



November 1, 2014

**Subject: IMPORTANT Change to order processing requirements – US Customers Only**

To Our Valued US Customers,

In an effort to provide each of our customers the highest level of service and support, Sekisui Diagnostics would like to notify you of some important changes in order processing that will take place effective January 1, 2015.

**What's changing: Requirement for written orders from January 1<sup>st</sup>, 2015**

In an effort to increase the efficiency of our order processing system, alleviate phone wait times and eliminate miscommunications, beginning January 1, 2015 purchase orders to Sekisui will require:

- Hard copy purchase orders from all customers. Verbal orders will no longer be accepted.
- Orders must be placed with the Sekisui Customer Service department via a written format, such as fax or email, and must include a unique purchase order number. The date will not be accepted as a PO number.
- Orders will need to have correct item numbers, a brief product description, product pricing and customer bill-to and ship-to information.

This new process will allow improved tracking for all customer orders and provide faster service in the event that additional assistance or follow up is needed.

We understand that some of our customers may experience inconvenience in making this transition, and will make every effort possible to support you during this change. We appreciate your understanding in adopting this new procedure and as always value your business and continued support.

**To place an order - please contact Customer Service via fax or email:**

Toll Free Fax Number – 800-762-6311 (US and Canada Only)

Toll Fax Number – 781-652-7900

Email: [diagnosticscs@sekisui-dx.com](mailto:diagnosticscs@sekisui-dx.com)

**For Information regarding your current account we are here to help!**

**For questions or concerns, please contact the Customer Service department at:**

Toll Free Telephone Number – 800-332-1042 (US and Canada only)

Toll Telephone Number – 781-652-7800

**Or please call your sales representative at:**

800-999-6578 (Clinical Chemistry Reagents) or  
800-332-1042 (all other products)

As always, our goal is to provide all of our Sekisui Diagnostics customers with the highest level of customer satisfaction and responsiveness to orders and inquiries, and that is why we are making this change to our process. Should you have any questions or concerns please contact me as soon as possible, so we can aid you in your transition. My contact information is listed below.

Sincerely,

*Carolyn Brady*

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