



EASIER, FASTER
AGILE COLLABORATION

What will change with the introduction of our new ERP system.





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Exciting Updates to Our Software System

Dear Business Partner,

As shared in December, we are transitioning from our BaaN merchandise management system to an Oracle ERP software solution. This update is essential for supporting our company's rapid growth and global expansion, helping to ensure we continue to meet the evolving needs of our fast-paced business and the dynamic contact lens industry.



Our commitment to your success remains steadfast. We aim to help you grow your contact lens business while inspiring more consumers to choose contact lenses through our diverse product range and exceptional services. The upcoming automation of our processes will enable us to address your needs and expectations more quickly and effectively.

On the following pages, you will find detailed information about the changes directly impacting you. Should you have any questions, please do not hesitate to contact your CooperVision Business Development Manager. Our Customer Service team is also available at 0870 9000 055 or via email at orders@coopervision.co.uk.

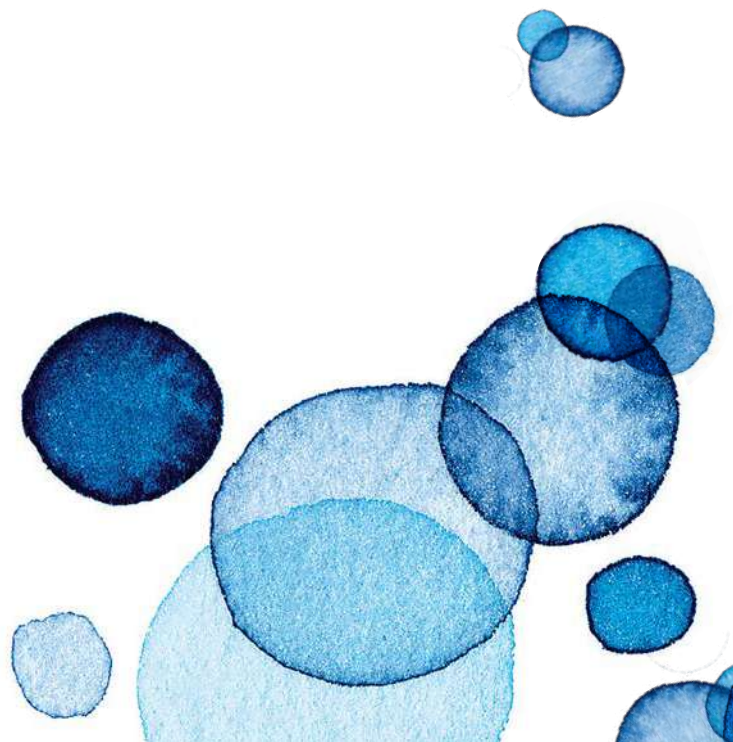
We greatly appreciate your trust, patience, and support, particularly during the initial phase after the go-live.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Fordham', is displayed on a white background.

Keran Fordham

Regional Director UK, Ireland & Nordics





Bye-bye BaaN, hello Oracle!

A look back.

Our current system (BaaN) was introduced in 2008 and has served us well over the last decade and beyond. However, today it no longer covers our requirements, which are driven by our international growth, our various country, customer and reporting structures, as well as our different inventory and movement data.

The new, internationally applicable ERP software from Oracle meets the requirements for CooperVision to accompany us on our way into the future.

Oracle offers us numerous benefits that also affect the way we work with you:

- **Our processes are becoming more efficient.**
- **A uniform controlled process from order to delivery.**
- **Orders and invoices can be created faster.**
- **Our customer management experience is optimised.**
- **We are more transparent across business processes.**

This means that in the future we will be able to better respond to you, and answer any enquiries you have.

eCommerce:

New CooperVision account numbers.

WHAT IS CHANGING?

All our customers will receive a new account number from us as part of the system upgrade.

For customers who are already registered in eCommerce, you can log in as usual with your known access data (e-mail, password).

Customers who have not yet ordered in eCommerce and are not registered must use their new account number for the registration process.



