



August 13, 2024

NAE & WWE Integration

Dear Valued Customer,

We are pleased to inform you that WorldWide Electric Corporation is nearing the completion of our integration of all North American Electric customer accounts and products into one combined ERP system. The implementation is scheduled for August 26, 2024.

As you may recall, the acquisition of North American Electric was part of WWE's strategy to combine two customer-centric organizations and bring world-class motor control panel manufacturing capability into our company portfolio so that we could serve our combined customer base better. Our desire is to offer you more in-stock control panel options plus custom-designed control panel solutions with best-in-class lead times. We believe that this endeavor presents an extraordinary opportunity for growth, collaboration, and success for all our stakeholders.

Enclosed you will find answers to a set of frequently asked questions that we hope will provide you with the necessary details you need to know about the upcoming ERP integration, but please feel free to contact us if you have any other questions or concerns. We are excited about the future, and we look forward to a continued partnership with you.

Sincerely,

Patrick Toms

Executive Vice President of Sales and Marketing
1-800-808-2131

Frequently Asked Questions

1. Will I be receiving a new account number?

Yes and No. Some NAE customers already have an account number with WWE. For these customers, orders containing either NAE products or WWE products or a combination of both will be entered into our system against their existing WWE account number. All open purchase orders and backorders previously entered at NAE will be re-entered into our system post integration and will be closed out when the shipment is completed. Essentially, the former NAE account number is being closed out. No new orders using NAE account numbers will be entered into the NAE system after integration on August 23, 2024, at 3 p.m. EST.

Our customers who had only previously purchased from NAE will be receiving a new WWE account number. Your former NAE account number will be accessible for WWE\NAE customer service personnel for reference, but all transactions and invoicing will reference your new WWE account number. All open purchase orders and backorders previously entered at NAE will be re-entered into our ERP system post integration and before Monday, August 26th, at the opening of business hours and will be closed out when the shipment is completed in the new WWE ERP system. For NAE customers new to WWE, please use your new WWE account for all transactions in the future. No new orders using NAE account numbers will be entered into our ERP system after implementation.

2. What will happen to existing purchase orders?

All open purchase orders and backorders previously entered into NAE's system will be re-entered into the WWE system using the WWE account number during the weekend integration period and will be closed out when the shipment is completed. No new orders using NAE account numbers will be entered into our system after implementation. All new invoices will originate from WorldWide Electric Corporation and will be payable as such to WorldWide Electric Corporation, LLC. Remittance information is located at the bottom of all invoices issued. Open/unpaid NAE Invoices should be paid to the existing NAE payment remittance site. All transactions previously invoiced and shipped from NAE's system will be transferred into the WWE system for account payment continuity and balance against credit customer credit limits. The WWE system will be the new center of invoicing, shipping, and payment records. *In short, for each invoice you currently have, follow the specific payment remittance instructions found at the bottom of that particular invoice.*

3. Are any changes expected in my credit limit?

No. After integration, the credit limit you previously enjoyed at NAE will be the same credit limit at WWE. In cases where you had separate NAE and WWE credit limits, you will now see one combined credit limit commensurate with your combined sales volume. Available credit limits can be located in the WWE Customer portal. If you don't currently have access to the WWE Customer portal, please contact customerservice@worldwideelectric.com and request system access. An auto-generated email will be sent to you allowing you to set your own personal password.

If you feel you need additional credit, please request a review of your credit limit with the WWE Credit Department. Please contact accountsreceivable@worldwideelectric.com.

New or enhanced credit requests may require a new credit application, a minimum of three commercial trade references and verification of your most recent resale certificate. The following links may be useful to you.

Remittance:

<https://worldwideelectric.com/documents/1409/business-forms/70612/wwe-bank-payment-instructions.pdf>

Credit Application:

<https://worldwideelectric.com/documents/1409/business-forms/70544/wwe-credit-application-form.pdf>

4. Will we continue to be invoiced in the same manner?

You will continue to receive NAE invoices until 3 pm EST on Friday, August 23. Please send payments for those final invoices and any older invoices per the payment remittance instructions listed on the invoice you receive. New invoicing, coming from WWE, will commence on Monday, August 26, with different payment remittance instructions, which you should also follow. In short, please pay each invoice per the remittance instruction listed on that particular invoice.

5. Have your Terms and Conditions of Sale changed?

No, not in substance. The format, references, and links were updated; however, you will find basically the same wording in WWE Terms and Conditions of Sale. Some changes may be necessary in the future to improve consistency. Updated terms and conditions can be found at:

<https://worldwideelectric.com/support/terms-conditions/>

6. Have your Freight policies changed?

Yes. NAE and WWE had similar freight policies at the time of WWE acquisition. NAE customers have been migrated to the existing WWE freight terms which are located at:

<https://worldwideelectric.com/support/freight-terms/>

7. Will our key contacts change?

Yes. Both WWE and NAE use a common phone system, RingCentral. RingCentral will be configured by area code so that customers are routed to the inside sales and customer service team assigned to their accounts. While all former NAE sales and customer service personnel remain with the company, your key contacts may be changing on September 1st. The WorldWideElectric.com website has a complete listing of inside and outside sales personnel, plus customer service personnel here - [Sales & Customer Service - WorldWide Electric Corporation](#). You will hear from your new assigned point of contact in the short term or reach out to us via the main number and introduce yourself to your assigned person. We look forward to hearing from you.

In general, most contact phone numbers have not changed, and we will share our new email addresses with you soon, under the @worldwideelectric.com domain name. Our standard email addresses are generally FirstInitialLastName@worldwideelectric.com should you need to reach a person you are already familiar with by name. This is true for all former NAE sales personnel. To ensure that no customer communication is lost, old NAE email addresses will also still reach your intended recipient.

8. How will this affect your business?

You have access to a much larger customer service team and a more comprehensive selection of products with a combined WWE/NAE sales and operations team. We hope you feel the difference and continue to be a valued customer with us. We trust you will see tremendous value in the adjustments made under WorldWide Electric (WWE) ownership. We want to be the most responsive supplier providing electromechanical solutions. Our goal is to provide a great customer experience by delivering industry-leading products and solutions focusing on service and a shared sense of urgency. With the combined power of WorldWide Electric and North American Electric, we know you will find a much broader portfolio of products to serve your needs and a wider customer-centric organization to serve you. As WWE continues to invest in the business, we believe that we will successfully grow by providing the same high-quality products with best-in-class operational expertise you have come to expect from both WWE and NAE.