To prepare for Cardinal Health Canada's ERP transition to SAP, please be aware and complete the necessary changes listed below.

Important Dates	
Early June 2025	60-day communication
Early July 2025	30-day communication
Monday, August 4, 2025	Go-Live Date
August – October	Hyper-care

Cardinal Health Canada
Changes required to complete the ERP transition

Vendor, Legal Entity, and VAT Number

No Change

Cardinal Health Canada Inc.
1000 Tesma Way
Vaughan, Ontario, L4K 5R8
GST #: R879088565
QST #: 1020776982

Account Number

Your existing Cardinal Health Canada account numbers will be changing from a 7-digit to a new 10-digit account number. Your new account number(s) will be shared with you 60 days prior to our go-live date.

If you have not been contacted by Cardinal Health Canada, please call: 1.888.291.5033.

Contact Information

Customer service will continue to assist you with orders, questions, return items and help answer any questions.

Customer Care	1.888.291.5033
ValueLink™ Customer Care	1.866.319.4548
Accounts Receivable	1.855.767.4571
Service & Repair	1.800.268.7916

CardinalHealth

Item Numbers, Purchasing Unit of Measure and GTINs

There are **no changes** to items numbers or GTINs. There will be minimal adjustments to the purchasing unit of measure, more details to be shared.

Placing an Order

To ensure a successful transition, **there will be a scheduled Blackout Period for placing orders. More details will be provided in our 60-day letter**.

You will continue to be able to place your orders through your preferred ordering channel, using EDI, Web, Email, Phone or Fax. Please note that your GFax order will fail if you use your old account number on and after August 4, 2025.

Telephone	1.888.291.5033
Fax	1.888.291.5027
Online*	shop.cardinalhealth.ca
Email	orders@cardinalhealth.ca

Although there will be a scheduled Blackout Period, Cardinal Health Canada will have an Emergency Response Team on call to assist you with any urgent orders over the cut-over weekend.

Cardinal Health may ask you to place a long-weekend order as per our usual process. You will be provided with notice should this be the case.

Backorders and Open Orders

All backorders and open orders will transition from our old system to the new system using your new account number. Current back orders will remain in the current queue when transitioned over. Please DO NOT resubmit any open orders.

Open Disputes

There are **no changes** to the processes for reporting shipping discrepancies (shortages, overages or requests for Returned Goods Authorization) or pricing disputes.

Shipments and Delivery

Your existing scheduled delivery day with Cardinal Health Canada will not be changing.

Product Returns

There are **no changes** to the Cardinal Health Canada returns process. Please continue to contact our Customer Service department to arrange a return authorization. The RGA must be noted on all products' returns and will be processed according to the Cardinal Health Return Goods policy and restocking fees may apply.

Product Complaints

There are **no changes** to the Cardinal Health product complaint process.

Product Recalls

There are **no changes** to the Cardinal Health product recall process.

Invoices, Shipment ID/Sales Order and Packing Slips
Upon the go-live date of August 4, 2025, you will receive order confirmations, invoices and packing slips in a slightly new format. **Invoice and Sales Order number will change from 8-digits to 10-digits. A sample of the documents can be shared upon request.**
Terms & Conditions
There are **no changes** to the General Cardinal Health Canada Terms and Conditions.
Contracts, Notice of Assignment and Pricing
Pricing will **change from 4 to 2 decimal places**.
Accounts Receivable
Please continue to remit payment to Cardinal Health Canada. **Customers located in Ontario**: Cardinal Health Canada Inc. c/o Lockbox #916990 PO Box 4090 STN A Toronto, Ontario M5W 0E9 **Customers located in Quebec, Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland:** Cardinal Health Canada Inc. c/o Lockbox #210350 PO Box 11728 SUCC. CENTRE-VILLE Montreal, Quebec H3C 6P7 **Customers located in British Columbia, Saskatchewan, Alberta, Manitoba, Yukon, NWT, Nunavut, Iqaluit:** Cardinal Health Canada Inc. c/o Lockbox #310290 PO Box 578, STN M Calgary, Alberta T2P 2J2 **Payments by electronic funds transfer and wire:** When submitting EFT, please send your remittance information to EFT@cardinalhealth.ca