

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 projects 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, improve accuracy, and deliver faster and more reliable service.

What changes will you notice? You'll notice some updates in ConnectMe, including your project number shifting from a 6-digit to a 4-digit format. Additionally, the Approvals tab will now display new quote approvals in an updated layout with a clearer pricing structure. These enhancements are designed to simplify processes and shorten wait times, with even more improvements planned for the future.

When is the transition? Implementation is happening the week of **March 30–April 2**.

What is the impact on customers? While we are working hard to reduce the impact, you may initially encounter some inconveniences as our team adapts to the new system. But ConnectMe will remain available during this time. No downtime or action is required on your part.

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

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,



Cameron Fay
Senior Vice President of Yearbooks