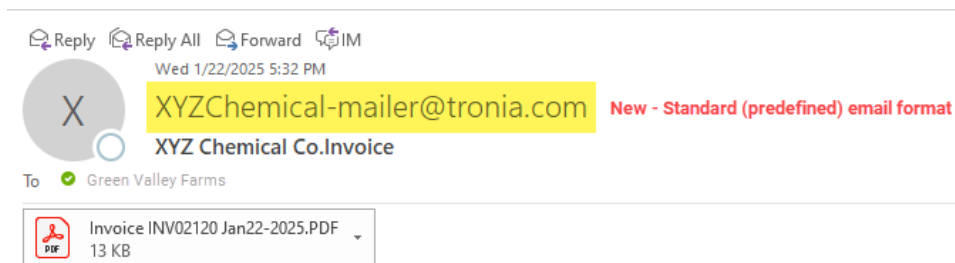


Key Changes IF you are Currently Using agrē EMailer:

As part of our new SendGrid implementation, Tronia will be required to funnel ALL mail-out services through a singular, authorized, non-responsive email address/domain. Every database must be updated to use a new standard/singular 'FROM' email as part of our February Release.

Current agrē Email Server Configuration Options:

- **agrē *Emailer Option to be affected***
 - Custom
 - Microsoft 365
 - SendGrid (external)
-
- **STANDARD 'FROM' EMAIL ADDRESS** - agrē EMailer will use Tronia's default domain to send any emails from agrē. This means any agrē generated emails will now have a standardized and generic email 'FROM' address. This static email address will be formatted as follows:
<CompanyName>-mailer@tronia.com This formatting allows each company name to be represented in the FROM details. Example: XYZChemical-mailer@tronia.com

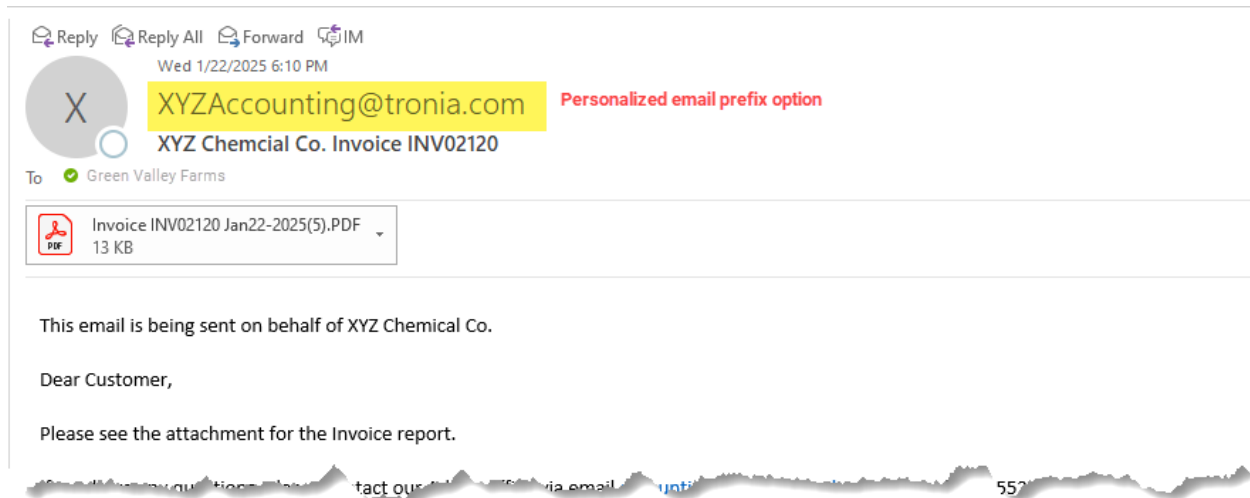


This email is being sent on behalf of XYZ Chemical Company.

Dear Customer,

Please see the attachment for the Invoice report.

- **PERSONALIZED 'FROM' EMAIL ADDRESS** – If the suggested email prefix of <CompanyName>-mailer@tronia.com is not suitable, we can customize the prefix portion of the email address to be something different(unique) for each retail DB. Perhaps you'd prefer to see XYZaccounting@tronia.com instead, we can quickly and easily make that change on your behalf. The @tronia.com domain component would **not** be editable here.



