

# **IMPORTANT:**

## Martin Supply's New System Upgrade

### **What You Need to Know**

Dear Valued Customer,

We are pleased to inform you about an important upgrade at Martin Supply. To serve you better, we are transitioning to a new system starting Thursday, December 5 (3pm CST). This upgrade is part of our commitment to improving service efficiency and providing you with an even better customer experience.

#### **Key Information:**

- Place any online orders by Wednesday, December 4, to ensure they are processed smoothly before the transition.
- Online account ordering will be temporarily unavailable from Thursday, December 5, (3pm CST) to Monday, December 9, while we complete the upgrade.
- These upgrades will provide a more efficient, online ordering experience.
- For orders needed during the transition period (December 5-9), please contact one of the following:
  - Your Customer Service Representative or Martin Sales Representative
  - Call 800.828.8116 or 800.832.4400 (Previous Quality Mill Customers), or email [customerservice@martinsupply.com](mailto:customerservice@martinsupply.com).
- You'll see a refreshed look for our invoices, designed to be clearer and more user-friendly.

**If you have any concerns or questions, contact your Martin Sales Rep or Customer Service Rep.**

Thank you for your continued trust in Martin Supply.

Sincerely,  
The Martin Supply Team

