



THUASNE®

We're Growing And Improving!

As part of our integration with our parent organization, Thuasne, we will be transitioning to a new enterprise reporting system that will allow us to grow as a company and to better serve our customers.

To serve you better, we will:

- Increase our ability to manage customer demand
- Improve shipping times
- Create a more efficient order flow

In order to properly implement our new systems, the last day to place an order for this month will be September 26, Noon PT. Stock orders placed by this date and time will ship the same day. Custom orders are not impacted. We will only be shipping custom orders on September 29 and 30. Our team will be diligently working to return to business-as-usual on October 1, but please understand that unknown shipping delays are a possibility. Our goal is to have a successful transition and get your order to you at our earliest ability.

Thank you for your patience, and we look forward to better serving you with our new integrated system.

How You Should Prepare

To ensure there is not a gap in your ability to serve your patients, we encourage you to place any orders that you are expecting during our transition period by **Friday, September 26, Noon PT.**

In-stock orders placed by September 26 will be shipped no later than end of business on **Friday, September 26 Noon PT.**

If you have any specific questions or concerns, please visit with your sales representative.

Or, for more general questions, contact **Customer Service at 800-432-3466 or by email cs@thuasneusa.com**. Customer Service regular business hours are **Monday through Friday, 7:00 a.m. – 6:00 p.m. CT.**

You can also use our **Customer Center** ordering portal on **Thuasneusa.com** for any online ordering and order tracking.

| Important Dates to Remember | Sept. 26 | Sept. 27-28 | Sept. 29-30 | Oct. 1 |
|-----------------------------|---|-----------------------------------|---|---------------------------------|
| Customer Service | Place stock orders by noon for same-day shipping. | Business closed for weekend hours | Accepting Orders <i>Shipping delayed to Oct. 2</i> | Business as Usual |
| Warehouse Shipments | Business as usual | Business closed for weekend hours | Open <i>Custom shipments only</i> | Open <i>Shipments resume</i> |
| Customer Center | Place stock orders by noon for same day shipping | Business closed for weekend hours | Accepting Orders <i>Shipping delayed to Oct. 2</i> | Business as Usual |