

27/02/2025

Re: Important Notice - New ERP and Accounting System Implementation



Dear Valued Customer,

We are writing to inform you of an upcoming significant upgrade to our business operations.

We are implementing a new Enterprise Resource Planning (ERP) and accounting system that will streamline processes and ensure efficiency throughout our operations.

System Changeover Period

Please be advised that there will be a temporary system changeover period during which we will be unable to dispatch stock from our premises:

- Processing Downtime: Thursday, 27th March 2025 - Tuesday, 1st April 2025
- Systems Live Date: Tuesday, 1st April 2025

Action Required

To ensure your operations continue without disruption during this period, we kindly request that you:

1. Review your current inventory levels
2. Place any necessary orders well in advance of the processing downtime
3. Ensure you maintain adequate stock levels to cover your needs during this brief transition

Your dedicated sales representative and our office staff are available to assist you in planning your stock levels during this transition period, please don't hesitate to reach out to them for support.

We have planned this implementation carefully to minimise any impact on customers and suppliers; our team remains committed to supporting you through this transition.

Contact Information

Should you have any concerns or require assistance during this period, please do not hesitate to contact me directly, we appreciate your understanding and cooperation.

Kind Regards,

Alison Arnold
Director

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