Important Information for Invoicing Hewlett Packard:

Dear Supplier,

Paper invoicing has always been an arduous and cost-intensive process for both our Suppliers and HP. Invoices are often lost in transit or routed to incorrect locations delaying payment and reducing the quality of the Accounts Payable Process.

To help eliminate these inefficiencies, HP has joined the OB10 electronic invoice delivery network which provides numerous benefits such as:

1. Quicker delivery of Invoices to HP.
2. Verification of transmission success or failure via OB10.
3. Ability to send attachments or backup documents like time sheets, receipts etc with the invoice.
4. Reduced costs vs. paper invoices.
5. No installation of hardware or software required.
6. Data can be submitted in any format to OB10 when using “Integrated Solution” method.
7. As more buyers join the network, cost per invoice further decreases.
8. OB10 network is compliant with the National Tax Legislation.

Hewlett Packard suppliers are expected to submit their invoices to HP electronically via the OB10 network. **It is an HP Finance policy that invoices will be submitted electronically to HP.** As a result, it is critical that you register for the OB10 network to begin electronic submission of invoices upon the formalization of your agreement with HP/ receipt of this document from HP.

Thank you for your support of this critical initiative. HP appreciates your attention to this matter and expects your next invoice electronically.

If you require assistance when registering for OB10, please contact OB10 support directly at 1 877 752 0900 or by e-mail at USclientservices@ob10.com. For questions on the status of an invoice, contact HP’s Vendor Payables Helpdesk at 1 800-325-5372 or via e-mail at vendor-payables-us-support@hp.com. More information on electronic invoicing can be found at HP’s page on OB10 website www.ob10.com/hp and at the e-invoicing section of our supplier portal www.hp.com/go/supplierportal.

Kind Regards,
Hewlett Packard Accounts Payable.

*See Page 2 for information on Integrated Solution and Web Form options of submitting invoices.*
The electronic invoicing initiative is applicable to you if your purchase order or HP contract states one of the following invoice-to or Bill-to addresses:

<table>
<thead>
<tr>
<th>Hewlett Packard Company</th>
<th>Hewlett-Packard Company</th>
<th>Hewlett-Packard Finance Operations</th>
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<tbody>
<tr>
<td>Invoicing Processing Center</td>
<td>PO Box 2810 Colorado Springs CO 80901-2810</td>
<td>HP SMARTBUY PO Box 2992 Colorado Springs CO 80919</td>
</tr>
<tr>
<td>Call box 10000 USA Aguadilla, Puerto Rico 00605-9000</td>
<td>HP Entity Tax/VAT/GST Identifier: 94-1081436</td>
<td>HP Entity Tax/VAT/GST Identifier: 94-1081436</td>
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</table>

Please note these 4 addresses should never be used as a ship-to address on an invoice!

The HP “OB10 Sponsor Number” for HP United States is AAA274528850.

Every in scope HP “Bill To” address for OB10 e-invoicing, is assigned a unique OB10 Sponsor number. Use the above Sponsor number to invoice HP United States. The sponsor number to invoice HP via OB10 is in your purchase order. Or, you can find a complete list at www.hp.com/go/supplierportal. Click Electronic Invoicing ð OB10 Invoicing options/Tariffs /Registration ð HP Sponsor Number List.

Use OB10 to send invoices electronically to HP offices in the United States, Canada, United Kingdom, Ireland, France, Germany, Spain, Australia, New Zealand and from a Netherlands company to HP Netherlands. For more information, visit the HP page on OB10 at www.ob10.com/hp.

