

## ERP upgrade at Taconova!

### No deliveries from 18 December 2018 to 3 January 2019

Dear Ladies and Gentlemen,

In line with our motto "Comfort Solutions", we look forward to continuing to offer you a highly convenient service in 2019 along with high quality products.

By the beginning of next year, therefore, we plan to upgrade our ERP (enterprise resource planning) system to the latest version. This will enable us to process your orders more quickly, easily and efficiently.

#### **What you need to know:**

Due to the technical complexity of the upgrade process, we will only be able to offer a limited service at the end of 2018/beginning of 2019. The service available during this period will be as follows:

#### **Deliveries:**

- Deliveries from Singen depot: till 17 December 2018; from 3 January 2019
- Deliveries direct from Velesin factory: till 17 December 2018; from 7 January 2019

#### **Orders:**

- till 21 December; from 3 January 2019

As we can now process and send documents electronically, we would like to ask:

- In future, would you please send all orders in PDF format to: [info@taconova.com](mailto:info@taconova.com).
- Would you let us know which email address/es we should use in future to send your order confirmations and invoices.

We would like to extend our thanks for your understanding and we look forward to continuing to work together with mutual trust and success in the future.

If you have any queries, please do not hesitate to contact us by telephone +41 44 735 55 55 or email [info@taconova.com](mailto:info@taconova.com).

We wish you a happy and peaceful holiday season and all the best for 2019.

Yours sincerely,

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