



Dear Valued Customer,

Last month we shared that Innovative Bakery Resources, a division of [Ardent Mills](#), will be transitioning to a new technology platform and application tool sets that will help simplify the way we do business. We wanted to take this time to update you on our progress. We will go live on March 1, 2016.

Our goal is to align our people, processes and tools to ensure we serve your business right the first time. We have created an Ardent Mills Customer Care Center website to provide more details on changes we are making to serve you better. You can access the site titled "Customer Center for One Ardent Mills Operating Environment Project" by visiting the downloads section of www.ardentmills.com. The direct link can be found at: <http://ardentmills.com/one-ardent.html>.

Some of the positive changes you will experience are:

Ordering Processes

- We are implementing an ordering system that will simplify the process and improve our ability to serve your business effectively and efficiently.
- If you are a customer that utilizes EDI ordering, we will inform you of the upcoming changes and information to transition this process as smoothly as possible.

Delivery

- Your delivery documents such as Certificates of Analysis and Bills of Lading will provide the same information, and will have an Ardent Mills look and feel. Examples of these documents will soon be available at your [Ardent Mills Customer Care Center site](#).
- We are changing our item numbers. Please note: your products are not changing, only our internal numbers. To access a reference guide to these item number changes please click [here](#).

Finance

- **Mailing:** Your payment process will be simplified as we consolidate our lock box locations.
 - If you choose to pay invoices by mail we will provide the new lock box/ PO box address on your invoices.

- Electronic: We will eliminate redundancy by consolidating electronic payments to one entity for Ardent Mills, LLC:
Ardent Mills, LLC
Bank of America; Account # 4451079123
ACH ABA: 111000012
Wire ABA: 026009593
Customer Service: 1-800-424-2172

Vendor Record

In addition, please note that Ardent Mills will need to be setup as a vendor in your system as Ardent Mills, LLC for the U.S. You can begin this process today to ensure a smooth transition supporting our March 1 go-live.

Ardent Mills, LLC
1875 Lawrence St,
Denver, CO 80202

NOTE: These changes will not go into effect until our March 1st transition.

We are truly excited about this transition as it will enable Ardent Mills to provide the best service possible to your business. As with any transition like this, we ask for your patience as we get the new processes online. If we have missed anyone in your organization who would find this information useful, please forward this communication to them. In the meantime, if you have any questions please contact your typical Ardent Mills representative for more information.

Thank you for your continued business.

Dean Grossmann

VP Sales

Ardent Mills