

To the customers of Fabrimex Systems AG

Volketswil, 10 February 2022

ERP system changeover at Fabrimex Systems AG

Dear Sir or Madam,

On 4 April, 2022, Fabrimex Systems will be changing its existing ERP system over to the system solution from MyFactory.

With the new system, we are reaching a key milestone in terms of digitalising and modernising our processes. This will allow us to offer our products and services tailored to your needs in a comprehensive, efficient and even more flexible manner.

Your added values

- A service desk to make registering repairs easier
- Automated ordering (via interfaces to your ERP system. If you're interested, please let us know)

Further changes

- Our documents are getting a new design
- New customer numbers and article numbers will be assigned (previous numbers will be discontinued during the transition period)
- PDF forwarding of invoices with a new QR code invoice

Open orders and contracts will be automatically adopted into the new system; the document references will stay identical.

The changeover phase is planned from 28 March 2022 – 01 April 2022. During this time, we are unfortunately unable to process and deliver orders. However, our back office can be reached as usual during the changeover. Daily business will resume as of Monday, 4 April 2022.

We ask you to plan and schedule your orders accordingly. We are happy to advise you and can be reached at +41 44 908 13 60 or kontakt@fabrimex-systems.ch.

For over a year, we have invested a great deal of time in preparing for the system changeover and have made extensive preparations for it. We are doing everything we can to minimise the effects of this system changeover for you. Nonetheless, it is possible that delays or other start-up difficulties may occur in April. We would like to thank you in advance for your support and understanding.

Summary

- ERP changeover of Fabrimex Systems
- **Changeover phase from 28 March 2022 – 01 April 2022. Attention: deliveries will not be possible during this time**
- **4 April 2022 Start with MyFactory – Resumption of daily business**
- The most important changes: service desk, automated ordering, PDF invoices with QR code

To the extent necessary, also pass this information on to other areas of your company. You can also find this letter on our website:

www.fabrimex-systems.ch → about us → Downloads → letter „ ERP system changeover “

Thank you for giving this your attention.

We are very much looking forward to offering you efficient, individual service in future thanks to this changeover. In this spirit: Here's to a successful cooperation!

Best regards,

Graziella Spizzi
Managing director