



Dear Valued Distributor,

Back in January we reached out to share exciting plans to implement our Transportation Management System (TMS) in early February to better serve our customers' needs. As a reminder, a Transportation Management System is a platform designed to streamline shipping processes.

Due to unforeseen circumstances, our implementation experienced a delay, then the COVID-19 Pandemic hit the United States delaying our implementation further. Our TMS is now live as of June 1, 2020 allowing us to improve our supply chain efficiencies while also providing order turnaround time to you within a 48-hour period.

With this new system and significant improvement in efficiencies, the following changes to our typical distribution operation must be implemented:

1. Modifications to orders placed will be limited due to improved order entry lead-time and the automated process for scheduling of deliveries. The ability to make changes is dependent on the process status of the order at the time of request, and beyond a certain point will not be possible.
2. With tremendous load and route optimization capabilities, maximization of combined shipments with orders from more than one customer will be scheduled on logical freight lanes.
3. Orders received over full truckload limit (> 40,000 lbs.) will be split as appropriate and may be shipped in a manner to be combined and maximized by capacity and route without sacrifice to order lead-time.

In addition, you'll also see multiple benefits including:

- Improved freight costs through distribution efficiencies
- Maximized and consolidated loads and deliveries
- Faster and more accurate deliveries
- Reduced shipping errors through focus on packing and loading
- Improved communication of delivery status

We previously asked you for important information as it relates to your business regarding your shipping hours, contacts, requirements and preferences to improve our shipment accuracy, optimize our carrier selection and manage freight costs.

If you haven't updated your business information within our records, please visit <http://bit.ly/ShippingRequirements> to do so today.

Additional support information is available at www.laticrete.com/tms to help provide further information on how TMS will benefit you. In the interim, please contact your LATICRETE customer service team at 800.243.4788 with any questions or reach out to your local LATICRETE Sales Representative.

Regards,

A handwritten signature in cursive script that reads "Jeff Bowen".

Jeff Bowen
Manufacturing Operations Leader

Globally Proven Construction Solutions