



May 8, 2020

To our valued Whitaker, Anchor, and Word Alive customers and business partners:

We have been encouraged in the past couple of weeks by the perseverance and creativity shown by many accounts that have been adapting to the crisis and meeting the needs of their customers as best they can in the current climate. We are here to support you as you are able to reopen in the coming weeks.

We continue to follow CDC recommendations and all guidelines established by the state of Pennsylvania. All of our employees who are able to will continue to work remotely, allowing us to maintain a reduced staff in the office and warehouse.

The following information will help us to partner together as efficiently as possible in these times:

- When your store reopens, please notify us at customercare@anchordistributors.com or by calling 800-444-4484.
 - Please provide instruction regarding how you want us to handle your backorders.
- Employees working remotely are having their calls forwarded to their home or cell phones. If they are unable to answer the call, it will not be possible for you to return to our phone system.
 - If you do not receive a response within two hours, please call back at our main number (in the US, 800-444-4484) to make sure you receive the proper follow-up.
- The following tasks may take a few days longer than what was typical in the past. We thank you in advance for your patience.
 - Inbound shipments from vendors
 - Large, outbound truck orders
 - Requests for Return Authorizations

Important Policy Update on Same Day Shipping

Beginning June 1, we will reinstate our Same Day Shipping Policy with some minor changes. The same day shipping cutoff for electronically submitted orders (website, EDI, Bookstore Manager, etc.) will remain 4:00 p.m. EST. However, the cutoff for manually entered orders (phoned, faxed, emailed) will now be 3:00 p.m. EST and will be firmly followed. Between 3:00–4:00, an automatic manual entry charge of \$15.00 will be incurred for a manually entered order that must ship same day. We will receive your approval before applying this fee.

We continue to trust God's goodness and mercy to see us all through, and we pray that His peace will keep you as you navigate these uncharted waters. He is the Anchor in every storm!

If you have any questions, please do not hesitate to reach out to us.

On behalf of all of us at Whitaker Corporation, thank you for your continued partnership.

