



C.T. McMurry
Flagstaff, AZ

1) We have used a variety of Constant Contact E-Blasts and flyers to communicate with our customers. Some of the early ones were messages about our hours of operations, recommendations for working remotely and letting people know about the back-order status of many Jan San items. Our customers have placed an enormous quantity of orders that had to be put on back-order. We are now reaching out to customers to give them updates, give them an opportunity to release those back-orders and letting them know about items can be sourced to help with re-opening efforts.

2) As a non-profit that runs an office supply business, we are not too sophisticated in our marketing/advertising methods, but we do what we can. Mostly web banners, email blasts and phone calls. I am ramping up the option of doing videoconferencing for sales calls and am excited about the potential there.

3) We have had three Phases so far. Increased sanitization that occurred before the shelter in place, running operations with a combination of a skeleton delivery crew, more drop-ships, and most employees working remotely, during the shelter in place, and are now preparing for re-opening. This will look a lot like the first phase but with new measures. This could include staggered shifts, masks, sanitization protocols, gloves and working with social distance guidelines.

4) I am very excited that I have placed my first order for a stocked supply of needed PPE and Janitorial products. This is a change for us as we have always been primarily a stockless warehouse save for some toner and copy paper.

5) We are assembling kits to help with businesses that are reopening that come with gloves, masks, disinfecting spray, paper towels, bleach and hand soap pumps. We will be donating a set amount to the community with every purchase.

6) We have switched to an inside sales model for now. We have been using the time to cross train employees on call center activities and are focusing on products that are still available and in demand - mostly toner. The overall distribution of our sales has shifted away from small businesses (which have been mostly closed) to State customers.

Office Product Consultant

C: (928) 607-6323 O: (928) 527-3223

3012 E Route 66. Flagstaff, AZ 86004

CTMcMurry@QCoffice.org

[Quality Connections Website](#)

[QC Office Website](#)

[QC Facebook](#)