

Frequently Asked Questions

Why should I use OB10 to send my invoices?

Shortly, this will be the only way that Computacenter will accept delivery of supplier invoices. For existing contracts, Computacenter cannot guarantee payment if paper invoices continue to be sent by suppliers.

Is invoicing via OB10 a requirement for doing business with Computacenter?

Yes. For existing contracts, Computacenter cannot guarantee prompt payment if paper invoices continue to be sent by suppliers.

What are my benefits from using OB10?

- **Secure and guaranteed invoice delivery**, no more invoices getting lost in the post
- It will take us less time to process your invoices and therefore we will be able to **pay you on time**
- **No more delays** due to missing information, landing on the wrong desk or manual intervention
- **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**
- **VAT compliant**, regardless of where invoices are sent from or received
- **Easy and cost efficient** to send invoices - at any time

Will electronic invoicing be a requirement for new tenders and new suppliers?

Yes. Electronic invoicing via OB10 will be included in the evaluation process for new suppliers and tenders. For new contracts, Computacenter will include terms and conditions in contracts for future business which will require suppliers to use the OB10 network.

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

Yes. Your use of the OB10 service will ensure we continue to pay you on time.

What happens if I still send paper invoices?

While you are working with OB10 to complete your registration we will be happy to continue to receive your paper invoices. We have set a deadline of 31st January 2010 for suppliers to transition to the network. Once you are sending invoices via the OB10 network please ensure you cease sending paper copies.

Are there fees associated with this service?

If you choose the Integrated Solution there is an annual membership fee plus a transaction fee.

Please see the enclosed Options document for current pricing.

If you choose to use the Web Form you are not required to pay a set-up or joining fee to start using this service. You just pay a transaction fee per invoice.

What does the membership fee for the Integrated Solution cover?

The membership fee covers the cost to OB10 of setting you up on their network and the general costs of maintaining the network. This is a once a year cost irrespective of the number of your customers that you service via the network.



Why don't Computacenter pay the fees?

To use the OB10 service, both you and Computacenter pay a fee as we will both benefit from the service. At present, Computacenter does not cover Suppliers costs to produce your paper invoices. Please consider that you will save costs for paper, printing and posting when moving to e-Invoicing. Our analysis shows that moving to electronic invoicing will create savings for suppliers by streamlining their processes and significantly reducing the time in which their invoices are paid.

Will Computacenter make payments using OB10?

OB10 is not a payment platform. Computacenter will continue to use their current payment method.

Will I need to sign an agreement with OB10?

Yes, if you choose to use the Integrated Solution you will sign a specific agreement with OB10. If you choose to use the Web Form you will be required to accept the standard terms and conditions presented.

Do I need to install any software?

No. There is no software required. OB10 provides an easy-to-use solution. Instead of mandating data standards, OB10's **ANY-TO-ANY DATA FORMATTING** capability accepts invoices in any format and any file structure.

I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Computacenter?

EDI and XML are just data formats as far as OB10 is concerned; therefore you can use this preferred format to deliver the data to OB10 if you choose to use the Integrated Solution. Computacenter 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.

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 OB10?

No, the OB10 network ensures that Computacenter 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 Computacenter an image of the invoice or an option to download the data in a fixed format does not satisfy Computacenter's business processes.

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

You can access the OB10 secure web site and create invoices online using the Web Form. No software installation is required. All you need is an Internet connection and a standard browser.

Can I send electronic invoices using OB10 to all of my customers?

Yes. Once you are subscribed to the OB10 network, OB10 can enable you to send electronic invoices to any other customers that are members of the network.

I am planning to change my Invoicing software soon; can I wait?

Our stated aim is to have all suppliers registered and sending invoices by 31st January 2010. The OB10 network accepts any incoming data formats so you can join the network and send your invoices and when you are ready to use your new software, simply advise OB10 of the changes to data output and they will make the necessary changes to the network, ensuring a smooth transition uninterrupted invoice delivery.



Can OB10 offer assistance in multiple languages?

Yes, OB10 provide Sales, Implementation and Support services in English, French, German, Dutch, Spanish and Italian.

OB10 also have local client services numbers for the following countries:

Australia +61 (0)1800035399
Belgium +32 (0)24031011
Denmark +45 (0)80885818
Finland +358 (0)800118871
France +33 (0)170708100
Germany +49 (0)69222220290
Ireland +353 (0)12477709
Italy +39 0236006340
Malaysia +60 (0)1800813158
Netherlands +31 (0)207121385
New Zealand +64 (0)800448121
Singapore +65 (0)8001204757
Spain +34 (0)914141472
Sweden +46 (0)850578418

Is there further information available on the OB10 service?

Yes, please visit www.OB10.com/Computacenter

How do I learn more about becoming a Buyer using the OB10 service?

Please visit www.OB10.com