

dentsu

CXM - Prompt Payment Guide (As of 3/1/2023)

Dear Valued Supplier,

In order to maintain and develop our supplier relations with our Dentsu CXM service line, the Dentsu CXM Accounts Payable team would like to share important information about our process and requirements. Our goal is to improve supplier communications, ensure timely payments and resolve any discrepancies that may arise in a timely manner. We aim to pay all invoices on time, provided they are valid and comply with our processing requirements. This guide is intended to provide you with the necessary details that will help you to ensure your invoice is compliant with our processing requirements, in order to prevent payments delays.

Account Maintenance

Please make sure the information Dentsu CXM has on file is always current. If your mailing address, email address, contact information, bank information or phone number changes, please notify us immediately by emailing: US.APSupplierSetup@dentsu.com.

Please note that in order to process changes to bank information, we will perform independent verification of the proposed change via a phone call to an authorized contact from the supplier.

Invoice Content

Include the following information on the invoice:

- The full legal Name, Address and contact details for your Company in case of any queries.
- Your Supplier Number (if you aren't sure of what that it is, please let us know by emailing USCXM.APqueries@dentsu.com)
- Your Payment Terms (please note that Dentsu standard payment terms are 60 days)
- Details of the Dentsu CXM legal entity that you have contracted with (this must reflect our Purchase Order) For Example CXM entities:

<p>MERKLE INC. 7001 COLUMBIA GATEWAY DRIVE COLUMBIA, MD, 21046-2289</p>
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- Invoice number / applicable reference number
- Clearly visible value and currency. All CXM invoices should be in received in USD only.
- Invoice date
- Product/Service reference, product/service description, quantity rendered, unit of measure, net price per unit of measure (all if applicable)
- The document must clearly contain the word 'Invoice' (or if a credit the words 'Credit Note')
- A CXM Purchase Order number **must always be quoted** (we expect to receive 1 invoice only for each Purchase Order) No PO No Pay.
- ACH is the preferred method of payment.

Invoice Submission

- Paper invoices will be not accepted – we care for the environment and are proud to be paperless!
- All invoices should be emailed to: USCXM.APInvoices@dentsu.com
- All emails containing invoices should contain the word 'invoice' in the subject field
- One PDF per invoice. Invoices with links are not accepted.
- No more than 10 invoices attached per email.
- Please do not send copies of invoices unless you are asked to do so.

Please note that any invoices that do not comply with the criteria above may result in delayed payment or may be rejected.

Statements of Account

To ensure that our accounts are aligned we aim to perform regular statement reconciliations. Please send a monthly statement to: Supplierstatements@dentsu.com In the event of any discrepancies, we will contact you to ask for more information.

Contact Details

If you need to raise any queries, please contact us via the relevant email address below: USCXM.APqueries@dentsu.com. To help us to quickly direct your call to the correct contact, please ensure that you have all relevant account / invoice details before calling.

Payment

All payments are submitted via ACH (Automated Clearing House (Electronic Payments) as the preferred method of choice. All invoices capture will be generated on our weekly Payment runs each Wednesdays, with a clearing date of the following Monday. Please note payments are not issued before the payment date (e.g., if you are paid via USD Wire and your payment date is set for Thursday, you will be paid the following Monday).

Please provide your complete banking details (Sort Code, Account Number, SWIFT code, IBAN, etc.). Banking details should be provided on your company letter head with the signature of an authorized Officer. Penny testing will follow banking changes initiated to confirm the change has been satisfied successfully.

Compliance

Please refer to the latest Dentsu Supplier Manual for specific details related to services rendered and contract specifications.