



May 6, 2025

To: Red Lion Controls Channel Partners and Direct Customers

The Red Lion commercial operations integration project is on schedule. This email contains detailed information on the open order conversion process and customer service availability during the backout period from May 22nd to June 5th.

Confirmed Order Transfer

All confirmed orders not shipped prior to May 22nd will be transitioned to the HMS Networks ERP system. This process involves closing out the original Red Lion order and entering a new order. This will result in a change to the HMS/RL order number. The customer order number will **NOT** change.

On ~June 1st order confirmation emails will be sent for all orders transitioned to the new system. Please send an email to RLtoHMSBuyerChanges@hms-networks.com if this conversion could present a problem and CS service can work with you to cancel the original order so a new order can be submitted after the blackout period.

New Invoice Format

The new invoice format will list HMS Industrial Networks Inc. and address as the invoicing company. Each distributor needs to confirm this change will not impact their ability to process invoicing of current and future orders.

Customer Service Availability

Between May 22nd and May 30th customer service will not be available. The inbound phone system will be taken offline. During this period, it is not possible to process new orders, check the status of orders and provide P&A for Red Lion products. The CS service team will be focused on training with the new system and transferring open orders.

Additional changes will be as follows:

- 1) The banking information associated with payments will change (info provided at a later date)
- 2) Contact emails for orders and finance will change (info provided at a later date)

To add additional contacts to this email list, please send those requests to RLtoHMSBuyerChanges@hms-networks.com. Please include the name, phone number and contact title associated with each email.

Best Regards,

A handwritten signature in blue ink, appearing to read 'Tom McKinney', is written over a light blue horizontal line.

Tom McKinney
Vice President of Sales, IDS Division
HMS Networks

