



1 December 2020

Dear Valued Customer/Supplier

System Upgrade

MacGregor Industrial Supplies Limited is in the process of preparing to upgrade its current business system that is used for processing all our sales, purchasing and servicing transactions.

Implementing this upgrade will enable us to move our business forward with regards to our digital sales strategy and bring much needed efficiencies to the business. It will further enhance our customer service and our core purpose to excel in sourcing, providing, and delivering to our customers the right products, to the right place, at the right price and at the right time.

The upgrade itself will occur over the weekend of 12 and 13 December with the new system ready for use on Monday 14 December. Please note all our branches will trade as normal over this period.

After the upgrade, business will continue as normal with changes to the following:

Sales invoicing and related paperwork

Our sales invoices and delivery notes will change in appearance. There will be no change to the information presented on them. The exception to this is servicing invoices. Servicing invoices will no longer provide details of work done on the invoice. If you require this for your records, please contact the relevant service department or request this at time of collection.

Service departments

Our servicing department is going through the biggest change with this system upgrade, so there may be some minor delays as our team prepare for the change and familiarise themselves with the new system. Should you be affected, our service personnel will keep you updated when you book in your items for repair. However, there will be no service impact on items requiring urgent repair.

We are committed to making this upgrade a success and are taking all reasonable steps to ensure a smooth transition. However, as with any upgrade of a significant business system there are risks during the "go live" period and the weeks immediately following. The entire MIS team will work hard to mitigate any of these risks. If you do experience any problems during this transition, please contact your MIS contact, the sales or purchase ledger team or me on 01463 717999.

Thank you for your continued support.

Yours faithfully

Douglas W Fraser

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Finance Director