

FREQUENTLY ASKED CUSTOMER QUESTIONS

1. *When do we need to modify our systems due to your name change?*

As soon as possible.

2. *What about my pre-existing orders with Jeppesen Sanderson, Inc.?*

The PO was issued to “Jeppesen Sanderson, Inc.” but the invoice will be from “Boeing Digital Solutions, Inc.” for orders fulfilled on or after 1 May (note: same legal entity, new name).

What if your PO must match the “remit to” name?

If your PO is issued to Jeppesen Sanderson, Inc. and must match your “remit to” address, we will accept payment to Jeppesen Sanderson, Inc. for an interim period.

3. *Will contracts or accepted purchase orders have to be amended to reflect the Boeing Digital Solutions, Inc. name?*

No. As this is just a legal name change for the Jeppesen Sanderson, Inc. entity, and because our Tax ID, CAGE codes, etc. are not changing, all existing contracts and accepted purchase orders will remain valid and active in our system. We will contact customers individually if any specific contract language presents an issue or concern.

4. *Will we be required to change our supplier codes for Jeppesen Sanderson, Inc.?*

While the legal entity name for Jeppesen Sanderson, Inc. is changing to Boeing Digital Solutions, Inc., there will be no changes to our EIN / Tax ID number, CAGE codes or SITA address (for all locations). Please do not change our supplier code within your system (change the name only) in order to minimize any risk to existing orders/shipments and performance history.

ACCOUNTING

5. *Invoicing as Jeppesen Sanderson, Inc.?*

Invoices, Statements, Proforma's, etc. will be issued in Boeing Digital Solutions, Inc.'s name.

6. *Will you have new bank account numbers or remittance instructions?*

No. Please just update the “Remit To” name to Boeing Digital Solutions, Inc. All other remittance instructions will remain unchanged.

7. *Does Jeppesen Sanderson, Inc.'s Tax ID or VAT registrations numbers change?*

No. If helpful, a W-9 with the new name can be provided upon request.

8. *Will we have to reapply for credit with Boeing Digital Solutions, Inc.?* No.

QUALITY

9. *CAGE codes changing?* No.

10. *DUNS number changing?* No.

11. *Are all quality accreditations flowing to the new company name (e.g. ISO 9000, AS9100, all 3rd-party approvals)?* Yes *Is re-certification necessary?* No

12. Manufacturer and supplier certs show traceability to Jeppesen, what about to Boeing Digital Solutions, Inc.?

All previous certification received prior to 1 May will remain as Jeppesen.

13. How will we send RMAs after the name change?

Please address any RMAs to Boeing Digital Solutions, Inc. after 1 May. We will continue to honor any credits issued to our customers before 1 May after we change our name to Boeing Digital Solutions, Inc.

COMMUNICATION & POINT OF CONTACT

14. Will emails? We are transitioning to Boeing emails. You will be notified if/when your point of contacts email address changes.

15. Websites change? No

Thank you.