



**BUSINESS CENTRE**

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Our website has a COVID-19 statement all customers see when logging in. <https://opbizz.com/>

Our Shop Site has COVID-19 statements for cleaning products and banners for COVID-19 for information. <http://www.shop.opbizz.com/> We did change our website, so it shows ACTUAL INVENTORY IN STOCK for our local inventory and the Essendant inventory for our next day delivery. This change helped in customers calling for product in stock.

What Procedural changes –

Our retail store remained open for customer entry for the early part of the COVID19 event, but when our community announced the first few LOCAL infections I decided to start servicing customers at our front door restricting customer entry. I was most concerned for staff and possible spread due to customer not knowing of their infection status possibly touching product and not leaving with it. The disinfection of our retail products would be nearly impossible daily. We have a vestibule with two entries which we prop open daily and the automatic doors open when a customer approaches and we have a counter in front of the doors. The primary customer service staff member has the option of wearing a face mask and gloves and regularly cleans all surfaces, even money received, after customer visits. We limit the vestibule to two customers at a time, one being serviced and one waiting. Some customers called in orders, which we will deliver to their car without even approaching the customer face to face. We have added home office delivery and some customers are utilizing this. Our big promotion is online ordering and our web site has seen an increase customer login and password request. Some customers have requested we call when ready for delivery and leave the product at their front door which works fine. Our procedure for requiring a customer signature on our iPhone ECIS delivery manifest has been waived and the driver writes delivered and the time the product we dropped off.

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