Cardinal Health Canada
1000 Tesma Way
Vaughan, Ontario, L4K 5R8
Canada

CardinalHealth
Essential to care™

Logistics
Product
Business
Patient

May 12, 2025

Dear Valued Customer,

Further to our letter sent on February 20 announcing our new SAP ERP system go live on **August 4, 2025**, we are pleased to share additional details about key changes, some of which will need to be made in your ordering system.

These **changes are to be made on the weekend leading up to go live. We value your partnership** in preparation for this transition **and understand that labour planning is important**. **Exact dates and times for the implementation of these changes will be shared in the coming weeks**. Please refer to the appendix table below.

We also want to inform you that as part of this transition, **we may require customers to place an additional long weekend order as per our current process. The timing of these order placements will also be shared in our next communication.**

Canada is the latest location to transition to SAP which is the primary ERP across Cardinal Health globally. Global harmonization will provide greater stability within the Cardinal Health network and streamlined processes to enhance responsiveness and help further drive efficiencies designed to improve the customer and supplier partner experience.

We remain committed to providing support as we transition to SAP and are leveraging our global scale and expertise to mitigate risk.

Should you have questions in the interim, please contact your Cardinal Health Canada representative.

As your trusted partner we look forward to working with you as we transition to SAP to further enhance service and empower you to deliver care with confidence.

Best regards,

Gilles Thériault
President, Cardinal Health Canada

Tania Batina
Director, Information and Technology, Canada

Rob Eisa
Vice President, Operations and Supply Chain, Canada