



EPICOR.

Dear Valued Customers:

On November 1st, 2019, New Way Trucks will be implementing new software for sales orders and invoices, vendor invoices and payments, and the general ledger. This will be the first phase in the implementation of our new Enterprise Resource Planning (ERP) system that will enable us to transform our business operations, allowing us to achieve operational excellence, improve productivity while meeting our customers' expectations.

While our team has been and continues working diligently to ensure a smooth transition with seamless experience for our customers, we appreciate that this is a major undertaking and that there may be some interruptions while we adapt to the change. Rest assured that we have made every effort to minimize any disruptions for our customers, and we will be working to provide all customers with any necessary support.

One change that customers will notice is new formatting of some documents (such as invoices and order acknowledgements) however, the content is consistent with what our customers have been receiving previously.

What's New

2020 will be an exciting year as we will roll out phase two of the ERP implementation that will include several features that will enhance our workflow, manufacturing processes, and productivity. Our customers will see new ways to interact and communicate with us through an e-commerce site, CRM, and dealer portal. More to come on these as we progress in their development and implementation.

Thanks for being a valued customer and don't hesitate to speak to your New Way contacts regarding this.

Please distribute this announcement to the appropriate people within your company who may also need to be aware of this upcoming change.

