

The word "NEW" is written in a bold, blue, sans-serif font, slanted upwards from left to right. A blue underline is positioned beneath the letters.

WILL CALL AND CUSTOMER PICK-UP GUIDELINES FOR ENHANCED SERVICES DURING THE COVID-19 PANDEMIC

Dayton Superior is taking important steps to improving our customer experience in order to ensure you receive unsurpassed service at all Dayton Superior facilities. This new enhanced approach will assure your order is ready when you arrive for pick-up, as well as provide for your employee/driver and our employee safety during these unusual times.

The following improved customer service procedures will be implemented at all Dayton Superior facilities, effective immediately:

- Please have your driver's respect the proper entrances and social distancing at our facilities.
- Please allow two (2) hours for **most** orders to be processed and confirmed back to you before having your trucks arrive for pick-ups at the DSC facility. This will ensure your driver's wait times are minimized, paperwork is in order to prevent mis-billings, your orders pulled, and provide enhanced safety for every individual.
- It is especially important that you provide your driver with **Dayton Superior's order number** found in the top right- hand corner of the DSC Sales Order Acknowledgment form, or the DSC Rental Shipping Ticket. Unfortunately, your company's Name and/or Purchase Order number is **not** an identifiable order number and will prevent DSC from providing you the service you have come to expect.
- Upon arrival at our facility, provide the sales order number and company name to an employee so they can quickly identify your order.
- If the driver is unable to provide any information other than a company name and/or your purchase order number for pick-up, they may be delayed with their pick-up indefinitely, since we cannot process an order until verified by the sales order number.

We understand your urgency when picking up your orders. This new process will enable DSC to provide you with better and timelier fulfillment of your will call/pick-up orders. We appreciate your cooperation as we strive to maintain consistently high levels of service and minimize wait times for you and your customers during these challenging and changing times.