



DAC Service Interruption

Warehouse Closed January 2 through January 9, 2023 for System Upgrades

We're switching to SAP!

DAC Technologies is modernizing its ERP system to better meet your needs, improve operational efficiencies, and deliver higher levels of customer service.

As part of the transition process, DAC Technologies will be closed beginning Monday, January 2, 2023. We will reopen on Monday, January 9, 2023. During this period, we will only be accepting emergency orders for parts and critical machine-down events.

The entire DAC team in Garland, Charlottesville, and across the country is dedicated to making this transition as seamless as possible for our customers. No ERP transition is without its challenges, and we appreciate your patience and kindness as we work through the process. This is a culmination of two years of intensive effort by our staff, and we are likewise incredibly grateful for their effort and persistence on this project.

How to prepare for the service interruption:

1. Please place all orders for stock items by Thursday, December 29, 2022 at 2pm CST.
2. International, special order, drop shipment, and TL/LTL orders should be placed no later than Friday, December 23rd (the earlier the better!)
3. Ensure you have enough stock on hand to satisfy demand through at least January 16.
4. After reopening, expect order fulfillment delays of one to two days which may continue for several weeks.

National Optronics Parts & Service

The National Optronics support department will remain open and available for troubleshooting and emergency parts shipments. Please call 972-677-2777 to reach the service department.

We're modernizing our IT infrastructure, but you, our customer, are our most valuable asset. We thank you for your support and understanding and look forward to roaring back in the new year, better than ever!

If you have any questions, please contact your area manager or call our main office line.

Sincerely,

The DAC Team