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| **Information** | **Details** |
| Title | System Upgrade: Operational Adjustments Communication |
| Purpose | To inform customers about our transition to a new system, outline the temporary changes in our operations, and provide reassurances regarding order processing and shipping |
| Audience | All Customers (identified as the recipients of this communication) |
| Channels | Email, Customer Support Contact |
| Attachments | None |
| Reviewers | Project Manager, Customer Service Manager, IT Lead |
| Approval | Company President |
| Timing | To be sent at the onset of the system transition period |
| Key Messages | Transition to a new system, temporary operational adjustments, continuous commitment to customer service |
| Call to Action | Understand temporary limitations, continue placing orders, prepare for temporary shipping adjustments, reach out to the Customer Service Manager for any queries or concerns |

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| **Email Information** | **Details** |
| To |  |
| From |  |
| Subject | System Upgrade: Operational Adjustments Communication |
| Date |  |

[INCLUDE COMPANY LOGO HERE]

Dear Valued Customer,

As we journey into our [XX] year of operation, we recognize that advancing our operating platform to meet our growth and the complexities of our services is vital. This is why we are migrating our Enterprise Resource Planning (ERP) system to [New System], aiming to further streamline our operations and provide you with superior service.

We aim to make this transition as seamless as possible. However, we'd like to bring your attention to some temporary adjustments that will occur during our system transition:

**Go-Live Date**

Our scheduled "Go Live" date for the [New System] is [Date].

**Temporary Limitations:**

As we transition to the new system, certain transactions may experience temporary limitations from [Start of Cutover Date] to [End of Cutover Date]. We are working diligently to minimize any potential inconvenience during this phase.

Order Processing:

We will continue to accept and process your purchase orders throughout this period. However, you may notice a slight delay in the generation of system-produced sales orders. We want to assure you that we are fully committed to promptly resolving any delays and will handle your orders with the utmost care.

Shipping:

Our regular shipping operations will remain unaffected until [Last Shipping Date]. Please anticipate a brief pause in our shipping services from [Start of Shipping Hiatus] to [End of Shipping Hiatus] as we finalize the system transition. Rest assured, we understand the importance of timely deliveries and any critical delivery requirements will be handled as a top priority. Shipping will resume promptly once the transition is complete.

Should you have any questions or concerns regarding our system upgrade or its potential impact on you, please feel free to reach out to [Customer Service Manager's Name], our Customer Service Manager, at [Phone Number].

We understand this transition may bring about inconveniences and we sincerely apologize for them. We greatly appreciate your patience and understanding as we embark on this critical journey of improvement.

Thank you for your continued support.

Sincerely,

[President's Name]

President, [Company Name]