

Transportation Provider Invoicing Requirements

Bristol-Myers Squibb Co. (BMS) has partnered with Ariba to provide methods for freight invoice submission as well as invoice and payment status to our suppliers. This document provides direction to transportation providers for invoicing requirements including invoice submission, follow-up and payments information, attachments and general process guidelines.

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Section I – Ariba Enablement and Support

Ariba Overview

Ariba is the largest supplier network connecting buyers and suppliers through all shared aspects of business commerce such as proposals, contracts, invoices and payments. This technology will provide suppliers with a number of benefits, some of which include:

- Real-time visibility to invoice and payment status
- Ability to submit invoices electronically
- Visibility to potential business opportunities with other Ariba Network Buyers
- Improved collaboration with Bristol-Myers Squibb through the RFI/RFP and contracting process

Enablement

Ariba will initiate contact with specific enrollment details and overall timing. Additional milestones will be communicated by the Bristol-Myers Squibb and/or the Ariba Supplier Enablement teams along with all necessary information required for integrating with this new technology.

A Trading Relationship Request will be sent from the Ariba Supplier Network (SN) with information regarding a new or existing Ariba SN account and next steps. Please take prompt action in following the instructions provided in this communication to ensure proper account set up.

Bristol-Myers Squibb asks for your cooperation and willingness to adhere to the implementation requirements in a timely manner in order to make this process as successful as possible. Please contact the Supplier Enablement Team at BMSenablement@ariba.com for questions regarding enablement.

Integration

Ariba accepts invoices through integrated methods such as cXML and EDI. Please note that file mapping and testing must be completed prior to submitting invoices in the production environment. To request information regarding integration please contact Ariba at BMS BMSenablement@ariba.com.

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For post-implementation changes to the file mapping such as changes to accessorials (fee codes) or service levels please open a support request (SR) with Ariba Support.

Training

Ariba will provide training for submitting invoices and other general Ariba Network features during the initial enablement process. For additional information related to training, please contact the Ariba Network Enablement Lead supporting BMS.

User Guides

The BMS Freight Invoice Guide is available on the Ariba Supplier Information portal. The Supplier Information portal is accessible by selecting Company Settings, selecting Customer Relationships and then searching for Bristol-Myers Squibb Company in the Current Relationships section.

General Ariba Network information and help topics can be found by logging in to the Ariba Network and searching in the Help Center.

Ariba Network Support

Support during the enablement and integration stages will be handed by the respective Ariba Enablement and Integration Teams.

Post Go Live Support should be addressed to the Ariba Network Support teams by logging a Support Request (SR) through the Ariba Network. Technical questions, general how to questions related to the Ariba Network or changes related to integration mapping are handled by this team. Please note that questions related to the specific field requirements on BMS freight invoice should be addressed directly to BMS.

To create a support request within the Ariba Network:

1. Go to <https://supplier.ariba.com>
Note: It is best to login but a SR can also be created without logging in.
2. Click Help Center
3. Click Support
4. Enter Support Request in the "I need help with box"
5. Select the communication preference
6. Complete the form

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Section II – Invoicing Requirements

Invoice Submission

BMS requires all transportation providers to submit invoices through the Ariba Network in order to receive payment. Invoices can be submitted by completing an online form or through an integrated method such as cXML or EDI.

Please refer to the BMS Freight Invoice Guide on submitting invoices through the Ariba Network portal. There are help tips for each field as well as error messages when required information is missing or data contains formatting errors.

Balance Due Invoices

Balance due invoices must be submitted through the Ariba Network with an indicator that the invoice is a balance due invoice. The invoice number must also include a suffix of BD. The invoice should only be submitted for the amount that is due. Balance due invoices that are submitted for the full amount may be rejected.

Rejected Invoices

Integrated invoices (cXML or EDI) that fail business rules are rejected. The error message is available for review in the History tab of the invoice. For invoices that fail to transmit to Ariba, the transportation provider is responsible for opening a Support Request (SR) with Ariba to resolve the issue.

Invoices that are rejected either by the Ariba Network or by BMS must to be resubmitted if BMS is responsible for payment of the invoice. Invoices can be resubmitted through the online portal or through an integrated method provided that the invoice number is different from the original invoice number by adding a suffix, e.g. A. The resubmissions should be made in a timely manner so that payments are not delayed further.

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Section III – Invoice Attachments and Required Documentation

Documentation Overview

Supporting documentation may be required for invoice processing. The Ariba Freight invoice provides functionality for attaching documents during the invoice creation process. Please refer to BMS Freight Invoice Guide for more information

BMS has developed the Subsequent Attachments form for transportation providers to upload documentation after an invoice has been submitted to Ariba. This form should be utilized for invoices submitted via EDI or CXML, or for supplemental attachments not submitted during the invoice creation process. Please refer to the Subsequent Attachment Instructions guide for more information using this form.

BMS will attempt to retrieve documentation from the Ariba Network or the Subsequent Attachment website prior to contacting a provider for a copy of documentation. Providing the documentation proactively will help accelerate the invoice approval process and eliminate the need for BMS to contact the provider for additional information.

Documentation Requirements

Freight Forwarders are required to attach a copy of the invoice, Bill of Lading or Airway Bill, Commercial Invoice, Shipper's Letter of Instructions, Customs documentation and any other documents supporting charges for rate audit purposes to Bristol-Myers Squibb. Additionally, official documentation for customs duties payments is required when invoicing BMS for these charges. Freight Forwarders may also be required to send customs documentation to the shipping or receiving site for retention and customs audit purposes.

Free Domicile invoices must contain backup detailing the charges included in the Free Domicile amount.

If the paper or attached invoice and supporting documentation is for an amount lower than the electronic invoice submitted to Ariba then the invoice will be reduced to match the details provided in the image or paper copy.

Failure to provide a copy of this documentation may result in delay of payment. **Bristol-Myers Squibb will reject any invoice submitted by a freight forwarder where the documentation is not received (either electronically or paper) within 10 business days of invoice submission.**

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Section IV – Invoice Inquiries and Follow-up Process

Invoice Status and Payment

It is the transportation provider’s responsibility to monitor and manage their accounts receivable. There are several ways to check the status of open invoices.

Invoice status, payment status, remittance information, rejection reasons and short payment reasons can be found on the Ariba Network. Please refer to the BMS Freight Invoice Guide and the Ariba Network help features for more information on these topics.

BMS also provides access to a website, email address and Supplier Support number for carriers to obtain invoice status as shown in the table below. Contact APAT to request access to the Supplier Invoice Inquiry website.

Method	Contact
Web-based Supplier Invoice Inquiry	https://invoicelookup.bms.com
Email Address	apat@bms.com
Phone Number - English (Mon., Wed., Thurs. 1:30-4:00 PM EST):	866-534-1535
Phone Number - French (Mon., Wed., Thurs. 1:30-4:00 PM EST):	800-896-3910

APAT will respond within 5 business days to email inquiries.

Follow-up process

If an adequate response to inquiries made to APAT is not received, forward all correspondence made to/from APAT to freight.paymentteam@bms.com for escalation. Failure to provide details of correspondence with APAT will result in the carrier being directed to address their issue with APAT first.

For invoices sent to a BMS employee for approval, APAT may provide the employee’s name and email address for the carrier to contact directly for assistance in getting an invoice processed. If the employee does not respond to inquiries, contact apat@bms.com to request escalation.