

Customer Checklist

ERP Transition HKS | Preparation for Orders & Order-Related Queries

(Print out and keep at your workstation)



In the **2nd Quarter of 2026**, we will be switching our ERP system to **Microsoft Dynamics 365 Business Central**.

With this brief checklist, you can help us avoid **order-related** inquiries and delays during the transition period.

1. BEFORE THE TRANSITION, PLEASE CHECK

- | | |
|--|--|
| ☐ Company name and legal form recorded | ☐ Product name or product number |
| ☐ Delivery address up-to-date | ☐ Order quantity |
| ☐ Billing address up-to-date | ☐ desired delivery date |

① Optionally helpful: *Minimum shelf life / special requirements*

2. ALWAYS INCLUDE WHEN ORDERING

- | | |
|--|---|
| ☐ Your purchase order number (PO) | ☐ Product name or product number |
| ☐ Order quantity | ☐ desired delivery date |

3. FOR QUESTIONS OR COMPLAINTS

So we can quickly review your issue:

- | | |
|---|--|
| ☐ Order number or invoice number | ☐ Product + quantity |
| ☐ Product + quantity | ☐ Photo of the product or label (if possible) |



Contact During the Transition



Contact During the Transition Period

You can reach us by phone under:

Customer Service

+43 50 21 50 400