



Windsor
P. 519-966-2202
F. 519-966-2740

Stratford
P. 519-273-2320
F. 519-273-5115

Leamington
P. 519-326-5767
F. 519-326-1072

Mississauga
P. 905-624-9546
F. 905-624-9641

Wallaceburg
P. 519-627-6051
F. 519-627-0480

Woodstock
P. 519-539-4895
F. 519-539-0748

Sarnia
P. 519-336-0391
F. 519-336-9355

Brantford
P. 519-756-1160
F. 519-758-0340

London
P. 519-681-3790
F. 519-681-9354

Piedmont
P. 864-422-2665
F. 864-422-2667

January 4, 2010

Dear Valued Customers and Suppliers

During the course of 2009 we have been gearing up to improve our operating system and are ready to launch February 1, 2010. This is an exciting change that brings improved flexibility and greater capabilities for all sectors of the supply chain. Although these enhancements are encouraging, we are sure you are concerned about how the changes will affect our ability to serve you. We understand, as well, that any system change raises concerns, but we believe we have done our utmost to prevent any potential service issues.

We have prepared our staff through extensive training, as well as live testing to insure no interruptions in service. With this said, we know from similar conversions conducted by many of our customers and suppliers in the past, there are issues that will arise, which will need to be resolved quickly. We have a team of trained and knowledgeable people that will respond quickly, so our customers are not impacted negatively.

Attached are a few questions that we thought you might have concerning the software implementation. If we missed something and you have other questions, please call me at 416-346-5877, or contact your local customer service person at WFS and they will be more than happy to look into it for you.

In the next few months, we will be communicating some exciting web capabilities of our new system. We will inform you of enhancements as they become available.

Thanks for your continued support of WFS Ltd.

Rick Thurston
President
WFS Ltd "Industry's Supply Partner"