

March 2, 2020

Dear PREVOST Customer,

At PREVOST, we continuously evaluate and evolve our business to better assist you - our valued customer. Over the past year, we have worked diligently to integrate an updated operating system to accommodate our growing business needs. On June 1, 2020 the new operating system will go live and you will not experience a disruption in order processing.

Noted below are updated changes to our policies and procedures which could affect the way you do business with us.

- We now have the ability to process orders using your unique part numbers– where applicable.
 - What does this mean for you?
 - Your unique part number can be used on Purchase Orders instead of PREVOST's; which will save valuable time when placing an order.
 - If you are interested in opting into this program, email an excel spreadsheet to k.williams@prevostusa.com with the following information:
 - Company name, contact information, your unique part number and corresponding PREVOST part number

- When placing an order, package quantities indicated in the current Price List and Retail Price List must be respected.
 - What does this mean for you?
 - If the quantity you require is less than the package quantity listed in our pricing guides, you must order the retail "*Clip Pack*" option with the "*Clip Pack*" part number.
 - Package quantities are listed in our 2020 Price List and 2020 Retail Price Lists and available for download from: <https://www.prevostusa.com/documents.html>
 - Please contact your Regional Sales Manager for the password

EXAMPLE

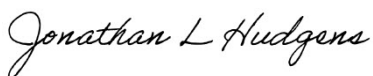
ISI 061201: Package Quantity - 10

- To order Qty. (20) ISI 061201 Couplers your order should state the following:
 - o “Qty. (20) – ISI 061201”
- To order Qty. (3) ISI 061201 Couplers:
 - o “Qty. (3) – ISI 061201CP”
- Electronic invoices and order confirmations will now be automatically generated when your order is entered into our system.
 - o What does this mean for you?
 - Reduced calls and wait times
- Our **“Skin Pack”** retail option will be phased out and replaced with the **“Clip Pack”**.
 - o This may impact the total order quantities for plugs – see Retail Price List for details

CLIP PACK
(CURRENT)SKIN PACK
(OBSOLETE)

Please take a moment to share this information with those in your organization whom this may affect. As always, we value your feedback and if you have questions regarding these changes, direct them to your Regional Sales Manager.

Sincerely,



Jonathan Hudgens
Business Unit Manager