



## Invoicing Frequently Asked Questions

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### Why is OB10 now called Tungsten?

**A:** Our e-Invoicing service provider, OB10, has changed its name to Tungsten Network. There will be no disruption to the service it provides you and the key contacts remain the same.

Tungsten Corporation encompasses the Tungsten Network (what was OB10) and the Tungsten Network Finance.

### Is Invoicing via Tungsten a requirement for doing business with Mondelez International?

**A:** Yes, for most suppliers. The exceptions are either electronic invoicing is not setup yet in the country or you have worked with your buyer on an alternative method (Evaluated Receipt Settlement, EDI, etc.). Click Below for eInvoicing availability  
[EInvoicing by Country](#)

### What are the benefits of using Tungsten?

**A:** There are numerous benefits to using Tungsten:

- Secure and guaranteed invoice delivery. No more invoices getting lost in the mail.
- Less time to process your invoices with no delays due to missing information, landing on the wrong desk or manual errors.
- Reduced processing time means you receive payment on time.
- No need for additional software or hardware. All you need is an Internet connection and a standard browser.
- Easy and cost efficient way to send invoices at times most convenient for you.
- You will save costs on paper, printing and postage.

### Will I need to sign an agreement with Tungsten?

**A:** Yes. If you choose to use the Integrated Solution you will sign a specific agreement with Tungsten. If you choose to use the Web Form, you will be required to accept the standard terms and conditions presented.

### How do I register for electronic invoicing through Tungsten?

**A:** The registration process takes place is through the Tungsten site.



To Register with Tungsten please visit the below sites:

In North America please visit <http://www.tungsten-network.com/customer-campaigns/mondelezna/>

In Europe please visit <http://www.tungsten-network.com/customer-campaigns/mondelez-europe/>

In Latin America please visit <http://www.tungsten-network.com/customer-campaigns/mondelezmx/>

In Asia Pacific please visit <http://www.tungsten-network.com/customer-campaigns/mondelez-iss/>

In EEMEA please visit <http://www.tungsten-network.com/mondelez/>

### Are there fees associated with this service?

**A:** Yes. If you choose the Integrated Solution (high invoice volume—30 or more annually) there is an annual membership fee plus a transaction fee. If you choose the internet based WebForm portal (low invoice volume—less than 30 annually), there is a transaction fee per invoice. However, there are no transaction fees for the first 52 invoices submitted annually. With either option, you will save costs on paper, printing and postage.

### Why doesn't Mondelēz International pay the fees?

**A:** To use the Tungsten service, both you and Mondelēz International pay a fee as we will both benefit from the service. Please consider that Mondelēz International does not cover suppliers' costs to produce paper invoices. With electronic invoicing, you will save costs on paper, printing and postage.

### What methods of invoice submissions does Tungsten offer?

**A:**

**1.** Integrated Solution: sending an extracted data file

This option suits organizations that send a high volume of invoices. The Integrated Solution gives you a fully automated process where invoice data is extracted directly from your billing system and delivered directly into your buyers' finance systems. This means:

- Tungsten processes data in virtually any format and handle the data transformation based on your customer's requirements
- No need to install additional software or hardware
- You can send one consolidated data file for all your invoices
- Once on the network, you can easily connect and send invoices to other customers

**2.** Web Form: sending electronic invoices using the Tungsten Portal

The Tungsten Web Form is designed for companies who send a low volume of invoices to their customers each year. The portal offers you a secure connection and guarantees



delivery of your invoice to your customers within hours, which allows them to process your invoice and pay you promptly.

Costs for using the Web Form:

There are several pricing options available when submitting invoices through the Web Form. Upon registration, all new suppliers using this option automatically receive 52 free transactions.

At the end of your first anniversary, if you have not used all of your free transactions, Tungsten will replenish your account back to 52 invoices for you to use during the next 12 months.

If you use all 52 free invoices and need more during this 12-month period, you will be required to purchase your first batch of transactions (minimum 25 invoices). You will then no longer have access to the free invoice option.

