



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

www.snellingpaper.com

May 23, 2023

Final Reminder: New ERP System and eComm Platform

Information for Customers

Information for Suppliers

To Our Valued Customers,

As previously communicated, **effective Friday, May 26, 2023**, [Snelling Paper & Sanitation Ltd.](http://www.snellingpaper.com) will transition to the Enterprise Resource Planning (ERP) system and online eCommerce platform currently managed by [Bunzl Grocery, Retail and Processor \(GRP\)](#), a division of [Bunzl Canada](#), the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging.

IMPORTANT NOTE:

Snelling Paper & Sanitation operations will be **closed Thursday, May 25 at 12:00 pm ET until Monday, May 29** to facilitate these changes. In-person pickups will not be accommodated during this closure.

Regular operations will commence Monday, May 29 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, May 26 transition date.
- Customers who pay by cheque should mail all cheques to:

PO Box 9580 Station A
Toronto, ON M5W 2K3

*****If you wish to courier your payment, please contact your Snelling AR representative, as certain conditions apply.*****

- 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: Online orders placed through orders.snellingpaper.com before Thursday, May 25 at 12:00 pm ET will be delivered on Friday, May 26. Online orders placed after this deadline will be delivered Monday, May 29. Beginning Sunday, May 28, 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.

REMINDER - Changes to Order Cutoff Times: As communicated in our April 10 letter, we have updated the cutoff time for all orders placed by phone or online via orders.snellingpaper.com. To ensure next-day delivery, all orders must be received by 2:30 pm ET. This change is being made to align with existing Bunzl GRP fulfillment schedules and to achieve greater efficiencies.

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 customer. 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,

This is a final reminder that **effective Friday, May 26, 2023**, [Snelling Paper & Sanitation Ltd.](http://www.snellingpaper.com) will transition to an Enterprise Resource Planning (ERP) system and online eCommerce platform currently managed by [Bunzl Grocery, Retail and Processor](http://www.bunzl.com) (GRP), a division of [Bunzl Canada](http://www.bunzl.com), the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging. 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.

Important Dates to Note:

- **Friday, May 26, 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, May 25 at 12:00pm ET to Monday, May 29.**

- **Monday, May 29, 2023 at 8:00 am ET:** Snelling Paper & Sanitation will reopen for normal operations and will accept both deliveries and pickup.

Invoicing - Effective May 29, 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.