



December 9, 2019

For most of 2019, Saratoga Spa staff have been working and preparing for transition to a new ERP software system. Effective January 6th 2020, Saratoga Spa will be implementing the Prophet 21 ERP system.

What will change?

- You can expect to see changes in the format of all system generated numbers (Sales Order numbers, Part numbers, Spa Serial numbers, Invoice numbers, etc.).
- The appearance of all forms will be changed with some new and different information. This applies to Order Acknowledgements (spas & parts), Shipping documents, Invoices, etc. Please review all of the forms you receive from Saratoga Spa carefully and contact us if you have any questions.

What will not change?

- You will continue to contact Saratoga Spa staff in the manner you are familiar with (phone, email, fax).
- Regarding Customer account numbers, wherever possible we have retained the account number established in the legacy software system. If a new account is required to be established in P21, you will receive an account number in the new format.
- The currently established payment Terms & Conditions.

We will be making every effort to implement the new system efficiently which will likely slow down our processing and response time for a short period of time while we all adjust to the new software.

Saratoga Spa Company will close for the annual Holiday break on Friday December 20, 2019 at 5pm EST and resume operations on Monday January 6, 2020 at 8am EST.