



COVID-19 UPDATE

April 3, 2020 - Update

AS AN ESSENTIAL SUPPLIER TO THE PROPANE INDUSTRY, RMI CONTINUES TO BE *OPEN FOR BUSINESS* AND ABLE TO SUPPORT YOUR BUSINESS!

We continue to follow CDC and local Health Department Guidelines to keep our employees safe. Please note the following update with regard to our operating practices:

- **As many employees (as possible) are working from home**, so please do not be alarmed if you hear an occasional dog barking in the background! We now have the technology for our CSR's to be fully functional while working at home. Whether at home or in the office, our team continues to be ready to assist you with any of your needs! In the interest of safety, and to match demand in the current environment, we are reducing some hours as appropriate. We do not expect this to have a significant impact on our ability to service your business.
- **Please visit our newly redesigned website at www.raymurray.com**. Sign up for access to our online catalog and feel free to place your orders online. We appreciate all the excellent feedback we have received on our new website. If you haven't seen it yet, take some time to check it out!
- **Take advantage of some online RMI training opportunities!** Since we can't be on the road, we are using this period to offer some great online training classes. Please feel free to join one of our Coffee Talk online training sessions! Contact your rep or visit our website and click on *Training & Educational Resources* for more info.
- **All orders will be processed and shipped as usual.** You may receive a phone call regarding any orders that are submitted via online, email or fax as well as any backorders. We want to confirm you will be open to accept delivery so that the order does not get delayed or back up at the shipping terminal because it could not be delivered.

Reminder to Pick-Up Customers:

- Our pick-up counters will be closed to all face-to-face in-person traffic. Pick-up customers may come to our warehouses to pick up product, but we ask you to call ahead with your order, and do not enter our building. When you arrive at our warehouse, you can call 800-243-5044 and we will bring your order out to your vehicle.

We appreciate your patience and understanding as we try to keep our employees and our customers as safe as possible. As always, thank you for your business and we look forward to serving you well into the future!

Thank you!