

Kraft Heinz Communication Channels for Suppliers

Category	Communication Channel	Intent & Purpose
Supplier Set Up	SupplierSupport@kraftheinz.com	Support for indirect supplier enablement on the SAP Business Network.
	NADirectSupplierEnablement@kraftheinz.com	Support for direct supplier enablement on the SAP Business Network.
	taxexemptcerts@kraftheinz.com	Support for suppliers to request tax exemption and resale certificates . As part of the request, suppliers may have to provide product/service descriptions and ship-to or service-to locations(s).
Invoice/Statement Submission	APInvoices@kraftheinz.com	Kraft Heinz invoice submission inbox for suppliers, only utilized when supplier is unable to utilize preferred e-invoicing (through Tungsten or Ariba). <u>Note</u> : a specific format must be followed if invoices are sent via email; please reach out to the AP Helpdesk for directions.
	VendorRecon.NA@kraftheinz.com	Kraft Heinz Vendor Reconciliation Team to confirm and verify that all outstanding supplier invoices have been successfully received. Send statement of current, open invoices to this team for confirmation of any invoices missing in our system. <u>Note</u> : Any <i>questions</i> on open invoices should be directed to the AP Helpdesk, as specified below.
Help & Support	KraftHeinzPurchaseToPay.NA@Kraftheinz.com	Kraft Heinz Accounts Payable Helpdesk for all supplier questions around invoicing and payments. <u>Note</u> : Email must be submitted to KraftHeinzPurchaseToPay.NA@Kraftheinz.com in order to generate a ticket. Helpdesk responses will be sent <i>from</i> GBSPurchaseToPay@kraftheinz.com .
	Detention@kraftheinz.com	Dedicated mailbox for carriers to submit any driver detention related inquiries.