

## **Information from Axess Logistics to Our Customers Regarding a System Upgrade in May 2026**

**Dear Customer,**

We would like to inform you that during the weekend of 14–17 May, we will be carrying out a comprehensive upgrade of our business system. As this may affect our service during this period, we would like to provide you with some information about the work being carried out.

### **Why are we upgrading?**

The purpose of the upgrade is to ensure a continued stable platform for our operations and to enable continuous system updates going forward. By moving to a modern platform, we strengthen our delivery reliability and create better conditions for long-term, stable operations.

The system upgrade is also an important step in our digital development. The new platform will enable the introduction of new functionalities and improved ways of working in the future, which we believe will benefit you as a customer.

### **When will the upgrade take place?**

The transition will take place during the weekend of 14–17 May, over the Ascension Day holiday. During this period, our facilities will operate without full system support and will therefore work with limited capacity and efficiency, resulting in reduced service levels.

Work carried out during these days (including transport activities) will not be reported until the new system is fully operational. As a result, status information and other data in Track & Trace may be temporarily inaccurate.

From Monday, 18 May, we will be back in full operation using the upgraded business system, and all work and updates completed over the weekend will then be registered.

### **What do you need to do?**

No action is required from you as a customer. All current services and integrations with Axess that you use today will continue to function in the same way after 18 May.

We will do everything possible to ensure a smooth transition with minimal impact on your operations. At the same time, we kindly ask for your understanding should some disturbances or longer response times occur during the start-up phase.

Should you have any questions or require further information, you are most welcome to contact your usual Axess representative or our customer support team.

Thank you for your trust and cooperation.