MASS EMAIL COMMUNICATION CHANGES

To improve the reliability of organizational email delivery, FCL is preparing to consolidate and secure ALL mass email communications (e.g., marketing emails, invoicing, other system reporting, etc.) sent by, or on behalf of, approved CRS email domains e.g., fcl.crs, co-op.crs, etc.

This consolidation will affect multiple systems throughout our email infrastructure that send bulk email to external customers and recipients e.g., mainframe, Tronia, Mi9, etc.

Why are we doing this?

Over the past few years, business email compromise (BEC), phishing and spam have become significant problems for organizations both with internal and external communication. The key problem is trust and how an organization (e.g., FCL) appears 'trustworthy' to downstream recipient mail services.

Threat actors have become better at using reconnaissance and intelligence (either through research online or through prior breaches) to fraudulently impersonate an organizations legitimate users and services (including email). Many times, these impersonations or phishing emails are targeted at an organization's employees, customers, and supply chains. In response, internet service providers (ISPs) have become more aggressive in sorting good email from bad email.

If an ISP is confident an email is from a legitimate sending address and organization, it will label the email as 'good'. The good email will then be allowed to flow through to the intended recipient. Bad email is labeled as phishing or spam, and most often deleted if it does not conform to industry standards regarding trusted email sender security.

We want to ensure our email is labeled 'good' by the ISPs that manage email on behalf of our customers and external stakeholders.

What are the next steps?

To improve reliability and security of our mail delivery, FCL is implementing the following controls on services that use any type of mass email communications:

- We will consolidate related mail-out services to a single email account that is FCL managed. This will improve the probability of the email being labeled 'good' by downstream receiving mail services. To achieve this we will use standard from-address formats (e.g., no-reply@fcl.crs, no-reply@co-op.crs, no-reply-Mi9@co-op.crs, noreply-agro@co-op.crs, etc.) and limit the number of addresses used.

- We will start with transitioning a few systems, including Mainframe, Tronia and Mi9

- Going forward, mass email communications provisioned by FCL will ONLY be routed through corporately approved email infrastructure. FCL cannot guarantee, with an acceptable level of assurance, that email sent on behalf of our mail services from an external domain or unauthorized mail service will be reliably delivered to the designated recipient addresses.

- Any customized 'Reply' or 'Return to' addresses will no longer appear in the 'From' field. If required, customized return-addresses must be conveyed in the body of the mass email communication.

- Return email sent to the no-reply address will be dropped at our network boundary.

The technical changes will be managed by FCL Innovation. Small procedural changes may be required by the sender.

<mark>If you have any technical issues or questions regarding the implementation of this new standard email protocol and procedure, please contact the Service Desk at servicedesk@fcl.crs or at 1 855-761-4761</mark>

Changes to Tronia email management (updated for Tronia release 2022 – R3)

- FCL has been working with Tronia directly to setup a secure emailer protocol within agrē that will work for all agrē users going forward.

- The new standard Send From email address will be noreply-agro@co-op.crs for all Tronia users within CRS.

