



## Important Reminders and Information Regarding Coronavirus (COVID-19)

March 23<sup>rd</sup>, 2020

To Our Valued Customers and Vendor Partners:

As many of our customers rely on us to provide essential goods and services, Jerry Pate Company is committed to doing our part, and is **OPEN FOR BUSINESS**. Though we continue to operate and remain open, we would like to remind our customers, vendor partners, and others alike that **we have suspended all walk-in traffic and branch visits, other than those essential to the operation of our business**. The recent national and global events surrounding the coronavirus (COVID-19) have encouraged us to take appropriate steps in preventing the spread of this contagious illness. Through these changes, we kindly ask our customers to be patient with us as we navigate to meet the needs of our customer base, while at the same time work to ensure the safety of our team members and customers.

Although some of our normal business practices and policies may differ in the coming weeks, you can count on Jerry Pate Company to do its part to help our customers get the services, products, and support they need from us. We have taken what we feel are appropriate steps to do our part in preventing the spread of the virus to our team members and customers. The following protocol lists out what is remaining the same with our business, and what has been altered.

### Remaining the Same:

- All branches are open to support Service, Parts/Wholegoods Sales, Receiving, Shipping, and Distribution.
- Supply chains from our key manufacturing partners are currently unaffected.
- Parts Ordering through our Customer Care team is fully functional 800-700-7004.
- Parts Ordering and Account Management via [JPOnline](#) is fully functional and available 24/7.
- Delivery Trucks are available for pickup and delivery of goods and product(s).
- Equipment, Irrigation, and Pump Field Service Technicians are available to service your needs in the field.

### Different from Normal:

- **Walk-in traffic from customers and vendors that is non-essential to operations has been suspended.** We kindly ask that all customers work with us in ordering parts via [JPOnline](#) or through our Customer Care team at 800-700-7004.
- Those team members who can work from home are working from home.
- Those who cannot work from home due to their job responsibilities are instructed to keep their distance and practice “social distancing” from other team members, customers, and potential visitors, while continuing to safely perform their duties. CDC-recommended safety measures have been put into effect with our facilities and team members, both in the office and field.
- Many sales calls and visits from our Account Executives and Project Specialists will be done via telephone and email.

**Communication Channels:**

- Atlanta Branch: 800-282-4792
- Birmingham Branch: 800-348-9015
- Memphis Branch: 800-700-7011
- Pensacola Branch: 800-700-7001
- Customer Care and Parts: 800-700-7004
- Service Department: 800-700-7003