

Subject: ERP System Changeover and Temporary Business Closure Notice

Dear Valued Customer,

As part of our commitment to continuous improvement, we will implement a new Enterprise Resource Planning (ERP) system to enhance order processing, inventory management, reporting, and customer service.

To facilitate the transition, we will complete our month-end closing on October 30 and be **closed for normal business operations on November 2**. Our team will use this time to complete the ERP conversion and validate system functionality.

During this conversion period:

- Routine order entry and processing will be unavailable.
- Emergency orders may be processed as necessary.
- Shipment confirmations and order status updates will be delayed.
- Local delivery shipments and parcel shipments will resume on Tuesday, November 3.
- Response times from our Customer Service Team may be slower than usual.

We are scheduled to **resume normal business operations on November 3 at 7:30 a.m. EST**.

To minimize any disruption to your business, we encourage customers to:

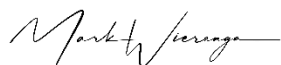
- Place any time-sensitive orders before October 30.
- Review upcoming inventory needs and plan accordingly.
- Contact your sales representative regarding urgent requirements prior to the closure.

Our team has been working diligently to prepare for this transition, and we expect the new ERP system to improve efficiency, accuracy, and responsiveness in our ongoing business relationship.

We appreciate your understanding and thank you for your continued partnership as we take this important step toward improving our operations.

If you have questions regarding the transition, please contact:

Mark Wierenga



Officer - Operations
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