

**Subject:** Important Notice: ERP System Upgrade at HIWIN Corporation (US) – May 1, 2026

Dear Valued Customer,

As part of our ongoing commitment to improve service quality and operational performance, HIWIN Corporation (US) will be transitioning to a new Enterprise Resource Planning (ERP) system with a scheduled go-live date of **May 1st, 2026**.

### Why We're Upgrading

This investment will enable us to:

- Improve order accuracy and visibility
- Enhance inventory management and fulfillment speed
- Strengthen communication across our customer-facing processes

### What You Can Expect

We are working to make this transition seamless. However, you may experience impacts around the go-live period, including:

- **Revised Order Documentation:** Formatting for acknowledgments, packing lists, and invoices will change.
- **Transition-Related Response Times:** During the first several business days after go-live, response times for order entry, modifications, and logistics-related inquiries may be extended.
- **Customer Item Numbers / Cross-References:** Our item numbers will be changing, but we will continue to reference all previously provided customer part numbers. If you rely on cross-referencing, please review post-go-live documents to ensure your internal references are up to date.

### What We Need From You

No immediate action is required on your part. However, we ask that you:

1. Review order acknowledgements carefully beginning May 1st, 2026, to ensure alignment with your internal systems.
2. Continue to send purchase orders and documentation to your usual HIWIN contacts unless updates are explicitly provided.
3. Reach out promptly if you identify discrepancies or require clarification.

### Our Commitment

Providing reliable service and quality products remains our top priority. Our team has prepared extensively, and we expect long-term improvements for our customers following this update. If you have questions regarding this change, please contact your HIWIN representative, our customer service team, or [erp\\_transition@hiwin.com](mailto:erp_transition@hiwin.com).

Thank you for your continued business and support.

Sincerely,

**HIWIN Corporation (US)**