



Frequently Asked Questions - ERP go-live

1. About our digital transformation project

What is our transformation, and why are we implementing it now?

- It is our company's initiative to implement a new, modern Enterprise Resource Planning (ERP) system that will serve as the backbone of our operations. This transformation is designed to enhance how we work with you - our valued customers and partners - by improving the speed, accuracy, and reliability of our processes.

With this transformation, we aim to:

- Streamline and modernize how we manage orders, inventory, invoicing, and customer service
- Improve visibility and traceability across the supply chain
- Enable faster, more responsive service and better access to real-time information

We're making this change now to support our continued growth and to ensure we're equipped to meet your evolving needs with greater agility and efficiency. While there will be a brief transition period, we are fully committed to minimizing disruption and keeping you informed every step of the way.

Our priority throughout this transformation journey is to ensure that there is no disruption in supply to you or to the patients who rely on our products & services.

When is our new system go-live?

- Our new system will go live on **04 August 2025**. This is when we officially switch to our new ERP system. From that date forward, all core operations for all countries in scope will be managed through the new platform.

2. System Transition Window

Will there be a scheduled system update or service pause during the ERP transition?

- Yes, there will be a **planned system update window on Thursday, 31 July until Sunday, 03 August 2025** to finalize our ERP transition. During this time, **order fulfilment will be temporarily paused**, but our **Customer Service team will remain available** to support you and respond to any inquiries.

Full operations will resume on Monday, 04 August 2025.

Is there anything I need to do during the system transition window?

- There are no actions required from your side.

To ensure a smooth transition:

- The **cut-off time for order processing** is **03:00PM / 15:00 CET on 30 July 2025**.
- The **last shipments** from our current system will be shipped on **Wednesday, 30 July 2025**
- **Shipping will resume** from our new ERP system on **Monday, 04 August 2025**
- Our teams will be fully available to support you throughout the transition.
- No action is required on your part unless otherwise communicated

3. Orders & Fulfilment

Will there be any delays in order processing or delivery?

- We have planned extensively to ensure that there are minimal delays in order processing or delivery during the ERP transition.
- Our distribution centre will adhere in general to a first in first out principle, which means that orders entered on 31 July will be shipped on 04 August, followed with orders entered on 01 August etc.
During the first week(s), due to this backlog, a minor delay might be anticipated.

Can I still place orders the same way?

- Yes, you can continue to place orders in the same way you always have. There are no changes to the ordering process. Our priority throughout this transformation journey is to ensure that there is no disruption in supply to you or to the patients who rely on our products & services.

Will my existing orders be affected?

- No, your existing orders will not be affected by the ERP transition. We have taken steps to ensure a seamless transition without impacting your current orders.

4. Invoicing & Payments

Will the invoices look different?

Yes, the layout of the invoices will change, however all information will stay the same.

Will payment instructions change?

No, there will be no changes payment instructions. You can continue to follow the same procedures for invoicing and payments.

What happens to invoices issued before the transition?

Invoices issued before the transition will remain valid and will be processed as usual. There is no action required on your part.

Do I need to update my payment systems or bank details?

No, there is no need to update your payment systems or bank details. Everything will remain the same.

5. Contracts & Agreements

Will existing contracts remain valid?

Yes, all existing contracts will remain valid. There are no changes to your agreements.

Are there any changes to terms and conditions?

No, there are no changes to terms and conditions. Your contracts will continue as per the agreed terms.

Do I need to sign new agreements?

No, there is no need to sign new agreements. Your existing contracts will remain in effect.

Will my pricing or discounts be affected?

No, your prices and discounts will remain the same. There are no changes to your pricing agreements.

6. Product Information

Are product codes or SKUs changing?

No, product codes and SKUs will remain the same. You can continue to use the same codes for ordering.

7. Sales & Account Management

Will my sales representative or account manager change?

No, your sales representative or account manager will remain the same. You can continue to contact them for any assistance.

How can I contact someone if I have questions during the transition?

Please contact Customer Care as usual.

8. Support & Communication

Who do I contact if I experience issues?

You can contact Customer Care or your account manager if you experience any issues. They are available to assist you.

Will there be any changes to Customer Service contact details?

No — there will be **no changes** to how you contact our Customer Service team.

You can continue to reach us using the **same phone numbers and email addresses** you use today. The **same dedicated team** will be here to support you before, during, and after the transition.

Will support response times be affected?

Our support teams are prepared to assist you promptly.

Our goal is to ensure you feel fully supported and prepared every step of the way.