

## ArtSystems Westcoast Merger FAQ

### Q1. Who will be my Account Manager from the 1st July if I already deal with Westcoast?

All contacts are remaining the same former 'ArtSystems' employees will simply have a Westcoast email address (the format will be [first.name@westcoast.co.uk](mailto:first.name@westcoast.co.uk)). Telephone numbers will remain the same so you will continue to deal with your former 'ArtSystems' contacts for all the products you did prior to the merger. All former ArtSystems email addresses will forward to the new Westcoast email address.

### Q2. Will credit limits increase in line with what we are currently spending at both Westcoast and ArtSystems?

If you are buying from Westcoast currently, that trade account will not change, and you will have the same credit limit on that account. Your ArtSystems account will migrate to Westcoast and have a new account number with Westcoast (separate from your current Westcoast account), and it will have the same credit limit allocated to it as your current ArtSystems account.

### Q3. Will Westcoast keep and retain ArtSystems product lines, and will media still be branded via Xativa X-Label?

All ArtSystems products will move across, this includes Xativa and the X-Label programme so that resellers can still have their own branded media.

### Q4. How will this impact bill and hold stock?

Westcoast have a 'Bill and Hold' process in place, so this service will continue to be available post-merger. Your Account Manager will have further details.

### Q5. Traditionally ArtSystems have held more DesignJet stock. Are we going to see any reduction in printer stock levels?

Stock levels will remain as is, nothing is changing, just the legal entity that you will purchase from will be Westcoast Ltd rather than Art Systems Ltd.

### Q6. Are you seeing any management changes or job losses within ArtSystems?

All current ArtSystems' staff are TUPE'ing to Westcoast Ltd.

### Q7. Which Customer Services department do we use from 1st July?

The Westcoast Customer Services email addresses to use for former ArtSystems product orders will be [postdespatch@westcoast.co.uk](mailto:postdespatch@westcoast.co.uk). This will direct your email to the former ArtSystems Customer Service staff who will migrate to Westcoast on the 1st July, their telephone numbers will remain the same.

[www.artsystems.co.uk](http://www.artsystems.co.uk)

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Technical Services  
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Accounts  
Tel: 0115 9380 340  
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#### **Q8. What Happens to ArtSystems Website?**

The ArtSystems website will close on the 1st July with a holding page redirecting to the Westcoast website. All brands and products will move to the Westcoast website.

#### **Q9. What happens to my online ordering account?**

Westcoast ecommerce accounts will be created for all current users and new login credentials will be sent prior to the merger date.

#### **Q10. Will Westcoast retain ArtSystems product lines currently available to purchase online?**

Yes, all products that you purchase online today from ArtSystems will be available to purchase at your current pricing from the Westcoast site. You will also have access to Westcoast wider product portfolio.

#### **Q11. How will I access my legacy order details from ArtSystems?**

All outstanding back orders will be moved to Westcoast for the 1st July. Your legacy data can be accessed by speaking to your Account Manager who will be able to send you this directly

#### **Q12. What happens to product and price data feeds?**

These will migrate to Westcoast data feeds; all your current pricing will move to the new platform your current credentials will remain and work on transfer.

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