WHY?

This change is necessary to support the introduction of our new ERP system Oracle and eCommerce.

WHEN?

This change is part of the system changeover. We will inform you of your new account number by letter before the start date, which will be activated by us on the day of the changeover. Until this day, use your existing account number(s).

WHAT DOES THIS CHANGE MEAN FOR YOU?

You will need the new account number to register for eCommerce if you are not yet registered.

For customers who are already registered in eCommerce, you can log in as usual with your known access data (e-mail, password).

eCommerce: Device authentication.

WHAT IS CHANGING?

We are introducing an improved security standard through a new device authentication. This feature detects when you log in from another device and prompts you for authentication using a one-time access code sent to your email address registered for eCommerce.

WHY?

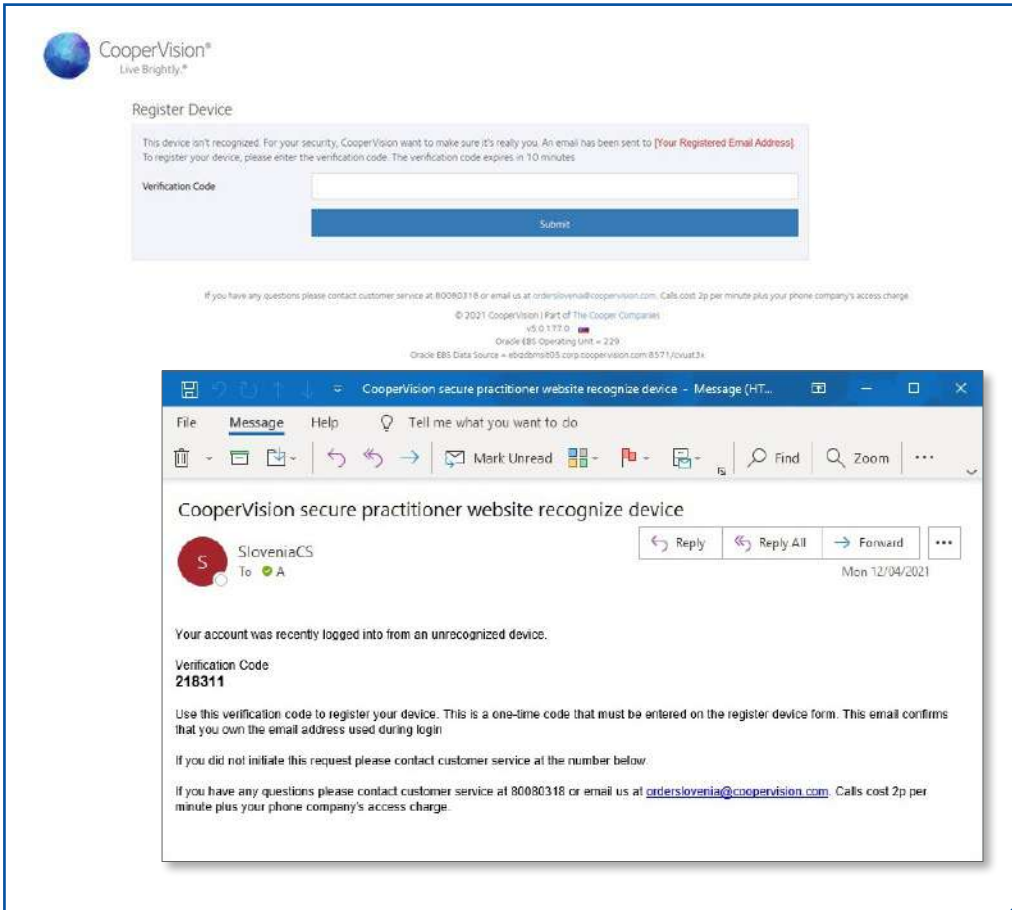
The upgrade gives you even more security and protection for your account.

WHEN?

This change is part of the system changeover. From this point on, device authentication is active.

