



Sigma Healthcare System Upgrade

Supplier Guide: Preparing for our system upgrade

July 2021



Please ensure you share this guide with relevant stakeholders in your organisation to ensure you are prepared for the upcoming changes.

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The purpose of this document is to help suppliers of stock prepare for changes to how you transact and work with Sigma Healthcare. All information contained is correct at the time of publication. If additional information is needed, this will be provided to you separately. For any support please contact your Sigma Healthcare Representative.

1. Overview

Upcoming system upgrade at Sigma Healthcare

We're transforming our supply chain to improve the way we do business with our suppliers.

Sigma Healthcare has embarked on an exciting business transformation program to improve our supply chain processes and the way we work with suppliers. As part of this program, we have partnered with SAP to implement a new SAP S/4 HANA ERP system and transition all suppliers to the SAP Ariba Network in stages over a 3-year period.



Key Dates:

We will complete our system upgrade on Sunday, 29 August 2021.

To enable a successful launch there will be a transition period from Wednesday, 25 August 2021 until Sunday, 29 August 2021 and temporary changes to our processes.

Once the transition is complete, starting from Sunday, 29 August 2021 there will also be permanent changes to supplier information, our processes and the way you transact with us.

Why are we upgrading our systems?

In today's fast-changing healthcare landscape, optimising and future-proofing our supply chain has never been more important. As COVID-19 has shown us, it is essential to build and invest in a resilient and responsive supply chain to enable distribution our customers can count on - now and in the future.

Our system upgrade underpins this principle and our commitment to continuously improving our end-to-end supply chain efficiency and optimising our supplier relationships.

What are the benefits to you?



Increased transparency and better forecasting visibility and analysis



Improved accuracy across payments and transactions



Increased operational efficiencies



Improved collaboration with Sigma Healthcare

2. Temporary changes

To support our system upgrade

As we transition to a new ERP system we will be making some temporary changes to our processes and how we work with you. This will support our business transformation program, and ensure we provide you with a seamless transition as we complete our system upgrade.

Here's what you need to know:



2.1

Temporary inbound delivery changes to DC's

There will be temporary changes to inbound deliveries at our Distribution Centres from Wednesday, 25 August 2021 until Tuesday, 31 August 2021.

What you need to know:

- From Wednesday, 25 August 2021 until Friday, 27 August 2021 Sigma Healthcare will not accept or receive any inbound deliveries. This temporary change applies nationally to all Sigma Healthcare Distribution Centres.
- Deliveries, that are not prearranged and approved will be rejected.
- There will be limited deliveries on Monday, 30 August 2021 and Tuesday, 31 August 2021. Only Purchase Orders with delivery dates for the 30 – 31 August will be accepted. All other deliveries will be rejected.

To support this temporary change, and enable a seamless transition for our customers, we will be increasing our orders of stock during August.

While our subsidiary CHS distribution is managed through our linked Sigma Healthcare Distribution Centres, deliveries for CHS orders will not be impacted and you can continue to deliver stock for CHS orders to all Distribution Centres during this time.

All inbound deliveries and receiving will resume at normal capacity on Wednesday, 1 September 2021.

What do you need to do?

To mitigate any impacts to you during this time, you will need to ensure your scheduled deliveries of stock for Sigma Healthcare orders are **delivered in full by Tuesday, 24 August 2021.**

If you have questions about planned deliveries of stock, please contact your Sigma Healthcare Supplier Representative.



2.2

Reminder: Temporary changes to how we process supplier information

In June we notified suppliers about a temporary change to how we process supplier information from Friday, 23 July 2021 until Friday, 3 September 2021.

What you need to know:

- From 7 pm Friday, 23 July 2021 until Friday, 20 August 2021 we will be reducing the volume of product and master data updates and/or changes from suppliers;
- From 7 pm Friday, 20 August 2021 until Sunday, 3 September 2021 there will be a temporary freeze on loading new products and to all product and master data changes, and;
- From 11.59 pm Thursday, 26 August 2021 until Sunday, 29 August 2021 there will be a 3-day total system outage when there will be no system transactions including Purchase Orders and receipt of stock, etc.

