



May 1, 2024

To our valued Distributors and Customers,

OSG USA, Inc. is excited to announce the upcoming deployment of its new company-wide Enterprise Resource Planning (ERP) system, along with an upgraded website! This powerful automated business system and updated website supports our commitment towards excellence which will enable OSG USA, Inc. to work more efficiently while improving responsiveness with our customers, suppliers, and partners.

While most of the changes resulting from this ERP and website upgrade will be transparent to you, we would like to make you aware of some important dates and details as we prepare to implement our new system to allow you to plan accordingly in advance:

1. Thursday, May 30, 2024: Order Cut-Off @ 2:00pm CST

- In preparation for a successful cutover to our new ERP system, order cut-off time will change from 4:00pm CST to 2:00pm CST.
- Orders received after the cut-off time will be processed and shipped beginning the week of June 3, 2024.

*Please consider sending any large/stocking orders prior to the Memorial Day Holiday.

2. Friday, May 31, 2024: OSG general operations will be CLOSED

- Our teams will be very busy during the transition to the new ERP system, however, we will have limited resources available to assist you with any inquiries.
- Orders submitted to OSG during this time will be held and processed beginning the week of June 3, 2024.

3. Monday, June 3, 2024: New Website Launch & Normal business resumes

- As part of our new ERP, we will also be launching our new website. Please refer to **osgtool.com** for updates.

While any major software transition carries its challenges, and you may experience some temporary delays in service and processing, please be assured that we have invested significant time and effort to ensure that you experience minimal disruption in our ability to service your business.

We truly appreciate your patience and understanding as we convert to our new system and look forward to servicing you.

Sincerely,

A handwritten signature in black ink that reads "Jeff T. Tennant". The signature is written in a cursive, flowing style.

Jeff Tennant
President

shaping your dreams