

TO: Greenheck Business Partners
FROM: Sue Wirkus
Manager, Customer Care Team
DATE: November 15, 2023
SUBJECT: Systems Update



NOTICE TO ALL MECHANICAL REPRESENTATIVES:

This notification is to provide you with an update about a critical activity that will be occurring during the upcoming US Thanksgiving Holiday.

Starting at 11 PM CST on November 22, the Greenheck SAP system will be taken offline and is not expected to be available again for any users/activities until sometime on Sunday, November 26.

This means that you will be able to place orders, but they will be held in a queue, and you won't be able to see them on ATG (My Account) between 11 PM CST Wednesday, November 22, through sometime on Sunday, November 26 when our SAP system is back online.

Also, for Greenheck parts, serial number lookup will work for orders loaded in the system prior to downtime. You can place orders on any items that are in stock.

Reps cannot make updates to orders (ship to, etc.) or cancel them during this time period. Reps will be unable to view order acknowledgments or packing lists during this time period. Discount requests will not be processed, but they will be assigned a number if submitted.

The purpose of this activity is a planned system upgrade that SAP is requiring as part of its ongoing roadmap of technologies.

We appreciate your understanding during this update and as mentioned everything will resume sometime on Sunday, November 26.