Rosenberger

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Fridolfing, July 21st, 2026

SAP S/4HANA at Rosenberger – Go-Live June 1st, 2026 – Hypercare Phase

Dear valued partner,

Following the successful go-live of our new SAP S/4HANA system, we are currently in the hyper-care phase. During this phase, our teams are closely monitoring the stability of all processes and are working with high priority to resolve any issues that may occur after the system transition.

As you, as our valued partner, may identify potential inconsistencies at an early stage, we highly appreciate your open and proactive communication.

1. **Payment Process – overdue payments.**

   In parallel with the SAP S/4HANA go-live, we have introduced a new machine-learning tool supporting order confirmation and invoice checking. The tool is designed to automate and validate supplier order confirmations and invoices within the new ERP environment.

   We are aware that overdue payments may still be open due to these temporary processing backlogs. Our teams are working intensively to analyze open items, clear the backlog, and stabilize the invoice and payment process as quickly as possible

   We ask for your understanding regarding the delays, which are due to technical issues. In the spirit of our partnership, we request that you contact your usual point of contact before taking any further action. We are making every effort to resolve the technical issues as quickly as possible and restore normal operations without delay.

2. **Procurement Process – significant order quantity deviations.**

   In addition, the implementation of a new ERP system may temporarily lead to challenges in our purchasing processes. During the initial phase after go-live, purchase orders may in individual cases be issued later than usual, with an incorrect plant assignment, or with an incorrect storage location. If you notice significant deviations compared to previous order volumes or known demand, especially for raw materials, critical components, or materials with long lead times, please inform us immediately.

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Our common objective is to avoid situations where long lead-time materials are ordered too late, in insufficient quantities, or from the wrong plant or storage location. Such deviations could otherwise lead to supply bottlenecks at a later stage and may impact deliveries to Rosenberger and subsequently to our customers.

Your feedback and early communication are important to help us identify and correct possible deviations quickly. If there are any questions or concerns, please contact your responsible buyer or Strategic Buyer.

Further detailed information and all supplier information letters are available via the link below:

https://www.rosenberger.com/news-events/sap-s4hana-implementation/suppliers/

Thank you for your cooperation and support.

Best regards,

Jochen Ehrenberg	Josef Rottenaicher	Hauke Schütt	Jochen Mueller
COO	CFO	CTO	EVP Purchasing