



# SEPTEMBER-OCTOBER



## RETAIL EDITION

### Arctic Eco Green® 12 lb Jug Discontinued

The Arctic Eco Green® 12 lb. jug (200-60012, 4/case) has officially been discontinued due to low demand. Limited stock remains and will carry us through the 2025–2026 season. If you have customers who require this product, please reach out soon while supplies last.



### Upcoming Scheduled Vacations – Please Inform Us



We'd like to remind everyone to notify us of any upcoming scheduled vacations. This allows us to plan proper coverage and support while you are away. Also, don't forget to set up your automatic email replies so customers and colleagues know you're unavailable.

### Arctic HeatX™ Now Available by Case & Pallet in All Warehouses



Arctic HeatX™ is now fully stocked and available in all warehouses, both by case and pallet.

- A full pallet = 24 cases (the most cost-effective option).
- For customers wanting to test before committing to a pallet, single case = 4 boxes purchases are available.

This update comes directly from last season's feedback; XNYNTH has listened to and acted to provide more flexible options that support your sales efforts.



### Order Online Transition

XNYNTH has recently transitioned over to a new Order Online platform. This new platform is called Omnify and is cloud based. This provides for a faster response time and less down time, meaning that our customers can order at any time 24/7. Their orders are dumped directly into our ERP system, saving time and saving them money. As you know, we offer our customers a 1% discount if they place their orders online. If your customers are currently not ordering online, they just need to email us for a password to do.

### Breaking news

#### Happy Canadian Thanksgiving

We will be closed on Monday, October 13th for Thanksgiving and will resume normal office hours on Tuesday, October 14th.

In Canada, Thanksgiving has been celebrated on the second Monday of October since 1957. It is a special time for people to give thanks for a good harvest and for the blessings they have received over the past year.



#### New Chicago Warehouse

XNYNTH has recently changed our Chicago Warehouse to a new location. We are always striving to find partners that will deliver high levels of value and service for our customers. When it comes to our 3PL warehouses we expect the same. So sometimes that requires a change to be made, as in this Chicago warehouse change. The details of our new Chicago warehouse can be found on our website, so Please check it out. We expect all our stock to be in our new warehouse by September 1st, 2025.





## Canada Post strike

### How will this affect mail delivery?



The nationwide strike began on 25 September and Canada Post said operations are shut down during the strike, leaving mail and parcels undelivered for millions of Canadians. The postal service also does not offer service guarantees for items that were already on the network when the strike was called and is currently not accepting new items.

During this time, all payments can be made via EFT, ACH or Credit Card. Please contact our accounting team for any questions / concerns.

## CRM Training



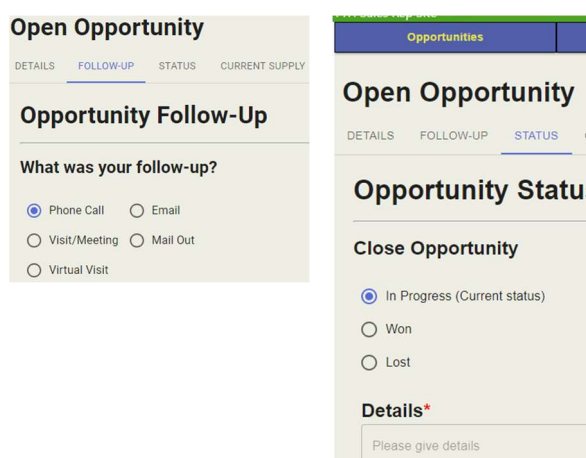
As you may have noticed, XYNYTH’s CRM has been updated. It’s now more robust and responsive.

Access to our resources, pricing, YouTube links, competitor database and much more can easily be accessed by logging in the CRM.

Should you require a CRM review, don’t hesitate to contact your XYNYTH sales executive. It’s one of the most effective tools we have to communicate with you in the field.

## Open Opportunities in CRM

It’s time to clear up your leads / opportunities in the CRM. Look at the opportunities you contacted for the 2025 season. Mark them, accordingly, and then let’s close as WON or LOST. This helps ensure an efficient CRM with data that is functional.



## Breaking news

### Farmer’s Almanac – Winter 2025 / 2026

According to the Farmer’s Almanac, early predictions call for:

- Snowfall: Above-normal snow is forecast from Atlantic Canada through northern Quebec and Nunavut, western Ontario, and the northwestern Prairies into southern Yukon.
- Frequent snowstorms in New England should keep snow lovers happy.
- The Great Lakes, Ohio Valley, and North Central states are set for a classic winter wonderland, while the Pacific Northwest mountains are gearing up for some impressive snowfall totals.

Bottom line: Winter brings snowy stretches and cold snaps. Layer up, plan ahead, and keep your XYNYTH icemelter handy.



## US Tariff Update!



We wanted to give you a quick update on the US Tariff situation, as it seems to change day-to-day. Tariffs are being applied to XYNYTH’s Winter Warrior family of products, (Runway Control, EnviroLEADER, and CMA. The good news is that from our customers’ perspective, they do not have to do any paperwork or custom payments, as XYNYTH is handling all this.

To make it very simple, “the price is the price”. The price we show on the invoice is inclusive of everything. To be very clear, the Tariffs ONLY APPLY to US Customer Shipments. We are hopeful that the situation may change soon, and we shall keep you updated.