



GLENKRAG LTD

Company Registration No. N.I. 21130

Wholesalers to the Pet & Garden Trade

ESTABLISHED 1980

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Dear Valued Customer,

We are pleased to confirm the go live date for the first phase of our migration to our new ERP System, Epicor Prophet 21, will be **Thursday 1st February 2024.**

Our migration to Prophet 21 will take place over two phases:

Phase 1

This will see our main ERP system itself which will include the introduction of a Wireless Warehouse Management System (WWMS) to the company. The WWMS will see us switch away from paper picking slips and onto wearable hand scanning devices, this will further increase efficiencies and accuracy as well as ensuring our systems operate in real time.

Smarter Purchase Ordering within the new system will make better use of sales trends to keep our buying team ahead of the curve when it comes to having the products you want on the shelves when you need them.

We'll be taking the opportunity to recode some of our existing products where supplier codes have changed over the years but we haven't updated internally, this means when it arrives in your store it'll have a meaningful code to what it says on the box. However, don't panic! We've added the existing code into the new system so you don't have to update your system, you can continue to order with the same codes you currently use if you prefer.

After reviewing customer buying habits over the past 24 months we are also making changes to our sellable pack sizes to reduce wastage, damages and confusion by only selling items in a single format for any given line - it'll either be a single **OR** a pack The items with changes have been included with this announcement or are available to download from our website should you want to get ahead of checking your system or updating EPOS systems.

A benefit Prophet 21 now gives us, the ability to produce a "Packing Slip" as well as a "Customer Invoice", meaning that a packing slip can be generated and sent to the store or a goods in department while the invoice can be sent to an accounting department to look after figures, protecting any sensitive buying data

Phase 2

We will be launching a new website which will integrate with Prophet 21, enabling many exciting new features. As an integrated website customers will have greater visibility of their Orders, Invoices, account information and to report and view outcomes of discrepancy claims, with the option to download invoices and documents directly from the website.

Another feature of the new website which customers have often requested in the past is a feature which allows you to import from CSV into your shopping basket, this will be a great addition for anyone with an EPOS system that can export your order requirements.

This transition comes off the back of two years of development and testing in an attempt to minimise disruption and inconvenience of the change to our customers, whilst also maintain the high quality level of service we strive to achieve. Whilst some disruption is unavoidable we have tried to keep it to an absolute minimum and will communicate as much as possible during this process.

Here is where we need your help. **At 2pm On Wednesday 31st of January** we will need to have **2 hours downtime of our current website** to prepare it for the new information and links to Prophet 21, **at this time any items in customer's baskets will be lost**, we strongly recommend placing any orders you have in your basket before then We will also require orders slightly earlier that day, the full details of which will be conveyed by your sales rep when discussing that week's order.

Again, we will continue to provide information about the changes you can expect to see where and when they are relevant to keep our correspondence as clear as possible, so please keep an eye out for emails and letters as well as our social media and website

Glenkrag continuing to invest to deliver best service to everyone.