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| **Avanos Medical changeover to new IT System: SAP S/4 Hana**  **Frequently Asked Questions**   * **What is SAP S/4 Hana?**   SAP S/4 Hana is SAP’s next generation business suite and the biggest innovation of SAP since SAP R3. This system is designed to drive business innovation with simplicity by connecting people, devices, and business networks in real time to support our business models. SAP S/4 Hana will set Avanos Medical to the latest Integrated Computer System standards   * **When will the new SAP be operational for Avanos Medical?**   We will transfer from our legacy system to SAP S/4 Hana by August 1st, 2019   * **Will pricing change?**   No, there are no pricing changes. The latest valid prices remain the same post-transition.   * **Will the contact information change?**   No, the change over to the SAP S/4 Hana system will not have any impact on our contacts. There will be **NO CHANGES** in following areas:     * + Sales representatives   + Customer Service representatives * **Will I be able to submit eFile Chargebacks to the new Avanos portal?**   Yes, you will continue submitting eFile Chargebacks through the new Avanos customer portal.   * **How will I receive my pricing notifications?**     All pricing notifications will be sent in a similar format via the new Avanos customer portal. If you were a previous user of the Halyard portal, you have been automatically signed up in the new Avanos portal. If you are not a previous portal user, please sign up prior to August 1. Please alert the pricing team at [pricing@avanos.com](mailto:pricing@avanos.com) if you have questions about pricing notices.   * **What product codes change?**   There will be no changes to product code numbers.   * **Will invoices, packing slips, or other documents change?**   The documents that SAP S/4 Hana will prepare will have a different look and feel. However, the content of these documents has the same information as what you experience today.   * **What action do I need to take to be able to place orders?**   You can continue to place orders as you do today.   * **Will existing orders still be executed?**   Yes, we will transfer all undelivered orders from our legacy system to SAP S/4 Hana. These orders will be delivered as per previous made delivery agreements with our customer service department.   * **Is there an impact to deliveries or order placement during this transition?**   To prepare our IT systems for the change-over to our new SAP S/4 Hana ERP computer system, we will have limited shipping on **Tuesday July 30, 2019** and no shipping on **Wednesday July 31, 2019** to our North American Customers**.** Our offices will be open, and Customer Service will still be available to take your questions and orders via phone or email. We plan to resume shipping on **August 1, 2019**. Please plan your orders accordingly to limit any disruption in supply.  To prepare for the changes the following routine will be in place:   * Shipments   + Hospitals - Last orders will be processed at 1:00 pm EDT July 30th for dispatch same day   + EXWORKS Pick Up Customers - Last orders will be picked up July 24th   + Resume of order processing - Thursday, August 1st, 2019   + Emergency Orders - Will be processed during this period, contact customer service. * Returns   + Beginning Friday July 19, 2019, no returns will be processed. You will receive notification when we resume processing returns. * **Will there be changes to the ordering process or contacts within Avanos?**   There will be no change to the current order placement process or current customer service contacts. Avanos will continue to accept orders via phone, fax, email, EDI, and Customer Portal.   * **Will there be changes on contact numbers for Customer Service?**   No, there will be no changes in phone numbers for Customer Service. You can find this information below:  Phone: 1-844-AVANOS  Email: CustomerService@avanos.com  Fax: 1-877-754-6746       * **Will there be a change with regards to the product complaint process or contact details?**   There will no change to the group mailbox email address. We continue to operate with the same process. All product complaint can be sent to our Quality Department by emailing: [PIQ@avanos.com](mailto:PIQ.emea@avanos.com)   * **Will any products be discontinued as part of integration?**   No. There are no planned product discontinuations at this time.   * **Will there be changes on contact details for Credit Control?**   There will be no change to the group mailbox email address. We continue to operate with the same processes.   |  |  | | --- | --- | | **Avanos Credit Control - Group Mailboxes** | | | **North America** | **Email** | | Account Receivable Inquires | AR@avanos.com | | Billing Inquires | BillingSupport@avanos.com |  * **Are there any changes to how I pay invoices?**   No, there is no change in bank account numbers or VAT numbers.   * **Will the Avanos packaging change?**   Yes. Beginning in 2019 you will begin to hear about packaging changes and changes in sales and marketing collateral. More information on this will follow in due course. |
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