

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 31st October 2005 and to phase out the handling of paper invoices at that time. If you still send paper invoices on-time payment cannot be assured, and you will miss out on downstream benefits.

Do I have to enroll? We have set a target date of 31st October 2005 for suppliers to transition to the network. We will be tracking enrollment and communicating further with suppliers who are not enrolled by this date.

Are there fees associated with this service? Yes, there is 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.

Do I need to install any software? The only 'software' required is a standard Internet browser to key in the invoice data on-line.

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.

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 IG, you will have to accept the standard terms and conditions. If you upgrade to a File Supplier, you will sign a specific agreement with OB¹⁰.

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

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

Instant invoicing

Once your account is activated, you can generate invoices instantly with just a few clicks of your mouse.

Secure and guaranteed

Invoices are sent quickly and safely, using the latest encryption technology.

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

To use the Invoice Generator all you need is a PC with internet connection.

www.ob10.com/activate



The global e-Invoicing network

I have attachments that I send with the invoice today?

Once you have submitted your invoice electronically, we receive two things from OB¹⁰; a data file containing the invoice information which is sent directly into our accounting systems and a human readable image of the invoice. As long as all of the information required by Barclays is present on the electronic invoice, the invoice can be authorised without the need for further contact with the supplier. If additional documentation is required to authorize payment, suppliers should either use the 'Additional Information' data fields on the electronic invoice or contact the Barclays authorizer/service requestor to agree a receipt method for 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. When you register for the 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 client-services numbers in the following countries:

France: 01 70 70 81 00
Germany: 06922 222 02 93
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 AP call centre.

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.

What are the minimum system requirements for using OB¹⁰?

The minimum operating system requirements are: Microsoft Windows 98 Second Edition, Linux or Max OS 9.2*. Minimum browser requirements are:

- * MS Internet Explorer 5.5 with high encryption pack (128 bit)
- * Mozilla Browser 1.2.1
- * Mac OS9: Only Mozilla 1.2.1
- * Mozilla Firefox 0.93

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 (matched PO's). Barclays Capital and BGI are currently excluded.

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