A step forward.

We’re improving our business processes to better serve our customers and business partners.

Carpenter Powder Products, Inc. (CPP) will launch our new SAP platform on Monday, April 9th.

Carpenter Technology Corporation is a leading producer and distributor of premium specialty alloys, including titanium alloys, nickel and cobalt based superalloys, stainless steels, alloy steels and tool steels. Carpenter’s high-performance materials and advanced process solutions are an integral part of critical applications used within the aerospace, transportation, medical and energy markets, among other markets. Building on its history of innovation, Carpenter’s metal powder technology capabilities support a range of next-generation products and manufacturing techniques, including additive manufacturing and 3D printing.


Our Carpenter Powder Products, Inc. business will be the first to launch Carpenter’s multi-year global initiative to bridge our strategy and processes to improve responsiveness. A team of Carpenter employees and consultants is preparing us for the initial launch at CPP, set for Monday, April 9th.

These improvements will bring changes in the ways we serve customers, including new customer numbers, some new forms, new documents and new processes. As part of our commitment to facilitating a smooth transition, we would like to share some important updates. Please forward the information in this guide to the appropriate individual(s) within your organization responsible for purchasing/procurement, accounts payable, and other such functions.

Thank you in advance for your understanding as we upgrade our system. Your sales and customer service contacts look forward to explaining this important initiative further and answering your questions.

Brian Malloy
Many of our documents will have a new look.

Here’s a preview of our order acknowledgement and invoice and some of the new information they will include.

### ORDER ACKNOWLEDGEMENT

**Inquiries, quotations and other forms will also include a new look and new information.**

You will find the formatting of our documents (such as inquiries and quotations) has also changed. Some documents will contain more detailed information. For example, invoices will include full product descriptions, including specifications, and order confirmations will provide pricing breakdowns, including packaging, duties, fees, and taxes.

Please take time to review and share this information within your organization.

**A. Sales order number**

**B. Customer number**

**C. Currency information**

**D. Contact information**

**E. New material and pricing info.**

**F. Sales and use tax**

**G. Notes**

**H. Sales and use tax**

**I. Customer number**

**J. Contact information**

**K. New material and pricing info.**

**L. Sales and use tax**

Beginning April 9th, we would like CPP customers to update their purchase orders to include their new SAP customer numbers. Your new customer number will appear on your Invoice (letter B above), or you may inquire with your Customer Service Rep.

### INVOICE

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**A. Payment address**

**B. Invoice number**

**C. Delivery number**

**D. Sales order number**

**E. Customer number**

**F. Contact information**

**G. New material and pricing info.**

**H. Sales and use tax**

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We’re rolling out new, streamlined processes.

We will introduce new processes around some of the ways we serve you. For example, customized credit limits will be established for each customer, and our process for returning products will be streamlined and standardized. New processes will also help us more effectively manage sales and use tax charges and product specification requirements.

Tax-exemption certificates will be required to exclude sales and use taxes for quotes and sales orders.

We’re introducing e-invoicing for every customer.

We will transition all customers to e-invoicing, which makes processing invoices more efficient.

An email address is required for each customer. Please submit your email information to the email address below if your company has not already done so.

CPP sales: powdersales@cartech.com
Here are **three ways you can help us** with this transition.

**Email address.** Please send your email address to CPP sales at [powdersales@cartech.com](mailto:powdersales@cartech.com) we can update our records and set you up for e-invoicing.

**Tax-exemption certificates.** To ensure continued exemption from taxes on your quotes and sales orders, please provide a current certificate to your customer service contact as soon as possible.

**Communication and feedback.** As our teams will be getting up to speed on our new capabilities in the weeks before and after the go-live, we’re asking in advance for your patience, as well as timely feedback and communication on requests. This will help us serve you better and deliver the benefits of this investment faster.

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**QUESTIONS?**

We welcome your questions at any time.
Contact us at:

CPP sales: [powdersales@cartech.com](mailto:powdersales@cartech.com)