Agilent Flexible Spend Plan

Quick Guide
Access your Flexible Spend Plan (FSP) portal on Agilent.com

• Login to your account at www.agilent.com
• Navigate to “BUY” on the navigation panel
• Choose the Flexible Spending Portal from the choices listed
Easily track your balance using our real-time online portal

Protect your account plan # like you would a credit card number! You need to provide this number to place orders.

View Authorized Sold To list

Funds balance

Export activity data to an Excel file

Account activity
Place an order using funds from your Flexible Spend Plan

Contact Agilent by phone or email www.agilent.com/chem/contactus

Provide your FSP account number (#XXXX)* with your order to use funds towards eligible products

Receive chemistries, supplies, and services for your chromatography and spectroscopy needs

*Similar to providing a credit card number
Eligible products to order with your FSP funds

Columns and supplies for chromatography and spectroscopy

**LC and GC columns:**
High-performance columns for diverse applications

**Frequently replaced supplies:**
Purchase inlet liners, seals, lamps, tubing, and more

**LC, GC, MS, AA and ICP supplies:**
Work seamlessly to improve performance, efficiency, and safety

**Sample preparation products:**
Ensure great results right from the start

**Vials and standards:**
Provide sample integrity and data accuracy

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**Services**

**On-site training:**
Increase proficiency and productivity (novice to experienced)

**Service parts:**
Same-day shipping for overnight delivery*

**On-site repair:**
85% of service calls resolved successfully on first visit

**Instrument exchange/service center repair:**
Cost-effective alternatives to on-site repair

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**Preventive maintenance:**
Reduce unexpected repairs by 35%

**Qualification services:**
Operational/repair/functional verification by industry’s #1 compliance partner

**Relocation services:**
Bench to bench, lab to lab, or anywhere in the world

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*Where available
It’s easy to add more money to your Flexible Spend Plan

• Contact your local customer service representative and provide your FSP account number (#XXXX).
• Issue a PO for the amount you would like to add.

Note: If you add more than $1,000 (or equivalent), your account expiration date will be extended for another 3 years.
Add and remove sites or contacts to your Flexible Spend Plan

The primary account holder has the authority to add or remove authorized sites and contacts to your FSP account.

- All authorized sites can make purchases of consumables or services using the FSP account number at any time.
- You can also add or remove individuals who have access to the online portal. From the portal they can see the account balance and all account activities. They also have the option to download the account data into an Excel file.

The above changes can be made by contacting your local customer service representative.
### Frequently Asked Questions about FSP

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Do I get the same level of discount on the products and services when using FSP?</td>
<td>Yes, once you open a FSP account, the funds available become an alternate payment form. Pricing, discounts, promotions remain the same when you decide to pay for your purchases using the funds available in your FSP account.</td>
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<tr>
<td>What happens when my FSP account expires or approaches expiration?</td>
<td>The primary contact listed under the FSP will receive an automatic email 90, 28, 14, 7 days prior to the account expiration. It is your responsibility to use those funds prior to the expiration date to avoid forfeit of any remaining funds. You have the option to extend the funds for another 3 years by adding &gt; $1k to the account prior to the expiration date.</td>
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<tr>
<td>How often is the online portal updated?</td>
<td>The FSP online portal is refreshed every 24 hrs. with the latest order activity and the account balance information.</td>
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<td>When will I be invoiced for the FSP?</td>
<td>In most cases, the full amount for what was committed will be invoiced immediately and you will pay according to your payment terms. If you qualify and choose the installment billing option, you will receive the first invoice immediately and then the rest of the amount at the agreed upon interval not exceeding one year from the date of the order.</td>
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Contact Agilent for Support

North/South America
Agilent_inquiries@agilent.com
Canada  800 227 9770
US      800 227 9770
Puerto Rico  787 765 7012
Brazil   800 728 1405

Europe/Asia
info_agilent@agilent.com
Austria   0800 401 072
Belgium   02 404 92 22
Denmark   070 130 030
Finland   010 855 2465
France    0810 446 446
Germany   0800 603 1000
India     1800 180 1517
Ireland   01 605 8324
Italy     0800 012 575
Netherlands  020 547 2600
Spain     901 11 68 90
Sweden    08 506 489 50
Switzerland  0848 80 35 60
UK        0345 7212 5292

Asia Pacific
inquiries_lsca@agilent.com
Singapore  1800 276 2622
Malaysia   1800 88 0805
Thailand   662 6376363
Korea      82 80 004 5090
Japan      0120 477 111
China      86 800 820 3278
Hong Kong  852 3197 7188
Taiwan     886 2 8171 5681
Australia  1800 802 402
New Zealand  0508 555 344
Learn more:
www.agilent.com/chem/flexspend