



## 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. Reaching this goal requires contribution from all parties involved in ordering and payment process, both in Mondelēz International and in our suppliers’ organizations. Below we’ve summarized for you a few rules 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 Cadbury House, Sanderson Road Uxbridge, Middlesex, UB8 1DH	TO: Mondelez Europe Procurement GmbH -UK branch Cadbury House, Sanderson Road Uxbridge, Middlesex, UB8 1DH VAT Nr. GB 366 2627 38



**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 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.**

<b>Late payment</b>	<b>Timely payment</b>
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. If you are not using e-Invoicing, your invoices need to be sent to Mondelēz International per post. Postal address and P.O. Box number can be advised by European Business services centre, Accounts payable department, Customer service team. 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?**

Mondelēz International will reject your invoice if it does not comply with above requirements. Rejection message together with a copy of rejected invoice will be sent to you per e-mail or fax. Rejected non-compliant invoice (non-compliant invoice is an invoice, when address or Mondelēz International entity is not valid) will not be processed for payment, therefore it is necessary to send new, correct document using the same method as for original invoice. In case your invoice is compliant and only cost center or contact person is missing, you can provide European Business services centre, Accounts payable department, Customer service team with additional information. New invoice is not needed.

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/us/help-support/>. If you are still sending paper invoices to us, please contact our AP Customer Service department (see contact information at the end of this document).

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 Dodavatelska 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 Bleisk  
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</b>				<b>Unit</b>	<b>Currency</b>	<b>Total Net Value excl.</b>		
VAT				each	EUR	1.132,03		

VENDOR NAME, ADDRESS, CITY, VAT Nr. ABC, Dodavatelska 13, 123456 Paris, France, FR123 4567 89  
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  
VAT Nr. GB 366 2627 38

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

**PO NUMBER: 4501234567**

Position	Charge Description	Quantity	Price/EUR	Unit	Currency	Amount
10	CARTON LOW,x12,DIROL,WATERMELON,SLAB MATERIAL NUMBER: 444779	147,000 PC	7,69	1000 PC	EUR	1 130,43
20	TEA WTININGS <span style="border: 1px solid red; padding: 2px;">DELIVERY NOTE:12345</span>	1	1,60	1 PC	EUR	1,60
Total excluding TAX:						1.132,03 EUR
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

**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



VENDOR NAME, ADDRESS, CITY, VAT Nr. TAXIABC, REDSTREET, LONDON, GB123456789

Contact: John Smith, Phone: +44 11 123 456 7, Fax: +44 11 123 456 8, John.smith@vendorname.com

**TO: Mondelez 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
Taxi service	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

## 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>