



January 6, 2020

Dear Valued Distributor,

LATICRETE is pleased to announce the implementation of a Transportation Management System (TMS) to better serve our customers' needs. A Transportation Management System is a platform designed to streamline shipping processes.

This TMS implementation will go live in early February and allow 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

In preparation for our February launch, we need your help with providing important information as it relates to your business.

**Use the link below to update our records** regarding your shipping hours, contacts, requirements and preferences to improve our shipment accuracy, optimize our carrier selection and manage freight costs.

<http://bit.ly/ShippingRequirements>

Additional support materials will be provided in the next communication on January 10<sup>th</sup> to help provide further information on how TMS will benefit you. In the interim, please contact your LATICRETE customer service team with any questions or feel free to reach out to your local sales representative. You can also reach out to me directly at 800.243.4788 x1515.

Regards,

A handwritten signature in black ink that reads "Jeff Bowen".

Jeff Bowen  
Manufacturing Operations Leader

## Globally Proven Construction Solutions