



Snelling Paper & Sanitation Ltd.
1410 Triole Street
Ottawa, Ontario K1B 3M5
Phone: 613-745-7184

www.snellingpaper.com

March 14, 2023

Important Update: New ERP System and eComm Platform

Information for Customers

Information for Suppliers

To Our Valued Customers,

As you likely know, in December 2020, [Snelling Paper & Sanitation Ltd.](#) was acquired by [Bunzl Canada](#), the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging. The Snelling team is excited to announce that we are taking another significant step towards integration within the Bunzl Canada family of companies.

Effective Friday, April 14, 2023, Snelling Paper & Sanitation Ltd. will transition to the Enterprise Resource Planning (ERP) system and online eCommerce platform currently managed by [Bunzl Grocery, Retail and Processor \(GRP\)](#).

NOTE: *Snelling Paper & Sanitation operations will close Thursday, April 13 at 4:00 pm ET through to Monday, April 17 to facilitate these changes. In-person pickups will not be accommodated during this closure. **Regular operations will commence Monday, April 17 at 8:00 am ET.***

We strive to deliver the highest level of service to our customers. With these changes you will see the following benefits, among others:

- Access to a broader range of products, categories and capabilities
- Improved fill rates with access to inventory across Bunzl Canada's national network
- Access to an industry leading eCommerce platform
- Streamlined ordering processes and expanded delivery capabilities
- Enhanced reporting, information gathering and data analytics capabilities.

An ERP conversion represents a significant change for any business. You can be assured that Bunzl Canada has significant experience seamlessly transitioning acquired businesses from legacy ERP platforms to more robust, capable and secure platforms.

Changes to Payment Processing:

- Customers are advised to update their records in advance of the Friday, April 14 transition date.
- Customers who pay by cheque should send all cheques to our **remit to address**.

Bunzl Canada Inc.
4240 Harvester Road, Unit #3
Burlington, ON L7L 0E8

- Customers who pay by EFT – banking information is as follows:

Institution ID: 003
Branch/ Transit: 01822
Account Number: 1546654
Currency Type: CAD
Bank Address: Royal Bank of Canada
Lloyd D Jackson Square Branch
100 King St. W. / Stelco Tower
Hamilton ON L8P 1A2

- Remittance notices to be sent to:

Via Email: payments@bunzlcanada.ca

Via Mail: P.O. Box 9580 Station A, Toronto, ON M5W 2K3

- Our business numbers and tax extensions to use with your payments are as follows:

GST/HST R104898937

QST 1012105009

Changes to Online Ordering:

During the transitional period of Thursday, April 13 at 4:00 pm ET through to Saturday, April 15 at 11:59pm ET, all customer orders submitted through orders.snellingpaper.com will be fulfilled on Monday, April 17. As of Sunday, April 16, orders.snellingpaper.com will be decommissioned and customers will automatically be forwarded to ShopBunzl.ca. Customers will continue to use their existing Snelling eCommerce account credentials to sign into ShopBunzl.ca. All eCommerce account information will automatically be transferred to Bunzl GRP's ERP system to ensure future online purchasing and processing is smooth and efficient. If you are interested in setting up a Snelling eCommerce account, please contact support@snellingpaper.com.

We're excited to be making this transition and know further integration with Bunzl Canada will allow us to deliver even greater value and levels of service to you - our valued customers. To the extent any issues are experienced during either of these transition processes, Snelling Paper & Sanitation Ltd. and Bunzl Canada will work quickly to resolve them.

If you have any questions or concerns related to these changes, or if you'd like more information, please [contact](#) your local sales representatives or your local Snelling leader.



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To Our Valued Suppliers,

As you likely know, in December of 2020, [Snelling Paper & Sanitation Ltd.](#) was acquired by [Bunzl Canada](#), the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging. The Snelling team is excited to announce that **effective Friday, April 14, 2023**, Snelling Paper & Sanitation Ltd. will transition to the Enterprise Resource Planning (ERP) system and online eCommerce platform currently managed by [Bunzl Grocery, Retail and Processor \(GRP\)](#). These changes represent an important step toward further integration with the broader Bunzl family of companies, while identifying efficiencies that benefit both our supplier partners and customers.

At Snelling and Bunzl, we strive to deliver exceptional service to our customers, while mutually growing our businesses with our supplier partners. So, with this change, we are making some important improvements as follows:

- Migrating to an ordering platform with a wider range of products, categories and capabilities
- Adopting an industry leading eCommerce platform
- Optimizing product assortment, ordering processes and delivery
- Implementing state-of-the-art reporting and information gathering and data analytics capabilities

Important Dates to Note:

- **Friday, April 14, 2023:** Snelling Paper & Sanitation Ltd. facilities will be closed to facilitate the necessary changes and full transition to Bunzl GRP's ERP system.
**No deliveries or pickups will be accepted between Thursday, April 13 at 4:00pm ET to Monday, April 17.*
- **Monday, April 17, 2023 at 8:00 am ET:** Snelling Paper & Sanitation will reopen for normal operations and will accept both deliveries and pickups.

Invoicing - Effective April 14, 2023:

- PO's to be issued as "Bill to" *Snelling Paper & Sanitation / Bunzl GRP* and "Ship to" *Snelling Paper & Sanitation / Bunzl GRP*. Invoices issued improperly may delay payment and may result in the invoice being rejected.
- All trade (inventory) invoices submitted must include a valid *Snelling Paper & Sanitation / Bunzl GRP* Purchase Order number. Failure to include a valid *Snelling Paper & Sanitation / Bunzl GRP* Purchase Order Number may delay payment and may result in the invoice being rejected.
- Please send all invoices to BD-Canada@dataserv-stl.com
 - This method saves the Supplier both the cost of printing and mailing of paper invoices and allows for invoices to be automatically submitted directly into our system.

- Ensure only one purchase order is issued per invoice. Bunzl GRP's automated system will reject multiple PO's on a single invoice. Any invoice rejected due to missing or inaccurate information, will not result in the loss of discount terms.
 - Invoice attachments can only be sent as .pdf, .tiff, Excel or Word formats.
 - The online invoice submission system accepts 10 attachments per email, one invoice per attachment. More than one invoice included in an attachment may result in the invoices being rejected by our system and may delay payment.
 - Invoices should only be sent once, at the time they are created. Any submissions of an invoice previously sent to Snelling/Bunzl will result in a duplicate record which will delay processing of payment for that invoice. After the initial submission, additional inquiries on an invoice should go through our A/P Helpdesk at aphelpdesk@bunzlusa.com.
- Please send all customer specific pricing contracts to cn_cdm@bunzlusa.com
 - Payables will be made centrally by:

Bunzl Canada Inc.
4240 Harvester Road, Unit #3
Burlington, ON L7L 0E8
Email: aphelpdesk@bunzlusa.com

NOTE: *Snelling open Purchase Orders will be manually entered into Bunzl GRP's ERP system.*

We're excited to be making this transition and know that this further integration with Bunzl Canada will deliver efficiencies which will benefit our supplier partners. A representative from our procurement department will be reaching out with further details in the coming weeks.

Sincerely,

Patrick Lahey

General Manager,

Snelling Paper & Sanitation Ltd.