

ERP upgrade at Taconova

No receipt of ordered goods between 18 December 2018 and 6 January 2019 / change of order, delivery and invoicing address

Dear Ladies and Gentlemen

In line with our motto "Comfort Solutions", we look forward to continuing our efforts in 2019 to make our working relationship with you as convenient and straightforward as possible.

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 orders more quickly, easily and efficiently.

What's new?

One new arrangement is that from 1 January, all Taconova Group orders will be processed by Taconova Production s.r.o

What this means for you:

- From 2019, you will receive **all orders from Taconova Production s.r.o.**
- Please send **all deliveries to Taconova Production s.r.o.**
- Please send **all invoices to Taconova Production s.r.o.**
- All existing framework agreements will be transferred **from the Taconova Group AG to Taconova Production s.r.o.** Taconova Production s.r.o. is responsible for upholding these agreements and will consider them binding.
- **Orders or (partial) deliveries which are still outstanding on 31 December 2018 will be placed again in January by Taconova Production s.r.o.** With these measures, we aim to ensure not only a smooth transition, but also a correct match between orders, deliveries and invoicing addresses.
- Despite these changes, your contacts in the Purchasing Department remain the same for both operational and strategic collaboration.

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 can be received in 2018 **up to and including 17 December 2018 and again from 7 January 2019** (any deliveries to Taconova Production s.r.o. between 18 December and 6 January inclusive will unfortunately have to be returned to you)

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 questions, please call us on +41 44 735 55 20 or send an email to walter.helbling@taconova.com.

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

Yours sincerely,

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