

## Supplier Update: Aidacare and Total Mobility

### Transition of purchasing across to Aidacare ERP platform

Dear Valued Supplier of Total Mobility

We are pleased to let you know that Aidacare acquired the Total Mobility business from its owners Greg and Kim Rendell, effective from 1st October 2020.

Since then Total Mobility has continued to operate in the normal course, sending you Purchase Orders via the same existing process and contacts via email or phone.

From **Monday 2<sup>nd</sup> November** Total Mobility Solutions (NSW) systems and processes will be fully integrated into Aidacare systems. At this point our purchase orders will change to Aidacare / Total Mobility purchase orders, so your system will need to be updated to the correct company details please. New PO's will specify the delivery address as one of the following:

Aidacare / Total Mobility Solutions (NSW)  
Unit 10/1-11 Burns Road Heathcote NSW 2233  
Phone: 02 9520 1866

Aidacare / Total Mobility Solutions (ACT)  
3/21 Raws Cres Hume Canberra ACT  
Phone: 02 6260 1003

Aidacare (NSW Distribution Centre)  
Building 3A/1 Moorebank Ave, Moorebank NSW 2170  
Phone: 02 8706 2300

#### What happens to current open Purchase orders from Total Mobility?

- All open orders will migrate across to the Aidacare system and will be issued with a new PO number. There will however be a reference to the existing Total Mobility Purchase order number so as to avoid any confusion.

#### What happens to partly delivered Purchase Orders from Total Mobility?

- Only items that are on backorder will be listed on the new Purchase orders. Any products that have already been delivered, will not be included on the new order that you will be receiving.

#### Which entity will be reconciling future invoices?

- All invoices connected with delivery prior to the 2<sup>nd</sup> of November will be reconciled as per normal.
- All invoices received from the 2<sup>nd</sup> of November onwards will be reconciled via the Aidacare system.

#### What if Aidacare do not have an account with us?

- We ask that you send through a credit application ASAP so we can complete and return.

#### Have the Contact details changed?

**By Phone** – no change. Telephone numbers all remain as before for Total Mobility.

**By Email** – Please continue to send order confirmations to your existing Total Mobility contact/s. We will continue to receive all emails sent to Total Mobility email addresses, and will update you by response with new contact details for future use.



Two weeks later, from **Monday 16<sup>th</sup> November** Total Mobility (ACT) systems and processes will be fully integrated into Aidacare, and the same process as above will follow. Up until that date, you will continue to receive orders in the current format.

We appreciate your continued support through this transitional phase and If you have any questions, please don't hesitate to contact us.

Regards,

Grant Clark

Chief Executive Officer (Total Mobility Solutions)