

Dear Supplier

The Warehouse Group is moving to a new ERP system next year which will have an impact on our Accounts Payable, Finance and Inventory areas.

We will be communicating with you on the implications for this as we can so that we can all be prepared for any changes to our processes as a result.

As a first step in this process and as a result of recent issues with speed of response on queries and invoice/credit processing, we have refined our email contact details so that we can ensure we are more responsive and that our new systems will be able to track all of the correspondence coming in.

Please note the important changes to our communications below

Emails and Queries

Our team have been working hard to process your invoices and clear queries however over time the methods of contacting our team has become inconsistent and difficult to manage with emails being sent direct to team member addresses (including some of whom have now left us whose inboxes are no longer monitored), and Group email addresses – often at times both arising in larger volumes and duplicate communications across a number of team members.

To ensure we can prioritise your emails and ensure our service levels are monitored and maintained we ask that all emails are sent to the following addresses.

If you use these emails already for your invoices and credits – please keep using these

Invoice emails
twltradeinvoices@thewarehouse.co.nz
TWLTradeCredits@thewarehouse.co.nz
TWLTrade7DayInvoices@thewarehouse.co.nz
WSL.TradeInvoices@thewarehouse.co.nz
WSL.TradeCredits@thewarehouse.co.nz

For all other queries, invoices, credits, statements etc

All Emails	
accountspayable@thewarehouse.co.nz	All Trade invoices, Credits, statements and all Queries
apnontrade@thewarehouse.co.nz	All Non- Trade invoices, Credits and Queries

Please note that from 9 January 2023 any emails sent to individual or other accounts payable email inboxes will not be answered so it is important that your accounts teams and systems teams (for automated emails) are aware of the correct emails to use.



We thank you for your assistance and we wish you a very happy Festive Season and New Year.

Best Regards

Transactional Services Team

