



corcentric™

Frequently Asked Questions

AMERIQUEST IS BECOMING CORCENTRIC

1. Why did AmeriQuest decide to adopt the Corcentric brand name?

AmeriQuest identified a significant opportunity in the marketplace in the way we serve customers, and we felt that we are much better positioned to capitalize on this opportunity by pursuing it as a unified brand. For the past 15 years, Corcentric has enabled AmeriQuest's procurement programs with electronic invoicing and financial process automation technology. As a unified brand, we are demonstrating to our customers that we understand this increasingly important relationship between procurement and finance. We are convinced that our collective strengths will provide you with a competitive advantage.

2. Was AmeriQuest sold?

No. Corcentric has been a wholly-owned subsidiary of AmeriQuest since 2002 and will now step forward as the identity for both businesses. There is no change in ownership or to the AmeriQuest staff with whom you currently work. We are not moving physical locations.

3. What are the important dates I should be aware of?

The reorganization of our legal structure and change to our legal name from AmeriQuest Business Services, LLC, to Corcentric, LLC, is effective January 1, 2018. Along with our legal name change, our new bank account information will be implemented on January 1, 2018, so if you renew or create a new contract after this date, you will see the new Corcentric, LLC, name.

The official, public launch of our new product branding is March 26, 2018.

There will be a transitional change to our banking operations, occurring between mid-March and June of 2018, resulting in new account information for customer payment remittances. Corcentric will be responsible for disseminating this information to our customers.

4. Has the bank information for how I make annual management fees, pay for meetings, submit rebates, pay for sponsorships, etc., changed?

Yes, in the US, our Bank of America bank account number has been changed to 8666287292 and our new bank account routing number is 071000039. In Canada, the Bank of America sort code is 024156792; bank number is 241; and transit number is 56792. You may download an updated W9 form from our website or contact supplierpayables@corcentric.com.

You may start sending money to these bank accounts effective January 1, 2018.

5. Do I need to make any changes to existing contracts?

No, our team will ensure that we make changes to existing contracts. We anticipate that updates to contracts, pricing schedules, and rebate agreements will be completed by the end of the first quarter of 2018. All contracts will have the new name upon renewal.

6. Will everyone working for AmeriQuest now be employed by Corcentric?

Yes, AmeriQuest employees will become Corcentric employees.

7. Will my contacts at AmeriQuest change?

No. All of your contacts at AmeriQuest, and the business units as you currently know them, will remain unchanged, but some units may be referred to with a new name. For example, we will refer to our transportation procurement programs as "Fleet Procurement" rather than "PFAC." How we talk about ourselves will change, but the work we do as a whole will not.

8. Will NationaLease be affected by these changes?

All branding for NationaLease remains the same. NationaLease is still a subset group of rental and leasing fleets, and Corcentric will continue to manage their billing and payment functions. Please ensure that all NationaLease customers remain categorized under NationaLease.

9. How will my customers learn of the change to Corcentric?

Our Marketing Department is handling all customer communications. We will reach out to customers with personal communications through our sales team, and via email, postal mail, our website, and the Buyer's Guide.

We will send initial communications in early March, with the main announcement and link to our press release on March 26, 2018. We will continue to follow-up with information to customers throughout 2018.

10. Does the EDI file transmission change?

There is no change in how you manage your electronic invoicing.

11. Will the way we receive payments change?

There will be no interruption in the normal flow of payments to you. However, our ACH remittances to you will indicate Corcentric, LLC, as the sender, within the first few months of the transition.

12. What do I do if a dealer or repair facility won't pay me because they don't recognize the name?

We are providing an announcement for dealers that you may email to them, along with an official letter from CEO Doug Clark, and a certificate of amendment. Dealers who want further verification should contact their corporate office for more information, but should verify members and recognize any prior AmeriQuest member as Corcentric. We recognize that it may take time for your dealers to acquaint themselves with our new brand, so we ask that you begin disseminating the information we have prepared for them as soon as possible.

13. Will the name change be effective for Canadian customers?

Yes, this new brand identity applies to all US and Canadian customers.

14. Will the Buyer's Guide change?

Yes, the Buyer's Guide will reflect the new Corcentric logo and likeness, and will also undergo a redesign within the coming year. Other marketing efforts such as websites, sell-sheets, webinars, and newsletters will also reflect the new brand of Corcentric.

15. Who should I contact with questions about the new brand?

For questions about the new brand, please email supplierpartners@corcentric.com.