MOTOROLA *SOLUTIONS*

Dear Valued Supplier,

Re: Motorola Solutions is phasing out paper invoices AND paper checks!

As part of Motorola Solutions ongoing process to continuously improve quality, efficiency and service, Motorola Solutions is very pleased to announce **TWO** progressive changes in its accounts payable process:

1. Motorola Solutions has entered into a relationship with OB10, a global provider of electronic invoice delivery, which will allow our suppliers to easily benefit from electronic invoicing directly from their existing billing systems.
2. As part of Motorola Solutions electronic invoicing initiative we're pleased to offer Automated Clearing House (ACH) payment to all suppliers who enroll with OB10.

We are already receiving electronic invoices from other suppliers.

All suppliers can easily participate without changing existing invoicing formats. OB10 will pick up any invoice format or layout, and utilize the electronic communication method of your choice. The OB10 method allows the transmission of invoices from your existing billing systems.

If you are not currently a member of the OB10 network, subscribing is simple. There is no hardware or software to install. Once you are established on the network, you may send electronic invoices to all customers who are utilizing OB10, allowing you to respond to future electronic invoicing requests immediately. The enclosed information includes the options and costs relating to subscription, and a "Frequently Asked Questions" document. Additionally, the OB10 website at www.ob10.com/Motorola Solutions includes a wealth of information regarding electronic invoicing.

It is a Motorola Solutions Accounts Payable policy that invoices will be submitted electronically and payments made electronically. Non-compliance with this initiative will be taken into consideration when contract renewals take place with your company.

A representative from OB10 will contact you to facilitate your network subscription. OB10 will handle all of the necessary technical and commercial steps needed to establish your account. If you prefer, feel free to contact OB10 at Motorola Solutions.registration@OB10.com or toll free at (877) 752-0900. If you use the toll free number, please select option 2 from the voice menu.

Thank you in advance for supporting this critical initiative. We look forward to receiving your invoices via OB10, and providing you with the highest quality level of payment processing services available today.

Best Regards,

Richard Valin
Chief Procurement Officer
Motorola Solutions, Inc.

OB10 benefits to suppliers include:

- Reduced cost vs. paper invoices. The average cost for a supplier to produce and deliver an invoice the "old fashioned" way averages $5 per invoice with no added benefits of reporting, guaranteed delivery, and accuracy.

- 100% data accuracy – all invoice data is delivered in its original digital state guaranteeing your invoices are delivered to Motorola Solutions exactly as you created them in your billing system. This greatly reduces payment related errors associated with paper based invoices and ensures timely and accurate payment.

- Instant guaranteed delivery of invoice data into our accounting systems; therefore, eliminating mail time, document preparation, and data errors.

- Verification of transmission success or failure via OB10 through emailed status reporting. On average, 35% of invoices are lost in transit and need to be re-sent, typically only after the payment is already late.

- Providing a supplier portal including invoice and payment status reports to eliminate time and cost of inquiry calls.

- No installation of hardware or software required.

- Data can be submitted in any format to OB10 when using the "Integrated Solution" method.

- OB10 network is compliant with National Tax Legislation.

If you are not currently a member of the OB10 network, subscribing is simple. The enclosed information outlines the options and costs related to subscribing. A '*Frequently Asked Questions*' (FAQ) document is also enclosed, and the OB10 website (www.OB10.com) provides additional information on network member benefits.

Based on your company's invoice volume, we recommend you enroll in the Integrated Solution offered by OB10. A representative from OB10 will contact you within the next 5-10 days to facilitate your network subscription. They will handle all the necessary technical and commercial steps needed to establish your account. It really is that simple.

Motorola Solutions will monitor implementation of electronic invoicing along the following major milestones:

We are already receiving the electronic invoices from other suppliers.

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What happens next?

In a few days, an OB10 representative will contact you to explain the details of the program. When they call, it will be necessary for OB10 to speak with someone at your company who is in a position to sign the required service agreement. OB10 will also need a technical contact with your company to set up the profile and to establish the data file of your choice.

Once OB10 establishes your profile, they will discuss the options concerning connectivity to their network. If you do not have a current connectivity standard, OB10 will supply you with a simple, secure method to upload your invoice data to their network.

Any other questions you may have may be addressed with the OB10 representative.

If you prefer to get started right away, you may contact OB10 directly at 1-877-752-0900 then select **option 2** or via e-mail Motorola Solutions.registration@ob10.com to begin the transition process.

Motorola Solutions will require the following information for each electronic invoice:

- Motorola Solutions purchase order number**
- The purchase order line number for each invoice line submitted
- Quantity of items invoiced by line number
- Cost per item invoiced
- Unit of measure for each item invoiced (ex. each, box, pound)
- Remit to address, city, state, and zip code
- Ship to Location, including address, city, state, and zip code
- Bill of Lading or delivery ticket number
- Invoice number
- Invoice date
- Tax amount
- Freight amount

**A PR Number is a purchase requisition number, not a purchase order number. Please follow up with your Motorola Solutions contact to secure a purchase order number. Work on the associated product or service must not be initiated until after you receive a purchase order number from Motorola Solutions.

