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I have been trying to think of anything that we're doing that's unique, but I think what we're doing is very similar to what other dealers are doing. Here is a quick list:

- Delivery team making "no contact" deliveries. Not requiring customer to sign our tablets for POD. Taking picture of product at their location instead. We have always done residential deliveries, so we have continued.
- Marketing – we have always done a "free gift w/ order of a certain size." We recently lowered the \$ threshold to get a free gift and bought small \$ amount gift cards (\$5 and \$10) to LOCAL establishments that are still open – coffee shops, ice cream shops – and are offering those as free gift w/ qualifying purchase.
- Sales team has created a "new normal" presentation that they have been delivering to customers via zoom or phone calls. Focuses on physical space changes, PPE as a more permanent part of what the employer will be expected to offer employees and saving cash flow by using our just-time-delivery instead of having a supply cabinet full of stuff.

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