



SMITH-COOPER.
INTERNATIONAL

October 1, 2020

Attention Anvil International and Smith-Cooper International Customers:

In May 2019, we completed the merger between Anvil International and Smith-Cooper International. Since completing the merger we have been hard at work integrating the businesses to bring you the level of quality and service you have come to expect from both companies. On November 2, 2020, we will take a significant step forward by integrating the businesses on the Anvil International ERP system, allowing customers to place one order for all Anvil and Smith-Cooper International products. To ensure a smooth transition while maintaining the highest level of customer service, we have outlined several activities that will be taking place during this transition.

- **October 30th:** All legacy Smith-Cooper International distribution centers will be closed. This includes our locations in Commerce, CA, Vancouver, WA, Elk Grove Village, IL, and Lawrenceville, GA. During this shut down the Smith-Cooper International Inside Sales team will be available to assist customers and will have the ability to process orders and quotes, but shipments and will call pickups will be postponed until Monday, November 2nd. All legacy Anvil locations will remain open for shipment and will call during the transition.
- **November 2nd:** All facilities will reopen, and shipments and will call pickups will resume at all legacy Smith-Cooper International locations. This will be the first day customers can submit consolidated purchased orders for Anvil and Smith-Cooper International products.

EDI & VMI Partners:

Effective at the end of business on October 29th, EDI services between Smith-Cooper International and our trading partners will be suspended while we transition to our new ERP system. All orders placed with Smith-Cooper International on Friday, October 30th must be submitted by email, phone, or fax. Effective November 2nd customers will have the ability to utilize EDI & VMI to place consolidated orders for both Anvil and Smith-Cooper International products, via Anvil's established EDI & VMI platforms.

Smith-Cooper OrderPro Users:

Effective at the end of business on October 29th, Smith-Cooper International customers will no longer have access to OrderPro to check inventory and pricing, or to place orders. All orders placed with Smith-Cooper International on Friday, October 30th must be submitted by email, phone, or fax. Effective on Monday, November 2nd customers will be able to view Anvil and Smith-Cooper International inventory online utilizing the sales portal located on the Anvil International website. If you do not have access to the Anvil International sales portal you can request access by registering on the Anvil International website or by following the link provided, <https://www.anvilintl.com/account/login>. For additional information on how to register and utilize the sales portal please download the training document by following the link provided, https://s3.us-east-1.amazonaws.com/anvilintl.com-prod/resources/Sales-Portal-Instructions_Dist-v02.pdf.

Return Material Authorization (RMA):

Effective November 2, 2020, Anvil and Smith-Cooper International will be moving to a consolidated RMA policy and process. A copy of the updated policy is included and can also be found on our merger website by following the link provided, <https://s3.us-east-1.amazonaws.com/anvilintl.com-prod/resources/Anvil-Smith-Cooper-Standard-Return-Policy.pdf>. To

ANVIL INTERNATIONAL

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603-418-2800 P 603-418-2833 F
www.anvilintl.com

SMITH-COOPER INTERNATIONAL

2867 Vail Avenue, Commerce, CA 90040
800-766-0076 P 323-890-4456 F
www.smithcooper.com

POWER AND PROCESS OFFICE

160 Frenchtown Road, North Kingstown, RI 02852
401-886-3000 P 401-886-3010 F
401-533-6896 EMERGENCY
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ensure prompt resolution, please submit requests to your preferred Inside Sales Representative or either of the following email addresses, customerservice@anvilintl.com or returns@SmithCooper.com.

Price Files:

Legacy Smith-Cooper International US price files have been updated to include a cross-reference between legacy Smith-Cooper International part numbers and the new Anvil and Smith-Cooper International part numbers. The formatting of the data has been updated to drive consistency between all Anvil and Smith-Cooper International price files. There are no additional changes to information on the price files at this time. All Anvil and Smith-Cooper International US price files can be downloaded at <https://www.anvilintl.com/price-sheets/us-price-sheets>.

We have also created a website dedicated to the merger transition where our customers can find all documents related to the merger including item cross-reference files, communications related to business changes, key contacts, etc. You can visit the website by following the link provided, <https://www.anvilintl.com/company/merger>.

We appreciate your patience during this transition. If you have any questions or concerns please feel free to contact me by email at ccerf@smithcooper.com.

Sincerely,

Chris Cerf
Vice President, Customer Experience
Anvil International & Smith-Cooper International

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