

A STEP FORWARD

On Monday, January 4, 2021, Carpenter Technology will launch our new SAP platform.

Faster responses to inquiries. Enhanced process quality. More reliable scheduling. A better overall experience for every customer and business partner. These are just some of the goals we set out to achieve with this activity.

Our SAP platform has been part of a multi-year global initiative to bridge our strategy and processes and to improve our responsiveness. A team of Carpenter Technology employees and consultants have been working to prepare us for January's SAO (Specialty Alloys Operations) launch.

These improvements will bring substantial changes in the ways we service our customers, including new customer numbers, new forms, new documents, and new processes. As part of our commitment to facilitating a smooth transition, we would like to share some important updates in this SAP migration guide. Please forward this information to the appropriate individual(s) within your organization responsible for purchasing/procurement, accounts payable, and related functions.

Thank you in advance for your understanding and support as we upgrade our system. Your Sales and Customer Service contacts at Carpenter Technology look forward to answering any questions you may have and guiding you through a successful migration.

Brian Malloy

Chief Commercial Officer

Carpenter Technology

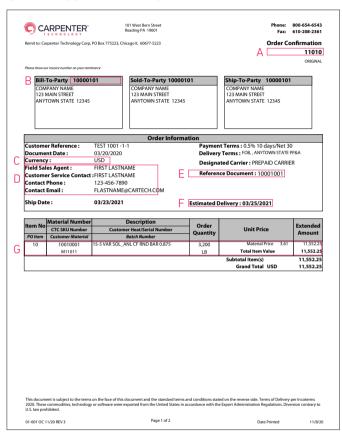
We're improving our business processes to better serve our customers and business partners.

Carpenter Technology Corporation is a leading producer and distributor of premium specialty alloys, including titanium alloys, nickel and cobalt based superalloys, stainless steels, alloy steels and tool steels. Carpenter's high-performance materials and advanced process solutions are an integral part of critical applications used within the aerospace, transportation, medical and energy markets, among other markets. Building on its history of innovation, Carpenter's metal powder technology capabilities support a range of next-generation products and manufacturing techniques, including additive manufacturing and 3D printing.

Many of our documents will have a new look

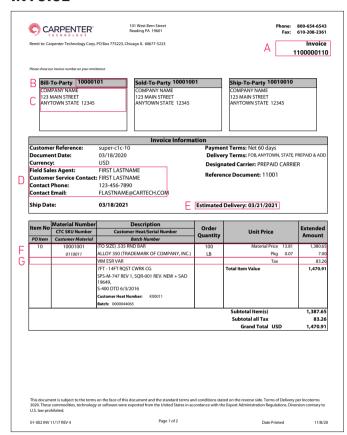
Here's a preview of our order confirmation and invoice and some of the new information they will include.

ORDER CONFIRMATION



- A. Order confirmation number E. Reference document
- B. Customer number
- F. Estimated delivery
- C. Currency information
- G.New material and pricing info
- D. Contact information

INVOICE



A. Invoice number

B. Customer number

E. Estimated delivery

G. Sales and use tax

- F. New material and pricing info
- C. Payment address
 - D. Contact information

TO FIND YOUR NEW SAP NUMBER

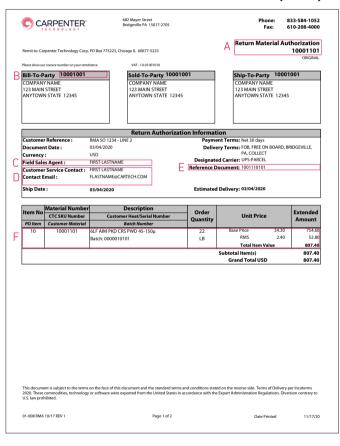
Beginning January 4th, we would like Carpenter SAO customers to update their purchase orders to include their new SAP customer numbers. Your new customer number will appear on your Invoice (letter B above), or you may inquire with your Customer Service Rep.

Inquiries, quotations and other forms will also include a new look and new information

You will find the formatting of our documents (such as inquiries and quotations) has also changed. Some documents will contain more detailed information. For example, invoices will include full product descriptions, including specifications, and order confirmations will provide pricing breakdowns, including packaging, duties, fees, and taxes.

Please take time to review and share this information within your organization.

RETURN MATERIAL AUTHORIZATION (RMA)



- A. RMA number
- B. Customer number
- C. Currency information
- D. Contact information
- E. Reference document
- F. New material and pricing info

We're rolling out new, streamlined processes

We will introduce new processes around some of the ways we serve you:

- · Customized credit
- Returning products will be streamlined
- Will also help us more effectively manage sales and use tax charges and product specification requirements.
- Tax-exemption certificates will be required to exclude sales and use taxes for quotes and sales orders

We're introducing e-invoicing for every customer

We will transition all customers to e-invoicing, which makes processing invoices more efficient.

An email address is required for each customer. Please submit your email information to the email address below if your company has not already done so.

SAO sales: service@cartech.com

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Here are three ways you can help us with this transition.

Email address

Please send your email address to SAO sales at

service@cartech.com

so we can update our records and set you up for e-invoicing.

Tax-exemption certificates

To ensure continued exemption from taxes on your quotes and sales orders, please provide a current certificate to your customer service contact as soon as possible.

Communication and feedback

As our teams will be getting up to speed on our new capabilities in the weeks before and after the go-live, we're asking in advance for your patience, as well as timely feedback and communication on requests. This will help us serve you better and deliver the benefits of this investment faster.

QUESTIONS?

We welcome your questions at any time. Contact us at SAO sales:

service@cartech.com | 610 208 2000

US Sales: 800 654 6543 Europe Sales: 32 10 686 010 Asia Sales: 65 6738 2401