



## Agilent Technologies

### Re: Transition to Electronic Invoicing

Dear Sir or Madam,

Paper invoicing has always been a labor and cost intensive process for both you, our valued supplier, and to Agilent. Invoices are often lost in transit or routed to the incorrect location, thereby delaying payment. To ensure on-time payment to you, Agilent has joined the OB<sup>10</sup> electronic invoice delivery network run by Open Business Exchange ("OBE"). The OB<sup>10</sup> network is now available to all suppliers invoicing Agilent Technologies and replaces the previous billed-to address for invoices. All Agilent suppliers are expected to transition their paper invoice submission to the OB<sup>10</sup> network ([www.ob10.com](http://www.ob10.com)) by **April 30,2005**.

The benefits of this new process to your company are significant. First, submitting invoices to Agilent via the OB<sup>10</sup> network will reduce the time needed to submit your invoices. Second, OB<sup>10</sup> immediately notifies you if there are issues in submitting your invoice, allowing for proactive resolution of problems and avoiding costly follow-up. Third, sending invoices electronically via OB<sup>10</sup> will eliminate the expense of printing and mailing paper copies to Agilent Technologies. If you are not already a member of the OB<sup>10</sup> network, subscribing is simple. There is no hardware or software for you to install, and OB<sup>10</sup> handles any data format you choose to use for your invoices.

The submission of electronic invoices via the OB<sup>10</sup> network is now the standard through which all suppliers are expected to invoice Agilent Technologies. Open Business Exchange, serving as the administrator of the e-Invoicing process, will call you in several days to begin your registration. Open Business Exchange will also keep Agilent informed on the progress of your transition, so your cooperation with them on behalf of Agilent is greatly appreciated.

Thank you for your support of this critical initiative. Agilent appreciates your attention to this matter and look forward to receiving your invoices electronically by **April 30,2005**. If you require assistance when registering for OB<sup>10</sup> please contact OBE directly at +44 (0) 870 165 7420 or by email at [UKClientServices@ob10.com](mailto:UKClientServices@ob10.com). You may also contact Agilent's Accounts Payable helpdesk at +44 (0) 207-868-9232 or by email at [gfsp2p-helpdesk-europe@agilent.com](mailto:gfsp2p-helpdesk-europe@agilent.com) if you have specific questions.

Kind Regards,

Jerry Schaefer  
Director, Global Financial Services  
Agilent Technologies, Inc.

Cindy Message  
Global Sourcing Procurement, Director of Sourcing  
Agilent Technologies, Inc.

Agilent Technologies UK Limited  
PO BOX 28468  
EH30 9YS  
UNITED KINGDOM

+44 (0) 207-868-9232 telephone

[www.agilent.com](http://www.agilent.com)



## Agilent Technologies

**This announcement applies to all invoices currently sent to the following UK addresses:**

OB<sup>10</sup> Number [AAA956032007](#)

UK Sales: Invoices for POs beginning with 9053  
Agilent Technologies UK Limited  
PO BOX 28468  
South Queensferry  
WTL EH30 9YS United Kingdom

UK Manufacturing: Invoices for POs beginning with 9054  
Agilent Technologies UK Limited  
PO BOX 28469  
South Queensferry  
WTL EH30 9YT United Kingdom

Vat GB731614359

### **Regarding cost:**

Although substantially cheaper than mailing and following up on paper invoices, there is a cost for suppliers to use the OB<sup>10</sup> network. Pricing for the OB<sup>10</sup> network is set by Open Business Exchange and all fees are billed by and paid directly to Open Business Exchange by the supplier. For OB<sup>10</sup> pricing details please see the additional documentation included with this letter.

Just as Agilent does not pay for fees incurred by our suppliers when sending paper invoices today, Agilent does not pay for fees incurred when sending electronic invoices. However, according to the Gartner Group, paper invoices cost \$5 for suppliers to produce and deliver compared to \$2 per electronic invoice (*Managing Credit, Receivables and Collections*, 1 September 2003).



## **Agilent Technologies**

### **Frequently Asked Questions for Invoicing Agilent Electronically via the OB<sup>10</sup> Network:**

#### **How do I send my invoices electronically to Agilent?**

Agilent has contracted with Open Business Exchange (OBE), a third party service provider, to facilitate the move to e-Invoicing. OBE runs the global OB<sup>10</sup> network - a system which enables organizations to electronically deliver invoices from their accounting systems in the format of their choice without the need to install any proprietary hardware or software. See [www.ob10.com](http://www.ob10.com) for more details.

