

Subject line: Bristol-Myers Squibb Streamline processes with Tungsten e-Invoicing

Dear Valued Supplier,

Several years ago, as part of our overall strategy to simplify processes, introduce innovation and improve service to our suppliers, Bristol-Myers Squibb implemented an electronic invoicing program for all invoices submitted to Bristol-Myers Squibb from its goods and services providers. Due to the success of the program, we are now expanding usage of this program

Based on analysis of invoicing activity over the last 18 months, your company has been included in this strategic Bristol-Myers Squibb program and your participation is required. Therefore, effective 01/09/2015, Bristol-Myers Squibb Accounts Payable department will no longer accept paper invoices from your company; instead, electronic invoices will be the only route to send invoices to Bristol-Myers Squibb.

We are partnering with Tungsten Network because they have the most trusted global electronic invoicing platform and accommodate businesses of varying sizes, systems and processing capability.

In order to meet the above target, we need you to comply with the timelines below.

Options Timeline		
Due Date	Event	What do you need to do with Bristol-Myers Squibb's strategic partner Tungsten
No later than 15/08/2015	Option agreed: <ul style="list-style-type: none"> • Web-form • Integrated Solution 	Service agreement must be signed and delivered.
No later than 01/09/2015	First Invoice Sent/Live	Send your first invoice for Bristol-Myers Squibb via Tungsten

What does this mean to you?

- ✓ Secure and guaranteed invoice delivery within hours, including confirmation of invoice receipt
- ✓ Expedited invoice processing – less time to process thus enabling invoices to be paid on time

- ✓ ANY-TO-ANY DATA FORMATTING technology – there is no need for additional software or hardware
- ✓ Higher processing transparency and better Cash Flow Management due to 24/7 access and reporting
- ✓ Overall elimination of many of the root causes that result in payment delays
- ✓ VAT compliant, regardless of where invoices are sent from or received
- ✓ Supplier Portal for invoices and payment status
- ✓ Environmentally sustainable solution – save trees and transportation

Getting started

Tungsten Network will be contacting you over the next few days on our behalf to:

- ✓ Help you to select your preferred electronic invoicing option if you are a **new supplier**
- ✓ Confirm you are ready to invoice Bristol-Myers Squibb electronically if you are an **existing supplier**

For further information please see our FAQs at <http://www.tungsten-network.com/bms/>

Alternatively, please contact [Tungsten Network Support](#) for assistance or email them on UKclientservices@Tungsten-Network.com

Thank you in advance for supporting this initiative and helping us to improve our processes. We look forward to receiving your invoices electronically in the near future.

Yours sincerely,

George Matsagas

Executive Director Global
Procure to Pay
Bristol-Myers Squibb

Alastair Eadie

Procurement Director
Europe, Canada and Latam
Bristol-Myers Squibb

Enrico Sibani

Director Global Procurement
GMS EU/AP Sites
Bristol-Myers Squibb

Tungsten Network's Frequently Asked Question

Who is Tungsten Network?

Tungsten Network is a global electronic invoicing network. Tungsten Network's e-Invoicing platform enables suppliers to send invoice data directly from their accounting systems in any format to customers who are enrolled on the Tungsten Network.

How does it work?

Tungsten Network's 'any-to-any' solution handles all the data mapping requirements and ensures that all supplier invoices are delivered in the format that a customer's accounts payable system requires.

Is invoicing via Tungsten Network a requirement for doing business with Bristol-Myers Squibb?

Bristol-Myers Squibb is actively phasing out the processing of paper invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers.

What are the benefits of using Tungsten Network?

- **Secure and guaranteed invoice delivery** - no more lost invoices
- You can **check the status of your invoice online** - from delivery through to payment
- **Reduced processing times** - we receive your invoices faster which means you are able to **pay you on time**
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- Higher processing transparency and better cash flow management due to **24/7 access and reporting**
- **VAT compliant** - regardless of where invoices are sent from or received
- **Easy and cost efficient** - send invoices at any time

Do I need to install additional hardware or software?

Tungsten Network is web-based; therefore all you require to access the e-Invoicing platform is a browser and internet access.

Will I need to use this service if my account is currently paid on time?

Your use of Tungsten Network will ensure that we continue to pay you on time. In addition, you will receive notification when your invoice has been received by us along with the status of your invoice.

