Dear Valued Customer:

In order to better serve you and improve our business processes, we are implementing a significant upgrade to our SAP Enterprise Resource Planning systems. The BD Biosciences segment in the U.S. will implement changes in April 2012 across: Cell Analysis and Discovery Labware (e.g., BD FACS™ flow cytometers and reagents, BD Pharmingen™ reagents, BD BioCoat™, BD Gentest™, BD Matrigel, and other cell culture products not sold through distributors.)

Other BD segments will implement similar changes in 2013.

In planning the changes coming in April, we have made every effort to minimize the disruption for our business partners. There are, however, a few impacts we want you to know about:

- **Brief interruption for orders and shipping.** BD Biosciences will ship reagents and consumables through Thursday, March 29th and instruments through Friday, March 30th.

  Customer Service and Technical Service associates will be available to assist you with any questions you may have. However, from **April 2–3, the teams will have limited access to systems to place new orders** while we bring the new SAP system online. During this time, purchasing through the BD Biosciences E-Commerce website will also be suspended.

  **Shipments will resume on Wednesday, April 4th.**

- **Changes to your account numbers and reference numbers for open transactions.** Your customer account numbers will change. After the transition, you will receive your new account number as you place new orders. The new number can also be found on order acknowledgements for these new orders. In addition, open transactional reference document numbers (for quotes, contracts, and orders) will be changing with the new system and our customer-facing team will help you cross-reference these documents as needed.

  Be assured that every effort has been made to streamline the transition and make this information available to our customer-facing associates so they can quickly and efficiently process your transactions.

- **Formatting of transactional documents is changing.** You'll find the formatting of some documents (such as invoices and order acknowledgements) has changed; however, the content is consistent with your current documents.
We wanted to provide this information so you could anticipate these changes and ensure that you have sufficient inventory on-hand during the shipping hiatus to avoid any impact to your work.

We will continue to communicate with you about this important transition.

Please distribute this announcement to the appropriate people within your organization who may also need to be aware of this upcoming transition.

Thank you again for your continued support of BD Biosciences products. If you have any questions, you can contact our new email hotline at sapfeedback@bd.com or contact your BD Biosciences Sales Representative. You may also contact Customer Service toll-free at 855-236-2772.

Sincerely,

Philippe Busque
VP Sales and Services
BD Biosciences - Cell Analysis

Jeff Duchemin
VP Sales
BD Biosciences - Discovery Labware