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**Syneos Health, LLC Billing Guidelines**

Syneos Health, LLC expects its outside counsel to use good judgment to appropriately manage the number of hours charged to Syneos Health engagements by each attorney or paralegal. Syneos Health expects the time charges in its bills for professional services to not exceed what is reasonable and appropriate for the engagement, consistent with Syneos Health’s objectives and the size and complexity of the engagement.

Below are the guidelines you will be expected to comply with when assigned to a Syneos Health legal matter.

1. Your firm will enter individual timekeeper rates in CounselLink® for approval by Syneos Health. All staff working on Syneos Health matters should be entered or risk non-payment for unknown timekeepers or timekeepers that do not have an approved rate.
2. All invoices will be submitted through CounselLink beginning March 19, 2013. Unless General Counsel or Syneos Health Attorney approves a different arrangement or the amount to be billed is less than five hundred United States dollars (US $500.00), bills should be rendered monthly, within thirty (30) days after the end of the month in which the services were rendered. Failure to generate an invoice within sixty (60) days may result in nonpayment of invoice.
3. All information on the invoice must be submitted in English in order to be processed.
4. If your firm, upon approval of Syneos Health, retains a third-party vendor in connection with our matter, you should pay the vendor directly and then submit these as an expense item on your invoice. Please attach a copy of the vendor invoice when submitting your invoice. Instructions for attaching documents are located below.
5. A separate invoice must be submitted for each legal matter assigned to your firm.
6. Each invoice must contain the following information in order to be processed:
7. Invoice date
8. Unique invoice number
9. Syneos Health’s matter name
10. Matter number
11. Charge date for each entry (fees and disbursements)
12. Timekeeper name or ID
13. Timekeeper category or level
14. Detailed description of task performed
15. Time entries in tenths of an hour
16. Timekeeper’s hourly rate (hourly billing)
17. Itemized description of each cost and disbursement
18. Unit and rate for each disbursement
19. Total for each charge
20. Invoice may be returned to your firm if they contain any of the following:
21. No invoice date
22. Block billed charges
23. Mathematical errors
24. Improper format
25. Improper charges
26. Improper rate

**INVOICE SUBMISSION**

Invoice Submissions

To secure prompt and accurate payments to your firm, invoices in structured data format (LEDES) submitted via the web site [www.counsellink.net](http://www.counsellink.net/) are preferred. When necessary, we will accept invoices in other formats, including e-mailing a .PDF or mailing a white paper invoice.

**Submission of a Structured Data File to CounselLink**

* Export the invoice to the LEDES (ASCII) structured data format
* Log into [www.counsellink.net](http://www.counsellink.net/) using your assigned login and password
* Click on the Upload Invoice link on the law firm home page
* Browse to the saved LEDES invoice, select it and click "Open"
* Complete any other necessary information on the Invoice Submission page and click "Submit File"

**Creating an Invoice in CounselLink**

* Log into [www.counsellink.net](http://www.counsellink.net/) using the provided login and password
* Click on the Matter Search link on the law firm home page
* Search for the matter on which the invoice is to be submitted
* Select "Create Invoice" from the Action bar dropdown
* Enter information on the “Edit Invoice Screen” if applicable and click on Submit
* Enter fees and expenses from the invoice screen
* Submit invoice

**Alternative Forms of Submission**

**Email**: A .PDF file of the invoice may be submitted via email to [Counsellinkinvoices@lexisnexis.com](mailto:Counsellinkinvoices@lexisnexis.com). Submit only ONE INVOICE PER .PDF file, although multiple .PDF files may be attached to a single email.

**Paper**: An original copy of an invoice on white paper. If submitting paper invoices, a separate invoice must be submitted for each matter. When submitting invoices for multiple matters at one time, each invoice must begin on a new sheet of paper and must have a unique numerical identifier. Unique invoice numbers for individual matters may be created by adding a suffix to the invoice number created by your system (e.g., 12345‑1, 12345-2, 12345-3, etc.)

Paper invoices should be sent to Syneos Health c/o LexisNexis, Attention: CounselLink Invoices, 1801 Varsity Dr, Raleigh, NC 27606.

**Technical Assistance:** CounselLink technical expertise is available to you at no cost. For technical support, please contact the LexisNexis Customer Support Department at 800.600.2282, option 2. If outside the United States, please contact +1.919.378.2713.

**DOCUMENT ATTACHMENT**

Law firms are able to attach case supporting documents such as pleadings, status reports, and third-party invoices electronically to either an invoice or a matter. Outside counsel may be requested to upload specific documents to a matter or invoice. Documents will be permanently attached to the invoice or matter unless removed by the individual who attached them. Only the law firm and Syneos Health will be able to view the document. Most document formats are accepted including PDF files.

**NOTE: If you are submitting a LEDES invoice file or creating your invoice within CounselLink, you must also use the Document Attachment feature to attach a copy of the invoice as a PDF file for Syneos Health to reference.**

**Attaching a document to an Invoice (e.g. expense receipts)**

* Log in to <http://www.counsellink.net>
* From the Home page, click on either **Created** or **Scheduled** Invoices (dependent upon the status of your invoice)
* Click on the **CounselLink Invoice** **Number**
* To add or search for a document, click on the **Documents** link
  + - To add a document, click on the **Add Document** link
    - Type in the document name as you want it to appear in CounselLink
    - Browse your file directory for the document to add by clicking the **Browse** button
    - Select the **Category** from the drop down
    - Select “**Yes**” from the **Shared** drop down (if the document is to be Shared)
    - Select “**Public**” from the **Access Level** drop down (if the document is to be Public)
    - Enter a free form description of the document in the **Description** box
    - Enter a key word to assist in future searches in the **Key Word** box
    - Click on **Save**

**Attaching a document to a Matter (e.g. Initial Report, pleadings, summaries)**

* + - Log in to <http://www.counsellink.net>
    - From the Home page, click on **Matter Search**
    - Enter the **Matter Search** criteria
    - Click on the **Matter ID** or **Matter Title**
    - Select **Documents** from the **Action** drop down
    - Type in the document name as you want it to appear in CounselLink
    - Browse your file directory for the document to add by clicking the **Browse** button
    - Select the **Category** from the drop down
    - Select “**Yes**” from the **Shared** drop down (if the document is to be Shared)
    - Select “**Public**” from the **Access Level** drop down (if the document is to be Public)
    - Enter a free form description of the document in the **Description** box
    - Enter a key word to assist in future searches in the **Key Word** box
    - Click on **Save**