

Important Notice: Planned System Maintenance During August

Dear Valued Customer,

We are writing to inform you about essential planned system maintenance.

We have identified the last weekend in August, **Friday 25 August until Tuesday 29 August** as an optimal time to carry out the changes, to minimise service disruption where possible. To allow for this to happen we are making two significant changes to our normal schedule:

- We are amending our cut-off on **Friday 25 August to 5:30 p.m.**
- Alliance Healthcare will remain **closed on Monday 28 August.**

The table below highlights these changes in more detail:

Date	Working	Cut-off	Delivery
Friday 25 August	Open	Early at 5:30 p.m.	Standard AM and PM deliveries. Standard cut-off for medical deliveries.
Saturday 26 August	Open	N/A	AM deliveries (if applicable) of orders placed up to 5:30 p.m. on Friday 25 August. Emergency call-out service only
Sunday 27 August	Closed	N/A	No deliveries. Emergency call-out service only
Monday 28 August	Closed	N/A	Some deliveries of 3 rd party parcels. Emergency call-out service only
Tuesday 29 August	Open	Standard	AM delivery of orders placed up to normal cut-off on Sunday 27 August. Standard PM delivery.

Please note, that our emergency order service will remain in place to cater to any urgent requirements throughout the maintenance period.

Please also be advised that digital copies of some invoices for Friday 25 August p.m. orders may not be available on the Customer Portal until Tuesday 29 August, noon.

How to prepare

To avoid any inconvenience, we recommend that you consider your stock needs for this weekend in advance and place your orders before the **revised 5:30 p.m. cut-off on Friday 25 August**. You will still be able to place orders through the weekend.

Our normal service will resume on Tuesday 29 August, after a temporary extension to the weekend closure. During this period, all emergency orders will be processed manually.

If you have any questions or need further assistance, please do not hesitate to contact our dedicated Customer Service Team at customerservice@alliance-healthcare.co.uk or speak to your Account Manager.

Thank you for your cooperation and understanding during the planned system maintenance.

Kind regards,

Alliance Healthcare