

BEST Office Solutions
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We are fortunate to be in a rural area where the outbreak hasn't been as bad as bigger city areas! Very early in this crisis, we got our sales reps to start working from home. They have been keeping communications open with customers to let them know that we are still here to meet any needs they may have. We have also done a little bit of FB/Social media marketing to reiterate the fact that we are Essential and can still be here for them! Fortunately, we have gotten the SBA PPP loan, which has paid our employees, even the ones that are not working, due to a higher risk! We have two women that are juggling homeschooling for a few more weeks, working from home some and coming in the office for a few days a week. They are glad that they can still come to the office to keep their sanity instead of being stuck at home like so many people!

We feel that the next few months may be the toughest monetarily. The PPP loan helps with payroll for only 8 weeks and I have communicated with our team that they need to be frugal with their money, because we may have to lay them off without pay at some point. We hope that some existing projects will enable us to maintain who we have, but I want to be upfront with them about the possibilities. This still could be far from over. I have communicated the same with our landlord, as the PPP helps us pay them, we may have to make some arrangements on some upcoming months.

Although sales are WAY down on typical supplies, we are fortunate to do a good bit of furniture and have some projects that are still happening, despite the crisis. We are having to change our procedures for installation as we are doing most on nights or weekends when there is less chance of contact. We are also storing some projects until the customer feels like it is safe to install, but the customer has been willing to go ahead and pay which helps tremendously. We are drop shipping to some customers at home...or our guys are delivering to their doorstep. We feel that most people working from home, do not need a lot of supplies, since they are working temporarily, they are not setting up a full functioning office. This has had a big impact on daily sales.

As far as handling product, we are spraying deliveries down when we receive them, and our guys are wearing gloves and masks when necessary. We are all using a lot of sanitizer, until we run out like everyone else! This poses another problem, A LOT of our customer service teams time is spent fielding calls for Lysol, tissue and sanitizer type products and we are just in a "hurry up and wait" mode! If things ever get caught up, it will be great. We are also trying to be proactive and get with customers about the future of sanitizing and coming up with plans for sanitizing stations, etc.

From what I have seen in our community, we are thankful the Georgia Governor gave our businesses the opportunity to open if they feel like they can do it safely. So far, most are choosing to continue doing things remotely or curbside when possible as they do have common

sense enough to watch the numbers and make their own evaluations. We will see what the weeks ahead hold, as people may let their guard down now that they have permission to do so!

We have lots of marketing coming to us from all angles and are constantly trying to figure out which meet our customer's needs. We need to work on a better plan of getting this marketing to our customers going forward, as we have a NEW NORMAL!

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