesk@mdlz.com	+1 210 530-7140	+34 918 368 522	

	Lithuania	LT-ap-helpdesk@mdlz.com	+1 210 530-7186	+48 223 062 920	
	Norway	NO-ap-helpdesk@mdlz.com	+1 210 530-7221	+44 2037886989	
	Portugal	PT-ap-helpdesk@mdlz.com	+1 210 530-7164	+34 918 368 522	
	Spain	SP-ap-helpdesk@mdlz.com	+1 210 530-7151	+34 918 368 522	
	Sweden	SE-ap-helpdesk@mdlz.com	+1 210 530-7213	+44 2037886989	
	Switzerland	CH-ap-helpdesk@mdlz.com	+1 210 530-7182	+49 695 098 5966	
	The Netherlands	BE-ap-helpdesk@mdlz.com	+1 210 530-7171	+33 157 329 119	
	Mondelez Europe GmbH	EU-ap-helpdesk@mdlz.com	+1 210 530-7176	+49 695 098 5966	
	UK	UK-ap-helpdesk@mdlz.com	+1 210 530-7223	+44 2037886989	
	Hungary*	HU-ap-helpdesk@mdlz.com	0680 80100 422		
	Slovakia*	SK-ap-helpdesk@mdlz.com	0800 137 200	No Change	No Change
	Poland*	PL-ap-helpdesk@mdlz.com	800 421 1201		
	Czech Republic*	CZ-ap-helpdesk@mdlz.com	0800 822 822		
	Romania**	RO-ap-helpdesk@mdlz.com	Not Applicable	Not Applicable	Not Applicable
NA	NA, Canada	NA-ap-helpdesk@mdlz.com	1-210-530-7333	Not Applicable	+1 703 4664545
EEMEA	Bahrain	BH-ap-helpdesk@mdlz.com	(421) 2 494 01 287	Not Applicable	
	Saudi Arabia	SA-ap-helpdesk@mdlz.com		Not Applicable	
	UAE	AE-ap-helpdesk@mdlz.com		Not Applicable	

* * For Hungary, Slovakia, Poland and Czech Republic, we are in the process of setting-up the Global Numbers. Until further notification, please contact the numbers as listed above.

** For any queries/issue regarding Romania, you can reach out to the Romania mailbox as mentioned above starting August 8th, 2016

What is the impact of this change?

- Kayako Portal Will Be Disabled: The option to raise a ticket on the Kayako Portal will be disabled on June 27 (NA, EEMEA) and June 30(MEU); however, users will still be able to see other existing features.
- New email based ticket generation process flow: To raise a ticket, please send an email to the new AP Customer Service Helpdesk email address. The system will automatically generate a ticket for every email request received by AP Customer

Service Helpdesk. Users can also reach out to AP Customer Service Helpdesk at the new global dial-in number.

Thank you,

Ravindra Rao

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