



LORIENT

**IMPORTANT
CUSTOMER
COMMUNICATION:
NEW ERP SYSTEM
FROM 10TH OCT**

WE'RE MOVING TO A NEW ERP SYSTEM

We're excited to let you know that on 10th October 2022, we will be migrating to a new, more powerful ERP solution.

This move will bring many positive improvements to the business; and enhance our service offering to our valued customers.

This guide aims to give you all the information you need moving forward. It is important that you read the enclosed information and action any changes as necessary.

CONTENTS

02

Change of ownership letter

03

FAQs

03

Shut down period

03

Placing orders or making queries

03

Delivery and minimum order values

03 - 04

Credit control, payment terms & banking details

04

Merging Lorient & ASSA ABLOY vendor accounts

04

No pricing changes

05 - 08

Example documentation

Lorient Change of Ownership

Dear Customer

As you are no doubt aware, Lorient became part of the ASSA ABLOY Group in December 2018. I'm now writing to advise you that the trade and assets of Lorient Polyproducts Limited are being transferred to ASSA ABLOY Limited. The result of this change is that, with effect from 10th October 2022, Lorient Polyproducts Limited will become ASSA ABLOY Limited trading as Lorient.

Please note: all invoices relating to goods or services supplied to Lorient on or after 10th October 2022 must show the new trading name ASSA ABLOY Ltd trading as Lorient. Please ensure your systems are updated promptly to avoid any delay to future payments.

Our company registration number will change to 02096505 and the registered office for ASSA ABLOY Limited is Portobello, School Street, Willenhall, West Midlands, WV13 3PW.

Rest assured, it will still be very much 'business as usual' at Lorient. We will continue to manufacture the highest quality sealing systems from our factory based in Devon. Supported by the same great team!

I would like to take this opportunity to thank you for your continued business and support. Please don't hesitate to get in touch should you have any further queries.

Please cascade this communication to appropriate colleagues within your organisation.

Yours faithfully



Kerry Hicks
Managing Director

FAQs

Will there be a shut down period at Lorient when the change over happens?

The last day Lorient will be entering & acknowledging sales orders into the existing ERP system will be **Wednesday 5th October 2022** at 18:00.

Any orders received for Lorient products after 18:00 on this date will not be processed until **Monday 10th October 2022** when we start using the new AX ERP system.

The last day we will be despatching orders from Lorient will be **Wednesday 5th October 2022**.

We will recommence shipping on **Monday 10th October 2022**.

How do we place our sales orders or make sales enquiries?

The Lorient Customer Services team will continue to handle your sales orders. All sales contact details remain the same.

T +44 (0)1626 834252

UK & NI CUSTOMERS

E sales@lorientuk.com

REST OF EU CUSTOMERS

E exports@lorientuk.com

Are there any changes to delivery schedules?

No. Lorient's delivery schedule will not change at this time.

Are there any changes to carriage charges and/or minimum order value rates?

No. As always, shipments under the value of £250 to UK mainland is £13.95 (next day not guaranteed).

Shipments over the value of £250 to UK mainland is free of charge carriage (certain products excluded).

Who is handling Lorient Accounts and Credit Control?

Accounts and credit control will be handled by the ASSA ABLOY Shared Services team.

Contact details for Credit Control are:

T +44 (0)1902 366 911 - press option 2 then 1

E credit-control-uk@assaabloy.com

ASSA ABLOY
School Street
Willenhall
West Midlands
WV13 3PW

Are there any changes to our terms of payment?

If you have an existing customer account with ASSA ABLOY Limited these terms of payment will supersede your existing terms. However if you do not already hold an account with ASSA ABLOY your terms will remain the same.

If you are in any doubt please contact the Credit Control Team on the details provided above.

FAQs

What bank details should we use?

From **Wednesday 5th October 2022** ALL payments to Lorient need to be paid into the ASSA ABLOY bank account.

Details are as follows:

ACCOUNT NAME: ASSA ABLOY Limited

ACCOUNT NUMBER: 28881014

SORT CODE: 40 48 65

SWIFT CODE: ESSEGB2LXXX

Please email your remittance advice to our credit control team at our shared service centre credit-control-uk@assaabloy.com

We already buy products from ASSA ABLOY. They already use AX, will anything change for us?

You are likely to have two vendor accounts in your system for Lorient and ASSA ABLOY.

From Wednesday 5th October 2022 you will need to merge these accounts in your system.

Will the paperwork we receive change?

