



Dear Valued Customer

We are writing to share an important update regarding the upcoming transition of BD Advanced Patient Monitoring (APM) to BD's enterprise resource planning (ERP) systems, **effective November 2, 2026**. This global transition supports BD's acquisition of the Edwards Lifesciences Critical Care business unit, now known as BD Advanced Patient Monitoring (APM).

We appreciate our partnership and your trust in us to help you deliver world-class care to your patients. As we continue integrating APM into BD, our priority is to make this transition as seamless as possible while maintaining the high level of service, support, and collaboration you rely on today. For more detailed information on key changes, access our Transition Guide at bd.com/APMIntegration.

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.
- Discontinue using Edwards Lifesciences' ordering channels for BD APM product orders starting **Tuesday October 27, 2026**. Orders received after this date via Edwards channels will no longer be processed.
- 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.

Order Method	Last Order and Shipment with Edwards channels	First Order with BD Channels	First Shipment with BD Channels
Electronic Orders (EDI) & Non-electronic orders (phone & email)	October 26, 2026	October 27, 2026	November 2, 2026

What to expect during the transition?

Order Management and Electronic Data Interchange (EDI)

- All orders submitted via BD ordering channels (phone, EDI, and email) will be subject to BD Terms and Conditions.
- All BD APM electronic orders will be submitted on the BD vendor code. BD has partnered with GHX to ensure all EDI customers align to the BD vendor code. A list of all APM Products can be found on bd.com/APMIntegration. For any questions regarding the EDI transition, contact supplierconsultingna@ghx.com.
- Order fulfillment and returns processing may be slower than usual immediately following the November 2, 2026 go-live.

For any questions regarding ordering system cutover or order placement, contact Customer Service:

- North America: **1-833-515-4666**
- Email: APMCustomer.Service@bd.com
- Capital Inquiries: APMCapital.Care@bd.com

Open Purchase Orders (PO)

- Unfulfilled purchase orders must be canceled and resubmitted through BD systems after go-live.
- BD APM Customer Service will contact you if your order is impacted.

Invoicing and Payment

- Submit payment to Edwards Lifesciences for any Edwards issued invoices.
- Invoices will be generated by BD after **November 2, 2026**, and payment will be submitted to your respective BD lockbox. For the BD lockbox list, see your detailed transition guide on bd.com/APMIntegration.

For any questions regarding BD invoices and payment, contact the BD Accounts Receivable team:

- North America: **855-417-1969**
- Email: invoices@bd.com

Quotes

- BD APM product quotes issued by Edwards Lifesciences will expire on **October 25, 2026**.
- Quotes will be reissued through BD after the system cutover.

Product Returns

- 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.

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**.

Technical Support

- The Technical Support team will continue to operate as usual throughout the transition period, except for the temporary processing restrictions outlined above.
- North America: **800-822-9837**
- Email: **APMTech.Support@bd.com**

Product Complaints

To submit any product complaints, contact our complaints team:

- Email: **SMB-Complaints_US_APM@bd.com**

Our Commitment

We are committed to deliver consistent support and clear communication during this transition. We look forward to continuing to work together as we expand and enhance our advanced patient monitoring solutions as part of BD.

Sincerely,

BD Advanced Patient Monitoring Team