

Frequently Asked Questions (FAQs)

Below are some frequently asked questions we receive from suppliers and contractors regarding our Procure to Pay processes within Monolith.

1. What does Monolith look for in suppliers and contractors?

Monolith considers many factors when evaluating suppliers and contractors in our purchasing decisions. These decisions vary depending on priorities and requirements, including:

- Core capabilities, product or services offering resource availability and ability to recruit qualified candidates.
- Geographic location or customer proximity.
- Organizational conflicts of interest (OCI).
- Past performance and reputation.
- Personnel experience.
- Dependability, responsiveness and teamwork.
- Market niche.

Additionally, we expect suppliers and contractors to demonstrate the following:

- Good financial standing and viability.
- Industry acceptable safety standing.
- Confidentiality compliance.
- High ethical standards.
- Competitive pricing.
- Appropriate industry quality procedures and processes.
- Top quality work.
- On-time delivery of products or services.
- Ability to offer a technological or service advantage over competitors.
- Innovations in the delivery of goods or services.
- Quick turnaround on all requests.

2. How does my company become a new supplier or contractor?

The first step is to complete the pre-registration form which provides us with basic information about your company including the products or services you offer. If we determine that an opportunity may exist to do business with your company, we will send you a supplier/contractor registration form that will require you to provide more detailed information about your company. We will then put your company through a comprehensive vetting process to ensure your company's capabilities, compliance, and stability will meet our business needs, quality standards, and risk thresholds.

3. What is the next step after I register?

Once you have registered and your information is vetted, your profile will be available to all our procurement professionals. Due to the volume of inquiries we receive you will NOT be

contacted until a procurement professional matches one of our current needs with your offerings. Registration is without obligation of any kind on the part of the supplier/contractor or Monolith.

4. Can I submit a deck outlining my company and product information along with the Supplier/Contractor pre-registration form?

Yes, it is encouraged that you submit visuals to showcase your company and products or services provided.

5. What are some things that can keep me from registering?

To be considered, you must answer all the required questions and submit all the documentation requested.

6. What documents will I be required to submit during the registration process?

The following information will be requested during the registration process:

- Dun and Bradstreet (DUNS) Number
- Financial information
- Products or services
- Contacts
- General company information
- Safety information
- Diversity information and certifications (if applicable)
- Compliance certifications

Completing the registration process does not guarantee your company will receive a request to bid or a contract from Monolith, nor does it imply that your company has any type of procurement relationship with Monolith, either now or in the future.

A Dun and Bradstreet (DUNS) Number will be required to complete the registration form. Please ensure that you have this ready prior to completing the registration process.

7. Once we have an executed agreement where do I send invoices?

Please send invoices in PDF format with one invoice per PDF to payables.invoices@monolith-corp.com.

8. How do I check payment status?

Any statements or payment inquiries can be sent to accounts.payable@monolith-corp.com. Please reference your invoice number and the Monolith purchase order number.

9. Can I be notified when a payment is processed?

Yes. Once you are registered on our payable's portal, the email you used to register will receive notification when a payment is scheduled and remittance information once the transfer is completed.

10. How do I change the legal name of my company?

To change the legal name of your company, you will need to submit a new W-9 or appropriate W-8-BEN form and any supporting documentation to reflect the change. Send an email to SupplierRequest@monolith-corp.com and attach these documents. We will complete the necessary verifications and contact you if additional information is required.

11. How can I get in touch with a purchasing or commodity manager to discuss a product or service my company offers?

Due to the large volume of inquiries we receive, we do not provide direct phone numbers or email addresses of our procurement personnel. Instead, we use this portal as a means of routing information to one or more of our procurement professionals. If you have a product or service you would like to introduce to Monolith, please follow the registration process outlined in question #2 above.

12. If the Primary Contact for my company is no longer employed by us, what should I do?

Please send an email message to SupplierRequest@monolith-corp.com to have us update your profile with the new information.

13. I am a current supplier for Monolith and received an email asking me to fill out or update my supplier registration profile. Why am I being asked to do this?

If you are currently doing business with Monolith, we will periodically request that you update your company's profile to make sure we have the most up-to-date information.

14. Why do I have to acknowledge a purchase order?

When you are acknowledging a Purchase Order, you are confirming receipt of the order, and all the conditions and items identified by the purchase order.

15. Who do I contact if I have issues with a Purchase Order (both commercial and technical requirements)?

Please reach out to the Buyer that is listed on your Purchase Order. The Buyer will coordinate a response internally and provide a response.

16. I have read the FAQ list, and I still have questions. Is there anyone else I can contact?

If you still have questions after reading the FAQ list, please contact us at SupplierRequest@monolith-corp.com. Include your name, company name, email, and phone number along with your question(s).