What happens if I continue to send paper invoices?

Invoices submitted via Tungsten Network are received within hours by our accounts payable department. During your transition from paper to electronic invoicing we will continue to accept and process your paper invoices.

Once you start sending invoices through Tungsten Network you will need to discontinue sending paper copies.

What costs are associated with enrolling on Tungsten Network?

Tungsten Network offers two types of invoice delivery; an Integrated Solution and a Web Form Solution.

The Integrated Solution enables suppliers to send their invoice data in any format directly to our accounting system. This integrates your current billing system into Tungsten Network's e-Invoicing network so that data is transferred without manual intervention; this solution has an annual membership fee plus a transaction fee if you exceed the number of free invoices which this solution offers.

The Web Form solution allows you to manually enter data into Tungsten Network's secure online form. If you choose to use the web form solution you are not required to pay a set-up or joining fee to start using this service. You will receive a number of free transactions; if your invoicing requirement exceeds the free transactions, you will be able to purchase more. Please see Tungsten Network [Options document](#) for current fees.

What does the membership fee for the Integrated Solution cover?

The membership fee covers the cost to Tungsten Network for setting you up on their network and the general costs of maintaining the network. The membership fee is an annual cost regardless of the number of customers that you invoice via the network.

Why doesn't Bristol-Myers Squibb pay the fees?

Both **Bristol-Myers Squibb** and suppliers pay a fee to use the Tungsten Network as we will both benefit from the service. Moving to electronic invoicing will create savings for suppliers by streamlining your processes and significantly reducing the time we pay your invoices.

We believe that these fees equate closely to the cost of mailing and can be further absorbed by reducing your effort in chasing for invoice payment or resolving difficulties with invoices.

Will Bristol-Myers Squibb make payments using Tungsten Network?

Tungsten Network is not a payment platform. **Bristol-Myers Squibb** will continue to pay suppliers using the current payment method.

Do I need to sign an agreement with Tungsten Network?

If you select the Integrated Solution you will sign a supplier specific agreement with Tungsten Network. If you choose the Web Form Solution you will be required to accept Tungsten Network's standard terms and conditions.

Who can I contact within Bristol-Myers Squibb?

The implementation of e-Invoicing will be managed on behalf of **Bristol-Myers Squibb** by the Tungsten Network. Please contact the [Tungsten Network Support](#) team directly to address your inquiries.

If Tungsten Network support team is unable to address your concerns you will be directly referred to **Bristol-Myers Squibb** front-office team.

What if I don't have a system capable of creating electronic invoices?

If you print invoices generated by any invoicing system, you can send invoice data files to Tungsten Network using the Integrated Solution. If you raise invoices manually (Word, Excel etc.) you can access Tungsten Network's e-Invoicing platform via the secure web site and create invoices online using the Web Form. No software installation is required; all you need is an internet connection and standard browser.

How is the switch from paper to e-Invoicing managed?

Once you are set-up and ready to transact via the network, Tungsten Network will send you an alert to notify you that you are ready to submit invoices to our accounts department.

Can I send electronic invoices using Tungsten Network to all of my customers?

Tungsten Network allows you to send electronic invoices to any other customers that are using the network once you have enrolled.

Can I send transactions for more than one customer in one file?

For the Integrated Solution, Tungsten Network can accept data files in any format covering as many customers as you require. Tungsten Network will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer.

My organization is planning to change its invoicing software soon, should I wait before subscribing?

Tungsten Network accepts any incoming data format therefore you should join the network as soon as possible and send your invoices now to ensure your payments are not interrupted. You can simply advise Tungsten Network of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

I already have the facility to make invoices available to my customers via the Internet – allowing them to view an image of an invoice on the web. Can I use this facility instead of Tungsten?

No, the Tungsten network ensures that **Bristol-Myers Squibb** receives the data you send in a format that will upload to our accounting software and, where applicable, match to a goods receipt record. Offering **Bristol-Myers Squibb** an image of the invoice or an option to download the data in a fixed format does not satisfy **Bristol-Myers Squibb** business processes or requirements.

Can Tungsten offer assistance in multiple languages?

For general enquiries and customer service call our support desk on +44 (0)870 165 7420.

For assistance in Dutch, French, German, Italian and Spanish, please call one of our [local phone numbers](#).

Lines open from 8am to 6pm Monday through Friday, except on UK public holidays.