

# Vendor Guide to e-Invoicing Mondelēz International - North America via the Tungsten Network

Prompt payment benefits both our vendors and Mondelēz International. We both have common goals – to process your invoices without issues and provide on-time payments. Moving to Tungsten Network’s e-Invoicing platform enhances our capabilities to reach these goals together.

The following tips are key to submitting your E-Invoices to ensure timely payment.

## What information do I need to include on my e-Invoice to Tungsten Network?

Your Mondelēz International purchase order (PO) issued for the items or services you are invoicing will provide you most of the information you will need to include on your invoice, such as the correct purchase order number, Mondelēz International bill-to entity, contact email, referenced currency, PO line number, unit of measure, product material number, and description.

You will also need to include your remit-to address.

## Why do I need to know my purchase order (PO) number?

A valid purchase order number is a required field for e-Invoice submission. Without it, your e-Invoice will be rejected.

## What if I don’t know my purchase order number?

Purchase orders are typically transmitted to your sales department via e-mail. If you have not received a purchase order, please reach out to your Mondelēz International contact for assistance.

## What if I have multiple purchase orders with Mondelēz International?

You must use the purchase order relevant to the item(s) or service(s) you’re invoicing. Failure to do so will result in payment delays or rejection.

## What if I don’t use purchase orders?

There are specific purchases that do not require a purchase order.

If you are approved and set up as a non-PO Tungsten Vendor, you must enter a Mondelēz International contact email address.

## How do I ensure I’m submitting my invoice to the correct Mondelēz International entity?

The Mondelēz entity that issues the purchase order can be found in the “Bill To” information on your purchase order.

## If I don’t use a PO, how do I determine which Mondelēz International entity I should invoice?

The entity you chose should be the country where your goods are shipping, or services performed. For North America those entities are:

US Address	Canada Address
<b>TO: Mondelēz Global LLC</b> <b>P.O. Box 469014</b> <b>San Antonio, TX 78246-9014</b> <b>United States</b> <b>Tungsten Acct:</b> <b>AAA980179618</b>	<b>TO: Mondelēz Canada Inc.</b> <b>277 Gladstone Avenue</b> <b>Toronto,</b> <b>ON</b> <b>M6J 3L9</b> <b>Canada</b> <b>Tungsten Acct: AAA364034884</b>

### How do I identify my Mondelēz International contact person?

Your contact person is listed on your purchase order, or is the person that called in the request for a product or service.

### What if my banking details have changed since I was initially set up with Mondelēz International?

If you need to change your banking details, reach out to your Mondelēz International contact for assistance.

### What if my remit-to address requires updating since I was initially set up with Mondelēz International?

If you need to change your remit-to address in your vendor account with Mondelēz International, reach out to your Mondelēz International contact for assistance.

In addition, you will need to change the information within your Tungsten account setting. Log into your account and select: My Account > Invoice Information > Remit Details.

Failure to update **both** Mondelēz records and your Tungsten account will cause your invoice to fail the match process and delay your payment.

### What if my company has multiple remit-to addresses at Mondelēz International?

You will need to have one Tungsten account set up for each of your remit-to addresses. When sending your invoices to Mondelēz International be sure to use the Tungsten account associated with the correct remit-to. Failure to do so could result in significant delays in payment processing or cause your payment to be sent to the wrong remit-to address.

Include only one remit-to address in your Tungsten submitted invoice to avoid significant delays in payment processing.

### What if the ship-from address requires updating?

This information can be updated within Tungsten portal under: My Account > My Company > Invoice Information > Ship from Details.

### Can I bill Mondelēz International in any currency?

No. Please make sure the currency of your invoice matches the purchase order.

### I am invoicing Mondelēz North America for capital. Are there any additional requirements?

Yes. Capital invoices may need back up documents attached to your Tungsten submitted invoice, including: work sheets, time sheets, and WBS. If there are any additional questions reach out to your Mondelēz International contact.

### Are there any requirements for adding an attachment to my Tungsten submitted invoice?

Yes. A maximum of 10 documents can be attached to your invoice, not to exceed a total upload size of 12MB. Documents need to be added separately, as any type of zip file or password locked file will not transmit. Before uploading any attachments, check that the files are not corrupt or "write protected." If the file is corrupt, has "write protection", exceeds the 10 document limit or 12MB size limit it will not be sent to Mondelēz International.

### Why does Tungsten ask to reference a line from my PO?

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, automatically on receipt).

### Why does Tungsten ask to reference the Unit of Measure?

Unit of Measure is a required field. Utilize the same Unit of Measure referenced on the PO.

### Why does Tungsten ask to reference the Product (Material) Number?

Utilize the same material number (material group) referenced for each line item of your PO, if provided. This information helps ensure we process your invoice in a timely manner.

### Why does Tungsten ask to reference the Product Description?

Product Description can be found on each line of your purchase order either labeled “description”, “line description”, or “desc.” This information helps ensure we process your invoice in a timely manner.

### What if I ship-to a different address than I am invoicing to?

You should only be invoicing the Bill to address on your Purchase order. You should ship to the “ship to” or “delivery” address listed on your Purchase order.

### Why did my invoice fail to process in Tungsten?

There are numerous reasons your invoice submission may fail in Tungsten. Below are the most common reasons your invoice may fail in Tungsten Network. Check the error message sent to the email address associated with the Tungsten account for further details.

- If your invoice is missing a purchase order number your invoice will fail.
- If you are approved for non-purchase order submissions and your invoice is missing a Mondelēz contact email your invoice will fail.
- If you attempt to resubmit an invoice with the same number your invoice will fail.

Add the missing information and resubmit your invoice with a new invoice number.

### Why did Mondelēz International reject my Tungsten submitted invoice?

There are numerous reasons your invoice submission. Below are the most common reasons your invoice may be rejected at Mondelēz International:

- If you send an invoice more than once and there is already an invoice in the system, any duplicate Invoices will be rejected.
- If you send a paper invoice and are signed up for e-Invoicing your paper invoice will be rejected.
- If an invalid Mondelēz International contact email is provided, your invoice will be rejected.
- If an invalid Purchase Order number is provided, your invoice will be rejected.
- If an invoice is submitted without a remit-to address, it will be rejected.

You should receive a rejection communication from Mondelēz International. It will note the reason(s) for the rejection.

### Where can I check the status of my invoice?

Invoice Status Service is available on the Tungsten. Visit [http://www.tungstennetwork.com/customer-campaigns/Mondelēz\\_na\\_iss/](http://www.tungstennetwork.com/customer-campaigns/Mondelēz_na_iss/) for more information.

### Who should I contact if I have any additional questions about how to Invoice Mondelēz International?

Additional Accounts Payable inquiries, such as late payment or missing invoices can be directed to: North America Accounts Payable Customer Service hotline at +1 703 466 4545 or email [NA-aphelpdesk@mdlz.com](mailto:NA-aphelpdesk@mdlz.com).