

A STEP FORWARD

On Monday, January 4, 2021, Carpenter Technology will launch our new SAP platform.

Faster responses to inquiries. Enhanced process quality. More reliable scheduling. A better overall experience for every customer and business partner. These are just some of the goals we set out to achieve with this activity.

Our SAP platform has been part of a multi-year global initiative to bridge our strategy and processes and to improve our responsiveness. A team of Carpenter Technology employees and consultants have been working to prepare us for January's SAO (Specialty Alloys Operations) launch.

These improvements will bring substantial changes in the ways we service our customers, including new customer numbers, 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 in this SAP migration guide. Please forward this information to the appropriate individual(s) within your organization responsible for purchasing/procurement, accounts payable, and related functions.

Thank you in advance for your understanding and support as we upgrade our system. Your Sales and Customer Service contacts at Carpenter Technology look forward to answering any questions you may have and guiding you through a successful migration.



Brian Malloy
Chief Commercial Officer
Carpenter Technology


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

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.

Many of our documents will have a new look

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

ORDER CONFIRMATION



101 West Bern Street
Reading PA 19601

Remit to: Carpenter Technology Corp, PO Box 775223, Chicago IL 60677-5223

Phone: 800-654-6543
Fax: 610-208-2361

Order Confirmation
A 11010
ORIGINAL

Please show our invoice number on your remittance

B **Bill-To-Party 10000101**

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Sold-To-Party 10000101

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Ship-To-Party 10000101

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Order Information


Customer Reference: TEST 1001 -1-1	Payment Terms: 0.5% 10 days/Net 30	Delivery Terms: FOB, ANYTOWN STATE PP&A
Document Date: 03/20/2020	Currency: USD	Designated Carrier: PREPAID CARRIER
Field Sales Agent: FIRST LASTNAME	Customer Service Contact: FIRST LASTNAME	E Reference Document : 10001001
Contact Phone: 123-456-7890	Contact Email: FLASTNAME@CARTECH.COM	
Ship Date: 03/23/2021	F Estimated Delivery : 03/25/2021	

Item No	Material Number	Description	Order Quantity	Unit Price	Extended Amount
G 10	1001001	15-S VAR SOL_ANL CF RND BAR 0.875	3,200	Material Price 3.61	11,552.25
	M11011		LB		
Total Item Value					11,552.25
Subtotal Item(s)					11,552.25
Grand Total USD					11,552.25

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INVOICE



101 West Bern Street
Reading PA 19601

Remit to: Carpenter Technology Corp, PO Box 775223, Chicago IL 60677-5223

Phone: 800-654-6543
Fax: 610-208-2361

Invoice
A 110000110

Please show our invoice number on your remittance

B **Bill-To-Party 10000101**

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Sold-To-Party 10000101

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Ship-To-Party 10010010

COMPANY NAME	123 MAIN STREET
ANYTOWN STATE	12345

Invoice Information

Customer Reference: super-clc-10	Payment Terms: Net 60 days	Delivery Terms: FOB, ANYTOWN, STATE PREPAID & ADD
Document Date: 03/18/2020	Currency: USD	Designated Carrier: PREPAID CARRIER
Field Sales Agent: FIRST LASTNAME	Customer Service Contact: FIRST LASTNAME	Reference Document: 11001
Contact Phone: 123-456-7890	Contact Email: FLASTNAME@CARTECH.COM	
Ship Date: 03/18/2021	E Estimated Delivery : 03/21/2021	

Item No	Material Number	Description	Order Quantity	Unit Price	Extended Amount
F G 10	10001001	10 SIZE1 S35 RND BAR	100	Material Price 13.81	1,380.65
	0110011	ALLOY 350 (TRADEMARK OF COMPANY, INC.)	LB	Pkg 0.07	7.00
		VM ESR VAR		Tax	83.26
Total Item Value					1,470.91
Subtotal Item(s)					1,387.65
Subtotal all Tax					83.26
Grand Total USD					1,470.91

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- A. Order confirmation number
- B. Customer number
- C. Currency information
- D. Contact information
- E. Reference document
- F. Estimated delivery
- G. New material and pricing info

- A. Invoice number
- B. Customer number
- C. Payment address
- D. Contact information
- E. Estimated delivery
- F. New material and pricing info
- G. Sales and use tax

TO FIND YOUR NEW SAP NUMBER

Beginning January 4th, we would like Carpenter SAO 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.

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.

RETURN MATERIAL AUTHORIZATION (RMA)

		682 Mayer Street Bridgeville PA 15017-2705	Phone: 833-584-1052 Fax: 610-208-4000		
Remit to: Carpenter Technology Corp, PO Box 775223, Chicago IL 60677-5223		A Return Material Authorization 10001101 ORIGINAL			
Please show our invoice number on your remittance VAT: 10-01001010					
B Bill-To-Party 10001001	Sold-To-Party 10001001	Ship-To-Party 10001001			
COMPANY NAME 123 MAIN STREET ANYTOWN STATE 12345	COMPANY NAME 123 MAIN STREET ANYTOWN STATE 12345	COMPANY NAME 123 MAIN STREET ANYTOWN STATE 12345			
Return Authorization Information					
Customer Reference: RMA SO 1234 - LINE 2	Payment Terms: Net 30 days				
Document Date: 03/04/2020	Delivery Terms: FOB, FREE ON BOARD, BRIDGEVILLE, PA, COLLECT				
Currency: USD	Designated Carrier: UPS-PARCEL				
C Field Sales Agent: FIRST LASTNAME	E Reference Document: 1001110101				
Customer Service Contact: FIRST LASTNAME					
D Contact Email: FLASTNAME@CARTECH.COM					
Ship Date: 03/04/2020	Estimated Delivery: 03/04/2020				
F					
Item No	Material Number	Description	Order Quantity	Unit Price	Extended Amount
PO Item	Customer Material	Customer Heat/Serial Number			
10	10001101	6LF AIM PKD CRS PWD 45-150j Batch: 0000010101	22 LB	Base Price 34.30 RMS 2.40	754.60 52.80
				Total Item Value	807.40
				Subtotal Item(s)	807.40
				Grand Total USD	807.40
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A. RMA number

B. Customer number

C. Currency information

D. Contact information

E. Reference document

F. New material and pricing info

We're rolling out new, streamlined processes

We will introduce new processes around some of the ways we serve you:

- Customized credit
- Returning products will be streamlined
- 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.

SAO sales: service@cartech.com





Here are three ways you can help us with this transition.

Email address

Please send your email address to SAO sales at

service@cartech.com

so 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.

QUESTIONS?

We welcome your questions at any time.

Contact us at SAO sales:

service@cartech.com | 610 208 2000

US Sales: 800 654 6543

Europe Sales: 32 10 686 010

Asia Sales: 65 6738 2401