What do you need to do?

To minimise the impact of these changes we highly recommend that you:

- A. Bring forward any planned supplier data or product master changes and notify us prior to Friday, 23 July 2021, or;
- B. Postpone any planned supplier data or product master changes until after Friday, 3 September 2021.

What data and information do these changes affect?

These changes apply to all supplier-related information including promotions, cost pricing, trading terms, agreement information, contact information and product master data. We will continue to accept urgent PBS & NDSS product and master data updates during this period.



2.3

Temporary changes to supplier-funded discounts

Our normal process for supplier-funded discount claims is for the full calendar month, however to support our transition to our new ERP there will be a temporary change to this.

For the August 2021 period the monthly invoice we send you for supplier-funded discounts will only reflect claims for the period Sunday, 1 August 2021 to Thursday, 26 August 2021.

What does this mean for you?

Claims for supplier-funded discounts between Friday, 27 August 2021 and Tuesday, 31 August 2021 will be rolled over into your September monthly invoice. This means the August invoice we send you will reflect the reduced period for August, and the September invoice will reflect claims for the extended period from Friday, 27 August 2021 to Thursday, 30 September 2021.

All invoicing for supplier-funded discounts will resume as normal for the full calendar month in October 2021.

3. Permanent changes

To improve the way we work with suppliers

Once our system upgrade and ERP transition are complete there will be several permanent changes. These changes will improve transparency, accuracy and efficiency when you transact with us and enable improved and more efficient collaboration.

Here's what you need to know:



3.1 Changes to EDI messaging



Please ensure the relevant stakeholders within your organisation are aware of these changes. This may include your IT team or dedicated EDI contact.

From 6 pm Sunday, 29 August 2021 there will be permanent changes to our current EDI messaging format. This means if you use EDI messaging to transact with us you will see changes in the data types and formats included in documents transmitted via EDI.

What you need to know:

Specifically, for Purchase Orders the data and field length for certain fields will change. For some suppliers, this means you will need to ensure your internal systems and/or other third-party EDI providers can accept these new data types and formats.

If you are not able to accept the new data types, Purchase Orders you receive from us after Monday, 30 August 2021 may error.

While most changes will be easily accepted through existing EDI configuration, the key change you need to be aware of is that all Ship To Codes on EDI Purchase Orders will refer to a 13-digit Global Location Number (GLN) to identify the Delivery To location for Sigma Healthcare warehouses/DC's

This means you must ensure your system(s), if applicable, will accept a 13-digit GLN as the Ship To Code.

What do you need to do?

1. Please review the EDI data type changes in **Table 1** and inform your relevant departments (e.g. IT Team) to take action if required.
2. Ensure you can accept the new data types and formats by 6 pm Sunday, 29 August, otherwise the EDI message may error.

