

Mondelēz International

North America Supplier Guide



Dear Valued Supplier,

At Mondelēz International, our dream is to create delicious moments of joy! We are passionate about snacking and about driving growth through our much-loved Global Power Brands like *Milka* and *Cadbury* Chocolate, *Oreo* Biscuits, and *Trident* Gum, to name but a few.

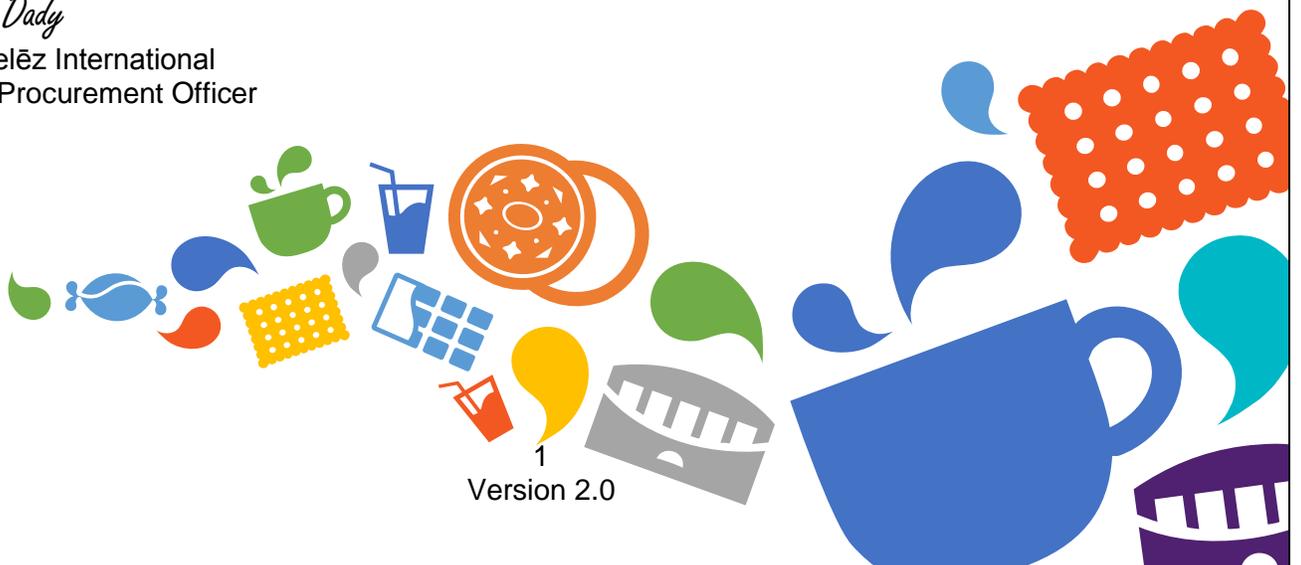
We look to our suppliers to commit to the same dream by helping us drive extraordinary value through innovative products and services of the highest quality at competitive costs.

It's an exciting time to be working with Mondelēz International. Our goal is to form winning relationships that create opportunities with you to help build our brands, optimize our processes, and achieve mutual growth. We work with the very best and look forward to our continued working relationship.

Sincerely,

Mark Dady

Mondelēz International
Chief Procurement Officer



June 2016

Dear Valued Supplier,

Welcome to the Mondelēz International North America Supplier Guide. We have prepared this to provide you with key information and resources about our procurement and payment processes, as well as key contact information.

We value our relationship with you!

Thank you and regards,

Mondelēz International Procurement Team



Contract Requirement

We have certain requirements when executing contracts with third parties. We must have valid contracts (which include Purchase Orders or POs) in place to support purchases and allow appropriate and independent verification of supplier invoices. A purchase commitment exists only when a properly approved contract (including PO) exists.

Purchase Order Requirement

Once Mondelēz International approves a cost estimate for the supply of goods and/or services, we will start the process to generate a PO. The PO is a system-generated document that is automatically emailed to the supplier, containing all the information required to submit a compliant invoice. It is important that suppliers verify their correct email address with their Mondelez International key contact.

Suppliers should not deliver goods or services to Mondelēz International unless they have received a PO. You must put the PO number on the invoice. If the PO number is not clearly indicated on your invoice, payment will be delayed until the PO number is indicated properly.

Please communicate this PO requirement within your organization, especially to your accounting/invoicing department. If you need additional information or have any questions, please contact your Mondelēz International key contact.

Payment Terms

Mondelēz International's standard payment terms are 120 days net globally, where legally allowed, for all new and existing suppliers.

All Mondelez International POs display these payment terms, which are used by us to process invoices.

For complete PO Terms & Conditions, see:

www.mondelezinternational.com/Procurement/General-Information/Terms-Conditions/North-America.

Invoicing

At Mondelēz International, we're always looking for solutions to streamline our processes and improve our dealings with suppliers. As part of this, we are now inviting all Mondelēz International suppliers to enroll in our electronic payment and invoice submission programs. Electronic



payments increase the speed of our payments, while also causing fewer payment errors and other problems.

What is eInvoicing?

Electronic Invoicing (eInvoicing) is the process of transferring electronic invoice data from a supplier's Accounts Receivable system through an outside provider to Mondelēz International's Accounts Payable system. This process allows invoice data to bypass the mailing, scanning and manual data input processes currently used for paper invoices. This will result in a more timely, accurate and cost effective invoice process. For example, it will ensure that we receives our suppliers' invoices on time and at the correct location. In addition, eInvoicing reduces invoice processing time and errors as it validates the invoice upon submission and eliminates the opportunity for mistakes in information capture.

