

MESSAGE FROM LEADERSHIP

I am extremely proud of our team and your commitment over the past several weeks in training to learn the Infor SX.e system. Ever since being acquired by Lansing Building Products, it has been our goal to become ONE Lansing as quickly and seamlessly as possible. It has been hard work, and will continue to be hard work, but we are in this together and both associates and customers will benefit from these changes.

As Hunter mentions in his July 31st letter, with technology cut-overs and changes of this magnitude, there are bound to be challenges. However, we are confident this team can overcome any challenges with your continued positive commitment and resources we are dedicating to this effort. Having all associates across the country on the same system will be a huge step toward making Lansing one unified company.

Also, be on the lookout for information on our other exciting technology changes. In mid-September, we are launching our new online platform, LansingNOW. LansingNOW will replace the Harvey Secure Site and provide a mobile-friendly, online buying experience, making it even easier for our customers to do business with us. All important customer features on the Secure Site will be available on LansingNOW.

Please refer to the image on page 2 for a timeline of upcoming associate and customer-facing changes. These are exciting times and I want to make sure everyone is up to speed on what's to come!

Mark McMahon
Regional Vice President, Northeast

WHAT'S NEXT?

We are finalizing training materials and customer communications around the transition to Infor SX.e and our new online platform, LansingNOW. The transition to Infor SX.e not only affects our branch processes, it will also temporarily affect our customers' access to online tools, like e-Catalog and ClearWin.

Refer to page 2 of this playbook for a high-level timeline of changes around this transition for both associates and customers.

Below, are items that are either available now or will be soon.

- **HBP/LBP Transition Customer Resources Page** (customer-facing info around the transition and upcoming changes)
- LansingNOW branch signage
- LansingNOW Launch Guide (*in progress*):
 - Demo video + training
 - ProBucks Training: Look up tool + how to apply coupon in Infor
 - EagleView in Infor
 - ClearWin Changes + Access Information
- Associate IT Updates Launch Guide (for pre & post cut-over)

All information will be available on the **LBP Partnership Portal for Northeast associates**.

BRANCH WINNERS

Congratulations to the below branches for having the most likes on Facebook when showing off our new Lansing pride!

Marketing will follow-up about prizes. Thanks to everyone who submitted photos! [View album here.](#)

- Manchester, NH
- Berlin, CT
- Norwalk, CT



**CHANGES FOR
CUSTOMERS**

**PREPARATION
PHASE
8/10 - 8/12**

Online ordering through e-Catalog removed for ALL customers from Secure Site on **8/10**.

ClearWin available for customers through end of day **8/12**.

All EZPay customers prepare to switch to BillTrust on **9/14**.

All customers will not be able to enroll in ProZone until **9/14**.

Phase 1 Customers will receive new ClearWin registration invite sent by Harvey BP.

**CHANGES FOR
ASSOCIATES**

Phase 1 associates begin using Infor.

Use new ProBucks process to lookup and apply PB coupons.

Must email marketing@lansingbp.com to enroll customers in ProBucks, Trips, SAVR until 9/14.

**PHASE 1
8/17**

Phase 2 associates begin using Infor.

Use new ProBucks process to lookup and apply PB coupons.

Must email marketing@lansingbp.com to enroll customers in ProBucks, Trips, SAVR until 9/14.

**PHASE 2
8/31**

Phase 2 Customers will receive new ClearWin registration invite sent by Harvey BP.

Phase 3 associates begin using Infor.

ALL ASSOCIATES RECEIVE LANSINGNOW LOGIN. Register your account to access. *More info to come!*

For help, email helpNOW@lansingbp.com

**PHASE 3
LansingNOW
Go Live
9/14**

Phase 3 Customers will receive new ClearWin registration invite.

LansingNOW Launches! Online ordering restored, BillTrust & more available. Customers can register for access at www.lansingnow.com

For help: helpNOW@lansingbp.com