Table 1: EDI messaging data type and format changes

#	EDI Data Type	Current format	Future format from 6 pm Sunday, 29 August 2021	Applies to
1	Buyer Code and Ship To Code	<p>Format 1:</p> <p>The Sigma Healthcare Ship To Code in GLN format is populated into both Buyer and Ship To fields, or;</p> <p>Format 2:</p> <p>1. Sigma outputs supplier specified Buyer Code into the Buyer field, and;</p> <p>2. Sigma outputs supplier specified Ship To Code into the Ship To Field</p>	<p>1. The Buyer Code will always be Sigma’s Company GLN: 9377779323274</p> <p>2. The Ship To Code will be sent in GLN format. Refer to Table 2 for a list of Sigma Healthcare DC GLN’s. Example: 9377779323342</p> <p>⚠ We strongly recommend you check to ensure you can accept the new GLN format. In exceptional circumstances, the legacy Ship To Code will be retained for a short time after Sunday, 29 August 2021. If you need to continue utilising this temporarily for EDI you will need to make a special request to the Supplier Enablement Team.</p>	Suppliers on all EDI networks
2	Supplier/Vendor Number	The current Supplier/Vendor Number has 5 characters. Example: 08985	The new Supplier/Vendor Number will increase to have 8 characters. Example: 61000250	
3	Buyer Part Number (PDE / Product Number)	The legacy Buyer Part Number (PDE Code) has 6 characters. Example: 776120	Buyer Part Number (Product Number) will increase to 8 characters. Example: 10012251	
4	EAN/GTIN (Product barcode number)	The product EAN/GTIN has leading 0’s. Example: 011509003782	Leading 0’s will be removed from the product EAN/GTIN. Example: 11509003782	
5	State	State has 2 characters. Example: VI	State will increase to have 3 characters. Example: VIC	Suppliers on all EDI networks except Descartes
6	Product description	The description allows a maximum of 30 characters Example: DIAMOND BRILLIANT WHITE TOOTHP	The description will increase to allow a maximum of 40 characters Example: DIAMOND BRILLIANT WHITE TOOTHPASTE 150ML	
7	Purchase Order (PO) Number	The PO Number has 7 characters. Example: 2579220	The PO Number will increase to 10 characters. Example: 4100001749	
8	Buyer ABN (Sigma Healthcare ABN)	The Sigma ABN is prefaced with “ABN”. Example: ABN 44 004 132 923	The buyer (Sigma Healthcare) ABN will be numerical only Example: 44 004 132 923	Suppliers on all EDI networks
9	Payment terms	Some suppliers receive payment terms in the PO header.	Payment terms will no longer be sent via EDI.	



3.2

Changes to warehouse (DC) identifiers

From 6 pm Sunday, 29 August 2021 there will be new location identifiers and warehouse numbers for our Distribution Centres. Each warehouse number is linked to our existing Global Location Numbers (GLN). The GLN's have not changed.

What does this mean for you?

- A. If you receive manual Purchase Orders from us via email, the S/4 HANA Plant Number will be referenced for the Delivery To location. The delivery address and description will be included.
- B. If you receive Purchase Orders via EDI, the GLN will be used as the reference for 'Ship To Code'. Please refer to **Table 2** for more information.

Table 2: New Sigma Healthcare warehouse (DC) identifiers

State	Old (legacy) warehouse/DC information		New warehouse/DC information from 6 pm Sunday, 29 August 2021			
	Number	Description	S/4 HANA Plant Number	EWM Warehouse Number	New warehouse description	GLN
NSW	27	NSW - Kemps Creek	1201	2010	Sigma Kemps Creek	9377779451182
NSW	29	NSW - CHS Bulk Warehouse	1230	2010	Sigma Private Label Kemps Creek	9377779451182
VIC	36	VIC - Rowville	1301	3010	Sigma Rowville	9377779323274
VIC	n/a	New DC	1302	3020	Sigma Truganina	9377779479780
QLD	42	QLD - Berrinba	1401	4010	Sigma Berrinba	9377779377666
QLD	45	QLD - Townsville	1402	4020	Sigma Townsville	9377779323298
SA	53	SA - Pooraka	1501	5010	Sigma Pooraka	9377779442159
WAS	62	WA - Canning Vale	1601	6010	Sigma Canning Vale	9377779415016
TAS	71	TAS - Hobart	1701	7010	Sigma Hobart	9377779323342
NT	52	NT - Darwin	1801	8010	Sigma Darwin	9377779323328

What do you need to do?

To ensure you deliver stock to the correct location from Sunday, 29 August 2021 please ensure that you and your transport suppliers are aware of the change and refer to the new identifiers for all inbound deliveries to Sigma Healthcare warehouses/DC's.



3.3

New Product and Vendor Numbers

Once we transition to our new ERP system, we will be replacing our current 6-digit PDE codes with a new 8-digit Product Number. You will also have a new Vendor Number.

