

March 10, 2026

Dear Valued Customer,

We are implementing a new Enterprise Resource Planning (ERP) system in the coming weeks. It is an important milestone that will strengthen how we serve you.

**What is an ERP system?** An ERP is the software we use internally to manage your jobs and our business. It brings together core processes such as manufacturing, supply chain, inventory, quoting, invoicing, and customer service.

**Why are we sharing this with you?** This change represents a significant step forward for our business. It will enhance our ability to connect with external systems, improve accuracy, and deliver faster and more reliable service.

**What changes will you notice?** You will see slight updates to the MyBooks online portal, as well as refreshed quote layouts and clearer presentation of pricing. These changes will help streamline processes and communication. The new platform will allow us to continuously improve the functionality going forward.

**When is the transition?** Implementation is happening the week of **March 30–April 2**. We have already accounted for this transition in our production and shipping schedules.

**What is the impact on you?** While we are working hard to reduce the impact, you will inevitably encounter some inconveniences at the start as our team works within the new system. The MyBooks online portal will have an interruption in service for several days (file upload, remote proofing, and fulfillment) **starting Saturday, March 28**. More details to come on this. Your Project Specialist and Tech Support will be available if you need support.

In case you are missing them, your Account Manager has been busy training in preparation for this transition. Regular visits and engagement will resume soon.

This is an exciting moment for us, and while a change of this scale naturally brings some nervousness, we are confident in the positive impact it will have for you and our team.

Thank you for your continued partnership.

Sincerely,  
Ryan Hildebrand  
Senior Vice President of Trade Books