

EFD CUSTOMER – ATLAS FAQ'S:

GENERAL FAQ'S – EFD CUSTOMERS

1. What is Atlas?
 - a. Atlas is an Enterprise Resource Planning (ERP) platform.
2. When will Atlas be implemented?
 - a. The new Atlas system will be in place Monday, February 4, 2019.
3. Will there be impacts to new orders and shipments while the system is being implemented?
 - a. From January 31st through February 4th, we will only process orders that can be produced from our Midland, TX facility. All other EFD facilities will be shut down during this timeframe.
 - b. Orders received after January 25th for shipment before January 31st will be processed as usual.
 - c. For all other orders received after January 25th, we will provide acknowledgment of order receipt, but will not be able to start processing these orders until February 5th.
 - d. We will resume normal operations on February 5, 2019.
4. What type of changes can we expect to see with Atlas?
 - a. Changes will include newly formatted sales documents, including
 - i. Quotes
 - ii. Order confirmations
 - iii. Packing slips
 - iv. Invoices
 - b. Internal part number changes – existing customer part numbers will be referenced in the product description for all paperwork. Product labels and the new internal part number will be listed for internal operations processing.
5. Will there be changes to how we receive order confirmations from Raven?
 - a. Order confirmations will be sent out via email as you are accustomed to.
 - b. The format and layout of the order confirmation document will be improved.
6. Will the way orders are placed change?
 - a. No, orders should continue to be emailed to: efdsales@ravenind.com or faxed to +1 (605) 331-0333.
 - b. Please note that we require a purchase order for all new sales orders.
7. What benefits does Raven expect to achieve through the upgrade to Atlas?
 - a. Increased visibility to the entire order process.
 - b. Improved order detail accuracy and forecasting.
 - c. Enhanced order scheduling and processing.
 - d. Integrated logistics for on-demand quotes and tracking.
 - e. Real-time order transparency and integrated sales on-demand tools.

8. What happens to outstanding order information in the current system after the conversion to Atlas?
 - a. All outstanding order information will be converted to Atlas.
 - b. Existing sales order numbers and outstanding invoices will remain the same.

9. Will Atlas impact where to send payment and remittance information?
 - a. No, you will continue to send payment information through the existing payment methods.
 - b. Remittance should be sent to ARdept@ravenind.com.
 - c. See the table below for reference of current payment instructions.

Check Payments	ACH Payments	Wire Payments
Raven Industries (NW-9348) P.O. Box 1450 Minneapolis, MN 55485-9348	WELLS FARGO BANK SOUTH DAKOTA, N.A. ABA 091400046 RAVEN INDUSTRIES INC ACCOUNT 0830000633	Direct to: WIRE ROUTING TRANSIT NUMBER 121000248 Bank name: WELLS FARGO BANK, N.A. City, State: 420 MONTGOMERY SAN FRANCISCO, CA 94104 Phone no.: 415-396-2619 Beneficiary Account Number (BNF): 0830000633 Beneficiary Account Name: RAVEN INDUSTRIES, INC SWIFT BIC (Bank Identification Code) for International transactions - SWIFT NO. WFBIUS6S

10. I was a Raven CLI Construction customer in the past. Will this change and impact where I send payments?
 - a. Yes, going forward, payments should be sent to the address listed on the invoice or through ACH or wire payments (see table on this page).

11. Who should I contact for questions on old invoices or payments?
 - a. Please contact ARdept@ravenind.com for this information.

12. Who should I contact with questions about invoices, credits, or payments after the Atlas conversion?
 - a. Please contact ARdept@ravenind.com or call the phone number listed on the invoice.

13. Will there be changes to the invoice or customer order numbering systems currently in place?
 - a. Yes, after conversion, there will be a new numbering system for both invoices and customer orders.