

2nd October 2024

ERP TRANSITION

Dear Valued Customer,

As previously announced, DKSH completed its acquisition of Bio-Strategy Ltd on December 1st, 2023. The combined company now serves a diverse range of industries across Australia and New Zealand, including pharmaceutical and medical research centers, biotech companies, industrial (food, dairy, beverage) and educational and government organisations.

Over the past 9 months, the team have been working toward a seamless integration of our enterprise resource planning (ERP) systems. The project has been progressing well and we are now able to communicate our transition dates.

Date	Description
Mon October 28 th 3 pm	Cut off for orders requiring dispatch on Tues 29 th Oct
Tues October 29 th 2pm AEST	Dispatch of outbound orders suspended
Wed October 30 th – Tues November 5 th	Transition Period - Trading Halted
Tues November 5 th	Melbourne Cup Day public holiday
Wed November 6 th 8am AEST	Go Live Outbound order dispatching recommences

Further information can be found in the FAQs attached. Please reach out to your sales representative or our customer service team if you have any questions and feel free to share this information with appropriate personnel within your organization.

Customer Service contact details

1800 00 84 53
sales.au@bio-strategy.com

We look forward to continuing our business relationship with you and your company.

Kind regards,

The Bio-Strategy Team

Bio-Strategy – Part of DKSH Group

Frequently Asked Questions

Prepare For Change

Q: *Should we do anything to prepare for these changes?*

A: There are three ways you can help ensure a smooth transition.

1) Communicate these changes to people who “need to know” within your organisation.

2) Planning today will alleviate surprise interruptions later. Please **forecast your product needs for the “transition period” and if necessary, place your order in advance** to ensure you have adequate supply during the transition period.

3) If you have transacted with both Bio-Strategy and DKSH in the past, please continue to place orders in the usual way. Trading will continue as normal for the DKSH business.

Transition Period

Q: *What operations will be available during the Transition period?*

A: **Deliveries**

Orders will be dispatched until 2pm on Tuesday **29th October**.

There will be no orders dispatched during the transition period (**Oct 30th – 5th Nov**)

Order dispatch and deliveries will recommence on Wednesday **6th November**.

Orders

New orders received during the transition period will be entered into the new ERP system commencing Wednesday **6th November**.

Standing Orders

Standing orders due for dispatch between **Oct 30th – 5th Nov** will be dispatched on **Tuesday October 29th**. Please contact our customer service team or your sales representative if you would like to change the dispatch date.

Enquiries

Our customer service team will be available to answer any enquiries you may have throughout the transition period.

Engineering Service

Our Field Service engineering team will continue as normal during the transition period.

Contract, Pricing and Invoices

Q: *Will there be changes to product pricing or terms and conditions?*

A: There will be no change to pricing or the Bio-Strategy standard terms and conditions.

Q: *Will there be any format changes to commercial documents?*

A: Yes. The layouts of documents such as invoices, order confirmations will have minor differences, however they will have the same information required.

Q: *Will there be any changes to bank accounts or payment?*

A: No. Please continue to remit payment to the account listed on our invoice. Remittance advice can continue to be sent to accounts.au@bio-strategy.com.

EDI Customers

Q: I currently order from Bio-Strategy via EDI or Webshop – how will this work after the transition.

A: Your EDI interface will continue as normal, there are no changes required from a customer perspective.
There will be no changes required to access the Bio-Strategy webshop.