

September 26, 2023

Important Update: New ERP System and E-comm Platform

Information for Customers

Information for Suppliers

To Our Valued Customer,

As you likely know, in January of this year, **Capital Paper** was acquired by **Bunzl Canada**, the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging. **Effective Monday, October 23, 2023**, Capital Paper will transition to the Enterprise Resource Planning (ERP) system and online e-commerce platform currently managed by **Bunzl Grocery, Retail and Processor (GRP)**.

Important Dates & Times:

- **Thursday, October 19 at 12:00pm AT:** All inbound and outbound deliveries will be suspended.
*Any shipments arriving after this time will not be accepted and turned away.
- **Thursday, October 19 at 4:00pm AT:** Order submissions (in-person, phone and online) will be suspended.
*Orders placed on this day will not be delivered until Monday, October 23 at the earliest.
- **Friday, October 20:** Capital Paper facilities in both Kentville, NS and Moncton, NB will be closed to facilitate the necessary changes and full transition to Bunzl GRP's ERP system.
- **Monday, October 23, 2023 at 8:30am AT:** Capital Paper will reopen for normal operations and will accept deliveries and pickups

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, October 20 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 / e-transfer payments to be sent to:

Via Email: payments@bunzlcanada.ca
Via Mail: P.O. Box 9580 Station A, Toronto, ON M5W 2K3

Note: Invoice numbers must be included in the *Comments, Message or Additional Notes* section of the digital payment. Failure to include this information could result in payment being posted incorrectly upon receipt.

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

GST/HST **10079 9360 RT0001**

Changes to Online Ordering: Online orders placed through ordering.capitalpaper.ca before Thursday, October 19 at 12:00 pm AT will be delivered the following week on your scheduled delivery day.

Beginning Sunday, October 22, ordering.capitalpaper.ca will be decommissioned and customers will automatically be forwarded to ShopBunzl.ca. Capital Paper e-commerce customers will be required to update their account login credentials following conversion. Capital Paper e-commerce customers will receive a ShopBunzl.ca account activation email on October 23, 2023. More details will be provided closer to the date of conversion. If you are interested in setting up a Capital Paper e-commerce account, please call [1-800-565-5008](tel:1-800-565-5008).

We're excited to be converting to a new ERP system. 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 Capital Paper leader.

Sincerely,

Russell Peach

VP Finance and Admin

Capital Paper



Capital Paper
27 Calkin Drive
Kentville, NS B4N 3V7
(902) 678-6767

www.capitalpaper.ca

To Our Valued Supplier,

As you likely know, in January of this year, **Capital Paper** was acquired by **Bunzl Canada**, the Canadian leader in food and retail packaging, cleaning supplies and equipment, safety products and industrial packaging. **Effective Monday, October 23, 2023**, Capital Paper will transition to the Enterprise Resource Planning (ERP) system and online e-commerce platform currently managed by **Bunzl Grocery, Retail and Processor (GRP)**.

Capital Paper and Bunzl strive to deliver exceptional service to our customers, while mutually growing our businesses with our supplier partners. 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 & Times:

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*Any shipments arriving after this time will not be accepted and turned away.
- **Friday, October 20, 2023:** Capital Paper facilities in both Kentville, NS and Moncton, NB will be closed to facilitate the necessary changes and full transition to Bunzl GRP's ERP system.
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Invoicing - Effective October 23, 2023:

- PO's to be issued as "Bill to" *Capital Paper / Bunzl GRP* and "Ship to" *Capital Paper / 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 *Capital Paper / Bunzl GRP* Purchase Order number. Failure to include a valid *Capital Paper / 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 Capital/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 cdm@bunzlcanada.ca
 - Payables will be made centrally by:
 - Bunzl Canada Inc.
 - 4240 Harvester Road, Unit #3
 - Burlington, ON L7L 0E8
 - Email: aphelpdesk@bunzlusa.com

Note: Capital 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,

Russell Peach

VP Finance and Admin

Capital Paper