



3/27/2020

To our valued customers, partners, and friends,

We are living in unprecedented times and no one is escaping personal and business hardship. As a company, SPOT realizes the profound impact this pandemic is having on the Dry Cleaning industry. We recognize that this event is affecting operations, employees, customers, and your financial wellbeing. We at SPOT are committed to helping you work through these enormous challenges. We remain fully staffed to provide the additional training, guidance, and support you may need as you navigate the changing demands in your operations.

We've heard from many of you about your most pressing needs and have developed a plan to provide immediate assistance.

First, **we have decided not to charge for unused stations for the month of April.** Any workstations you have not used over the last seven days will not be included in your upcoming April invoice. No action is required on your part and you will not need to contact sales to disconnect any stations.

Further, because shelter-in-place orders have affected customers' behavioral patterns, **we will be offering CustomerConnect and RouteTrac at no charge for the month of April.** CustomerConnect allows your customers to schedule pickups and update their information even when your stores are closed. RouteTrac benefits your operation due to the dramatic shift to pick up and delivery. If you are not using these products, we invite you to try them to see how they can positively impact your business. For those using CustomerConnect and RouteTrac already, you will not be billed for these services for the month of April.

We will continue monitoring the pandemic's impact on the industry. As we prepare for better business days ahead, we hope you and your families remain safe and healthy.

Stay well,

All of us at SPOT