**OB10 Invoicing Options, Fees and Registration Procedure:**

<table>
<thead>
<tr>
<th>What is this?</th>
<th>Web Form</th>
<th>Integrated Solution</th>
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<tbody>
<tr>
<td>Suppliers who do not have their own billing system or Suppliers who send less than 30 invoices annually to HP.</td>
<td>The Web Form is an easy to use online tool for creating electronic invoices or credit notes.</td>
<td>The integrated Solution option enables suppliers to send invoice and credit data directly from their billing systems to OB10.</td>
</tr>
<tr>
<td>Suppliers sending more than 30 invoices annually to HP.</td>
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<th>Most Suitable</th>
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<tr>
<td>Suppliers with their own billing system like Electronic Data Interchange, Peachtree etc, or Suppliers sending more than 30 invoices annually to HP.</td>
<td>Suppliers who send less than 30 invoices annually to HP.</td>
<td>Suppliers who do not have their own billing system or Suppliers who send less than 30 invoices annually to HP.</td>
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</tbody>
</table>
1. Visit [www.ob10.com](http://www.ob10.com)
2. Select the country from which you bill HP in the drop down list.
3. Select "Web Form" under the heading "Register" on the right hand side of the web page to access the information page.
4. Click on "Register Now" to start the registration procedure.
5. Follow the on-line instructions.
6. Enter your **Sponsor's OB10 Number** and your Company Details when prompted in account setup.
7. You will create a username and password during registration. OB10 will automatically generate an account number for you. All three are required to log in to your new account.
8. Finally, please choose the level of invoices you would like to purchase. For more information please see the ‘Fees’ section below.

Logon to OB10 and begin sending HP invoices via OB10. Reference your HP Purchase order number, if applicable, and HP contact details on each invoice.

<table>
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<td>2. Select the country from which you bill HP in the drop down list.</td>
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<tr>
<td>3. Select &quot;Integrated Solution&quot; under the heading &quot;Register&quot; on the right hand side of the web page to access the information page.</td>
</tr>
<tr>
<td>4. Click on &quot;Join now to get started today&quot;.</td>
</tr>
<tr>
<td>5. Follow the on-line instructions.</td>
</tr>
<tr>
<td>6. You will be contacted by OB10 within 5 business days to finalize your registration and begin the necessary testing.</td>
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<tr>
<td>7. Once successful testing has been completed with OB10, all invoices should be submitted electronically through OB10. Reference your HP Purchase order number, if applicable, and HP contact details on each invoice.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Registration Support</th>
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<tbody>
<tr>
<td>For more information or to initiate registration, or for assistance during any stage of registration, please contact OB10 Customer Service at 1-877-752-0900 or by e-mail at <a href="mailto:USclientservices@OB10.com">USclientservices@OB10.com</a>. Once you are registered for OB10, use the same number to contact the Support desk, or their web-based support is at <a href="http://www.ob10.com/support">www.ob10.com/support</a>.</td>
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### Features

1. Registration process can be completed within 5 minutes.
2. Invoices can be sent to buyer via the network immediately after registration.
3. Standing data such as the supplier address are retained by the Web Form. Only billing details need to be entered on each invoice. Templates can be created to store repetitive details.
4. Option to save the invoice copy on the supplier’s PC. Invoices created are stored in the OB10 archive for the period specified by the country tax rules. Suppliers have on-line access to these records.

### Benefits

1. Quick and easy set up.
2. Low cost electronic invoicing.
3. Elimination of cost involved in stationary, printing, postage etc.
5. Reporting capabilities to check the transmission status of invoices submitted via OB10.
6. Failure notification in the event an invoice is not able to transmit to HP.
7. Ability to send invoices to any other buyer company on the network without complicated set up.

