



Transition Guide for BD Advanced Patient Monitoring (APM) Customers



Introduction

Becton Dickinson and Company (BD) acquired Edwards Lifesciences’ Critical Care business unit, now known as BD Advanced Patient Monitoring (APM), on **September 3, 2024**. Following successful integration and readiness validation, BD APM will transition to BD’s enterprise system on **November 2, 2026**, introducing important changes for you. This guide outlines the key updates and actions needed to ensure a smooth transition. We encourage you to share this guide with the appropriate departments and individuals within your organization. You can access the latest information regarding this transition at bd.com/BDAPMIntegration.

We strive to be the most trusted medical technology partner for the future of care and look forward to continuing to help you serve patients.

For New Customers to BD:

If your organization is new to working with BD, be sure to review the “New Customer” sections. These outline key information to get your organization appropriately onboarded into BD systems.

What is Changing and How to Get Ready

Customer Account Numbers

What will occur?	Customer Action Items
For New BD Customers: New account numbers will be created if no BD account numbers currently exist.	All customers will start using their 10-digit BD account number effective November 2, 2026 .
For Existing BD Customers: Existing BD customers will use their current BD account numbers.	If you don’t have a BD account, please contact AMP Customer Service at 1-833-515-4666 to obtain your new account number.

Order Management and Electronic Data Interchange (EDI)

What will occur?	Customer Action Items
Effective November 2, 2026 , order placement for BD APM products will transition to BD’s order management systems.	For New BD Customers: 1. Ensure a new vendor is established in your vendor master no later than August 30, 2026 , for use beginning on November 2, 2026 .
Customers may continue to order via EDI, phone or email. See Customer Service section for updated contact information.	2. Register your organization on My Exchange Registration Center starting July 20, 2026 .
BD APM has partnered with GHX to ensure customers transition all BD APM products to the BD vendor account.	For All APM Customers: 1. Update your MMIS item master with the BD APM product line by November 2, 2026 . A list of BD APM products can be found on bd.com/BDAPMIntegration .
There will be no changes to BD APM model codes or units of measure as part of this transition.	2. Effective November 2, 2026 , submit all BD APM product orders through the BD EDI Channel. If you have any questions regarding the GHX EDI transition, please reach out to: supplierconsultinga@ghx.com

What is Changing and How to Get Ready (cont.)

Contracts

What will occur?	Customer Action Items
Existing APM contracts including service contracts will transition into BD systems with pricing unchanged. BD APM product warranties will transition to BD and will be honored by BD's service organization in accordance with the existing terms and conditions.	Effective November 2, 2026 , BD APM will begin to reference the new BD contract numbers for all current and future contract notifications and revisions.

Payment

What will occur?	Customer Action Items
Effective November 2, 2026 , BD APM product invoices will be issued by BD and will be paid to the appropriate BD lockbox. All customers will follow the standard BD Accounts Receivable process.	For all BD invoices dated November 2, 2026 and beyond, payments will be made to the appropriate BD lockbox shown in the Payment Information section. All BD APM product invoices for BD APM products issued by Edwards Lifesciences should be paid via your current Edwards Lifesciences payment method, regardless of the invoice date. For payment questions on BD-issued invoices: Phone: 855-417-1969 Email: invoices@bd.com

Customer Service

What will occur?	Customer Action Items
BD APM customer service will continue to serve as a single point of contact for BD APM inquiries.	Start using the contact information below now to receive customer service support: For all customer service questions: • Phone: 1-833-515-4666 • Email: APMCustomer.Service@bd.com For Capital Care questions: • Email: APMCapital.Care@bd.com Effective November 2, 2026, use the contact information below for EDI-specific questions: • Email: e_business_prod@bd.com

Technical Support

What will occur?	Customer Action Items
BD APM will continue to offer 24/7 technical support to customers in the United States.	Phone: 800-822-9837 Email: APMTech.Support@bd.com

Customer Account Numbers

Effective **November 2, 2026**, APM Customers will begin using 10-digit BD account numbers for all BD APM transactions. Existing BD customers will use their current account numbers. New customers to BD will be assigned a new account number.

