



Ian Wist
Tempe, AZ

What we have done that might be a little different is the communication around what supplies are available.

- 1) We review with the sales staff each Monday and subsequently through the week about the products available and what will become available in the near term. Frankly, the sanitation and safety items are moving rapidly so changes occur daily.
- 2) We are pre-booking orders before stock arrives. Generally, we are completely sold out before hot items become available on our e-commerce site.
- 3) Lastly, we created an essentials page displaying the items business are sourcing from us and supplies are limited. This is helping drive customers to check our site daily to see what has arrived. It would be like when people were stopping by Costco to see if toilet tissue had arrived during the shortage.

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