

KICHLER'S NEW SYSTEM TRANSITION FREQUENTLY ASKED QUESTIONS

When will the new system transition occur?

- Kichler will start the transition to the new system on Saturday, December 30th and will be completed on Wednesday, January 3rd. Kichler will be open for business on Thursday, January 4th.

Will Kichler be closed for business during this new system transition?

- Yes, Kichler will be closed for business on January 2nd and January 3rd to allow for the system transition.

Will I still be able to submit new orders during this transition?

- Yes, you may still submit new orders but they will not be entered or acknowledged until the system transition is complete.

Will I receive a new customer number?

- Yes, you will receive a new customer account number as well as a new ship-to account number. We will be sending out multiple communications that will contain your current account numbers and your new account numbers.

Why does my customer ID need to change?

- The new system has a different method for generating customer numbers, which did not match with the legacy system's customer and ship-to numbering.

Will I still receive my invoices delivered via the method I receive them today?

- Yes, you will still receive your invoices via the same method you receive them today.

Will my current open invoices get assigned a new number?

- Yes, but the invoice number from our legacy system is being retained so you will still reference and send payment to the previously assigned invoice number.

Will my current open quote numbers get assigned a new number?

- Yes, but the quote number from our legacy system is still being retained so you will still reference the previously assigned quote number.

Will my current open orders get assigned a new number?

- Yes, but your purchase order number will remain the same. If you have a question about your open order, please reference your purchase order number upon inquiry.

Will my current open RMAs get assigned a new number?

- Yes, but the RMA number from our legacy system is still being retained so you will still reference the previously assigned RMA number.

Will product ids be changing?

- No, our product ids will not be changing.

Will my Kichler contacts be the same before and after the transition?

- Yes, all contacts will remain the same.

Will my open orders be fulfilled in the new system?

- Yes, all open orders will be moved into the new system to be processed for shipment.

Will my freight preferences and/or account numbers be maintained in the new system?

- Yes, if you have given us a carrier/account number to use when shipping, that will be maintained in your new customer profile and applied to your orders.

Can I use my own UPS and FedEx account numbers for shipping at all Kichler's distribution centers?

- Yes, with this new system we can now ship using your FedEx and UPS account numbers at all our Kichler distribution centers.

Will Kichler Connection be available during this new system transition?

- No, Kichler Connection will be unavailable starting at 5:30 pm on Saturday, December 30, 2017 through Wednesday, January 3, 2018.

Will the dealer portal be updated?

- The current dealer portal will be replaced with a new portal. This new portal offers some significant changes. There will be improved order entry, a new shopping method and visibility into stocking levels at all distribution centers. Please note, image downloads from the dealer portal will only be available in the Brand portal.

Will the link to the dealer portal change?

- Yes, the link for the new portal will change. Our Kichler.com site will be updated with the new link for easy accessibility.

Will I need a new login for the new portal?

- Your login will remain the same but a new password will be required. This new password will be sent to you in our customer communications regarding the system change in the month of December.

Will training be scheduled for the new portal?

- A video will be available on our current dealer portal. This video details the functions of the new dealer portal.

If I have additional questions or concerns, what should I do?

- Please send an email containing your additional questions or concerns to p21faq@kichler.com. We are monitoring this email account throughout the day and will respond as soon as possible. We will also continue to update this FAQ sheet based on the incoming questions we receive from our customers and reps.