



**To: Our Valued Customers**

**Covid19 – Lead time and Operational Update**

I am hoping that everyone is doing well as we make the very necessary adjustments to our lives and band together to help move towards a positive outcome in these challenging times. My sincere thanks on behalf of the Alumni Educational Solutions team for every individual doing their part to control and hopefully stop and the spread of COVID-19.

I would like to give you an operational update on how Alumni has been working through these last few weeks and our plans moving forward.

Like many of you, we have worked hard to set up our office staff to work remotely and are very pleased with that transition. Each person has full access to all the tools that they need to assist with any customer requests and most importantly, they are working in safe environments from their remote offices.

The functions of quoting, logistics, order entry and accounting are all operational. We also have been able to continue with our manufacturing in a setting where all of the necessary measures and guidelines to ensure staff safety are in place. Manufacturing is 100% operational and is following new strict rules of social distancing as well as working in a “cellular” form with workstation shields to restrict employee interactions. All employees are following new health guidelines by wearing masks, washing hands, wearing glove among other restrictive measures. All measures meet and go beyond the strict government guidelines.

We know that we will look back in several months and talk about how important it was to take these special measures to beat this pandemic. We also identify that life will slowly get back to normal and many of the projects that we had been working on will still need to get completed.

As we approach, what we consider a busy and critical time of year for preparing for a new school year in September, we identify importance of keeping these target dates in site.

New school builds, renovations/additions, portables and many of the projects are a priority and are necessary to be in place at the right time. I would like to encourage everyone to keep this in mind and placing orders as soon as possible, please do not hesitate to contact myself or any of our ALUMNI Customer Experience Team to get any support that is needed to help expedite these priority orders.

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We understand that with the current situation that there could be the potential for a late surge of orders. As always, we have planned to increase inventories on common items to try to accommodate for this surge and we will continue to adjust our planning to continue to meet those needs as we have done in the past.

Alumni currently carries 3 to 5 million dollars inventory of the most common furniture items. **We are currently stocking our warehouse in anticipation of summer orders by carrying a volume of the most common products that should allow us to fill orders we receive after June 13<sup>th</sup>, 2020.**

Even with this large inventory in place, please bare in mind that there are several items that are not considered common stock Items and do require an approximate an 8 week lead time in the busy summer season. Depending on demand that lead time could extend in the summer months.

Therefore, we encourage all our customers to review their furniture requirements and use the standard lead times listed below as a guideline:

- For deliveries prior to summer closure (end of June delivery) try to get orders placed **at the end April/early May 2020**
- For deliveries prior to school start up (end of August delivery) orders should be placed **before the end of May 2020** if possible, as this will ensure product to be received prior to school start up.
- Should the Items you are purchasing be In-Stock, our year-round lead time on (In-Stock) items generally runs 1-3 weeks.
- Should the items you are purchasing be Non-Stock, it will require an 8-week delivery lead time. Depending on demand that lead time could extend in the summer months.

Thank you for your continued support and we look forward to continually meeting all your furniture needs.

Sincerely,

Paul Godwin  
Vice President

