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**RE: New ERP system implementation for WAGO UK and Ireland**

Dear Customer,

I am delighted to inform you that WAGO UK and Ireland, will soon be implementing an industry leading Enterprise Resource Planning (ERP) system to transform our business operations, allowing us to achieve operational excellence, improved productivity and an enhanced customer experience.

**The ERP system will offer substantial business advantages including:**

- Improved process efficiency
- Reduce order entry and picking errors
- Increased productivity and speed through automated processes
- Enablement of digital technology specifically electronic order placement, digital order acknowledgements, digital invoicing and real time price and availability platforms for our customers

The new ERP system will completely transform your customer experience when dealing with WAGO.

Our Implementation team are working diligently to ensure a smooth transition to the new platform and a seamless experience for our customers upon launch. However, whilst we migrate customer data, operational processes and inventory to our new ERP system there will be a short period of time where we will be shutting down our ordering and delivery processes in our existing ERP system. The dates and changes to our normal services are as follows:

**New ERP shutdown period**

- From the 22nd October up to the 3rd November 2019 there will be no deliveries from our warehouse and we will not be able to process any orders during this period
- Last orders we can receive & process into our existing ERP system will be on the 18th October 2019 at 12 noon
- Orders up until 18th October at 12 noon will be shipped on the 21st October 2019
- You can however, send us orders between the 18th October 12 noon and the 3rd November, during this period we will accumulate and prioritise the orders to be entered onto our new ERP system on the 4th November with deliveries resuming that week

We do apologise for any inconveniences caused during this shutdown period, but we feel this is critical to ensure a smooth launch of the new ERP on the 4th November, and we truly appreciate your patience and support during this period.

Our sales teams and customer services team are ready and prepared to support you for this period, with inventory planning and order scheduling, please contact your local sales engineer or our customer service team on 01788 568 008.

Please note that this system upgrade does not affect any other WAGO company or subsidiary.

Yours sincerely

Richard Beighton  
Managing Director