1. Easy registration process.
2. Invoice data can be sent in almost any data file format such as EDI 810, XML, csv, iDoc, etc.
3. OB10 takes your invoice data and translates it directly to the format required by HP (and any of your other customers on the network).
4. Data files can be sent to the network via FTP on the OB10 secure website, or via EDI.
Fees | Suppliers must purchase a minimum of 12 transactions as part of the registration process. HP has agreed with OB10 to credit your account with an additional 6 free transactions when you make your first purchase. Additional transactions can be purchased through your OB10 account. OB10’s fees/tariffs are published on www.ob10.com. Click on “Web Form” under the heading “Register” on the right hand side of the web page. Click on Fees or Tariffs on the left hand side.

| Suppliers sending data files join the network with an annual membership fee which covers invoices to any customers on the network, and a small transaction fee based on the number of invoices per month. OB10’s fees/tariffs are published on www.ob10.com. Click “Integrated Solution” on the top right under Register, then click on Fees or Tariffs on the left hand side.

* See Page 7 for additional data elements to include on invoices.

**Frequently Asked Questions:**

*Where can I find more information about this program?*  
Please see HP’s Page on OB10 website www.ob10.com/hp or the e-Invoicing section of our Supplier Portal www.hp.com/go/supplierportal for more details on the program.

*How do I send my invoices to HP?*  
HP has contracted with OB10 Inc, a third party service provider, to facilitate our e-Invoicing. OB10 Inc runs the global OB10 network – a system which enables suppliers to electronically deliver invoices to their customers without the need to install any proprietary hardware or software. Invoices are submitted using an online invoice template called the OB10 “Web Form” or by sending an invoice file through the OB10 website. See www.OB10.com for more details.

*How does my business benefit from e-Invoicing?*  
Using OB10 to send electronic invoices removes the costs associated with printing, handling and sending paper invoices to HP. It also reduces your expense of following up on missing invoices, because OB10 invoices are trackable inside HP Accounts Payable and cannot be lost. OB10 gives you increased visibility of invoice status and increases our consistency of on-time payments.

*Does this electronic invoicing program apply to all suppliers?*  
Yes. All suppliers who send invoices to HP United States at the address detailed in this packet are expected to submit invoices through the OB10 network.

*Are there fees associated with this service?*
There is a cost to use OB10, as there is a cost to send paper invoices. Suppliers choosing the Web Form option have no annual fees, and receive several free invoices. Once the free invoices have been used, suppliers can pre-purchase additional invoices.

Suppliers choosing the Integrated Solution option, which enables invoice files to flow through the OB10 network, will pay an annual membership fee and transactional fees.

Pricing for the OB10 network is set by OB10 Inc and all fees are billed by and paid to OB10 by the supplier. More details can be found on www.OB10.com or by contacting OB10 directly. HP expects suppliers to bear the cost of invoicing per standard business practice.

**Why should I pay for OB10 invoicing?**
E-invoicing is generally a cost-savings for HP and for suppliers. Paper invoices cost as much as $5 for suppliers to produce, deliver and follow-up on, compared to less than $2 per electronic invoice. There is a cost involved in sending paper invoices—Payments made to the Post office, to procure and store office supplies like ink and paper. HP expects suppliers to bear the costs involved with OB10 invoicing as they do with paper invoicing.

**What if I do not want to submit my invoices via OB10?**
OB10 will notify us of your decision not to adopt this initiative and you will be contacted by your HP Procurement professional to discuss the significance of this program to your relationship with HP. E-Invoicing adoption will be taken into consideration by HP when contract renewal takes place with your Company.

**What do I do to get started?**
Getting registered to OB10 network is the first step towards adopting e-invoicing. Please see the registration instructions in this document.

**What resources are required for me to come onboard?**
None, if you choose to use the Web Form. You only need to register on www.ob10.com and begin sending invoices immediately.

To become an ‘Integrated’ supplier means you will extract your invoice data into a data file and submit it to OB10 website. The resource investment necessary to setup OB10 Integrated Solution is minimal when compared to other industry solutions. Most HP suppliers have completed testing in 2-3 weeks with some needing as little as two days.

