



Dear Valued Customers,

We are pleased to announce that ScanOnline is joining [RMS Omega Technologies](#), a leading systems integrator of automated data collection and tracking technology. RMS Omega is well known for developing strategic technology solutions utilizing RFID, RTLS, barcode printing and scanning, enterprise mobility applications, wireless RF infrastructure and more, throughout North America. By aligning with RMS Omega, we are thrilled to offer you additional resources and believe this strategic acquisition will only enhance the level of service, expertise and support we provide.

ScanOnline will continue to operate as our own entity and brand but will now be backed by RMS Omega's customer service, finance, and operational support team. You will continue to work with your same customer account managers and technical support team members, however, effective **January 2nd, 2024**, you will begin to receive correspondence from RMS Omega regarding your order confirmations, tracking information, and invoicing. We are also pleased to share that the ScanOnline team will be led by our very own Brian Graves, as President of ScanOnline.

We want to assure you that we are committed to providing the same level of service and support you have come to expect, simply growing alongside our new Parent Company. We look forward to offering you additional resources in the years to come.

Due to the change in our financial processes beginning January 2nd, 2024, we ask that you please update our remit to address to:

RMS Omega Technologies Group, Inc.
PO Box 64014
Baltimore, MD 21264

We have also provided RMS Omega's corporate information including a W-9, banking information and Tax ID number. ScanOnline appreciates you for taking the time to update your records and if you have questions, please contact us. We are committed to providing you with prompt communications regarding any new details or processes that may impact your time. We thank you for your continued trust in our organization and look forward to working with you in the new year!

Sincerely,

The ScanOnline One Solution Team

CC: Brian Graves

President, ScanOnline
An RMS Omega Company