

System upgrade fact sheet:

What's changing?

Sigma Healthcare has embarked on an exciting business transformation program that includes significant investment into a system upgrade for our Distribution Centres. This upgrade will optimise our supply chain processes and reinforces our promise to provide you with world-class technology to help you run better businesses.

As part of the system upgrade, there will be some temporary and permanent changes.



Key Dates:

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

Temporary changes:



Temporary changes to orders and deliveries in late August



A temporary change to rebates in late August

Permanent changes:

The permanent changes will take effect, **starting from** Sunday, 29 August 2021.



Updates to your POS & Dispense systems and shelf tickets*



A new 8-digit Product Number will replace the 6-digit PDE Code



Changes to historical information on Sigma Connect and order amendments



Changes to the bulk ordering process



New invoice, statement and credit note formats



Changes to product information and descriptions



For more information about these changes and what you need to do login to Sigma Connect and visit the system upgrade page.

*The timing and steps required to complete your POS & Dispense system updates will vary based on your vendor. Please refer to the Sigma Healthcare 'Preparing for software updates to your POS & Dispense systems' guide, available on Sigma Connect, for more information.