



O&M HALYARD'S NEW 3PL LOGISTICS PARTNERSHIP

TRANSITION UPDATE, OCTOBER 2021

Dear Valued Customer,

We recently shared the exciting news of our new 3PL partnership with EBOS Healthcare. To help make the transition to our new logistics partner as smooth as possible for you, we appreciate you taking the time to read this important information.

When is this happening?

The official changeover date from our current 3PL partner to EBOS Healthcare occurs on **8th December 2021**. From this date your orders will be shipped by TOLL from our new warehouse facilities in NSW, QLD and WA.

What do you need to do?

We will be doing all the work behind the scenes to make this transition as smooth and seamless for you as possible. You don't need to do anything in terms of open orders or the normal ordering process.

Important Dates

There are some key dates we would like you to be aware of, and actions you can take to ensure reliable supply during the transition:

Delivery blackout

- During the transition process moving our systems over to our new 3PL partner, there will be a delivery blackout on Monday 6th and Tuesday 7th December.
- Orders will still be processed as normal during this period, and deliveries will resume from Wednesday 8th December.

We encourage you to bring forward your late November and December orders to ensure supply during the cutover.

Sustainable work practices

We are committed to embedding sustainable work practices throughout our

organization to reduce our impact on the environment. Our new 3PL partnership will improve transportation efficiencies to reduce our carbon footprint.

In an effort to create a paperless office environment, we want to make sure we have the correct email address for you to receive documents and communications from us. Please [click here](#) to provide your business contact details.

What to do if you have any questions

Every effort is being made to ensure minimal disruptions for our customers during the transition.

We value your feedback and welcome you to contact our dedicated Customer Experience team via [this link](#) to share any insights or issues you may have working with us.

We'll keep you informed via email as the transition process progresses, and to remind you of important dates and any actions you should take.

We appreciate your support as we improve our supply chain to deliver on your expectations well into the future.

Kind regards,

Nick Pintaric
General Manager ANZ



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