



**ONE SOURCE.  
ONE ORDER.  
ONE SHIPMENT.**

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## **Top Notch Distributors Launches New Operating System Software**

Dear Valued Top Notch Customer,

We would like to take this opportunity to thank you for being a customer of Top Notch Distributors. As part of our ongoing commitment to providing exceptional customer service and a best-in-class customer experience, we are implementing a **new Enterprise Resource Planning Software (Epicor)** that will **go-live on June 25<sup>th</sup>, 2018**. This letter contains important information relating to our new upgraded software system and details specific process changes impacting our customers.

### **Improved Customer Documentation**

- ✦ “Order Acknowledgements” and “Invoices” will have a new, cleaner look but contain the same information that customers are used to seeing
- ✦ “Order Acknowledgements” will continue to be sent immediately after each order has been placed
- ✦ A single “Order Acknowledgement” will be sent per order. However, product orders shipped from multiple warehouses will receive a separate invoice for each specific warehouse shipment
- ✦ “Job Quotes” will include more product detail information
- ✦ “Order Numbers” will increase from 6 digits to 8 digits

### **Credit Card Orders**

- ✦ For security purposes, we cannot transfer existing credit card numbers over to our new software. Because of this, Top Notch will require an updated credit card number with your first transaction in the new system – we will store it for all future purchases

### **Save The Date: Top Notch Will Be Closed On Friday, June 22, 2018**

- ✦ In order to implement our new software, Top Notch will be closed on Friday, June 22, 2018
- ✦ We would ask our customers to plan ahead if possible and place your weekly or daily orders no later than Thursday, June 21<sup>st</sup>:
  1. Call the Top Notch Inside Sales team at 800/233-4210 by 7:00pm Eastern Standard Time on Thursday, June 21<sup>st</sup>
  2. Email your orders at [sales@topnotchinc.com](mailto:sales@topnotchinc.com) by 7:00pm Eastern Standard Time on Thursday, June 21<sup>st</sup>
- ✦ Note: Top Notch will resume normal operations on Monday, June 25, 2018. The Top Notch E-Store will be back open for business at 1:00pm on Saturday, June 23, 2018

We apologize for any inconvenience that may be incurred by our customers as we make this upgrade to our business. Thank you for your continued business and support as we work hard to be your supplier of choice for architectural door hardware products.