WHAT DOES THIS CHANGE MEAN FOR YOU?

If you access your account from a new device, you will need to verify your account with a one-time access code sent to your e-mail address. Therefore, make sure you are using an email address for eCommerce that you can access.



The image shows two screenshots related to CooperVision's device authentication process. The top screenshot is a web browser view of the 'Register Device' page. It features the CooperVision logo and a message stating: 'This device isn't recognized. For your security, CooperVision want to make sure it's really you. An email has been sent to [Your Registered Email Address]. To register your device, please enter the verification code. The verification code expires in 10 minutes.' Below this is a text input field for the 'Verification Code' and a 'Submit' button. The bottom screenshot is an email client window showing a message from 'SloveniaCS' with the subject 'CooperVision secure practitioner website recognize device'. The email body contains the text: 'Your account was recently logged into from an unrecognized device. Verification Code: 218311. Use this verification code to register your device. This is a one-time code that must be entered on the register device form. This email confirms that you own the email address used during login. If you did not initiate this request please contact customer service at the number below. If you have any questions please contact customer service at 80080318 or email us at orderslovenia@coopervision.com. Calls cost 2p per minute plus your phone company's access charge.'

eCommerce:

Item definition & descriptions.

WHAT IS CHANGING?

Product and trial lens descriptions are being harmonised globally. You may see a small difference in product and trial lens descriptions, making it easier to select a product when using eCommerce.

WHY IS THIS NECESSARY?

This change makes it easier for you to distinguish the items you have ordered.

WHEN WILL THE CHANGE TAKE PLACE?

This change will take place at the system go-live.

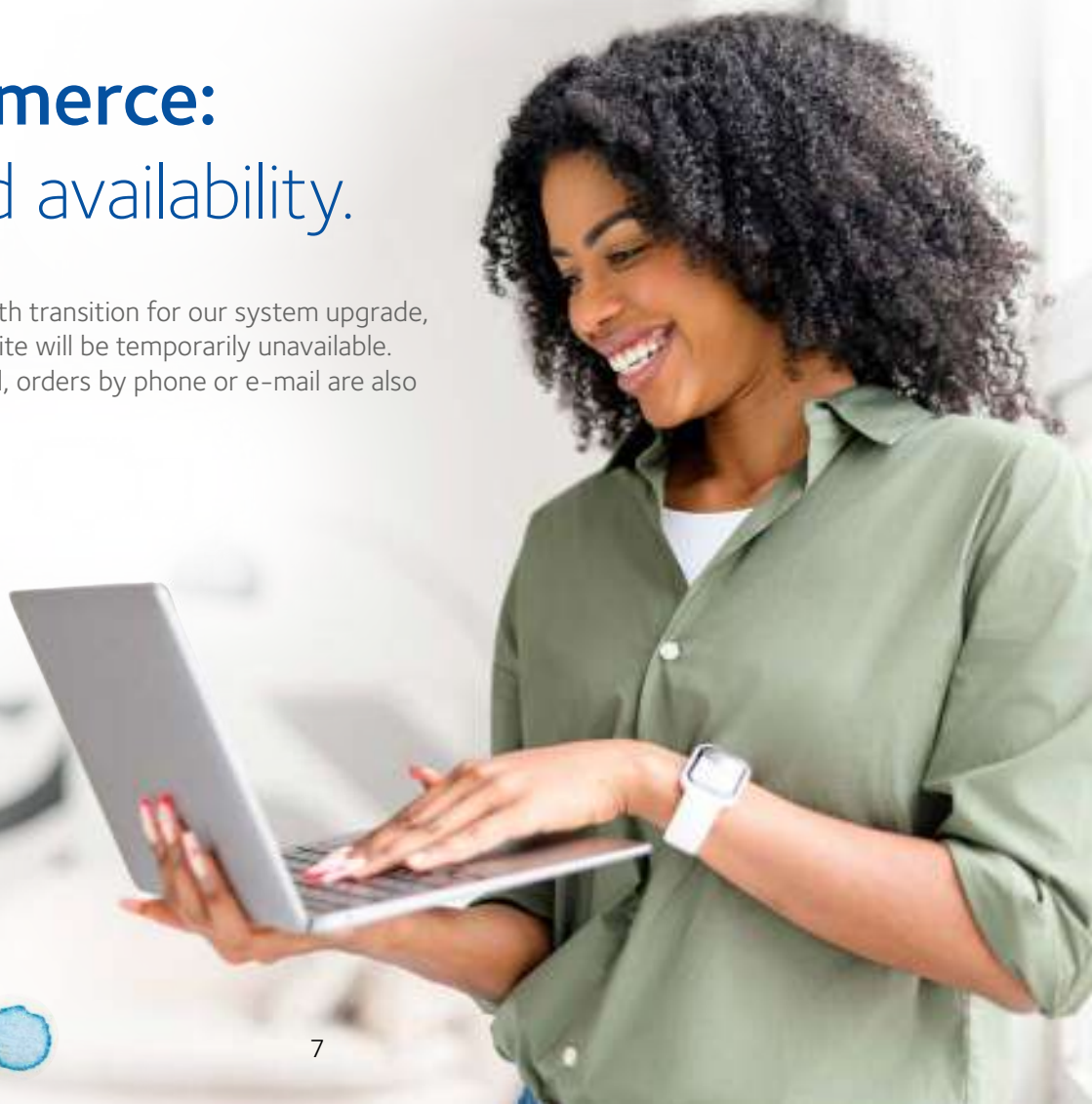
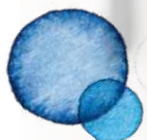
WHAT DOES THIS CHANGE MEAN FOR YOU?