Supplier's eInvoice with Mondelēz International using Tungsten Network

Mondelēz International is partnered with Tungsten Network, a global provider of electronic invoice delivery, which allows our suppliers to easily benefit from electronic invoicing directly from their existing billing systems. All suppliers can participate without changing their existing invoicing formats.

Suppliers' participation is vital to ensuring that Mondelez International can offer the most efficient and highest quality invoice processing possible, while moving to a paperless invoice processing environment for accounts payable.

To enroll in electronic invoicing, email: einvoicing@mdlz.com.

For more information around Tungsten's invoicing processes, please visit their website:

www.tungsten-network.com/customer-campaigns/mondelezna

For overview of your e-invoicing options with Tungsten (US): [Options Overview US](#)

For overview of your e-invoicing options with Tungsten (CA): [Options Overview CA](#)

For any Tungsten Technical Issues: If you are experiencing technical issues (such as logging in, or uploading files/invoices), please login and open a ticket at: www.tungstennetwork.com. The online self-ticketing service is available 24/7. The vendor may also contact Tungsten @ 1-877-752-090 between 8am - 7pm (Eastern Time) Monday through Friday.

Please see "Additional Resources" at the end of this document for Bill-to Addresses if Tungsten is not an option.

Payment Methods

Mondelez International has five payment options for our suppliers, four of which are electronic, our preferred method. These payment options are described below.

- **Direct Deposit (ACH)** – This is simply a direct deposit. Funds will be transferred directly between Mondelēz International's bank and our suppliers. The key benefit of ACH is the ability to look-up remittance advice and see what invoices were paid on each payment. ACH payments are issued weekly and funds are usually available within 48 hours from issuance.

E-Payment (ACH) Enrollment: Suppliers should visit the Citi Payment Exchange site for enrollment information. Additionally, you can maintain your banking information here: www.citipaymentexchange.citi.com/mondelez

Please use the following activation codes when enrolling:

- USD Currency - TWN4Y9
- CAD Currency - FCMLX2

E-Payment (ACH) Questions: Call Citi at (855) 461-4946

- **Electronic Funds Transfer (EFT)** – This method requires a direct interface between a supplier’s Accounts Receivable system and Mondelēz International’s Accounts Payable system. This option is only offered if ACH is not a payment option for a particular supplier. It is important to note this option will not provide a remittance advice. Suppliers will need to discuss this option with their key Procurement contact at Mondelēz International.
- **ePayables** – This system, offered in conjunction with Bank of America, provides payment to suppliers via a credit card network, much like a merchant receives payment after a customer uses a credit card. In order to enroll in ePayables, send us a request that we will forward to our contact at Bank of America, who will provide additional information to you about the benefits of this electronic disbursement program. To learn more about how ePayables works, please click here: www.bankofamerica.com/epayablesvendors.

Sign-up for ePayables by emailing: epayablesteam@mdlz.com.

- **Supply Chain Financing** – Mondelēz International is pleased to offer Supply Chain Financing, which allows suppliers to receive payment ahead of their payment due date for a very competitive financing rate based upon an arrangement we have with Citibank. If interested, suppliers should contact their key Procurement contact to take advantage of this program.
- **Paper Check Payments** – While not preferred, Mondelēz International will issue payments via a paper check if none of the other options above are viable. It is important to note that Mondelez International issues paper checks only ONCE a month, so you may receive payment later than you expect if you are using this method.

Invoice/Payment Status

Mondelēz International North America is now live for Invoice Status Service (ISS) with Tungsten Network ISS is an online service provided by Tungsten that offers full visibility to invoice processing and payment status regardless of invoice submission type. Mondelēz International suppliers are able to view invoice status information via the Tungsten portal 24 hours a day / 7 days a week. Visit [Tungsten Network ISS site](#) to learn more.

For other queries such as late payment, missing invoices among others you may contact our Accounts Payable Customer Service Helpdesk. Send an email to NA-AP-helpdesk@mdlz.com or call +1 (703) 466-4545.

While raising a request with the new AP CS Helpdesk Support, kindly share the following information along with your query email. This will help in timely response from the Helpdesk team.

For queries regarding “**Invoice Status**” please mention following:

1. Invoice number
2. Amount and Currency
3. Invoice Date
4. Purchase order number (if there is any)
5. Name of the company and Remittance Address

For queries regarding “**Remittance Details**” please mention following:

1. Name of the company
2. Vendor number
3. Amount received and Currency
4. Payment received Date
5. Mondelēz Entity from which the payment came from (Mondelēz Global / International or Mondelēz Canada etc.)

Additional Resources:

- Please click [here](#) to access our Mondelez International Supplier Portal
- Please refer to these [FAQ's](#) for additional questions you may have about Tungsten
- The following are the Mondelēz International “Bill To” addresses:

- **If delivered to or performed in the US:**

Mondelēz Global LLC
Attn: [email] *email address of responsible party is critical*
PO Box 469014
San Antonio, TX 78246-9014

- **If delivered to or performed in Canada:**

Mondelez Canada Inc.
Attn: [email] *email address of responsible party is critical*
PO Box 469015
San Antonio, TX 78246-9015

For invoices which include tax in Canada, please note that the Canada Tax Agency requires a Tax Registration Number (GST/QST) on all invoices where the place of supply of goods or place of business for services is a Canadian address. Invoices in Canada must meet all requirements or they will be short paid (minus tax).

Version History

| Date | Version | Comment |
|------------|---------|--|
| 06/01/2015 | V 1.0 | Initial document release |
| 06/24/2016 | V 2.0 | Updated AP contact info – email and telephone number |
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