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3/17/2020

To Our Valued Customers,

As we are all experiencing disruptions due to the spread of the Coronavirus (COVID-19), we would like to update you on our business as it impacts you.

**Customer Service:**

In an effort to fulfill your orders **we have pushed up our cut off time to 1pm.**

This is largely due to the tremendous increases in call and email volume.

- We encourage you to use PECO, our online ordering and product information system for getting your orders in.
- If you need to be set up, please contact your Sales Representative.

**Add-Ons:**

Based on the current influx of demand we can no longer accept add-ons to existing orders.

**Transportation:**

Effective immediately we will be moving to a 48-hour turnaround time for your deliveries unless your order is received by 1pm, otherwise it is next day or on your next scheduled delivery date.

**Customer Pick Ups:**

We must temporarily suspend this option until further notice.

**Inventory:**

Across categories the demands for inventory have exceeded our normal responsible stocking levels. We have tremendous quantities in our pipeline with our manufacturing partners but reserve the right to allocate based on numerous factors.

We are committed to you our loyal customers and thank you for your support during these unprecedented times.

Respectfully,

The Leadership Team of Paper Enterprises, Consolidated Paper, Worldwide Sales

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