



Office Supplies
Printing Services
Promotional Products
Interior Solutions
Office Furniture

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Des Moines, IA

During this time Triplett Office felt customer contact and communication is key. We have been initiating touches often, to keep Triplett on our customers "top of mind" awareness. We re-programmed our customer service team to be a customer's "personal shopper".

Our CSR's essentially became a fulfillment team. Our CSR's are empowered to run to grocery and hardware stores to find hard to get items for our customers.

We find reasons to reach out and touch customers (for a back ordered item, for example), then take a moment to ask them what else they need and start combing our "endless aisle" for them. No request is too extreme. We may not have exactly the brand or size that they need, but they are willing to accept a different brand of tissue, slightly smaller roll of toilet tissue or different size of hand sanitizer. Essentially, they tell us what their needs are, and we give them their options. If we are unable to fulfill their need we started a spreadsheet of their specific needs.

Our customers have been very appreciative of the extra effort and certainly understand that many of these products are out of stock and we are making the best of a tough situation.

It is not all bad news and declines in business; Triplett Companies has some customers that have never been busier. A law firm that does real-estate closings has requested that we double their weekly order of copier paper since they are so busy. We are committed to the next 90 days (or so) to work as a team and communicate more. We will remain nimble and tactical for now.

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