What About costs?

The OB10 network was chosen by Motorola Solutions as it offers the best value and flexibility to suppliers. There is a cost for suppliers to use the network. Pricing for the network is set by OB10 and all fees are billed by and paid directly to OB10 by the supplier. For OB10 pricing and details, please see additional documentation included in this communication.

FAQ's for submitting invoices to Motorola Solutions via OB10

What is electronic invoicing?

Electronic invoicing (e-Invoicing) is a communication methodology that utilizes the Internet to allow Motorola Solutions to receive invoice information directly from vendors without the need to print and mail paper invoice copies. The OB10 service was chosen because it offers the best value and flexibility to suppliers with the least disruption to normal business.

Why is Motorola Solutions moving to e-Invoicing?

This new process will allow for better tracking of invoices, reduce unnecessary errors and result in a more efficient process for Motorola Solutions and our suppliers. E-Invoicing solutions reduce the cost of manually handling the large volume of paper invoices for both the supplier and Motorola Solutions without the associated costs and complexities of traditional paper methods.

Is this a requirement?

Yes. This is an important initiative for Motorola Solutions and we are expecting all of our valued suppliers to support us. We hope that you will work with us in this initiative, and strongly encourage you to take this opportunity to introduce an improved invoice processing system. The new process has full support within executive management at Motorola Solutions. Suppliers not transitioning by the target date will be contacted directly and requested to join the network.

Why should I use OB10 to send my invoices?

OB10 will be our preferred method of receiving invoices in the future. It reduces **<u>Your Costs</u>** associated with printing and mailing paper invoices. In addition, it improves our accounts payable process and your cash flow as a result.

My account is paid on time today. Will I need to use this service?

Yes, as this process will ensure the continuation of timely payments.

How do I submit my invoices electronically?

Motorola Solutions has contracted with OB10, a third-party service provider, to facilitate the move to e-Invoicing. OB10 runs the global OB10 network - a system that enables organizations to electronically deliver invoices from their accounting systems in the format of their choice without the need to install any proprietary hardware or software. The OB10 network seamlessly connects multiple billing and accounting platforms enabling the automation of key back office invoice processing functions for both buyers and suppliers. OB10 has offices in the EU, the UK (London), the USA (Atlanta), and Asia Pacific (Kuala Lumpur).

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What happens if I still send paper invoices?

All purchase order related suppliers will be expected to support our e-Invoicing initiative by registering with OB10. Your organizations non-participation can affect our working relationship in the following ways:

⇒ Risk a change in your supplier segmentation which may influence the amount of business Motorola Solutions sends to your organization

⇒ Effect future contract awards

⇒ Transacting business on paper invoices will be an exception to our standard processes with potential impacts to quality and payment cycle times

⇒ Included in our supplier performance management score carding process

Are there fees associated with the e-Invoicing service?

Yes, there is an annual membership fee as well as a per transaction cost. The transaction cost is for each invoice or credit memo processed, regardless of the number of lines or the value of the invoice. An OB10 representative will discuss the fee structure with you in detail on the initial follow-up call.

Why doesn't Motorola Solutions pay the fees?

We also pay fees as OB10 is an open network and not a private exchange for Motorola Solutions. Our initiative is to obtain electronic invoice data and the OB10 service proves to be effective and economical for our company and its suppliers.

What does the membership fee cover?

The fee covers the cost incurred by OB10 for setting up your unique profile on the OB10 network and the general costs of maintaining the network. The membership fee is an annual fee. There will be an additional one-time fee of $105 for each additional electronic invoice customer that you add after the initial contract signing date.

I already send some invoices to customers via EDI. Can I use this?

EDI is just another data format that OB10 can support but Motorola Solutions will not accept EDI format directly – it must to go through OB10.

I can make invoices available to my customer to view via the Internet. Can I use this?

The OB10 network ensures that Motorola Solutions receives the data you send in a format that will automatically upload into our accounting software. Providing an image of the invoice or an option to download the data in a fixed format does not satisfy our business requirement.

Do I need to install any software?

No, the OB10 service is non-intrusive. Suppliers can use a standard Internet browser to upload electronic files created by your existing accounting system.

Motorola Solutions, Inc.
1303 E. Algonquin Road, Schaumburg, IL 60196 U.S.A. Tel: +1 847 576 5000

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

If you print invoices generated by any invoicing system, you can send invoice data files to OB10. If you create invoices manually (Word, Excel, etc.) you may access the OB10 secure web site and create invoices online using the web based *Web Form*. All you need is an Internet connection and standard browser.