New Customers

New customers can contact Customer Service to receive their new BD Account Number.

Order Management and Electronic Data Interchange (EDI)

Effective **November 2, 2026**, order placement for BD APM products will transition to BD's order management systems. Customers can continue to order BD APM products through EDI, email, or phone. Updated contact information can be found in the customer service section. BD APM products will move to BD Terms and Conditions, and invoices will be issued by BD. There will be no changes to BD APM model codes or units of measure for this transition.

EDI Setup

BD has partnered with GHX to ensure customers update their MMIS item master with BD APM product line by **November 2, 2026**. You will receive detailed communications on next steps from GHX. For any questions regarding the EDI transition, contact supplierconsulting@ghx.com

For New Customers:

Starting **July 20, 2026**:

1. Create BD as a new vendor in your vendor master. BD's W9 can be at bd.com/BDAPMIntegration.
2. Register on GHX My Exchange Registration Center using the details below.
 - a. Supplier Name: **Becton Dickinson & Company**
 - b. DUNS/Primary Identifier: **001292192**
 - c. GS03 Value: **001292192**
 - d. Supported EDI Transactions: **850, 855, 856, 810**

For All Customers:

By **November 2, 2026**:

1. Review and accept GHX Center Request from BD for the following EDI documents: **850, 855, 856, 810**
2. Update your MMIS item master with the BD APM product line. See the product list at bd.com/BDAPMIntegration
3. Remove or disable the BD APM model codes from the Edwards Lifesciences item master.

On **November 2, 2026**, all customers will transition to the BD EDI channel for BD APM product orders. Orders placed under the Edwards Lifesciences vendor code after this date will result in an error and BD APM Customer Service will contact you to re-submit the order.

Cutover Period

There will be a temporary system cutover period during which orders will not be shipped. Key dates and times are outlined in the table below.

- Unfulfilled orders prior to the system cutover must be canceled and resubmitted through BD systems after **November 2, 2026**. The BD APM customer service team will partner with impacted customers to facilitate creation of the new purchase orders.
- Discontinue using Edwards Lifesciences' ordering channels for BD APM product orders starting **Tuesday, October 27, 2026**.
- Begin using BD ordering channels for BD APM products on **October 27, 2026**. Order shipments will resume on **November 2, 2026**. Order fulfillment and returns processing may be slower than usual immediately following the **November 2, 2026** go-live.
- Consider your ordering inventory levels and order timing against the dates below to plan for your appropriate product supply during this transition.

Existing BD APM contracts will transition into BD systems with pricing unchanged. A new contract number will be assigned and will be utilized on a go-forward basis or for future contracts or revisions. Effective **November 2, 2026**, all current and future contract notifications will reference the new contract number.

Payment Information

For all BD APM invoices issued by Edwards, continue to submit payments to your appropriate Edwards lockbox. Effective **November 2, 2026**, all BD APM invoices will be issued by BD and will be paid via the appropriate BD lockbox shown below. All customers can begin following the standard BD accounts receivable process.

For payment questions:

Phone: **855-417-1969**

Email: **invoices@bd.com**

State	Lockbox	State	Lockbox
AK	WEST	MT	CENT
AL	CENT	NC	EAST
AR	CENT	ND	CENT
AZ	WEST	NE	CENT
CA	WEST	NH	EAST
CO	CENT	NJ	EAST
CT	EAST	NM	CENT
DC	CENT	NV	WEST
DE	EAST	NY	EAST
FL	CENT	OH	CENT
GA	CENT	OK	CENT
HI	WEST	OR	WEST
IA	CENT	PA	EAST
ID	CENT	RI	EAST
IL	CENT	SC	EAST
IN	CENT	SD	CENT
KS	CENT	TN	CENT
KY	EAST	TX	CENT
LA	CENT	UT	CENT
MA	EAST	VA	EAST
MD	EAST	VT	EAST
ME	EAST	WA	WEST
MI	CENT	WI	CENT
MN	CENT	WV	EAST
MO	CENT	WY	CENT
MS	CENT	PR*	CENT

