

System upgrade fact sheet: Temporary ordering & delivery changes at Sigma Healthcare

Sigma Healthcare has embarked on an exciting business transformation program that includes significant investment into a system upgrade for our Distribution Centres. As part of this system upgrade there will be temporary changes to ordering and deliveries in late August.



Key Dates:

Our system upgrade will take effect from midnight Thursday, 26 August 2021 until 6pm Sunday, August 29 2021.

What you need to know:

Orders will cut off on Thursday, 26 August 2021 for delivery on Friday, 27 August 2021 in each state at:

VIC, NSW, QLD, TAS, ACT
3.00pm AEST

WA
1.00pm AWST

SA/NT
2.30pm ACST

- If you have a standard cut off time earlier than the specified time above, then this will still apply e.g. if your standard ordering cut off time is 10am, then you will need to order before 10am Thursday, 26 August 2021.
- PBS, Ethical and NDSS orders received after the cut off time on Thursday, 26 August 2021 will be delivered Monday, 30 August 2021.
- OTC or FMCG orders received after the cut off time on Thursday, 26 August 2021 will be delivered from Tuesday, 31 August 2021 onwards.
- There will be no metro deliveries on Saturday, 28 August 2021 however, regional customers only, who place orders before the cut off time on Thursday, 26 August 2021, may still receive deliveries on the Saturday.
- Sigma Connect and phone orders via customer service will be unavailable during the system upgrade, but you can continue to place orders via your POS system/PharmX. However, you will not receive out of stock notifications during this time.

Ordering, deliveries & notifications will resume as normal from Tuesday, 31 August 2021.



It is critical that you prepare for this change. See Page 2 to find out what you need to do.

What do you need to do?

- To minimise the impact to you and **ensure you have adequate stock levels** during the system upgrade period, we recommend you plan ahead and order in advance by Tuesday, 24 August 2021.
- To minimise disruptions, we recommend you **reduce your orders on** Wednesday, 25 August & Thursday, 26 August 2021

Guide to ordering and delivery during the system upgrade:

	Key Ordering Date	Recommended Action
Prepare	 Sunday, 22 August	↑ Increase order volume & order up stock
	 Monday, 23 August	↑ Increase order volume & order up stock
	 Tuesday, 24 August	↑ Increase order volume & order up stock
Reduce	 Wednesday, 25 August	↓ Reduce order volume & only place light orders
	 Thursday, 26 August	↓ Reduce order volume & only place <u>urgent orders</u> before 3pm AEST*

* Cut off time varies based on state and your standard cut off time.

Thank you for your support as we finalise our system upgrade. If you have any questions please contact your BDM, Territory Manager or the Sigma Healthcare Customer Service Team on 1300 132 293.

Kind regards,



Jeff Sells
Executive General Manager, Retail Pharmacy