

2<sup>nd</sup> October 2024

## ERP TRANSITION

Dear Valued Customer,

As previously announced, DKSH completed its acquisition of Bio-Strategy Ltd on December 1<sup>st</sup>, 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
Fri October 25 <sup>th</sup> 3 pm	Cut off for orders requiring dispatch on Tues 29 <sup>th</sup> Oct
Mon 28 <sup>th</sup> October	Labour Day Public Holiday
Tues October 29 <sup>th</sup> 2pm NZT	Dispatch of outbound orders suspended
Weds October 30 <sup>th</sup> – Mon November 4 <sup>th</sup>	Transition Period - Trading Halted
Tues November 5 <sup>th</sup> 8am NZT	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 organisation.

Customer Service contact details -

0800 34 24 66  
Sales.NZ@bio-strategy.dksh.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: 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 **29<sup>th</sup> October**.

There will be no orders dispatched during the transition period (**Oct 30<sup>th</sup> – 4<sup>th</sup> Nov**)

Order dispatch and deliveries will recommence on Tuesday **5<sup>th</sup> November**.

**Orders**

New orders received during the transition period will be entered into the new ERP system commencing Tuesday **5<sup>th</sup> November**.

**Standing Orders**

Standing orders due for dispatch between **1 – 5<sup>th</sup> November** will be dispatched on **Tuesday October 29<sup>th</sup>**. 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, Invoices and Payment

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

- A: There will be no change to pricing or Bio-Strategy's 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. If you would like a copy of our new invoice, please contact our customer service team.

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

A: No. Please continue to remit payment to the BNZ account listed on our invoice. Remittance advice can continue to be sent to [accounts.nz@bio-strategy.com](mailto:accounts.nz@bio-strategy.com).

### **EDI Customers**

Q: *I currently order from Bio-Strategy via EDI or Web shop – 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 web shop.