**I already use EDI or RosettaNet invoicing with some of my other customers, can I use these to bypass OB10 and invoice HP directly?**
Most requests for new EDI or RosettaNet invoice connections directly into HP will not be accepted*. However, OB10 can support any data format including EDI 810 and RosettaNet so suppliers wishing to adopt these formats can send their files via OB10 instead of directly to HP. Technical details of your transmission should be discussed with OB10.
**Only high volume Inventory invoices will be considered for EDI, ERS, ESMI options.** For more details, contact HP’s e-invoicing team at vendor.communication@hp.com.

I already have the facility to make invoices available to my customers via the Internet. Can I use this instead of OB10?
No. OB10 ensures that we receive the data you send in a format that will upload to our accounting systems and trigger payment approval. Sending HP 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.

Are there other HP entities adopting this invoicing method?
Yes, the OB10 solution is available in the United States, United Kingdom, France, Ireland, Germany, Netherlands, Canada, Spain, Australia, Singapore and New Zealand. See the e-invoicing section on www.hp.com/go/supplierportal for updates as additional countries join the network.

What if I do business with HP in multiple countries?
You should continue to send paper invoices to other countries not connected to the OB10 Network. You will be notified when additional countries are added to the program. See the e-invoicing section on www.hp.com/go/supplierportal to see if your HP entity is using OB10.

Can I send attachments via OB10?
Yes, attachments or back up documents like time sheets, receipts etc can be sent along with your invoice via OB10 to HP within 24 hours (excluding weekends) of sending the invoice data. HP will accept 1 attachment per invoice only in Tiff format. To know more about the attachment solution, please visit www.ob10.com/hp.

Will HP make payments using OB10?
No. Use of the OB10 network facilitates the receipt of invoices only and is completely independent of payment. There are no changes to HP’s payment process as a result of this initiative.

How will this affect the processes for Purchase Orders?
OB10 does not impact the way we send our purchase orders. You will notice that OB10 appears as the billed to address on most HP Purchase Orders.

What if I don’t have a system capable of creating invoice files?
You can access the OB10 secure web site and create invoices online using the Web Form. Only an Internet connection and a standard browser are required.
Should I continue to send paper invoices during my testing with OB10?
Yes. Paper invoices will continue to be accepted during the transition period. Invoices should continue to be sent to the standard invoicing address on file with your company (see page 2 for standard billed-to addresses for HP Company) until testing with OB10 is complete.

Can I still submit invoices directly to my HP contact?
No. With the e-Invoicing process, HP employees do not forward invoices to Accounts Payable on behalf of a supplier. Suppliers are responsible for submitting invoices directly to Accounts Payable via the OB10 network.

What data elements must I include when submitting an invoice to HP via OB10 to assist HP in on-time payment?
You should include the same details on e-Invoices as on paper invoices today. Every invoice sent to HP accounts payable (paper or electronic) must include:

- Invoice Number
- Invoice Date
- HP Bill to Name and Address
- HP Purchase Order Number, where applicable.
- In case of a Non PO invoice, Requestor Name (HP Contact) along with the telephone #.
- Currency of the invoice.
- The Supplier’s name, preferred remit to address or bank details
- Gross Amount
- Description of goods/services (should be similar or same as the purchase order)
- The line item number, quantity, unit price and unit of measure should match the purchase order
- Ship to address where the goods/services are shipped to (Please note that the 3 addresses listed on page 2 of this document should never be listed as a ship-to address on an invoice)
- If sending a credit note, refer to the invoice which is being credited.

Failure to include the above information may result in the invoice being returned to the supplier via standard mail by HP Accounts Payable.

Can suppliers send credit memos to OB10?
Yes. Credit memos can be sent via OB10 just like invoices.

How do I check the payment status of an invoice to HP?
OB10 is an invoice delivery service, and can provide delivery status only. Contact the HP Vendor Payables Customer Response Center at vendor-payablesus-support@hp.com or 1-800-325-5372 to check invoice status. Or, register for the AP Online web tool from HP, which provides detailed remittance advice, by clicking the link to AP Online at www.hp.com/go/supplierportal.