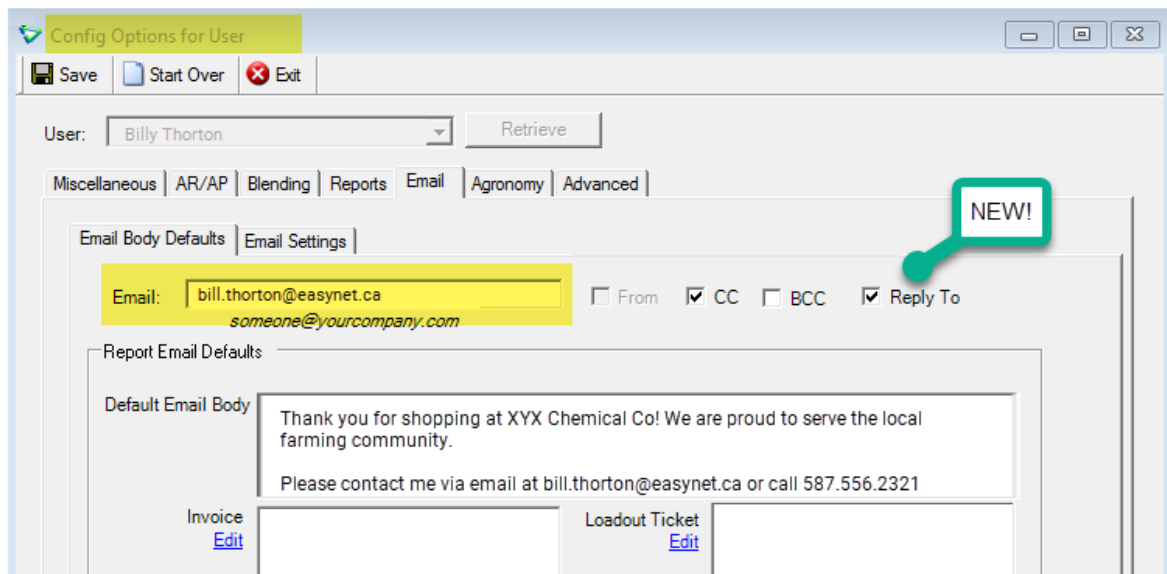
- **DEDICATED 'FROM' EMAIL ADDRESS OPTION** - For those customers who would require a fully personalized email address; inclusive of using a respective domain - our SendGrid platform can be setup & configured to use your company email domain to send emails from agrē. It still means ALL agrē generated emails will have a singular, standardized email 'FROM' address; but the static email address will be something specific to your organization only, that we setup in our email platform i.e. CompanyPrefix@YourDomain.com/ca/net/org/etc.



The dedicated email option comes with a one-time cost (\$300 setup fee) & will require some effort both for our IT Team and your Email Administrator to setup and verify the required domain and DNS records.

Individual agrē Users will still be able to store their personal email addresses at a user config level. While the system WILL NOT use these email addresses to send emails out, we have added some new functionality to enable automatic replies via a 'REPLY TO' feature; as well as some CC and BCC options.

Please reference *agrē Online Help* for more information on these user email default settings.



Action Required:

For those customers who are currently configured to use the **agrē EMailer** (at a company or user level) and want to use a personalized or dedicated agrē 'FROM' email address - please contact us to confirm your preference as soon as possible; together we can coordinate your request before the release goes out next month.

Support:

Please contact our Support Team via email at support@tronia.com or call 888.987.6642 to speak with your CSC prior to **February 20th, 2025** to confirm your preference for a revised 'FROM' email. If we do not hear from you by the above specified date, our Team will proceed with updating your current email 'FROM' address to use the new standard format <CompanyName>-mailer@tronia.com as outlined in Option 1. Our Team is available to discuss these options in more detail and answer any other questions or concerns that you may have. So please don't hesitate to reach out.

We look forward to navigating these changes together and building a stronger, safer, more efficient email communication network.

Best Regards,

Your Tronia Support Team