#### **How does my business benefit from e-Invoicing?**

Using OB<sup>10</sup> to send electronic invoices removes the costs associated with printing, handling and sending paper invoices to Agilent Technologies. It also reduces your expense of following up on missing invoices, gives you increased visibility of invoice issues and increases our consistency of on-time payments.

#### **Does this electronic invoicing program apply to all suppliers?**

Yes. All suppliers in the UK are expected to transition their paper invoices to the OB<sup>10</sup> network by **April 30, 2005**. New suppliers will go directly into e-Invoicing per Agilent's updated Terms and Conditions.

#### **Are there fees associated with this service?**

Yes. Please see the supplemental document entitled "Available Options for Sending e-Invoices to Agilent". Agilent Technologies expects each supplier to bear this cost as with sending paper invoices today. All fees associated with the use of the OB<sup>10</sup> network are billed-by and paid directly to OBE.

#### **What if I do not want to submit my invoices via OB<sup>10</sup>?**

Open Business Exchange will notify Agilent of your refusal to adopt this initiative and you will be contacted by your Procurement professional to discuss the significance of this program to your relationship with Agilent. E-Invoicing adoption will be taken into consideration by Agilent when contract renewal takes place with your company.

#### **What resources are required for me to come onboard?**

Becoming a "file" supplier means you simply extract the data using whatever format you already use for other customers and send it to the OB<sup>10</sup> website. As a result, the resource investment necessary to setup OB<sup>10</sup> is minimal when compared to other industry solutions. Most Agilent suppliers currently using OB<sup>10</sup> have transitioned to the new process in 2-3 weeks with some needing as little as two days.



## **Agilent Technologies**

### **I already use EDI invoicing with some of my other customers; can I use these to bypass OB<sup>10</sup> and invoice Agilent directly?**

No. Requests for new EDI invoice connections directly into Agilent will not be accepted. However, OB<sup>10</sup> can support any data format including EDI 810 and RosettaNet so suppliers wishing to adopt these formats can send their files via OB<sup>10</sup> instead of directly to Agilent. Technical details of your transmission should be discussed with Open Business Exchange.

### **I already have the facility to make invoices available to my customers via the Internet. Can I use this instead of OB<sup>10</sup>?**

No. OB<sup>10</sup> ensures that Agilent receives the data you send in a format that will upload to our accounting systems and trigger payment approval. Sending Agilent an image of the invoice or giving us an option to download the data in a fixed format does not satisfy this requirement.

### **Do I need to install any software?**

No.

### **Is this a global program?**

Yes; however the program is being rolled out country-by-country. Other countries in North America and Europe will also be transitioning suppliers to the OB<sup>10</sup> network.

### **What if I do business with Agilent in multiple countries?**

You should continue to send paper invoices in those countries until they are connected to the OB<sup>10</sup> Network. You will be notified when additional countries are added to the program.

### **Will Agilent make payments using OB<sup>10</sup>?**

No. Use of the OB<sup>10</sup> network facilitates the receipt of invoices only and is completely independent of payment. There are no changes to the current payment process as a result of this initiative.

### **Will I be able to track my payment through OB<sup>10</sup>?**

No. Agilent as implemented Oracle's iSupplier Portal (iSP) for Accounting Payable information. iSP allows you to review invoices, track payments and download results into MSExcel for further analysis. For more information please log in to the below link:

[http://www.agilent.com/oracle\\_supplier/isupplier\\_enrolment\\_form.html](http://www.agilent.com/oracle_supplier/isupplier_enrolment_form.html)

### **How will this change the existing process for Purchase Orders?**

Purchase Order processes will not change as a result of this initiative. You may notice however that e-Invoicing terms appear on all new Purchase Orders received from Agilent.

### **What if I don't have a system capable of creating invoice files?**

You can access the OB<sup>10</sup> secure web site and create invoices online using the Invoice Generator. All you need is an Internet connection and a standard browser. Please refer to the supporting documents for more details.

## **Sending Invoices Electronically to AGILENT via the OB10 Network:**

There are 2 primary methods for sending Invoice and Credit transactions via OB10. A supplier can either send a data file directly to OB10 or create invoices on-line using the 'Invoice Generator'.

