

**QUICK GUIDE TO CHANGES ASSOCIATED WITH BOEHRINGER INGELHEIM'S TECHNOLOGY
UPGRADE**

May 2022

Change	Impact and/or Action Required
Banking and address information for payments remitted to Boehringer Ingelheim	<p>Effective May 1, 2022, Boehringer Ingelheim is changing its banking relationship to JP Morgan Chase. Please update your records and processes with the new ACH and address information below:</p> <p>New payment remittance information: Boehringer Ingelheim Animal Health USA Inc. P.O. Box 22748 New York, NY 10087-2748 Bank Name: JP Morgan Chase Account: 662588901 ABA#: 021000021</p> <p>Changing the address ensures that the funds will be applied to your account in the most timely and efficient manner. This address also appears on your monthly statement and each invoice. If your organization is not already set up for ACH, please consider changing your payment method to an electronic form.</p> <p>To assist in documenting and verifying the validity of this request, we have enclosed the authentication letter from our new bank, JP Morgan Chase.</p>
Back orders or orders open/placed prior to or during the transition period	Back orders and orders open/placed prior to or during the transition period will automatically be transferred into Boehringer Ingelheim's new system and no action is required by customers. Customers may notice different order numbers for these orders after the transition has occurred, for example when looking up the status of orders on BI-CONNECT.
Coupons	Customers will not need to re-enroll or update their participation in coupon programs. This information is being updated as part of Boehringer Ingelheim's technology upgrade, though coupon processing will be delayed. When submitting coupons after May 1, customers should use their new customer number.
Customer number	All customers who purchase pet and equine products will receive new customer numbers. These new numbers should be used from May 1 forward to place or follow up on orders, etc. This new number will be included in all documents (e.g. statements, invoices) from May 1 forward.

Documents (including invoice, packing list, statement, free dose statement)	Minor format changes are occurring, and key data included on these documents will change to align with adoption of new customer and product numbers and use of purchase order number. Customers who currently see a Free Dose Summary included in their monthly statement will now see those separated into two documents.
Payer number	Customers who are part of a corporate or multi-site account will be assigned a new payer number in addition to their customer number. This new payer number will be included in all documents (e.g. statements, invoices) from May 1 forward.
Product number/code	The identification numbers/codes used for identification of Boehringer Ingelheim's equine, pet and poultry products have changed. A reference chart including the product name, old code and new product code is enclosed. The new codes must be used for ordering products from May 2, 2022 forward.
Purchase Order	A purchase order number will now be used to "tie" together the various pieces related to a transaction, including for example an order, shipping or return confirmation, invoice, and statement. The purchase order may be supplied by the customer, or if one is not provided, a purchase order number will be auto-generated by Boehringer Ingelheim's order management system.
Rebates	Rebates will be calculated and paid at component level to the Payer associated with the customer. Letters will no longer be sent with rebate payments, though the promotion name will be displayed on the check.