

Important updates for Stryker's Sustainability Solutions

On Monday, May 6, 2024, **Stryker's Sustainability Solutions Business Unit** will launch a new enterprise resource planning (ERP) system and processes. When this happens, you will notice changes to our sales process and the look and feel of our documents. Read on to learn about the changes you can expect when the new ERP launches.

Please note: The changes in this notification are specific to **Stryker's Sustainability Solutions Business Unit**. Customers of our Endoscopy, Sports Medicine and Communications Business Units will see other changes and can expect a similar email update.

Customers of our Craniomaxillofacial, Instruments, Medical and Neurovascular Divisions will be familiar with these changes, as those divisions already use this new ERP system. The way you order from other Stryker divisions should remain the same.

Some of the changes are listed below.

Legal entity change

We will be changing the legal entity for our Sustainability Solutions business to Stryker Sales, LLC, effective Monday, May 6, 2024.

The terms and conditions of any agreements or other arrangements between us will remain in effect and you should not notice any changes or interruptions in your relationship with us.

Action required: Due to this legal entity change, we are providing a [new W-9 form](#) for Stryker Sales, LLC for your records. We also want to make sure that if you are currently exempt from sales tax, this exemption with Stryker Sales, LLC continues. **If you are exempt, please send your current sales tax exemption certificate to taxcert@stryker.com.**

Your invoice

You'll notice a cleaner look and feel to your invoice. These changes include:

- Clearly listed bill-to address, ship-to address and customer information on the top of the invoice
- Clearly defined remit-to address by ACH/WIRE or physical check addresses
- Payment terms and terms of delivery noted in the header information section
- Item number/GTIN, description, quantity by unit, unit price and extended price in the header section
- Sales order number and pack quantity will not be shown on the updated invoice
- Item and quantity will still be shown on the invoice, but the number of items within a package will not

Your external label

Additional information is available on the external label, including sales order number, requested delivery date and shipping terms.

Sales order acknowledgment (SOA)

You'll see a cleaner design: bill-to address, ship-to address and customer information listed at the top. Payment terms, terms of delivery, material number, quantity and unit price will be noted in the header.

New material numbers

We will be adding a "REP" suffix to a few of our part numbers. **You do not need to change how you order from us.** The label and product numbers on the products themselves will not change, but you will see this suffix on your sales order acknowledgments, ship notifications, packing slips and invoices for those affected part numbers. Please [refer to this file](#) for a list of part numbers that are changing.

Save Simply SOA

For orders where material determination (substitution) is used, you will see key differences (numbered items refer to labeled graphic):

1. If an item was substituted, you will see a second line on the SOA for the item the ordered item was substituted with.
2. Quantity/UOM will always be 0 on the substituted item.
3. You will see an asterisk next to the Item# if the ordered item is substituted.
4. You will see how many of each item will ship under confirmed quantity.
5. If the substitute item is not available, you will see the unshipped, unavailable quantity in the Unconf.Qty column under the first line, and Unconf.Qty will be 0.

NOTE:

- This means the item is on backorder and will ship when inventory becomes available.
- If the substitute item becomes available first, that item will ship and the acknowledgment will reflect accordingly.

1941 Stryker Way
Portage, MI 49002 USA

Sales Order Acknowledgement

Sold to		Information	
205763		Sales Order # 4530920	
MEDLINE INDUSTRIES 1 MEDLINE PL MUNDELEIN IL 60060-4485		Sales Order date Dec 12, 2023	
Ship to		Currency USD	
		Email	
205763		Created by EDJ_BATCH	
MEDLINE INDUSTRIES 1 MEDLINE PL MUNDELEIN IL 60060-4485		For product related inquiries please contact Stryker Customer Service: 888.888.3433	

Header Information									
Customer PO : 4590051237					Purchase Order date : Dec 12, 2023				
Payment Terms : Net due in 30 days									
Terms of Delivery : PCO ORIGIN									
Shipping Method : Ground									

