



November 21, 2025

IMPORTANT MEMO

SAP ERP System Upgrade & Temporary Operations Pause

Dear Valued Customer,

We are reaching out to inform you that **Bracco Diagnostics Inc** and **ACIST Medical Systems** will be performing a scheduled SAP ERP **system upgrade** from **Monday, December 29, 2025, through Monday, January 5, 2026**. To support this transition, there will be a **temporary pause in our daily business operations**.

These enhancements are part of our ongoing commitment to improve your experience and strengthen our service capabilities.

Key Dates:

- **The Bracco Customer Excellence department will be closing early on Friday, December 26th at 2:00PM EST.**
- **Bracco Customer Excellence & Warehouse temporary operations pause will occur between Monday, December 29, 2025, through Monday, January 5, 2026.**
 - During this time, Customer Excellence and Warehouse Operations will be temporarily paused to support the upgrade.
- **Return to normal business operations: Tuesday, January 6, 2026**

What to expect during this temporary Operations pause:

- No orders or shipments can be processed.
- EDI order confirmations will be delayed.
- The Bracco online ordering portal will be temporarily offline and not available.
- No returns can be accepted.
- No credit or debit invoices will be processed.
- The Bracco Customer Excellence team will be unavailable during this time and will respond to all inquiries once normal business operations resume.

To help avoid any disruption, we recommend placing orders in early December and keeping your contract shipping timelines in mind.

We expect to resume normal business operations on **Tuesday, January 6th**. Please note that it may take several days to process the backlog of orders accumulated during the SAP ERP system upgrade/operations pause. We appreciate your patience as we work to fulfill all outstanding requests as quickly as possible.

We deeply appreciate your understanding and patience as we make these important improvements. If you have any questions or need assistance, please reach out to your Sales Rep or contact the Bracco Customer Excellence team at **877-272-2269**. Please see the following frequently asked questions (FAQs) below for additional information.

Thank you for your continued partnership.

Joseph Tarn
Director, Customer Excellence

Bracco Diagnostics Inc.
510 Carnegie Center Dr Suite 300, Princeton, NJ 08540



FAQs - SAP ERP System Upgrade/Temporary Operations Pause

Bracco Online Portal Ordering and Access:

Will the Bracco online ordering portal be available during this time?

- No, the Portal will be unavailable from Wednesday, December 24th through Monday, January 5th. It will be back online and available for order processing on Tuesday, January 6th.

How will Auto Ship (standing orders) be handled during this time?

- The Bracco Customer Excellence team will contact customers prior to Wednesday, December 24th to process these orders earlier in December.

Shipping & Fulfillment:

Can Bracco ship emergency orders?

- No, unfortunately, emergency orders cannot be shipped during this time.

When will January's Isovue allocations be available?

- Allocations will be available beginning on Tuesday, January 6th.

Business Operations:

Can I place orders during this time?

You may continue to submit orders via the following methods:

- **Email** (braccootc@bracco.com): You may continue to send orders via email however, processing of orders will resume on Tuesday, January 6th. Email receipt confirmation will be sent when order processing resumes.
- **EDI**: You may submit EDI orders however, processing of orders will resume on Tuesday, January 6th. EDI order acknowledgements (855) will be transmitted when order processing resumes.
- The Bracco Customer Excellence department will be unavailable to place orders from Monday, December 29th through Monday, January 5th.

How will this impact the wholesale/distributor channel?

- You may continue purchasing through wholesalers/distributors as normal.

When do you anticipate being back to normal operations?

- Normal operations are expected to resume on Tuesday, January 6th.
- Due to the anticipated order backlog, it may take a few days to process and ship the orders accumulated during this time.



FAQs Continued:

Am I still able to report shipping discrepancies or request a return?

- Yes, you may still report any shipping discrepancies or request a return via email to sartaskforce@bracco.com.
 - Please note, these will not be processed until normal business operations resume on Tuesday, January 6th.

CardioGen Customers: Will the temporary business operations pause impact my Generator shipment?

- No, this will not impact your CardioGen generator shipment, they will continue to ship out as normal.

If there is an issue with my Contrast Injection system, will I be able to get help?

- Yes, if there is an issue with your Contrast Injection system, or the consumables, please contact Acist Medical Systems Customer Support at 888-670-7701.

Will my capital shipment(s) be affected by the cutover/migration?

- Please reach out to your sales representative for further details regarding capital inquiries.

Can I still report product complaints and adverse events during this time?

Yes, please see the instructions below:

- Should you experience a **product complaint**, please contact your Bracco Account Executive who can assist you. If you need assistance locating your account executive, please go to <https://findarep.diag.bracco.com/teamlookup.aspx> and enter your Zip Code.
- For **Adverse events**, please refer to the below:
Contact Drug Safety/Pharmacovigilance
Phone: 1-800-257-5181 (option 1)
Fax: 1-609-514-2522 (adverse events only)

LUMASON® (sulfur hexafluoride lipid-type A microspheres) for injectable suspension, for intravenous use or intravesical use ADVERSE EVENTS

Email: adverse.events@diag.bracco.com

All Other Bracco Products ADVERSE EVENTS

Email: QCHS.BRACCO@IQVIA.COM

Hours: Monday–Friday, 8:30 AM–5:00 PM EDT (excluding holidays)