

# SupplyWorks

Formerly **JANPAK**

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March 16, 2015

Dear Valued Customer,

We wanted to announce an exciting new chapter in our company's history that will enable us to better serve you now and in the years ahead.

Today we are unifying five brands – AmSan, Cleansource, JanPak, Trayco and Sexauer – and launching **SupplyWorks**, a new brand focused on serving our institutional and commercial customers nationwide.

The SupplyWorks brand name reflects our core business and punctuates the path we have been pursuing: to provide you with great products and smart solutions that advance the performance of your facility.

For example, now you will be able to receive everything you need for your facility from a single brand. We accomplish this through fast, nationwide delivery and an array of name brand and exclusive brand plumbing, electrical, HVAC, janitorial, safety, lighting and food service products, just to name a few.

The SupplyWorks brand also allows us to offer customized inventory management and supply chain solutions, and our full suite of digital, e-commerce and reporting capabilities seamlessly across the country. Finally, our new mobile websites are launching today to make it easier to order and manage your account on the go.

While the SupplyWorks brand is new, you will still receive the same level of service from the same dedicated team of professionals you know and trust. Please know that the terms and conditions of your business will still stay the same, along with your account number, web username and password.

Please see the attached Q&A document, which provides more information about our new brand.

We hope you'll agree that the SupplyWorks promise of offering you fast, nationwide delivery of all the maintenance products you need, complemented with problem-solving expertise and smart solutions tailored to meet your objectives, will allow you to achieve your facility maintenance goals.

Please don't hesitate to contact your sales professional or our customer care experts with any questions you might have about our exciting transition to SupplyWorks. Thank you for your continued support and loyalty.

Best regards,



Michael Grebe  
Chairman and CEO



Kenneth Sweder  
President and COO



# SupplyWorks™

## Frequently Asked Questions: Name Change

### **Why is your brand name changing?**

By unifying all our institutional brands under the SupplyWorks brand, we are better able to serve you by:

- Leveraging our national scale and reach to provide you with a consistent experience across all your facilities no matter where they are located.
- Expanding our assortment to offer you a broad spectrum of products from janitorial, to plumbing, HVAC, electrical, lighting and more.
- Bringing together a national team of experts under one brand to offer an expanded suite of capabilities and programs to all our customers. These include enhanced e-commerce capabilities, mobile e-commerce and inventory management programs.

### **Why did you choose the name SupplyWorks?**

The name reflects both our core business and aspirations for how we would like our institutional customers to see us. The word Supply speaks to one of our key value propositions, specifically our customers can reliably access over 140,000 products from over 3,000 manufacturers. The word Works stands for everything that we provide beyond the product: facility maintenance expertise, supply chain solutions, rapid delivery, our technology and e-commerce capabilities, etc. So descriptively, the brand articulates our ability to offer everything you need to meet your facility maintenance needs.

### **Does the new name reflect a new direction?**

The new name does not mark a change in direction, rather it emphasizes the progress we've made – to provide you, our commercial and institutional customers, with the best solutions for facilities maintenance. Unifying all our brands and changing our name to SupplyWorks enables us to provide you with the full complement of products and services available from one brand, across the country.

### **When will this change take effect?**

SupplyWorks launches on March 16th.



# SupplyWorks™

## Frequently Asked Questions: Day-to-Day Operations

### **Will I still have my same sales representative?**

Your relationship with your current account representative will not change as a result of the name change to SupplyWorks.

### **Will my sales representative's email address change?**

Existing email addresses will remain active, however all Sales Team members will receive a new SupplyWorks email address effective March 16th. We encourage you to update your contacts to reflect the new email address at your earliest convenience.

### **Will my account number stay the same?**

All account numbers will remain the same and will not change as a result of the name change.

### **Will my customer service email address and phone number change?**

The new email for customer service is [customercare@supplyworks.com](mailto:customercare@supplyworks.com)

Our customer care number is 1.866.412.6726.

### **When will the packing slips and invoices change?**

All packing slips and invoices will feature your current brand and SupplyWorks brand for a period of three months effective March 16, 2015.

Please update your accounts payable systems to show SupplyWorks as your new supplier.

### **Will your website change?**

The [myjanpak.com](http://myjanpak.com) website will convert to the new [supplyworks.com](http://supplyworks.com) site. Please update your bookmarks for the new site.

For the first month, website messaging will communicate the changeover to the new SupplyWorks brand.

Your website login, password, favorites list, and order history will remain unchanged.

### **Will business rules change? (terms and conditions)**

The transition to SupplyWorks will not change any business rules or terms and conditions. Your account terms will remain the same.

### **When paying by check, who do I make it payable to?**

Please make checks payable to SupplyWorks.

Please update your accounts payable systems to show SupplyWorks as your new supplier.