



GEM STATE DISTRIBUTORS, INC.

Wholesale distributors of candy, tobacco, groceries, health & beauty care and general merchandise.

Dear Valued Business Partners:

March 23, 2020

Gem State Distributors, Inc. remains committed to ensuring that the COVID-19 outbreak will not alter the timeliness and quality of our services and deliveries. Also know that we place as an utmost priority the health and safety of our employees, their families, our business partners and our community.

Our sales representatives will be asking those of you in highly affected areas to call in orders or to use our mobile order application to mitigate contact. All other areas will operate on a normal sales route schedule. In addition, we are suspending all in-store merchandising services until further notice, but we do offer shelf tag printers for lease or purchase to maintain your store shelves (see your sales representative for details). We want to minimize procedural disruptions in these unprecedented times, but need to work together to mitigate risk.

Our delivery drivers will be delivering your orders as normal, with a few new procedures.

1. All orders will be delivered inside the store unless otherwise requested.
2. All product will be delivered to its appropriate temperature area in the store as directed.
3. To limit exposure to both parties and to maintain recommended social distancing, all product check-in will be your (retailer) responsibility, except for cigarettes where a carton count verification will be made by our driver. All cases and containers will be placed inside the store and scanned using our Ship-Right software to ensure an accurate delivery.
4. All orders will require a signature on the paper manifest to verify delivery. In addition, you will be provided 24 hours to call in any order discrepancies to our customer service desk.
5. If your payment situation is not already EFT/ACH, and you handle payment at delivery, we ask that you please make payments ready immediately after the completion of the delivery.

Our suppliers have been contacting us and for the most part there has been little supply disruptions on cigarettes, tobacco, candy, snacks, and most grocery products. As you can imagine, due to consumers stocking up on essential products like water, cleaning products, toilet paper, and paper towels, we have experienced shortages but are doing our best to readily keep these in stock.

Our management team knows how critical this time is for you, so maintaining a high level of customer service is our priority. To help us in this unprecedented time, please be sure your invoices are paid within terms.

Gem State Distributors, Inc. wishes you our best during this crisis. We will get through this as a country. If you have questions, please contact your sales representative or customer service at 800-234-1525.

Sincerely,

Joseph R. Noorda

President

Gem State Distributors, Inc.