June 27, 2025

To support a smooth transition for Cardinal Health Canada's move to SAP on August 4, below are further details about **changes that will need to be made in your system at the time of go-live, and not prior.**

***Please note that previous letters, appendices, and document samples can now be found on CardinalHealth.ca/NewERP* (password: Cardinal2025).**

Thank you in advance for your continued partnership and collaboration.

Important Dates

February 20, 2025	*New SAP ERP to go live August 4, 2025*
May 12, 2025	*~ 90-day communication*
June 9, 2025	*~ 60-day communication*
June 27, 2025	~ 30-day communication
Monday, August 4, 2025	Go-Live Date
August – October	Hypercare

What will change on and after August 4, 2025 (Go-Live Date)

Operational blackout period related to placing an order

Last day to submit orders by the cut-off times: • 12:00 AM EST eCommerce site closes • 10:00 AM (local time) email/faxed orders • 12:00 PM (local time) EDI & phone orders	Friday August 1, 2025
Order blackout	Saturday, August 2 Sunday August 3, 2025
System Go-live	Monday, August 4, 2025 (Civic Holiday)
Regular business activities resume	Tuesday, August 5, 2025

Placing an order at go-live/on August 4, 2025, and ongoing

Although there will be a scheduled nationwide blackout period for placing an order, Cardinal Health Canada will have an Emergency Response Team to assist you with any urgent orders from August 1 to August 3. Please call the Customer Care toll free number 1.877.878.7778 to be redirected to the after-hours Emergency Response Team.

Resume order placement on August 4, 2025:

- 10:00 AM (local time) email/faxed order cutoff time
- 12:00 PM (local time) EDI, Phone and eCommerce order cutoff time

Credits, rebills and returns will be temporarily unavailable and will resume on Monday, August 18, 2025.

Please note for customers with 'payment terms as credit card:

- If you have a credit card on file that you use to place your orders, there will be no changes
- **If there is no credit card on file, please call Customer Care to ensure your card number is on file ahead of August 4**.

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

Backorders and Open Orders

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

Purchase Order Acknowledgement for Customers transacting via EDI (Electronic Data Interchange)

In our current system, for customers receiving an EDI 855 (Purchase Order Acknowledgement), any backordered line item typically results in a single acknowledgement entry on the scheduled line. In the new SAP ERP environment, you may see multiple acknowledgments for a single scheduled line. This is because SAP can generate separate acknowledgments for different changes related to the same line item.

CardinalHealth

Account Number

Your Cardinal Health Canada account number will change from 7-digits to a new 10-digit account number. You can view your new account number here (https://shop.cardinalhealth.ca/chc/account-update). **Please only update your system with this new account number after you place your last order in our current system and before our go-live on Monday, August 4.**

A reminder that requests for a new or change to Ship To account will be suspended between July 14 through August 4.

Cardinal Health Plant Identifier Code for Customers transacting via EDI (Electronic Data Interchange)

Below is the list of current plant and account numbers that you may transact with today. When we transition to SAP you will need to use the associated GLN # when transacting with Cardinal Health Canada. **Please make the necessary changes when you resume order placement on August 4.**

Current		Future								
JDE Plant	JDE Account #	N104 (GLN)	SAP Plant	Name 1	Name 2	Street Addr	City	Rg	Post.Code	C/R
12	00610087	7540151000021	C010	MOUNT PEARL Main DC	MOUNT PEARL	27 BECLIN RD.	MOUNT PEARL	NL	A1N 5G4	CA
11	00610079	7540151000014	C011	MONCTON Main DC	MONCTON	268 URQUHART AVENUE	MONCTON	NB	E1H 2R5	CA
18	01220371	7540151000236	C018	MONCTON COI	MONCTON	268 URQUHART AVENUE	MONCTON	NB	E1H 2R5	CA
20	01938711	7540151000380	C020	DORVAL Main DC	DORVAL	2200 RUE DE L'AVIATION	DORVAL	QC	H9P 0A3	CA
24	01938720	7540151000366	C024	DORVAL ValueLink	DORVAL	2200 RUE DE L'AVIATION	DORVAL	QC	H9P 0A3	CA
28	01146239	7540151000205	C028	DORVAL COI	DORVAL	2200 RUE DE L'AVIATION	DORVAL	QC	H9P 0A3	CA
34	00610132	7540151000045	C034	MISSISSAUGA Main DC	NSC-MISSISSAUGA	1330 MEYERSIDE DRIVE	MISSISSAUGA	ON	L5T 1C2	CA
38	01120952	7540151000182	C038	MISSISSAUGA COI	NSC-MISSISSAUGA	1330 MEYERSIDE DRIVE	MISSISSAUGA	ON	L5T 1C2	CA
46	02759221	7540151000397	C046	CONCORD ValueLink	APPLEWOOD	300 APPLEWOOD CRESCENT,UNIT 20	CONCORD	ON	L4K 5C7	CA
51	00610191	7540151000083	C051	WINNIPEG Main DC	WINNIPEG	130 OMAND'S CREEK BLVD	WINNIPEG	MB	R2R 1V7	CA
70	01832212	7540151000342	C070	CALGARY Main DC	CALGARY	1845 104 AVE NE, UNIT 191, BLD	CALGARY	AB	T3J 0R2	CA
73	00610212	7540151000090	C073	EDMONTON Main DC	EDMONTON	11620 181ST STREET	EDMONTON	AB	T5S 1M6	CA
77	01405317	7540151000298	C077	EDMONTON ValueLink	EDMONTON	11620 181ST STREET	EDMONTON	AB	T5S 1M6	CA
81	00610221	7540151000106	C081	BURNABY Main DC	BURNABY	8590 BAXTER PLACE	BURNABY	BC	V5A 4T2	CA
82	01120944	7540151000175	C082	BURNABY COI	BURNABY	8590 BAXTER PLACE	BURNABY	BC	V5A 4T2	CA
87	01405325	7540151000304	C087	BURNABY ValueLink	BURNABY	8590 BAXTER PLACE	BURNABY	BC	V5A 4T2	CA
		7540151000274		CARDINAL HEALTH CANADA INC	Bill To	135 WEST BEAVER CREEK PO BOX 645	RICHMOND HILL	ON	L4B 4R7	CA

Item Numbers, GTINs, Purchasing Unit of Measure (UOM), Item descriptions

Item numbers and GTINs will remain the same during this transition. There will be minimal impacts to our purchasing UOM (unit of measure). Items will have a shorter description, and the packaging string will not be visible on printed documents.

Invoices, Order Confirmations- new formats

Upon the Go-Live date of August 4, 2025, invoices and order confirmations will be in new formats. Invoice, Sales Order and Delivery numbers will change from 8-digits to 10-digits formats. **Samples of new invoices and order confirmations are available on CardinalHealth.ca/NewERP (password: Cardinal2025).**

Contracts, Notice of Assignment and Pricing

Pricing will change from 4 to 2 decimal places (no action required), and the most recent active contract will be valid. You may notice an increase in price discrepancies due to the decimal place adjustment and contract effective dates. We encourage you to continue reporting any discrepancies to our Customer Care team, and we will work to resolve them as quickly as possible.

Currently, all service fees are combined into a single line item on your first invoice. In the future, the service fees will be distributed across multiple invoices, based on how many invoices are issued for each purchase. **Please note that this does not apply to ValueLink™ fees.**

Samples of the new invoices are available on CardinalHealth.ca/NewERP (password: Cardinal2025).

What will stay the same

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

Vendor, Legal Entity, and VAT Number

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

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.

Terms & Conditions

There are no changes to the General Cardinal Health Canada Terms and Conditions.

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