Item	Item#/GTIN/Cust Item#	Quantity/ UOM	Confirmed Quantity	Unconf.Qty	Conf.Date	Unit Price	Ext.Price
1	989803172031REP EOG S-Lead Grabber GTIN :07613327361902 Customer Item:VMTST2	260 PC	260 PC	0 PC	12/14/2023	24.68 USD	4,936.00 USD
	989803172031* EOG S-Lead Grabber GTIN :07613327361902	0	60 PC	0 PC	12/14/2023	12.73 USD	763.80 USD
Item Total						5,699.80 USD	
Freight and Handling						24.54 USD	
Final Amount						5,724.34 USD	

*MATERIAL NUMBERS THAT HAVE BEEN FLAGGED WITH AN ASTERISK INDICATE THAT A SUBSTITUTION HAS OCCURRED PLEASE UPDATE YOUR PURCHASE ORDER ACCORDINGLY.

THIS IS NOT AN INVOICE AND THE CUSTOMER SHOULD NOT MAKE PAYMENT TO STRYKER BASED ON THIS ORDER. ACKNOWLEDGEMENT: STRYKER WILL SUBMIT A SEPARATE INVOICE TO THE CUSTOMER FOR PAYMENT. THE INVOICE MAY INCLUDE ADDITIONAL COSTS NOT REFLECTED ON THIS ORDER ACKNOWLEDGEMENT SUCH AS APPLICABLE SALES TAX.

Units of measure update

We will be changing the units of measure you use for ordering some of our products. **You may need to update these in your system.** Unit of measure may reflect updated abbreviations on your invoices. Please refer to [this report](#) with all unit of measure changes.

After Monday, May 6, the updates below will apply. The physical quantities per case will not change.

EDI:

- If you currently place orders in each (EA) or pair (PR), your EDI return documents will show each (EA)
- If you currently place orders in box (BX), case (CA), case (CS) or pack (PK), your EDI return documents will show case (CS)

Manual orders:

- If you currently place orders in each (EA) or pair (PR), your paper return documents will show piece (PC)
- If you currently place orders in box (BX), case (CA), case (CS) or pack (PK), your paper return documents will show case (CV)

Manual orders but receiving EDI return documents:

- If you currently place orders in each (EA) or pair (PR), your EDI return documents will show each (EA)
- If you currently place orders in box (BX), case (CA), case (CS) or pack (PK), your EDI return documents will show case (CS)

Preparing for ramp-up

A downtime period will begin **Wednesday, May 1** and operations will begin ramping up on **Monday, May 6** for the following divisions:

- Endoscopy
- Instruments/CMF
- Medical
- Sage
- Sustainability Solutions

Pull forward demand

These ramp-up activities may cause slight delays in your order placement and fulfillment. We suggest that **Endoscopy and Sustainability Solutions Business Units** pull forward their demand to the week of **April 22** in order to have inventory on hand to satisfy demand through Monday, May 6.

Business Unit	Action required
Endoscopy and Sustainability Solutions	• Pull demand forward to week of April 22
Instruments/CMF, Medical, Sage	• No action required
Type	Date/details
SSS/ Vendor managed inventory	• Last push by Friday, April 26 • Resume pushing week of May 13
Place all other distribution orders	• By Friday, April 26, 2 pm EDT
Last shipment in legacy system sent out	• By Tuesday, April 30, 9 pm
Orders placed after Friday, April 26	• Held and actioned beginning Monday, May 6 (with ramp up following)

Pricing and contracts updates

As a part of our upcoming enterprise resource planning launch, Stryker Sustainability will shift to Model N for management of customer contract eligibility, price management, and chargebacks reconciliation. Prior to go-live, your organization will receive a preliminary report of all customer contract eligibility and pricing to load in your system prior to Monday, May 6, 2024. Following go-live on Monday, May 6, 2024, all Stryker Sustainability contract numbers will transition to the Model N bid award ID number. We will communicate regularly with your contracts and chargebacks teams regarding our progress so that you can plan accordingly in terms of resource allocation during this process.

For any SSS-specific questions, please reach out to sssdistribution@stryker.com.