



June 22, 2020

Dear Valued Distributor,

A few weeks ago we shared the exciting launch of our Transportation Management System (TMS). TMS is a platform designed to streamline shipping processes and efficiencies while providing a substantial environmental benefit. This tool helps LATICRETE maximize freight, eliminate waste, and reduce our carbon footprint.

Our intention was for this launch to be seamless to you; unfortunately, we experienced a few growing pains that may have delayed your shipments and tracking information. We've worked diligently internally and with our carrier partners to mitigate these delays. Your shipping turnaround times and confirmations should be returning to normal including carrier name, phone and tracking numbers on the confirmations.

As a reminder, to optimize the TMS efficiencies the following changes to our typical order and 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.

Based on your feedback, we are creating tools to aid in understanding our ordering practices to ensure we can achieve your desired delivery needs.

Additional support information on how TMS will impact you is available via www.laticrete.com/tms. Please contact our customer service team with any questions at 800.243.4788.

Regards,

A handwritten signature in black ink that reads "Jeffery R. Bowen".

Jeff Bowen
Manufacturing Operations Leader

Globally Proven Construction Solutions