

Cooper B-Line and TOLCO Transition FAQs & Contact Information



GENERAL TRANSITION QUESTIONS

What is going to happen to the TOLCO facility in Corona, CA? Are there plans to close it?

There are no plans to close the TOLCO facility. All activity that took place at TOLCO will continue to take place including production, shipping and customer service.

Are there any plans to discontinue TOLCO products?

During the transition, the TOLCO part numbers and UPC's will remain the same. In many cases, Cooper B-Line and TOLCO manufacture the same or similar parts. Therefore, parts that are considered duplicates will be discontinued. Cooper B-Line will provide cross references and other necessary information as those changes are made. Cross references for discontinued products will be available online.

What will happen to pricing of TOLCO products?

Currently, there are no plans to change prices of TOLCO products, but adjustments may need to be made over time as the costs of key factors in production including raw materials and labor change.

Where will TOLCO products be stocked?

TOLCO products will continue to be stocked at the Corona, CA facility, but other strategic geographic locations may be added during and after the transition.

When will new catalogs including TOLCO and Cooper B-Line parts be available?

New Strut Systems and Pipe Hanger catalogs will be available in the first quarter of 2012. Separate catalogs for seismic bracing and fire protection solutions will be available in the 2nd quarter of 2012.

Will TOLBrace Seismic Bracing Software continue to be available and supported by Cooper B-Line?

Yes. TOLBrace will still be available and supported.

PAYMENT/EDI/VMI QUESTIONS

Where should payment for TOLCO orders be sent?

Any payments for invoices reflecting the name TOLCO should continue to be sent to the Remit To address (or bank account in the case of payment by electronic funds transfer) that you have historically been using.

Any payments for invoices reflecting the name Cooper B-Line | TOLCO should be sent to the Remit To address below. Guidance for payment both by check and electronic funds transfer has been provided:

REMIT TO by check:
Cooper B-Line, Inc.
3343 Solutions Center
Chicago, IL 60677-3003

REMIT TO by ACH:
Cooper B-Line, Inc.
PNC Bank
Pittsburgh, PA
ABA # 021052053
Credit Account # 24271434

REMIT TO by wire transfer:
Cooper B-Line, Inc.
Account # 1019809146
PNC Bank
Pittsburgh, PA
ABA 043000096
BIC PNCCUS33XXX

ALL OTHER INFORMATION SUCH AS DEBIT MEMOS MUST BE SENT TO:

Cooper B-Line, Inc.
Attn: Janet Nagel
509 West Monroe
Highland, IL 62249

Will Cooper B-Line accept credit card payments?

If you are a customer that has historically made payment by credit card, we regret to inform you that a credit card option will no longer be available effective October 15, 2011.

Will TOLCO terms & conditions be accepted by Cooper B-Line?

Cooper B-Line Terms & Conditions will be effective immediately. A copy of this document can be found on the Cooper B-Line web site. http://www.cooperindustries.com/content/public/en/b-line/about_us/terms_and_conditions.html

Will TOLCO EDI services continue to be available after the transaction with Cooper B-Line is completed?

Effective October 14, 2011, there will be a period of time where EDI services are not available to TOLCO customers. TOLCO's previous parent company, NIBCO, provided the business systems for TOLCO, including the EDI capabilities. Cooper B-Line will be working diligently to transition the business systems, and expect this process to take approximately 90 days. During this period of time, customers will not be able to place orders via EDI for TOLCO products. All orders will need to be placed via phone or fax with the TOLCO customer service team in Corona, CA. Cooper B-Line does have EDI capabilities and will be contacting customers to discuss the EDI process once the TOLCO team is on our business system.

Will TOLCO VMI services continue to be available after the transaction with Cooper B-Line is completed?

Effective October 14, 2011, VMI services between TOLCO and its trading partners will be suspended until TOLCO is completely integrated on Cooper B-Line's system. The integration period will be approximately 90 days. During this integration period, orders will have to be manually faxed or e-mailed to Cooper B-Line | TOLCO's Customer Service Team. After the successful integration of the business systems, you will be contacted by a VMI representative from Cooper B-Line to initiate testing between Cooper B-Line and Cooper B-Line's 3rd party VMI provider. After the testing process has been completed, you will be able to resume VMI activities with Cooper B-Line. We do apologize for the inconvenience, and will be working diligently to restore VMI capabilities as soon as possible.