

Dear USP Customer,

We hope this message finds you well. We are writing to inform you about some adjustments to our pricing for our online products and a subset of our USP Reference Standards catalog.

The subscription prices for the USP–NF and other online software products will be changed on your next license renewal cycle, starting September 1st, 2024. In addition, selected USP Reference Standards prices will change on October 1st, 2024.

Reference Standard Portfolio Price Increase Averaging Between 1.5%-2%:

- Approximately **60%** of the USP Reference Standard portfolio will see a moderate price increase.
- The remaining **40%** will either remain unchanged or experience a decrease in price.

We understand that price adjustments can be concerning and want to clarify why this change is necessary and how it will ultimately benefit you.

Why We Are Raising Prices

1. Sustained Excellence: Since the initial release of the new USP–NF online in July 2018, we have continued to maintain, update, and improve the software based on extensive feedback from you, our users. This fall, we will launch a major update to the hosting platform that improves our internal publication process and gives users a more responsive customer experience, including significantly faster browsing and search. These price adjustments are essential to continue delivering top-notch service and reliability. Similarly, USP continues to maintain and expand our catalog of over 5,000 highly characterized materials to ensure that you have the materials you need to support your research and development.

2. Inflation Impact: USP is affected by inflationary pressures, just like every organization and customer. For many years, USP absorbed the increasing costs related to the development of the USP–NF since the new platform's introduction in 2018. As with software development, laboratory research costs related to RS development and materials have also increased. Unfortunately, USP must share some of these increases with our customers to fund the continuing development and maintenance of our products. We want to assure you that these changes are carefully considered to support the continued development of quality products while still maintaining competitive pricing.

3. Enhanced Software Infrastructure: Although many recent improvements have been made behind the scenes and are not immediately visible to end-users, they are crucial for our products' long-term continued stability, security, and performance. These enhancements require significant resources and ongoing investment to develop and maintain, enabling USP to add functionality in the future. While some of the upcoming improvements may not be immediately visible, they are designed to enhance your overall experience and long-term value. They provide the groundwork for new subscription options and value-added features over the coming 1-3 years.

4. Future Innovations for online products and Reference Standards: We have an exciting roadmap of features and improvements planned for the next 3-5 years, including support for upcoming changes to the

USP–NF publication schedules next year, new Reference Standards, new Analytical Reference Materials, and more. This price adjustment will help us ensure that you continue to have an excellent experience with our products and provide new tools to help you do your work.

Our Commitment to You

We are committed to providing you with the best possible user experience for our software products, and continuing USP's tradition of high-quality reference standards. We believe these changes will reinforce our ability to meet and exceed your expectations.

Next Steps

We encourage you to contact our customer support team at custsvc@usp.org if you have any questions or concerns about this change. We value your continued collaboration and will assist you through this transition.

Thank you for your understanding and for being a valued USP customer. We look forward to continuing to provide you with an excellent user experience and expanding the content and functionality that helps you do your jobs more effectively.

Warm regards,

Venkat Surendra Nath Koduru

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