

November 25, 2019



Dear Valued Partner,

In August we announced to our Car-Pak/Jobber Supply customers that after many years as partners, Auveco has decided to fully integrate Car-Pak/Jobber Supply into our business.

The launch of the combined business is targeted for Monday, December 16th.

We are excited about the integration and wanted to share some important changes:

- The Auveco and Car-Pak customer service departments will now serve the entire business – for customers of both businesses, you will now be able to place one order, receive one shipment, and pay one invoice.
- Starting Monday, December 16<sup>th</sup>, contact information for our integrated customer service department is:
  - Phone - 800-354-9816
  - Fax - 800-552-8197
  - Email - [mail@auveco.us](mailto:mail@auveco.us)
- The customer service department has expanded its hours and is now available from 8:00 am until 7:00 pm eastern standard time.
- Invoices, Order Acknowledgements, Packing Lists, Monthly Statements and other company communication will all transition to the Auveco company name.
- The new remittance address for payments is:

Auveco Products  
P.O. Box 631376  
Cincinnati, OH 45263-1376
- Customers currently paying by ACH or anyone wishing to pay by ACH should contact [AccountsReceivable@auveco.us](mailto:AccountsReceivable@auveco.us) to obtain our banking information.
- A comprehensive cross reference has been developed to map Car-Pak SKUs to an Auveco item number. An excel and PDF cross reference file are attached to this announcement.
- For convenience, the Car-Pak item numbers remain in our system enabling customers to continue using them.
- Car-Pak packaged product will transition to green Auveco boxes. Labels will show both the Auveco and Car-Pak part numbers.
- In some cases, the previous Car-Pak package quantity was modified to coincide with the Auveco package quantity. These items are noted on the cross reference.
- The complete transition to Auveco boxes will take 2-3 weeks; some product will ship in Car-Pak boxes during this time period.
- Car-Pak pricing has not been modified as part of this transition. Car-Pak customers will continue to pay the same price for their former Car-Pak items.

- Notification has been added on Car-Pak Invoices, Order Acknowledgments, Packing Lists, and Monthly Statements to alert customers about the integration of the businesses.

Additionally, here are a list of improvements and benefits of the integration:

- Car-Pak customers will now have access to all products (25,000+) in our consolidated portfolio.
- Auveco customers will now have access to an additional 1,000+ products that were exclusive to Car-Pak.
- An electronic supplement of the integrated Car-Pak exclusive items is being developed and it will be available on our website the week of December 16th
- Car-Pak customers will now be able to order products online at [www.auveco.com](http://www.auveco.com).  
Additional information about establishing an online account will be sent prior to December 16th.

We have tried to make this integration seamless for all customers and make it easy to do business with Auveco. Until December 16<sup>th</sup>, there is no action required beyond sharing this information with others in your company. We will communicate again prior to our launch, but in the meantime, continue to order using your existing part numbers and don't hesitate to reach out to your customer service or sales representative with any questions.

As always, thank you for your business and partnership. We look forward to serving you now and into the future.

Jeff Gilkinson  
President/CEO

***For Immediate Implementation***

**Form Messaging**

*Regarding email signatures, I noticed several different iterations as well as different logo versions throughout company. I would recommend IT department implementation if possible. If not, will include in internal communication with reinforcement in town hall.*

**Auveco email signature**

Regards,

Jeff Gilkinson  
President/CEO  
Auto Vehicle Parts LLC  
100 Homan Drive | Cold Spring, KY 41076  
Tel: 859-341-6450 x102 | Cell: 513-907-xxxx  
Fax: 859-331-2410 | PO Box: 76548

[jgilkinson@auveco.com](mailto:jgilkinson@auveco.com) | [www.auveco.com](http://www.auveco.com)



**Car-Pak email signature** (migrates to above December 16, 2019)

Regards,

Name  
Title  
Car-Pak/Auto Vehicle Parts LLC  
300 Homan Drive | Cold Spring, KY 41076  
Tel: 248-280-14xx | Fax: 859-331-2410  
[employee@carpak.com](mailto:employee@carpak.com) | [www.auveco.com](http://www.auveco.com)



*Proud to be an Auveco business. We're evolving to better serve you!*

### **Car-Pak Purchase Order, Acknowledgement Request, Bill of Lading, Straight Bill of Lading**

Proud to be an Auveco business. We're excited to be fully integrated with Auveco in mid-December which will streamline ordering, shipping, and invoicing.

### **Auveco Purchase Order, Acknowledgement Request, Bill of Lading, Straight Bill of Lading**

We're growing to better support your business. Car-Pak will be fully integrated in mid-December which will add over 1,000 products to our portfolio.

### **Auveco Pack-List**

Coming soon, Auveco and Car-Pak cross-referenced part numbers on all packaging!

### **Car-Pak Pack-List**

Coming soon, Car-Pak parts will transition to Aveco packaging with Auveco and Car-Pak cross-referenced part numbers on all labels!

### **Car-Pak Credit Statements, Invoices, Past Due Invoice – All**

Coming soon, all invoices will transition to the Auveco company name!

### **Car-Pak Order Confirmation**

Proud to be an Auveco business. We're excited to be fully integrated with Auveco in mid-December which will streamline ordering, shipping, and invoicing. Car-Pak parts will transition to Aveco packaging with Auveco and Car-Pak cross-referenced part numbers on all labels!