[I'm a supplier that invoices Mondelēz International only a few times a year. Why should I be required to sign-up for electronic invoicing through Tungsten?](#)

**A:** We understand your concerns about change and submitting invoices online. However, the size and global nature of Mondelēz International business partnerships makes it critical to centralize the process. Be assured Tungsten is an easy-to-use solution and the service is free if you submit less than 52 invoices per year.

[Do I need to get special hardware or install any software?](#)

**A:** No. There is no need for additional software or hardware. All you need is an Internet connection and a standard browser. Instead of mandating data standards, Tungsten's ANY-TO-ANY DATA FORMATTING capability accepts invoices in any format and any file structure.

[Will I need to use this service if my account is currently paid on time?](#)

**A:** Yes. Your use of the Tungsten service will help ensure we continue to pay you on time.

[What happens if I still send paper or email invoices?](#)

**A:** Once you are sending invoices via the Tungsten network please ensure you cease sending in any other method. However, while you are working with Tungsten to complete your registration we will still continue to accept paper invoices.

Note: paper invoices received after you begin transmitting via Tungsten will be rejected and might delay the processing of your invoice.



## Will Mondelez International make payments using Tungsten?

**A:** Tungsten is not our payment platform. Mondelez International will continue to use their current payment method.

## I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Mondelez International?

**A:** EDI and XML are just data formats as far as Tungsten is concerned; therefore you can use this preferred format to deliver the data to Tungsten if you choose to use the Integrated Solution. Mondelez International will not take any electronic data directly from suppliers as we take a single consolidated invoice file from Tungsten, which will contain invoices from all of our suppliers.

Note: If you are a Freight Carrier in North or South America, you may be able to send EDI. Mondelez International only accepts electronic data directly from Freight Carriers.

## I already have the facility to make invoices available to my customers via the Internet – allowing them to view an image of an invoice on the web. Can I use this facility instead of Tungsten?

**A:** No, the Tungsten network ensures that Mondelez International receives the data you send in a format that will upload to our accounting software and, where applicable, match to a goods receipt record. Offering Mondelez International an image of the invoice or an option to download the data in a fixed format does not satisfy Mondelez International's business processes or requirements.

## What if I don't have a system capable of creating electronic invoices?

**A:** Please contact a Tungsten representative regarding other available solutions.

For Tungsten support phone numbers please visit <http://www.Tungsten.com/us/en/contact-us/contact-local-numbers/>

## Can I send electronic invoices using Tungsten to all of my customers?

**A:** Yes. Once you are subscribed to the Tungsten network, TUNGSTEN can enable you to send electronic invoices to any other customers that are members of the network.



Why do I need a purchase order (PO) number and/or Mondelēz buyer's contact information to submit an invoice?

**A:** The request for inclusion of a purchase order (PO) number and/or buyer's contact information is to help properly match the invoice and quickly receive approval from the appropriate Mondelēz purchaser.

What are the invoice requirements for submitting PO and Non-PO invoices to Mondelēz International?

**A:** To help to ensure a timely payment please follow the link below for required information.

PO based Invoices:

[PO Invoice Requirements](#)

Non-PO based Invoices:

[Non-PO Invoice Requirements](#)

How do I check the status of my invoice?

**A:** For all countries where Tungsten Invoice Status Services is rolled-out click below [ISS by Country](#)

To Register with TUNGSTEN please follow the below:

In North America please visit <http://go.Tungsten.com/us/en/mondelezNA/>

In Europe please visit <http://www.Tungsten.com/us/en/mondelezeurope/>

In Latin America please visit <http://go.Tungsten.com/us/en/mondelezLA/>

In Asia Pacific please visit <http://go.Tungsten.com/us/en/mondelezAP/>

In EEMEA please visit <http://go.Tungsten.com/us/en/mondelezEEMEA/>

The service, where available, includes all Vendors and is not limited to those submitting invoices through Tungsten.

Can I still contact Mondelez directly if Tungsten Invoice Status is available in my country?

**A:** Our ability to answer inquiries will be very limited in these countries. All inquiries should pertain to only past due invoices.