These changes will support our alignment of product information and master data and enable improved efficiency and accuracy when you transact with us. The new 8-digit Product Number will be reflected across the entire Sigma Healthcare business and all documentation with us including:

- All orders, including turnover orders
- Purchase Orders, both manual .pdf's and EDI messaging as applicable
- Data reports
- Requests for supplier-funded deals
- Wholesale advertising on Sigma Connect

To help you prepare for these changes, your Sigma Healthcare Supplier Representative will send you a list of your products with an old/new mapping file so that you can update your internal references to the new 8-digit Product Numbers and your new Vendor Number. These will be issued to you from Monday, 23 August 2021. If you require the new Numbers before this date, please contact your Sigma Healthcare Supplier Representative or the Supplier Enablement Team.

What do you need to do?

From 6 pm Sunday, 29 August 2021 you will need to ensure your internal systems, and any EDI transactions or invoices, are updated with the new Product & Vendor Numbers where applicable. You will also need to reference these new numbers when communicating with your Sigma Healthcare Supplier Representative.



3.4

'No PO, No Pay' policy and new Purchase Order format

From Monday, 30 August 2021, we will be implementing a new 'No PO, No Pay' policy. This policy will ensure accuracy and efficiency when you transact with us and assist in processing payments on time.

What do you need to do?

When we order from you, your Sigma Healthcare Supplier Representative will provide a formal Purchase Order. The Purchase Order Number must be included on your invoices or to ensure timely payment.

See the next page for an example of the new Purchase Order format.

Example: New Purchase Order format

The new Purchase Order format will take effect from Monday, 30 August 2021 and apply to all manual Purchase Orders sent via email.

Purchase Order Number:

The PO Number must be included on your invoice to ensure payment per our new 'No PO, No Pay' policy.

Delivery To:

The Delivery To address will specify the warehouse/DC location, address and the unique 4-digit Plant Number. Refer to **Table 2** for a list of all Sigma Healthcare warehouse/DC's and corresponding Plant Numbers.

Account & Instructions:

Your supplier company GLN and any special delivery or booking instructions you need to follow appear here.

Material

The Material reference is the new Sigma Healthcare 8-digit Product Number.

Supplier

The Supplier reference is a reference to your supplier Part Number.

	Sigma Company Limited ABN44 004 132 923 Myer Place Rowville VIC, 3178 Tel. No. (03) 9215 9215 Fax. No. (03) 9215 9188	PURCHASE ORDER PO No. 4100000262 PO Date: 01/04/2021 Page 1 of 1																
Supplier: EXAMPLE SUPPLIER - 0060000340 1234 SMITH ROAD MELBOURNE VIC, 3000 Tel. No. 1800 123 123 Fax. No. 1800 123 123	Buyer's Information Contact: John Smith Tel No. 03 9123 1234 Fax No. 03 9123 1234 E-Mail john.smith@example.com Delivery By: 08/08/2021 Terms: Incoterms: DAP - Delivered at Place	Bill To: accountspayableinvoices@sigmahealthcare.com.au																
Delivery To: Sigma Rowville - 1301 3 Myer Place Rowville VIC, 3178	Account: 937778008493 Booking Instructions: CONTACT SIGMA ROWVILLE GOODS INWARDS AT 03 3801 6965 TO ARRANGE A TIME ALL DELIVERIES MUST HAVE THE ORDER NUMBER AND SUPPLIER NAME.PLEASE ENSURE GOODS ARRIVE AT SIGMA'S DC BY 08/08/2021. Special Instructions: Staggered Delivery																	
<table border="1"> <thead> <tr> <th>Item</th> <th>Material</th> <th>Supplier</th> <th>Description</th> <th>Quantity</th> <th>UoM</th> <th>Amount (Ex. GST)</th> <th>SubTotal (Ex. GST)</th> </tr> </thead> <tbody> <tr> <td>00010</td> <td>10005455</td> <td>400001234</td> <td>EXAMPLE PRODUCT EAN/U.PC:9323610001234</td> <td>1,000</td> <td>EA</td> <td>1,000</td> <td>1,000.00</td> </tr> </tbody> </table> <p style="text-align: center;">"This is the last item in the DIRECT PURCHASE ORDER"</p>			Item	Material	Supplier	Description	Quantity	UoM	Amount (Ex. GST)	SubTotal (Ex. GST)	00010	10005455	400001234	EXAMPLE PRODUCT EAN/U.PC:9323610001234	1,000	EA	1,000	1,000.00
Item	Material	Supplier	Description	Quantity	UoM	Amount (Ex. GST)	SubTotal (Ex. GST)											
00010	10005455	400001234	EXAMPLE PRODUCT EAN/U.PC:9323610001234	1,000	EA	1,000	1,000.00											
						Subtotal(AUD): 1,000.00 Less Discounts: 0.00 Total(AUD): 1,000.00												
For Purchase Order Terms & Conditions, please visit https://sigmahealthcare.com.au/terms-and-resources/																		
This is a computer-generated document. No signature is required.			PO Print Date: 25/07/2021 PO Print Time: 14:08:30															