The changes are minor and intuitive and easy to understand for any eCommerce user.

eCommerce:

Limited availability.

To ensure a smooth transition for our system upgrade, our eCommerce site will be temporarily unavailable. During this period, orders by phone or e-mail are also not possible.



eCommerce:

New returns management.

WHAT IS CHANGING?

We have revised our returns management in order to ensure better traceability. Should you wish to make a return, please request this via our new eCommerce return procedure.

WHY?

This new procedure ensures better traceability of returns. As a result, we optimise the processing of credit notes, for example.

WHEN?

This change will also take effect with the system upgrade.

WHAT DOES THIS CHANGE MEAN FOR YOU?

You can now process your return in eCommerce. If the goods are eligible to be returned, your return will be checked, and where applicable approved* and processed.



Further **Information.**


NEW FORMAT FOR INVOICES AND DISPATCH NOTES.

As part of the system upgrade, the format of some of the documents we provide, including our invoices and dispatch notes, will change. We have attached samples of the new invoice and new dispatch notes to show you the new format.

*Returns are subject to, and will be processed in accordance with, our standard Terms of Business.

DIGITAL INVOICE.



From our go-live date, we will send all invoices by e-mail. Note that only the billing address account has access to financial information such as invoices, credits, and payment information. If you have not yet provided us with your e-mail address to which we should send the invoices in the future, please send us this information as soon as possible to CreditControl@coopervision.co.uk