Yes. Documentation will look different from those you were previously receiving.

Please see examples of our new quotation, sales order confirmation and sales invoice documents on pages 5-7.

Will there be a change in how we receive documentation?

Yes, there will be. In our new ERP system we have the facility to automatically email you your order confirmation and invoice etc.

If you do not already receive documents electronically from Lorient, please let us know the email addresses you wish to have your documents sent to and we will get this set up in advance of go live on the new system.

Will we receive any new documents?

Yes. We have introduced a new 'order acknowledgement' document. This document acknowledges that we have received your purchase order and are currently working on it. This new document confirms receipt of your order. Once your order is processed and confirmed, you will receive your order confirmation, confirming your dates and prices etc.

Please see an example of an order confirmation on page 6 and order acknowledgement on page 8.

Will there be any changes to Lorient pricing?

No. Your sales prices and trade agreements for Lorient products will remain unchanged.

ANY FURTHER QUESTIONS?

If you have any further questions not answered in this communication, please do not hesitate to contact us.

T +44 (0)1626 834252

E sales@lorientuk.com

QUOTE EXAMPLE

ASSA ABLOY Ltd

School Street, WILLENHALL,
WV13 3PW Company No. 2096505




QUOTATION

Telephone: +44(0)1902366911 Fax: +44(0)1902364666
VAT No: GB765358105 www.assaabloy.co.uk
Email: emea-100-prod@assaabloy.com

Invoice To:		Despatch To:			Valid To	Date Entered			
XXXXXXXXXX		XXXXXXXXXX			DD/MM/YYYY	DD/MM/YYYY			
ADDRESS ADDRESS ADDRESS		ADDRESS ADDRESS ADDRESS			Notes:				
					Customer Contact	Assa Abloy Contact			
						XXXXXXXXXX			
Quotation Number		Customer Account No.	Customer Enquiry No.	Customer Reference	Delivery Method		Delivery Service		
XXXXXXXXXX		XXXXXX							
Line No.	Qty	Units	Our Reference / Your Reference	Description / Configuration	Lead Time	List Price Per Unit	Discount %	Net Price	Total
							Sub Total		
							Carriage Total		
							Other Misc. Total		
							VAT Total		
							Grand Total		
							Currency		GBP

ORDER CONFIRMATION EXAMPLE

ASSA ABLOY Ltd School Street, WILLENHALL, WV13 3PW Company No. 2096505				Confirmation Telephone: +44(0)1902366911 Fax: +44(0)1902364666 VAT No: GB765358105 www.assaabloy.co.uk Email: emea-100-prod@assaabloy.com						
Invoice To: XXXXXXXXX ADDRESS ADDRESS ADDRESS			Despatch To: XXXXXXXXX ADDRESS ADDRESS ADDRESS			Confirmation No. XXXXXXXX	Confirmation Date DD/MM/YYYY	Date Entered DD/MM/YYYY		
Notes:						Customer Contact		Assa Abloy Contact		
Sales Order No.		Customer Account No.		Customer Order No.		Customer Reference		Delivery Method		Delivery Service
XXXXXX		XXXXXX		XXXXXXXXXXXX (AA)						
Line No.	Qty Unit	Our Reference / Your Reference	Description / Configuration	Confirmed Ship Date	List Price Per Unit	Discount %	Net Price	Total		
<div style="position: absolute; opacity: 0.2; font-size: 4em; transform: rotate(-10deg); pointer-events: none;">CONFIRMATION</div>										
All orders are subject to ASSA ABLOY Limited general terms & conditions which can be found here: https://www.assaabloyopeningsolutions.co.uk/en/privacy-centre/general-terms-conditions/ ASSA ABLOY Opening Solutions UK & Ireland use HKC Security as official importer of all CE Marked goods into EU27 nations except for Yale Smart Living products which are imported by ASSA ABLOY Opening Solutions Poland. HKC Security Limited, Parkway Business Centre, Ballymount, Dublin 24. ASSA ABLOY Opening Solutions Poland SA, Ul Magazynowa 4, 64-100 Leszno, Poland.								Sub Total		
								Carriage Total		
								Other Misc. Total		
								VAT Total		
								Grand Total		
								Currency		GBP

SALES INVOICE EXAMPLE

ASSA ABLOY Ltd

ASSA ABLOY Ltd, WILLENHALL,
WV13 3PW Company No. 2096505



COPY INVOICE

Telephone: +44(0)1902366911 Fax: +44(0)1902364666
VAT No: GB765358105 www.assaabloy.co.uk
Email: customerservices@assaabloyuk.com

