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<<Business>>  
<<Address\_Line\_1>>  
<<City>>, <<State>> <<Zip\_Code>>  
|<<Zip4\_DPC>>|

Attention: U.S. and Canada Suppliers of Direct Material and Indirect Goods and Services

August 3, 2012

Procurement-Source to Pay: Updates and Reminders

Dear <<Business>>:

Kraft Foods separation into two companies is quickly approaching and we have important updates and reminders to share with you.

***Important Updates:***

- **Contact Center Information**

As Kraft Foods launches two new companies, you will need to have access to the Accounts Payable Contact Centers. Below is the Contact Center information for both companies. Please note the contact information for the North American grocery company will remain the same. When contacting the global snacks company, you will need to use the new Contact Center information; please make note of this information and the effective dates.

<b>Grocery Contact Information</b>			
<b>To</b>	<b>Contact Information</b>	<b>Additional Information</b>	<b>Effective date</b>
Open a ticket online	<a href="http://kraftbsc.kayako.com">http://kraftbsc.kayako.com</a> or AccountsPayable-NA@kraftbsc.kayako.com	Hours available 24 hours Tickets are worked in the order received.	Now
Talk directly with a Contact Center Representative	210-530-7200	Hours available: Monday – Friday 7:00 AM - 5:00 PM CT.	Now
Register to use Self Service Invoice Inquiry	vendorinfo@kraftfoods.com	Supplier registration site for Self Service Invoice Inquiry.	Now
Inquire on the status of one invoice, use Self Service Invoice Inquiry	<a href="mailto:invoiceinquiry@kraftfoods.com">invoiceinquiry@kraftfoods.com</a>	Hours available 24 hours To inquire on one invoice at a time with invoice number in the subject line.	Now

<b>Snack Contact Information</b>			
<b>To</b>	<b>Contact Information</b>	<b>Additional Information</b>	<b>Effective date</b>
Open a ticket online	<a href="http://mdlzbsc.kayako.com">http://mdlzbsc.kayako.com</a> or <a href="mailto:AccountsPayable-NA@kraftbsc.kayako.com">AccountsPayable-NA@kraftbsc.kayako.com</a>	Hours available 24 hours Tickets are worked in the order received.	<b>Aug 13, 2012</b>
Talk directly with a Contact Center Representative	210-530-7333	Hours available: Monday – Friday 7:00 AM - 5:00 PM CT.	<b>Aug 13, 2012</b>
Register to use Self Service Invoice Inquiry	vendorinfo@mdlz.com	Supplier registration site for Self Service Invoice Inquiry.	<b>Oct 1, 2012</b>
Inquire on the status of one invoice, use Self Service Invoice Inquiry	invoiceinquiry@mdlz.com	Hours available 24 hours To inquire on one invoice at a time with invoice number in the subject line.	<b>Oct 1, 2012</b>

**Important Reminders:**

- **NEW PURCHASE ORDER NUMBERING SEQUENCES:** Purchase Orders sent to you for indirect goods and services use two different numbering sequences:
  - Locations that are associated with the global snacks company use Purchase Order numbers that begin with 7XXXXXXXXX for Indirect, Direct Materials and Capital; and 9XXXXXXXX for MRO and Maintenance.
  - Locations that are associated with the North American grocery company use Purchase Order numbers that begin with 3XXXXXXXXX for Indirect, Direct Materials and Capital; and 8XXXXXXXX for MRO and Maintenance.

- **NEW INVOICE SUBMISSION ADDRESS:** There are new Post Office Box numbers for submission of all invoices. There are separate P.O. Boxes for invoices associated the North American grocery company and the global snacks company. And there are additional P.O. Boxes for Canadian invoices for each of the new companies:

Grocery US	Kraft Foods Group, Inc.	PO Box 469017	San Antonio	TX	78246-9017
Snacks US	Kraft Foods Group, Inc.	PO Box 469014	San Antonio	TX	78246-9014
Grocery Canada	Kraft Canada Inc.	PO Box 469018	San Antonio	TX	78246-9018
Snacks Canada	Kraft Canada Inc.	PO Box 469015	San Antonio	TX	78246-9015

- Location alignment documents can be found on the Supplier Website (see URL at end of letter).

### **WHAT YOU NEED TO DO:**

- **If you haven't already done so, update your systems to reflect the new Purchase Order and Invoice Submission instructions.** Please update your systems to ensure your invoices reflect these changes. Routing invoices to the correct mailing address is necessary to ensure timely payment.

**PURCHASE ORDER POLICY ENFORCEMENT:** As part of doing business with Kraft Foods, we require that invoices submitted for payment include a Kraft Foods purchase order (PO) number. In the past, payments may have been processed without meeting this requirement. However, as Kraft Foods separates into two companies, it has become essential to enforce the policy requiring PO numbers on invoices. We also request the email address of the Kraft Foods person who placed the order to be typed on the invoice in the "Bill To" address section.

**Going forward, invoices will be rejected if submitted without a Kraft PO number.**

Suppliers who submit invoices without a required PO number will be notified via email that the invoice has been rejected. Suppliers will then need to work with the Kraft Foods contact copied on the email notification to take the necessary steps to ensure policy compliance so payment can be made.

### **WHAT YOU NEED TO DO:**

- Be sure a Purchase Order number is issued to you at the time an order is placed.
- Type a Kraft Foods Purchase Order number on the invoice.
- Type the email address of the Kraft Foods employee who placed the order in the "Bill To" address section of the invoice.

- **SEPARATE PURCHASE ORDERS BY NEW COMPANY:** We have split our requirements for each of the new companies into separate Purchase Orders. During the transition, until the actual separation, you could receive Purchase Orders from the same location for both companies. Follow the invoicing address indicated on the purchase order for these locations.
- **NEW EMAIL ADDRESSES:** The global snack company employees will be receiving new email addresses in the future and suppliers submitting non-PO invoices will receive communication when the new email structure is in place.

## WHAT'S NEXT?

We have planned a series of online meetings for the weeks of August 20<sup>th</sup> and 27<sup>th</sup>. These one-hour sessions will provide you the opportunity to hear from our Procurement executives, to learn more about changes occurring at system cutover in October and to ask questions. The meeting schedule and all details will be posted on our Supplier website. (See URL below) Please make plans to join us for one of these sessions.

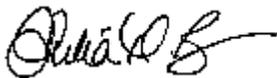
To ensure the broadest circulation of current information in our supplier community, please share this letter and all subsequent communications broadly within your organization.

Please contact your Procurement Representative if you have questions about the information in this letter or if you would like to post a question for the Supplier online meetings.

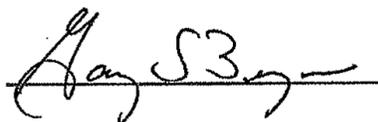
To enhance your ability to receive timely and useful information from Kraft Foods, we have created a new website for our vendors. Please take a moment to make sure you can access this website, and bookmark the link for future reference.

[www.KraftSupplierDiversity.com/SupplierCommunicationsForSeparation](http://www.KraftSupplierDiversity.com/SupplierCommunicationsForSeparation)

Thank you for partnering with us for this historic journey.



Julia Brown  
SVP and Chief Procurement Officer



Garry Berryman  
VP and Chief Procurement Officer