3.5

Changes to supplier-funded discounts & turnover orders

Currently, we require supplier turnover orders that are intended to be no-charge or free to the customer to be sent with a supplier-funded discount value of 99.99% rather than 100%. This has been a custom process to ensure our current ERP system can accept and process the order.

With our transition to a new ERP system from Monday, 30 August 2021 we will be able to accept turnover orders that you intend to be no charge or free to the customer at the full 100% supplier-funded discount value, rather than a 99.99% value.

What do you need to do?

From Monday, 30 August 2021, turnover orders that you intend to be no charge or free for the customer must be sent with a supplier-funded discount value of 100%, not 99.99%. If we receive a turnover order that is intended to be no charge or free to the customer, and it has a value of 99.99% there may be delays in processing.

There is no change if you send a turnover order with a supplier-funded discount value that is not intended to be no charge or free to the customer, or has an intended discount value of less than 100% (e.g. 75%). You can continue to send these supplier-funded discount values as normal and with decimals if required: e.g. 20.5%, 98%.

For questions about this update, please contact your Sigma Healthcare Supplier Representative directly.



3.6

New Accounts Payable email address

If you use e-invoicing to transact with us, effective from Monday, 30 August 2021, all .pdf invoices must be sent to our new accounts payable email address: **accountspayableinvoices@sigmahealthcare.com.au**.

What do you need to do?

When sending e-invoices you will also need to include the name and email address of the Sigma Healthcare Representative who placed the order with you. This will ensure we can quickly and accurately process invoices and payments.

This change does not affect invoices for CHS, and you can continue to send .pdf e-invoices for CHS to the current dedicated CHS email address.



3.7

SAP Ariba Network

The SAP Ariba Network is a global B2B platform, e-procurement and cloud-based supply chain solution. It provides a digital marketplace where buyers and suppliers can efficiently collaborate on supply chain transactions.

What does this mean for you?

The Ariba Network will become Sigma Healthcare's preferred means of transacting with all suppliers of stock, and we will be onboarding all existing suppliers to the Ariba Network in stages starting from Q3 2021 over a 3-year period. There are no network fees for Sigma Healthcare transactions on the Ariba Network.

What do you need to do?

The Sigma Healthcare Supplier Enablement Team will notify you when you are scheduled to onboard and provide dedicated support. Until you are notified there is no action required and we will continue to transact via your existing means including e-invoicing and EDI.