Invoice To:		Despatch To:		SalesOrder	Invoice No.	Invoice Date
COMPANY		COMPANY		XXXXXX	XXXXXX	DD/MM/YYYY
ADDRESS ADDRESS ADDRESS		ADDRESS ADDRESS ADDRESS		Notes:		
				Customer Contact		Assa Abloy Contact
Customer Order No.	Order Account	Invoice Account	Customer VAT No.	Despatch Date	Despatch No.	
XXXXXX	XXXXXX	XXXXXX		DD/MM/YYYY	XXXXXX	

Company Notes

Line No.	Qty	Unit	Our Reference / Your Reference	Description / Configuration	List Price Per Unit	Discount %	Net Price	VAT %	VAT Amount	Total
<div style="font-size: 48px; opacity: 0.3; transform: rotate(-15deg); pointer-events: none;"> COPY INVOICE </div>										

1. INVOICE QUERIES - ASSA ABLOY Ltd must be notified in writing of any queries relating to this invoice within 7 days of receipt.
 2. CLAIMS FOR SHORTAGE / NON RECEIPT OF GOODS - ASSA ABLOY Ltd must be notified within 7 days of receipt if claims for shortages / non receipt of goods are to be considered.
 3. PAYMENTS - Payments can be made by bank transfer to the following details or by credit or debit card. We do not accept cheques.
 Scandinavianiska Enskilda Banken AB, One Carter Lane, London EC4V 5AN, Account No. 28601014 Sort Code 40-48-85
 4. CONTRACT - Your Contract is with ASSA ABLOY Ltd (Company No 02096505). The "Chubb" trademark is owned by Chubb PLC and is used under license This invoice is subject to ASSA ABLOY Limited general terms & conditions which can be found here: <https://www.assaabloyopeningsolutions.co.uk/en/privacy-centre/general-terms-conditions/>

For Non UK EU customers only Customer to account for VAT under the provisions of Article 144(a) to (e) recast Sixth Directive

ASSA ABLOY Opening Solutions UK & Ireland use HKC Security as official importer of all CE Marked goods into EU27 nations except for Yale Smart Living products which are imported by ASSA ABLOY Opening Solutions Poland. HKC Security Limited, Parkway Business Centre, Ballymount, Dublin 24. ASSA ABLOY Opening Solutions Poland SA, Ul Magazynowa 4, 64-100 Leszno, Poland.

Total Goods	
Carriage Total	
Other Charges Total	
Sub Total	
VAT	
Amount Due	
Currency	GBP

ASSA ABLOY, the global leader in door opening solutions

ORDER ACKNOWLEDGEMENT EXAMPLE

ASSA ABLOY Ltd

School Street, WILLENHALL,
WV13 3PW Company No. 2096505



Acknowledgement

Telephone: +44(0)1902366911 Fax: +44(0)1902364666
VAT No: GB765358105 www.assaabloy.co.uk
Email: emea-100-prod@assaabloy.com

Invoice To:		Despatch To:		Acknowledgement Number	Acknowledgement Date
XXXXXXXXXX		XXXXXXXXXX		XXXXXXXXXX	DD/MM/YYYY
ADDRESS ADDRESS ADDRESS		ADDRESS ADDRESS ADDRESS		CONTACT	
				Customer:	
				COMPANY CONTACT NAME	
Sales Order Number	Customer Account Number	Customer Order Number	Customer Reference		Date Entered
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX (AA)			DD/MM/YYYY
<p>We acknowledge with thanks, receipt of your above specified order.</p> <p>Your order will be confirmed to you shortly.</p> <p style="text-align: center; opacity: 0.5; font-size: 2em; transform: rotate(-10deg);">ACKNOWLEDGEMENT</p>					

All orders are subject to ASSA ABLOY Limited general terms & conditions which can be found here: <https://www.assaabloyopeningsolutions.co.uk/en/privacy-centre/general-terms-conditions/> ASSA ABLOY Opening Solutions UK & Ireland use HKC Security as official importer of all CE Marked goods into EU27 nations except for Yale Smart Living products which are imported by ASSA ABLOY Opening Solutions Poland. HKC Security Limited, Parkway Business Centre, Ballymount, Dublin 24. ASSA ABLOY Opening Solutions Poland SA, Ul Magazynowa 4, 64-100 Leszno, Poland.