



03. May 2021

## SAP update leads to disruptions

Due to an SAP update, there will be disruptions and outages from Thursday, 13 May to Sunday, 16 May 2021. This means that the SAP-based KRONE customer portals will not be accessible during this period. The following areas are affected by the maintenance work and the resulting impairments:

### Delivery / vehicle collection

Vehicle collections cannot be registered and scheduled via the portal from 13 to 16 May. Registrations received by 12:00 noon on Tuesday, 12 May 2021 can be provided and collected over the weekend.

Telephone availability for delivery is guaranteed on 14 May 2021:

Werlte:

+49 5951 209-232 / Opening hours: 08:00 – 14:30 Uhr

Herzlake:

+49 5962 93 63 137 / Opening hours: 07:00 – 15:45 Uhr

Lübtheen:

+49 38855 40 215 / Opening hours: 08:00 – 16:00 Uhr

### Spare parts orders / Spare parts shop

No spare parts can be shipped in the period from 13 to 16 May 2021. Orders for spare parts will only be accepted again from 17 May 2021. Online orders via the KRONE Spare Parts Onlineshop are still possible, but orders can only be shipped again from 17 May 2021. The provision of information on order status, manufacturer parts, prices or availability will again be possible from 17 May 2021.

### KRONE Telematics

The KRONE Telematics portal will be available as usual during the entire maintenance period. However, information on contracts and invoices will only be possible again from 17 May 2021. The same applies to the dispatch of spare parts and retrofit kits.

On 14 May 2021, the technical support team will still be available by telephone on +49 5951 209 174.

### KRONE Fair Care/ Warranty extension

Information on contracts and invoices will be possible again from 17 May 2021. Submissions of repairs are still possible via the service partners (order system). Replies to questions or approvals will only be possible again from 17 May 2021. Vehicles that were delivered in the period from 13 to 16 May 2021 cannot be found in the order system or in the breakdown service provider overview. They will be entered into the systems on 17 May 2021.

No spare parts can be sent in the period from 13 to 16 May 2021. Ordering of spare parts will only be possible again from 17 May 2021. Online orders via the KRONE Spare Parts Onlineshop are still possible, but the orders can only be shipped again from 17 May 2021. The provision of information on order status, manufacturer parts, prices or availability will be possible again from 17 May 2021.

On 14 May 2021, availability by telephone is guaranteed under +49 5951 209 8043.

### Customer Service

Complaints can still be submitted via the service partners (order system). Replies to questions or approvals can only be made again from 17 May 2021. Vehicles that were delivered in the period from 13 to 16 May 2021 cannot be found in the order system or in the breakdown service provider overview. They will be entered into the systems on 17 May 2021. No spare parts can be sent in the period from 13 to 16 May 2021. Ordering of spare parts will only be possible again from 17 May 2021. Online orders via the KRONE Spare Parts Onlineshop are still possible, but the orders can only be shipped again from 17 May 2021. The provision of information on order status, manufacturer parts, prices or availability will be possible again from 17 May 2021.

On 14 May 2021, availability by telephone is guaranteed under +49 5951 209 320.

### Workshops / Service Partner Network

The provision of access data for the order system to new partner workshops will be possible again from 17 May 2021.

On 14 May 2021, you can reach us by telephone on +49 5951 209 8226.

We thank you in advance for your understanding. If you have any questions, please do not hesitate to contact us at any time!



**If you have any questions, please do not hesitate to contact me.:**

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