4. Summary: what you need to do

Supplier checklist

Change	What do you need to do?	When?
Temporary change to inbound Deliveries	Ensure your August planned deliveries are delivered in full before our system upgrade transition period. Contact your Sigma Healthcare Supplier Representative if you have questions about this.	By Tuesday, 24 August 2021.
Temporary change to supplier-funded discounts	Inform your internal Accounts Payable team that there will be temporary changes to supplier-funded discounts and invoices in August & September during our system upgrade.	By Thursday, 26 August 2021
EDI messaging	If you transact via EDI, ensure you are aware of and can accept the new EDI data types and formats.	By 6 pm, 29 August 2021
New warehouse/DC identifiers	Ensure you, and your transport providers, refer to the new warehouse/DC identifiers for all deliveries to Sigma Healthcare warehouses/DC's.	From Monday, 30 August 2021
New Product & Vendor Numbers	Ensure you update your internal systems and refer to your new Sigma Product & Vendor Numbers when communicating with Sigma Healthcare.	From Monday, 30 August 2021
'No PO, No Pay' Policy	Ensure you include the Purchase Order Number and the name and email of the Sigma Healthcare contact on your invoices.	From Monday, 30 August 2021
E-invoicing	If you send invoices by email, ensure you send invoices to accountspayableinvoices@sigmahealthcare.com.au .	From Monday, 30 August 2021
Supplier Information & Product Master Data.	Postpone changes or additions to supplier information or product master data.	After Friday, 3 September 2021
SAP Ariba Network	Onboard to the SAP Ariba Network to transact with Sigma Healthcare.	When notified

5. FAQ's

Questions? Email supplierenablement@sigmahealthcare.com.au

I have a question about the new EDI messaging data types and formats, who do I contact?

Please contact your Sigma Healthcare Supplier Representative or the Supplier Enablement Team.

I have a scheduled delivery to a Sigma Healthcare DC during the no-delivery period, what do I do?

You will need to ensure you deliver in full by Tuesday, 24 August 2021. If you have any concerns about this temporary change, please contact your Sigma Healthcare Supplier Representative to discuss.

I have a scheduled delivery for an order I received from CHS for delivery to a Sigma Healthcare DC during the no-delivery period, what do I do?

While our CHS distribution is managed through our Sigma Healthcare Distribution Centres, you can still deliver CHS orders during the no-delivery period.

Will the temporary changes to processing supplier information affect PBS or NDSS product master data?

No, these changes do not apply to PBS or NDSS products and we will continue to accept urgent PBS & NDSS product and master data updates during this period. If you have urgent updates, please continue to provide us with this information through your normal channels or contact your Sigma Healthcare Supplier Representative.

Will there be any changes to publishing via the GS1 National Product Catalogue (NPC)?

No, we will continue to accept product data and attributes from suppliers published via the GS1 NPC.

Do any of these changes affect CHS, MIA or MPS processes or orders?

No, these changes currently only apply to the Sigma Healthcare business. CHS, MIA & MPS will be transitioning to our new ERP later in the year and we will notify you of any relevant changes to our subsidiary processes later in the year.

Why is Sigma Healthcare introducing a 'No PO, No Pay' Policy'?

This policy will ensure accuracy and efficiency when you transact with us and assist in processing payments on time. Your Sigma Healthcare Supplier Representative will provide you a Purchase Order number when ordering which you will need to include on all invoices to ensure timely payment.

Where do I find my new Vendor Number or the new 8-digit Product Numbers?

You will receive the new Numbers via email in mid-to-late August.

Will the transition to a new ERP impact normal order patterns?

We will be increasing our ordering and building stock in August to ensure no disruptions to our customers when we transition our new ERP. This means you might see an increase in stock orders in the lead-up to our ERP launch date on Sunday, 29 August 2021 and temporarily reduced stock orders on Monday, 30 August 2021 and Tuesday, 31 August 2021. Ordering will resume as normal from Wednesday, 1 September 2021.

When do I need to join the SAP Ariba Network?

We are onboarding all suppliers to the SAP Ariba Network over a 3-year period. We will notify you when you are scheduled to onboard and support you through the process. In the interim, we will continue to transact with us via your existing method.