### **1. Sending an extracted data file**

OB10 allows you to send us invoice and associated credit data taken directly from your billing system. The data extracted from your systems can be in any format, including the format it currently uses for other customers. Open Business Exchange will create your account on the OB10 network, which allows the service to accept your invoice data and then translate it directly to the format required by Agilent (and any of your other customers on the network). Data files can be sent to the network via the OB10 secure web site, EDI or FTP.

#### Benefits

No hardware or software to install

Enables the data to be taken directly from your billing system in a data format of your choice

You are able to trade with any of your clients using the network now or in the future, without additional technical work and regardless of their required data formats

Using OB10 removes the paper invoice along with associated mailing and labor costs

#### Costs

Annual Membership 800 euros \*\*

Per invoice transaction costs:

1-20 invoices per month	= 1.00 euros
21-100 invoices per month	= 0.75 euros
101-500 invoices per month	= 0.50 euros
500+ invoices per month	= 0.37 euros

Note: Transactions are charged on a monthly incremental basis.

\*\*For suppliers who invoice for multiple entities additional fees may apply

### **2. Creating invoices on-line using the 'Invoice Generator'**

The OB10 Invoice Generator allows you to create invoices on-line and is usually chosen by those suppliers who do not have a billing system and currently generate invoices manually (i.e. as a word document). The Invoice Generator retains standing data such as your address so only billing data needs to be entered on each invoice. Once an invoice has been created you have the option to save a copy to your PC and all invoices to Agilent are stored in the secure OB10 archive for a minimum of 7 years (or longer if required by your country tax rules). As a member of the network you will have on-line access to these records.

**Benefits**

Low cost electronic invoicing

No technical set up

Mailing costs are eliminated and invoice delivery is both fast and guaranteed

Perfect for companies who currently raise invoices manually

**Costs**

1-6 invoices per annum = Free

7-30 invoices per annum = 35 euros

31-60 invoices per annum = 65 euros

61+ invoices per annum = 100 euros

**When signing up to the service you should choose the level that reflects the number of invoices/credits you raised against Agilent last year.**

**Registration:**

For more information or to initiate registration for the File Subscription or File Generator (Option #1) please contact OBE Supplier Services by email at [ClientServices@ob10.com](mailto:ClientServices@ob10.com) or by calling +44 (0) 870 165 7420

For the Invoice Generator service (Option #2) you can self-register by visiting [www.ob10.com](http://www.ob10.com) and choosing 'join OB10' and then "Invoice Generator" from the menu on the left hand side of the page. You will need our OB10 number, which is AAA956032007. If you need assistance in registering, you may also contact OBE Support by email at [ob10support@obexchange.com](mailto:ob10support@obexchange.com)

Note: The OB10 network is compliant with all relevant national tax legislation.



# get closer to your customers with OB<sup>10</sup> electronic invoice delivery

In order to foster closer trading links with key suppliers, Agilent is moving to electronic invoicing. Consequently, Agilent has joined OB<sup>10</sup>, the electronic invoice delivery network run by Open Business Exchange (OBE).

Using the OB<sup>10</sup> network enables us to receive your invoices directly into our Accounts Payable (AP) systems and process them without the delays and inefficiencies associated with paper-based invoicing. The good news is that the data file format your invoicing system uses now will be accepted by OB<sup>10</sup>. You don't need to install any hardware or software or change the way your systems are configured.

OB<sup>10</sup> is a non-intrusive service offering that accepts your invoices as they are, but delivers them to us in the format required by our AP system.

