



Illumina, Inc. & Illumina Cambridge Ltd

Payment Plus initiative

Supplier FAQ

Payment Plus initiative

Illumina is now offering an additional Accounts Payable solution to pay our suppliers with automated Visa card payments; called Payment Plus. **We have authorized U.S. Bank to contact our suppliers and inform them about this program.** When contacted by U.S. Bank, some of our suppliers have questioned if this is a program authorized by Illumina. We understand them being cautious, and we assure you that this is a legitimate program of Illumina.

If you wish to speak directly with an Illumina employee about this program, you may contact Jeannette Cantu at 858-332-4050 or by email at jcantu@illumina.com or tfrakes@illumina.com

Frequently Asked Questions

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Program Strategy

1. Why has Illumina decided to offer to pay our company by Visa card payments?

Our goal is to optimize our commercial card program to improve process efficiency and working capital management, as well as reduce the cost of processing paper checks.

This initiative also supports our green initiative by reducing our use of paper.

Our suppliers benefit from this strategy as well, since Visa payments provide consistent, predictable payments and allow for streamlined processes. Our suppliers also benefit by being paid faster reducing their DSO.

2. What are the benefits to our company of receiving payment by Visa payment solutions instead of by check?

More and more, suppliers are coming to realize that they can enjoy significant, tangible savings from accepting Visa payment solutions from their customers, including:

Working Capital Management: By eliminating the delays associated with a paper based process, participating suppliers are receiving these payments sooner than if they are issued via check. Faster payments as Illumina has Net 20 for credit card payments.

Process Efficiency: Suppliers can reduce internal processing and transaction costs by eliminating paper-based processes, including check processing and associated reconciliation efforts.

3. Are there fees associated with receiving payment by Visa card?

The standard processing fees administered by a supplier's merchant acquiring bank will apply. We encourage suppliers to review their merchant account agreement and discuss ways to achieve the most favorable rates with their bank. Additional programs may be available to help reduce these fees based on the transaction size, level of data provided, and frequency of transactions processed. If you have questions please contact Philip.Furnish@USBank.com

4. Is the New Card Payment Process Required?

No, this is our preferred faster payment option that we offer to our suppliers.

New Card Payment Process

5. How will card payment change Illumina's current purchasing and payment process with our company?

The current processes for orders and invoices will remain the same. The only change will be to the payment process and better net terms for supplier.

With the new payment process our suppliers will receive an email notification for each payment instructing them how to obtain the card account, the amount to process using their POS Device/Software, and other pertinent details of the transaction.

The new process will allow both our suppliers and Illumina to streamline operations.

6. What is the process for being paid by Illumina's Payment Plus program?

The supplier will receive an automated email notification for each payment. These emails will contain a link to a secure web portal where the supplier will obtain the unique Visa credit card account number, the amount to charge, and the other pertinent details of the transaction needed to process and reconcile the payments. The credit card account number will change with each payment so suppliers will not be required to keep this information on file.

Additional Help

7. How do we get set up or what do we need to do to accept credit card payments?

For those suppliers who currently accept credit card payments, they can begin this new payment arrangement by completing a simple enrollment form. Once the form is signed you can send it to Jcantu@Illumina.com.

Suppliers will then be provided with instructions on how to obtain payment through the Payment Plus Program. In the future, the supplier will receive an email notification indicating the amount to charge and the remittance details for each payment.

For those suppliers who are not currently set up with a merchant account, to arrange for basic Visa Card acceptance. They can enroll by completing the Elavon merchant form. If they have any questions about the program, they may contact Philip Furnish at Philip.Furnish@USBank.com. They specialize in business-to-business transaction processing. Once this step is completed we will update the Illumina AP department for payments to begin.

8. Where can I find more information about accepting Visa card payments?

Comprehensive information is available on Visa.com at <http://usa.visa.com/merchants/operations/index.html>. Merchants will find materials related to card acceptance guidelines, Visa operating regulations, and Visa interchange fees.

9. Who do I contact if I have additional questions?

For enrollment support or questions about Illumina's Payment Plus program, you may contact Philip Furnish at Philip.Furnish@USBank.com (Illumina's account rep whom we have engaged to contact our suppliers and inform them about this program).

If you wish to speak directly with an Illumina employee about this program, you may contact Jeannette Cantu at 858-332-4050 or by email at jcantu@illumina.com.