*Puerto Rico

EAST - JP Morgan Chase

Mailing Address	Wiring Instructions
Becton, Dickinson & Co. PO Box 28983 New York, NY 10087-8983	ABA 021000021 Acct 700605699 Swift CHASUS33

WEST - JP Morgan Chase

Mailing Address	Wiring Instructions
Becton, Dickinson & Co. PO Box 100921 Pasadena, CA 91189-0921	ABA 021000021 Acct 700605699 Swift CHASUS33

CENT - JP Morgan Chase

Mailing Address	Wiring Instructions
Becton, Dickinson & Co. 21588 Network Place Chicago, IL 60673-1215	ABA 021000021 Acct 700605699 Swift CHASUS33

Overnight Address:

CENTRAL - JP Morgan Chase

Attn: Becton Dickinson Lockbox **21588**
131 S. Dearborn, 6th Floor, Chicago, IL 60603

WEST - JP Morgan Chase

Attn: Becton Dickinson Lockbox **100921**
2710 Media Center Dr, Bldg 6 Ste 120, Chicago, IL 60603

BROOKLYN LOCATION ONLY

EAST - JP Morgan Chase

Attn: Becton Dickinson Lockbox **28983**
4 Chase Metrotech Center, 7th Floor, Brooklyn, NY 11245

Customer Service Support

BD APM will continue to have a dedicated Customer Service team to support you with any issues or questions you may have. You can reach Customer Service using the channels outlined below. APM Customer Service will continue to support returns throughout the system transition period. If you need to return an order, please contact APM Customer Service to initiate the process.

Phone: **1-833-515-4666**

Email: **APMCustomer.Service@bd.com**

For capital inquiries: **APMCapital.Care@bd.com**

Technical Support Services

BD APM will continue to offer 24/7 Technical Support services to customers in the United States. All service contracts will transition to BD after **November 2, 2026**. See below for contact information:

North America: **800-822-9837**

Email: **APMTech.Support@bd.com**

Repairs and Replacements

Purchase Orders (POs) for service requests will be accepted through **October 23, 2026**. Any POs that remain open after this date will need to be reissued to BD starting **November 2, 2026**.

Replacement units will not be available for shipment between **October 23 and November 2, 2026**.

To ensure timely processing of returns, ship any defective units by **October 23, 2026**.

Product Labeling and Registration Transfer

Over the coming months, you may notice the BD name, logo, and updated design elements consistent with BD's global brand standards applied to our packaging, labeling, and marking on the product itself. While the packaging, labeling and branding will change; the product model numbers will stay the same. During the transition period, you may see both BD branded and Edwards branded product in circulation at the same time. This is expected and part of a phased inventory transition designed to prevent supply disruption.

In addition to seeing both BD branded and Edwards branded product at the same time, in the US you will continue to see invoices come from Edwards even though the product may say BD. You can access side-by-side examples illustrating the current Edwards branded packaging alongside the new BD branded packaging at **bd.com/BDAPMIntegration**

Licenses

State and federal regulations restrict the sale of some medical products to authorized parties (e.g., healthcare professionals, clinics, hospitals, etc.). Our order management system stores license information in the customer account profile as verification that customers are qualified to purchase our restricted products. These licenses are specific to a person or business. It is important that the address on a business license matches your ship-to address or be part of the contiguous building/complex (e.g., a loading dock on an adjoining street from the main entrance).

A BD customer service representative will contact you if information is needed. Otherwise, there is no action required regarding licensure.

BD, Irvine, CA 92618 USA

bd.com



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