## Network benefits

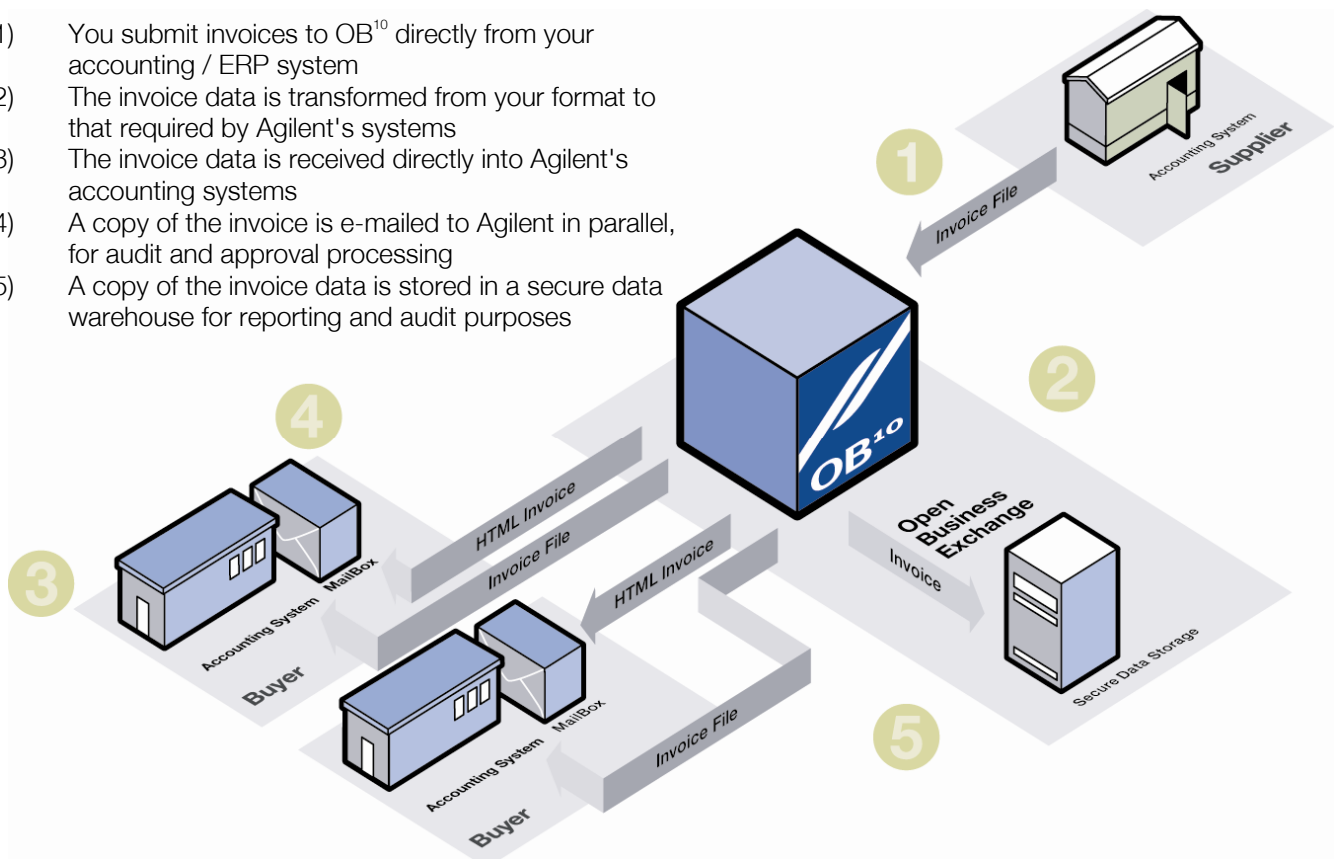
- Assured invoice delivery - an end to lost and misplaced invoices
- Removal of data-entry errors - your invoice is loaded directly into Agilent's AP systems without the need for data to be keyed into our systems
- Elimination of postage, printing and paper handling costs
- Immediate notification of any invoice query, allowing any corrections to take place before the due date
- Improved payment - invoices are registered in our AP system without delay
- One-time set-up - once you have an account on OB<sup>10</sup> you can send electronic invoices to all of your customers on the network
- Secure data archiving - removing the need for you to physically store paper and making tax audits easier to facilitate

With no hardware or software to install subscribing to the network is simple allowing you to transact within as little as 48 hours from sign-up.



# one network - many customers

- 1) You submit invoices to OB<sup>10</sup> directly from your accounting / ERP system
- 2) The invoice data is transformed from your format to that required by Agilent's systems
- 3) The invoice data is received directly into Agilent's accounting systems
- 4) A copy of the invoice is e-mailed to Agilent in parallel, for audit and approval processing
- 5) A copy of the invoice data is stored in a secure data warehouse for reporting and audit purposes



## The future of invoicing

The OB<sup>10</sup> network boasts a customer base of some of the biggest buyers and their suppliers across Europe and the US - the number is growing daily. Agilent is just one of an increasing number of companies requesting electronic invoices as a way to improve their supplier payments process. The OB<sup>10</sup> network offers you the most simple and cost effective way to respond to electronic invoicing requests and get closer to your customers.

For more information visit [www.ob10.com](http://www.ob10.com).