

Frequently asked questions...

Will I need to use this service if my account is paid on time? Yes, this process will ensure we maintain that position.

What happens if I still send paper invoices? Our intention is to have this exercise completed by end of July 2006.

Do I have to enroll? We have set a target date of 31 July 2006 for suppliers to transition to the network. We will be tracking enrollment and communicating further with suppliers who have not progressed by end of June 2006. For suppliers who have signed service agreements and delivered test data files before the deadlines, we will be prepared to sanction extensions where needed.

Are there fees associated with this service? Yes, there is a membership fee for the automated service and a per-transaction cost to be paid for each invoice or credit processed regardless of the number of lines or the value of the invoice. For more information on pricing, please see the attached documentation.

Why do Barclays not pay the fees? Barclays also pay for this service. We looked at all the available e-Invoicing options and the OB10 service proved to be the most effective and economical for both Barclays and our suppliers.

Will electronic invoicing be a requirement for new enquiries and new suppliers? We expect our suppliers to convert to the electronic process. This is and will continue to be an important item of value that we take into consideration when making awards of business. Accordingly, for you to remain a long-term supplier to Barclays you will be required to use OB10

I already send some invoice data electronically to other customers. Can I send EDI/XML invoices direct to Barclays? EDI and XML are just data formats as far as OB10 are concerned. If you choose to use the File Supplier method of sending invoices to OB10 you can use your preferred format and even your EDI VAN to deliver the data to OB10. Barclays will not take any electronic data directly from suppliers as we take a single consolidated invoice file from OB10, which will contain invoices from all of our suppliers. Given your invoice volumes of more than 30 invoices a year, we suggest the automated file option would be the most cost effective solution for you.

Do I need to install any software? The only 'software' required is a standard Internet browser to access your OB10 account

Can I send electronic invoices using OB10 to all of my customers? Once you are subscribed to the OB10 network, OB10 enables you to send electronic invoices to any other buyer customers that are members of the network.

Will Barclays make payments using OB10? OB10 is a transmission service for invoices only and is completely independent of payment. Barclays will continue to use our current payment method.

Guaranteed safe invoice delivery, 365 days a year...

OB¹⁰ is a user-friendly service that helps you save time, effort and money when invoicing clients.

Instant invoicing
Automatically load invoice data in any format direct from your billing system to OB¹⁰. Alternatively, create invoices on line with just a few clicks of your mouse.

Secure and guaranteed
Invoices are sent quickly and safely using the latest encryption technology. Email notifications provide further peace of mind that the invoice has been successfully received by your customer.

Timely payments
OB¹⁰ eliminates common invoicing problems such as missing information, data entry errors and lost or delayed invoices. This means your customer can pay you on time.

Cost effective
Suppliers are not required to implement new hardware or software meaning change management and IT costs are minimal.

A global solution
OB¹⁰ is compliant with e-Invoicing legislation in the EU and North America.

www.ob10.com



The global e-Invoicing network

Why should I use OB10 to send my invoices? This has the ability to improve payment times as invoices are registered in our Accounts Payable system without delay, bypassing common problems that hold up payment. Using the network also allows us to contact you quickly in the event of any queries, meaning corrections can take place and be approved before the due date.

Will I need to sign an agreement with OB10? If you choose to use the automated option you will be required to sign an agreement with OB10 for the manual option you will have to accept the standard terms and conditions.

I have attachments that I send with the invoice today?

The OB10 network delivers data needed by our accounting systems. The network will also convert the data provided by the supplier into a human readable image. This process will ensure, provided that the data includes the Barclays required data elements, that the majority of invoices can be authorized without the need to contact the supplier. For some of our suppliers additional documentation may be required before we can authorize for payment. In these instances suppliers should either provide the additional information within the invoice data sent to OB10 or contact the Barclays authorizer/service requestor to agree on a method for Barclays to receive the additional material.

Can OB10 work with non-English-speaking staff? The business between your company and Barclays will continue in the same language as today. If you use the manual Invoice generator (IG), you will be given the option to select your preferred language. If you require support in another language, please call +44 (0) 870 165 7430 for assistance in Dutch, French, German, Italian and Spanish. OB10 also have local numbers in the following countries:

France:	01 70 70 81 00
Germany:	06922 222 02 90
Ireland:	0124 777 09
Netherlands:	020 712 13 85
Spain:	914 14 14 72

Please note that these numbers are for OB10 support queries only. Please continue to direct your payment queries to Barclays help desk 0845 6090502

Is there any further information available on the OB10 service? Yes, please see <http://www.ob10.com/barclays>.

How can I inform other customers that I am able to send invoices electronically? Suppliers using OB10 are permitted to use the OB10 logo on their website. For more information, please visit www.ob10.com and select 'Downloads' from the menu on the left hand side of the page.

Can I send invoice data directly from my billing system?

Yes. OB10 offers two options for submitting your invoices electronically. If you would like more information on how to send invoices directly from your billing system, please visit <http://www.ob10.com/barclays>, see the options document, or contact OB10 on T: +44 (0)870 1657420.

Which areas of Barclays are set up to receive e-Invoicing?

The e-Invoicing programme is a global initiative. Today the programme covers UK purchases. Barclays Capital and BGI are currently excluded.

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