

March 23rd, 2020

Dear Valued Customers,

At Shore Business Solutions we take our responsibility to our customers and employees seriously. That is why, during these times, we want to reassure our customers that we will remain open under normal business hours and that we are here to support them with the same level of service they have come to expect from their Office Automation partner. We are closely following both state and federal regulations, as well as reviewing CDC guidelines on a daily basis and updating any protocols accordingly.

It is our mutual responsibility to implement measures for personal health and hygiene. In addition, Shore Business Solutions has implemented protocols beyond standard practices to ensure the health and safety of everyone we encounter.

#### **Servicing our Customers with Minimal Interruption**

**Remote Service Wherever Possible** – In order to continue servicing our customers we are implementing a Remote First protocol. For every service request that comes in, we will make all attempts possible to remotely resolve the situation. This may include requesting customers to initiate a Zoom Conference call or allowing us to remote into your system to diagnose and resolve issues.

**Toner Shipping** - All requests for toner will be fulfilled via UPS whenever possible. Exceptions would be for essential businesses such as townships / municipalities or healthcare providers who are non-operational due to **toner empty notifications**. If an essential business is 100% down and requires an emergency delivery, we will work with each individual customer to ensure the safety of everyone involved. This may involve designating a drop off location outside of a customer place of business (ie front door/porch/entry way) or a designated pick-up location outside of our warehouse in Wall NJ.

**On-Site Service** – As stated above, Shore Business Solutions will make every attempt possible to remotely perform any required service on your devices. After exhausting all efforts, if we determine an on-site call is required, we will prioritize by essential businesses first as per the New Jersey state regulations announced on Saturday March 21<sup>st</sup> 2020. Note, this will only cover devices that reside in the original place of business as per your service contract. Any devices that have been moved to a home office will not qualify for on-site service for the health and welfare of our staff and customers.

**Maintaining Appropriate Distance** – At all times, Shore Business Solutions employees will work to maintain a safe distance as recommended by the CDC if on-site service is required. We ask that our customers also respect this fact and maintain a safe distance from our staff and provide a clear and clean workspace for our technicians to perform the required service.

### **Protecting our Employees and Customers Equally**

**Office Location** - The Shore Business Solutions office is constantly being cleaned and disinfected. We wipe down all common surfaces throughout the day as well as at the end of the day. Additionally, we have placed containers of hand wipes and packages of gloves within the office and posted a daily cleaning checklist to ensure everything is completed on a regular basis. This includes our delivery vehicles for machines, toner and supplies.

**Service Technicians** - All service technicians were equipped with sanitary wipes and latex gloves earlier in March for their safety and the safety of our customers. Every time they have visited a customer location, they were instructed to wipe down all machine surfaces and thoroughly wash their hands after all calls. This also includes wiping down their vehicles in between calls so as not to transfer any germs between locations unknowingly.

**Toner Pick-up and Machine Depot Service** – Effective immediately we have stopped all non-employees from entering our facility, with the exception of delivery trucks at the warehouse door (minimal). Please do not show up at our office to pick-up toner or drop off a machine for depot service as you will not be permitted to enter. Contact us via phone at 732-280-1333 prior to coming to our office to determine the best course of action to resolve the situation at hand.

As the situation with COVID-19 continues to evolve in our community we will be making any necessary adjustments and conveying them to our customer base. We ask each of our customers to contact us should they have any questions or concerns. We can be reached at 732-280-1333 (voicemail) or by emailing [sales@shorebusinesssolutions.com](mailto:sales@shorebusinesssolutions.com).

Shore Business Solutions is proud to be servicing the greater Monmouth / Ocean County area for almost 40 years. We are a strong community built on partnership, supporting small businesses and going above and beyond for each other. We are confident that together we will get through our current situation and thrive in the future. We thank you for your continued loyalty and look forward to a long and mutually prosperous partnership in the future. Stay strong and stay safe.

Sincerely,

A handwritten signature in blue ink, appearing to read "George A. Krebs".

George A. Krebs  
President  
Shore Business Solutions  
[www.shorebusinesssolutions.com](http://www.shorebusinesssolutions.com)

