

Münster, June 18, 2021
Customer No.

IT System Upgrade

Dear Customers,

We are pleased to inform you that effective June 21, Diagonal GmbH & Co. KG has upgraded its existing business management system to a modern ERP system. Hence, we are optimally prepared for the future and its digital demands. Obviously, all your customer data will be transferred to the new system one-to-one. This may go hand in hand with some minor changes for your company and ours. Also, the design of some forms has been slightly changed.

What is important for you to know is the in the future, we will generally utilize 6-digit customer numbers. If this has not been the case in the past, we are herewith notifying you of your updated identification number:

Your new customer number is:

If necessary, please also share this information with other departments
of your business / company.

We will start working with the new system as of Monday, June 21st. Even though we are implementing the launch of our new ERP software step-by-step to ensure that our customers can continuously reach us, and although we have been extremely diligent during the implementation and testing phase, we will not be able to see whether all ERP processes have been realized in compliance with the requirements until they are actually applied to the day-to-day business operations.

Hence, we ask for your understanding if occasional process delays arise during the conversion phase. On the other hand, we are also counting on your support and ask you to give us feedback on any irregularities or errors so that these start-up problems can be quickly addressed and we can make an expeditious transition to regular operations. We are convinced that you will benefit from the added value of the system going forward.

Thank you very much in advance for your support and understanding. We are looking forward to a continued successful partnership.

Yours sincerely,
Diagonal GmbH & Co. KG



Wilhelm Wahlig
Managing Director