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

Yes, once you are subscribed to the OB10 network, OB10 will enable you to send electronic invoices to any other customers that are on the OB10 network.

Will Motorola Solutions make payments using OB10?

No, Motorola Solutions is implementing an electronic funds payment delivery program using the Automated Clearing House (ACH) network.

I am planning to change my invoicing software soon, should I wait before subscribing?

The OB10 network accepts any incoming data format. You can join the network and send your invoices now and simply advise OB10 of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Do I need to wait for approval by Customs and Excise to remove paper invoicing?

OB10 satisfies US tax compliance as well as all Value-Added Tax (VAT) and GST requirements. You will be given a standard letter you may send to your VAT office, which will give them all the information they need.

For further information on OB10 and the OB10 service:

See www.OB10.com, email Motorola Solutions.registration@OB10.com or call 1-877-752-0900 then select option 2.

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Options for Sending Invoices Electronically via the OB10 Network

There are two (2) primary methods for sending invoice and credit transactions via OB10. A supplier can either send a data file directly to OB10 through the 'Integrated Solution' or create invoices on-line using the 'Web Form'.

Option 1: Sending an extracted data file (Integrated Solution)

OB10 allows you to send invoice and associated credit memo data directly from your billing system. The data extracted from your system can be in any format, including the format it currently uses. OB10 will create your account on the network, which allows OB10 to accept your invoice data and translate it directly to the format required by all your customers on the network. Data files can be sent to the network via the OB10 secure web site by any method including EDI, SFTP, or a transmission method of your choice.

Benefits
- No hardware or software to install
- Enables the data to be taken directly from your billing system in a data format of your choice
- You are able to trade with any of your customers using the network now or in the future without additional technical work and regardless of their required data formats
- Using OB10 removes the paper invoice along with associated mailing and labor costs

Cost
- Annual Membership Fee of $850*
- If you are currently a registered Integrated Solution Supplier on the OB10 network transacting with another customer/buyer on the OB10 network you will only pay an additional one-time fee of $105 to be set up to send invoices to Motorola Solutions..
- OB10 can bill you in USD, GBP, or Euro. Please contact OB10 for more information.

Per Invoice Transaction Costs	
Monthly Invoice Volume	**Cost per Invoice**
1 - 20 invoices per month	$0.67
21 - 100 invoices per month	$0.55
101 - 500 invoices per month	$0.40
501 - 2000 invoices per month	$0.30
2001+ invoices per month	$0.22

Note: Transactions are charged on a monthly incremental basis.

* For suppliers who invoice <u>from</u> multiple entities additional fees may apply. There are no limits on the number of entities a supplier can send invoices.

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Option 2: Creating invoices on-line using the 'Web Form'

The OB10 Web Form allows you to create invoices on-line and is usually chosen by those suppliers who do not have a billing system and currently generate invoices manually (e.g. as a word document). The Web Form retains standing data such as your address so only billing data needs to be entered on each invoice. Once an invoice has been created you have the option to save a copy to your PC. All invoices are also stored in the secure OB10 archive for the legally required time limit. As a member of the network, you will have on-line access to these records. To understand more about registration and use of this service, please visit www.OB10.com.

Benefits
- Low cost electronic invoicing
- No technical set up
- Mailing costs are eliminated and invoice delivery is both fast and guaranteed
- Perfect for companies who currently create invoices manually or have low volumes

Cost
- No annual membership fee

Invoice Block	Cost
25 Invoices	$30.00
50 Invoices	$55.00

To begin using the OB10 network, simply visit www.OB10.com and follow the instructions. Within 10 minutes, you will have completed your part of the set-up process. OB10 will issue you a login and password and will advise you when set up is complete. Upon notification, you will be ready to send invoices and credit memos electronically.

Registration:

To initiate registration for the OB10 Network, please contact Motorola Solutions.registration@OB10.com or call 1-877-752-0900. Let the OB10 specialist know you were contacted to use OB10 and would like to choose a specific option.

If you want to use the online method and submit invoices via the OB10 'Web Form', your contact at OB10 will send you an email with a link from which you can activate your pre-created account. Check the information, amend where necessary, and, on completion, start sending invoices electronically.

If you are not sure which option is best, either contact OB10 directly or OB10 will be contacting you in the next few days to discuss your OB10 account.

If you need assistance in registering, you may contact OB10 via www.OB10.com/support or by calling 1-877-752-0900.

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ACH offers the following significant advantages:

- Reduced delivery time for payment funds, essentially eliminating unpredictable postal system, delays; and

- Automated payment generation through our accounting systems, reducing the likelihood of errors often associated with paper-based check payments.

To effect this change, Motorola Solutions will offer to all vendors who enroll with OB10 for electronic invoicing the option to receive payment via ACH.