- FCL & the Tronia Team are finalizing the testing of this new protocol and Tronia has released the updates to accommodate the new SendGrid platform that FCL has implemented in their latest release on **June 22nd, 2022**.
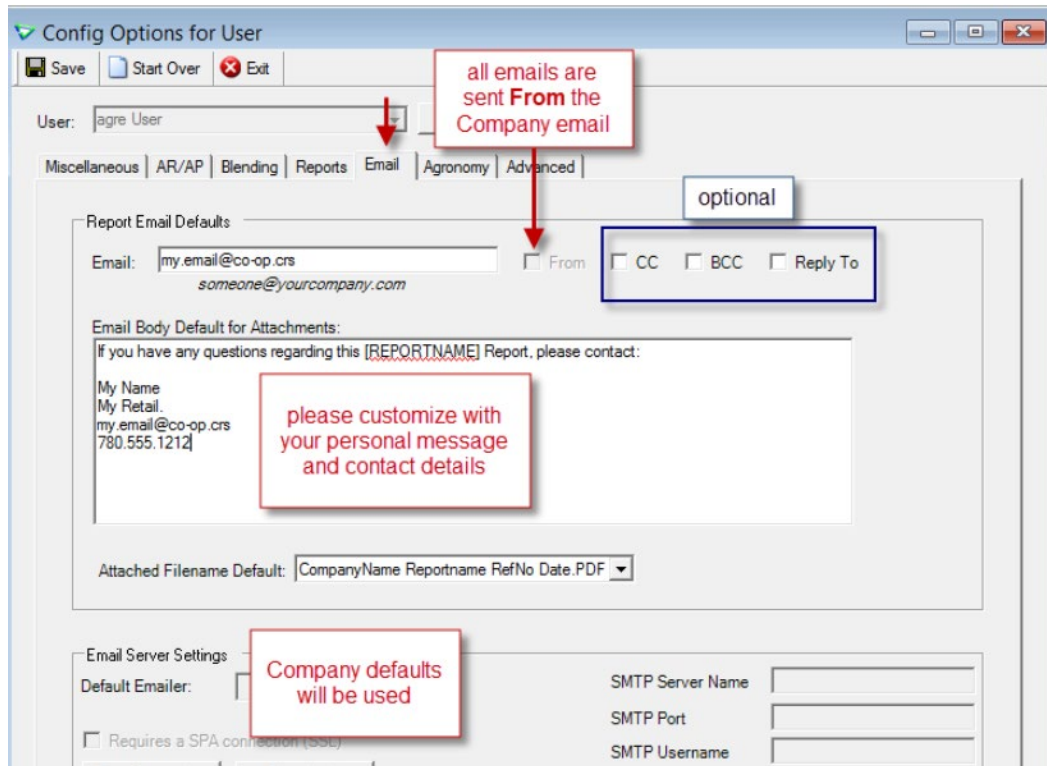
New Tronia agrē Emailer Setup: **Company** Defaults will be:

Tronia update Oct. 27, 2022 (R3 Release)

New provisions were put into place within the User Level config options. New ability to enter an email address and check CC, BCC, and/or Reply to (to make your email the default address when the recipient, your customer, clicks reply to your emails)

For further details of this enhancement please refer to the following release notes (found under "user config options" near the top, approximately the 3rd page).

2022 – R3 release notes

When will the Tronia change occur?

Originally change was done on **July 13, 2022** – ALL active Co-op Tronia databases will be automatically updated with the new, standardized, SMTP emailer (SendGrid) – using the singular **Send From** address of noreply-agro@co-op.crs for both the **company** and *any* pre-existing **user** specific email configuration defaults in agrē.

While Tronia will complete all master setting(s) changes, it will be up to each **Co-op Retail** to ensure the following:

- The **Email Body** default text field details for the company and/or individual user setup may need to include any personalized email address or other direct contact information or instructions; as customers will NO LONGER be able to reply to the email that is sent from agrē.

- Each retail will need to evaluate their **access management and update policies** of these emailer setting forms in agrē going forward. Once updated, these email settings/defaults should **NOT** be changed under any circumstance, by any individual user, after the NEW standard settings have been applied. To be clear - this will apply to the company & user configuration email setting AND on the agrē emailer directly (so anywhere within agrē where you might send an email). Going forward, the ONLY acceptable email address for the **'Send From'** field must be **noreply-agro@co-op.crs. This will default automatically with the new setup.** All users should be advised that this is never to be changed or overridden with another email address.

- If you have any questions pertaining to where this information is currently located in agrē, updating the default text of the email body, or reviewing possible user setup/access within agrē at your retail, please reach out to **Tronia Support** for assistance.

Further information regarding similar changes in other systems will be announced on the Hub within the next few weeks.

Thank you for your help in keeping the CRS cybersecurity safe!

FCL Cybersecurity and Innovation teams