TAX INVOICE																	
 COOPERVISION LIMITED Delta Park Concorde Way Segensworth North PO15 5RL VAT No. 12345678			Tax Invoice Number 60000006			Tax Invoice Date 17-11-2024											
			Customer Account No. 12345678			Customer VAT No. 12345678											
			Payment Term End of Month of Date of Invoice + 30 Days			Due Date 31-12-2024											
Bill To						Sold To											
OPTICIANS LTD OPTICIANS HOUSE OPTICIANS STREET OPT IAN						OPTICIANS LTD OPTICIANS HOUSE OPTICIANS STREET OPT IAN											
Order No	Order Date	Delivery No	Delivery Date	Ship To Name		Ship To											
117270652	01-11-2024	SP000F4G78	16-11-2024	RM OPTICIANS LTD		CLYDE HOUSE, CUSTOM HOUSE QUAY X91 K10P9 WATERFORD DUBLIN, Ireland											
Line No.	Item Description	Customer PO No.	Patient Name	Tax Rate and Amount	UOM	UOM and Qty Ordered	Qty Shipped	Unit Price	Taxable Amt	Amount							
1	BIOPRINTY 8.60 14.0 +05.00 3PK Rx		BINNY, NEVE	23% 1.82	Each	1	1	7.91	7.91	9.73							
2	BIOPRINTY 8.60 14.0 +07.00 3PK Rx		BINNY, NEVE	23% 1.82	Each	1	1	7.91	7.91	9.73							
3	BIOPRINTY 8.60 14.0 +07.00 3PK Rx		BINNY, ELLIS	23% 1.82	Each	1	1	7.91	7.91	9.73							
4	BIOPRINTY WX 8.60 14.0 +11.00 3PK Rx		BINNY, ELLIS	23% 2.58	Each	1	1	11.92	11.92	13.50							
5	PROCLEAR SPHERE 8.60 14.2 -06.00 3PK Rx		SMITH, ELLIS	23% 1.79	Each	1	1	7.79	7.79	9.58							
6	PROCLEAR SPHERE 8.60 14.2 -18.00 3PK Rx		SMITH, ELLIS	23% 1.79	Each	1	1	7.79	7.79	9.58							
										6	6	50.33	61.91				
Notes:										Sub Total		6	6	50.33	61.91		
Bank Details: CITIBANK EUROPE PLC Swift: CITIE2X IBAN: 1234567812345678 Account No. 12345678 Sort Code: 11-22-33						Invoice Summary Sum Net Amount 50.33 Net Amount 23% 50.33 Sum VAT Amount 11.58 VAT 23% 11.58 Invoice Total (EUR) 61.91											

Invoice example

DISPATCH NOTE LAYOUT.

There will be a new layout with no pricing information included.

		COOPERVISION LIMITED Delta Park, Concorde Way Segensworth North PO15 5RL United Kingdom Tel: 0870 9000 055 orders@coopervision.co.uk Tax No.: GB 479 2292 10 Registered in England No.03685161			 Delivery: XX0000001	
Dispatch Note				Date 12/12/2024		
Ship To	Bill To	Sold To	Carrier	DX		
OPTICIANS LTD OPTICIANS HOUSE OPTICIANS STREET OPT IAN	OPTICIANS LTD OPTICIANS HOUSE OPTICIANS STREET OPT IAN	OPTICIANS LTD OPTICIANS HOUSE OPTICIANS STREET OPT IAN	Customer Number	1234567890		
			Qty To Follow	0		
Customer Order	1234567890	Notes:				
Sales Order Number	1000000001					
Date Ordered	12-12-2024					
Reference	SMITH, JOHN	Qty				
Item	Description	Qty				
1005124526	BIOMEDICS 1 DAY EXTRA 8.60 14.2 -05.00 30PK Rx	1				
1003319026	BIOMEDICS 1 DAY EXTRA 8.80 14.2 +01.00 30PK Rx	1				
Customer Order	1234567890	Qty				
Delivery	XX00000001	Qty				
		2				

Dispatch note example

How to **reach** us.

If you have any questions about the changes, please do not hesitate to contact us below.

Customer Service:

Telephone: 0870 9000 055
E-mail: orders@coopervision.co.uk

CooperVision

Delta Park,
Concorde Way,
Segensworth North,
Fareham, PO15 5RL

We want our customers to **see better** every day.

OUR PROMISE:

We bring in a refreshing perspective that creates real benefits for customers and contact lens wearers.

OUR VALUES:

We are committed. We are inventive. We are friendly. We are based on partnership.

CooperVision Limited
A company registered in England and Wales
under number 03685161

Registered Office:
Delta Park, Concorde Way, Segensworth North,
Fareham, PO15 5RL

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