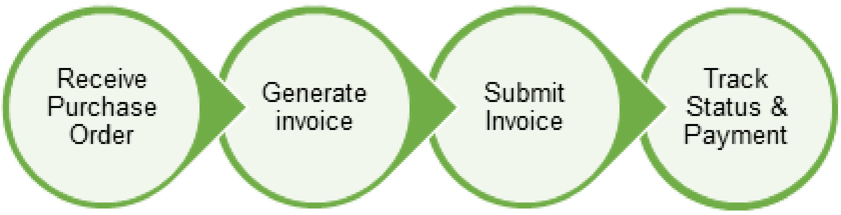
Dear Business Partner,

Best wishes!

Upfield values relationship with all our partners with whom we do business with. We are committed to improving our systems and processes to improve efficiency and enable on-time payments.

We would like to share important details that will enable you to follow the right steps and process for a smooth and efficient delivery and processing of your invoice/s. Kindly share this email with your Accounts Receivable department.



Receive Purchase Order

The first step in the process is to ensure you receive a Purchase Order (PO) from Upfield for the goods or services ordered.

- Familiarize yourself with our 'No Purchase Order (PO), No Pay policy' and know about exceptions.
- Ensure you get PO before commencement of work.
- Review the PO for correctness and most importantly check the Payment Term mentioned – your invoices will be paid as per this term (if this is not right, please report this back to your Upfield contact who ordered the goods or services.
- If you have not received the PO, kindly reach out to your Upfield contact who ordered the goods or services.

If you are registered on the Tungsten Network, then you will also be able to see the Purchase Orders in your account which you can also use to convert to an invoice for easy submission.

Generate Invoice

Next you need to generate invoice/s with the right information to avoid delays and rejection. Some key information that should be part of your invoice are

- Ensure the Upfield Bill-To entity, address and VAT is correct.
- Ensure price, currency and material/service details match with Purchase Order.
- Ensure to update Purchase Order/s against the goods/services billed.
- Ensure to include your bank details including SWIFT and IBAN numbers if applicable.

Refer important elements of creating a 'Perfect invoice' for more detail.

Submit Invoice

Upfield is committed to ensuring that we provide timely and efficient payment for goods and services in a sustainable way, which is why we have adopted electronic solutions for invoicing. We urge you to transition to e-invoicing with us to further improve the way we work. If your business is registered in one of the below regions/countries and you are billing to an Upfield entity which is also present in the same geography, then you should submit your invoice via the below listed e-Invoicing channel.

- Europe, USA, Canada, Australia – Tungsten Network
- Mexico, Colombia, Ecuador, Peru – EDICOM
- Turkey – continue with your preferred partner to submit invoices to local tax authority and we will fetch them from the tax portal.

For other regions/countries, kindly send your invoices via email / PO box. Refer "Our entity details and where to send your invoice" document for details.

Benefits of electronic invoicing

- Instant invoice validation: Get notified of errors earlier, resulting in fewer invoice exceptions.
- Expedited processing: No more manual checking means we can process your invoices more quickly when due from the date of receipt.
- Tax compliant: An e-invoice is a digitally signed tax document that can be used to reclaim VAT.
- Convert POs into invoices (Tungsten only): Search purchase orders and easily convert them into invoices while submitting invoice via web portal (service live from 1st Mar 2021)
- Invoice status (Tungsten only): Track the status of your invoice to see when you will get paid or have been paid (service live from 1st Mar 2021)

Important points to note

- Submit your invoices only once through one of the above channels (e-Invoicing preferred) and not via multiple channels as it would generate duplicate invoices leading to rejection.
- Refrain from sending your invoices to individuals in the organization to avoid loss of invoice and non-payment.

Above mentioned channels are the right and authorized channels that will ensure your invoices reach the Accounts Payable department directly.

Track Status and Payment

If you are registered on the Tungsten Network, then you will soon be able to track the status of your invoices in your account. If you are not, kindly contact P2P Helpdesk for your invoice and payment related queries.

You can reach our P2P Helpdesk by writing an email to p2p.helpdesk@upfield.com and an automated ticket will be generated which will be responded within 3 business days.

Our payment cycle is weekly, we consider due date post applying payment term as mentioned in the Purchase Order and from the date of invoice receipt. Once the payment is executed, payment remittance is sent from our SAP system to your registered email address. If you are not receiving the remittance, kindly inform the P2P Helpdesk with the correct email address that you would like to receive the remittances.

For our Standard Terms and Conditions, Policies and Practices kindly visit Supplier Centre page.

We hope this information will help you a long way. Thank you for being part of the journey!