



Verbatim Americas LLC
8210 University Executive Park Drive
Suite 300
Charlotte, North Carolina 28262
Phone: 704 547 6500

18-Aug-21

Dear Valued Customers,

Improving our service to our customers has been our top priority. In order to serve you better, Verbatim Americas is implementing an upgrade to our SAP system. The planned upgrade period is between the dates of Thursday, 02-Sep-21 and Monday, 06-Sep-21. We plan to go-live with system upgrade and return to normal operation on Tuesday, 07-Sep-21.

Since we will have limited shipping capability and customer ordering during these transition dates, please kindly place orders prior to Thursday, 02-Sep-21 to the extent possible. All EDI orders received during the transition period will be processed upon restart, so you might experience delays of shipment if your orders are placed during the transition. This upgrade will affect all the orders from the United States, Canada, Mexico and Latin America.

We value our customers and are providing this notice so you can plan accordingly. As always, we will do our best to provide our excellent continued customer service during this transition. Thank you for your understanding and cooperation. If you have any questions, please contact us at 1-800-343-3475 (US, Mexico and LAR) or 1-888-837-2284 (Canada) or via e-mail at order.entry@verbatim.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Dudick', written in a cursive style.

Michael Dudick
Executive Director, Operations