



## Trident Seafoods Corporation

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5303 Shilshole Ave NW, Seattle WA 98107  
Telephone (206) 738-3474

October 6th, 2022

Valued Customer,

We are pleased to share with you that Trident Seafoods went live with our new SAP system for our US operations on Sunday, October 2<sup>nd</sup>.

We are now operating in a hyper care period, focused on business continuity, and while slightly slower than anticipated, are working to accurately process, confirm and ship orders as expeditiously as possible. Nonetheless, we are processing and shipping orders.

As with any ERP adoption, some configuration issues can be anticipated, while others remain unidentified when operating in a test environment. Unfortunately, the need for correction, can lead to some delay in our prompt return to business as usual.

We recognize that as our teams embrace this new and ultimately more robust system, information may not be, initially, as easily accessible as you may be accustomed to when compared to our legacy system.

As fixes are implemented, we fully expect that the speed of order processing will improve as we embrace the automation and functionality that is inherent to SAP.

Rest assured, we are committed to you, our customer, and appreciate your patience as we work to respond to your inquiries and questions.

Again, thank you for patience and we appreciate your business!

Sincerely,

Gary Jannusch

VP, Customer Supply Chain

Melody Conner

EVP, North American Sales