



March 26, 2020

Dear 1GPA members,

Due to the COVID-19 virus, we are all facing a situation that is, in many ways, unprecedented. This is a difficult time for many, but by working together, we'll be able to meet the challenges of the months ahead.

While the health of our families and communities are everyone's top priority, Quill remains as committed as ever to doing all we can to support you as the needs of your school or office change. Here are some temporary steps we've taken to help you navigate the challenges of the weeks ahead:

- You can now apply Quill CASH™ to any size order, no order minimum required.
- If you have Quill CASH™ expiring in the next 30 days, we're giving you an extra 30 days to redeem it.
- We're extending our return policy by 30 days.
- If you're ordering supplies for others who are working from home or in another location, you can choose unique delivery locations for each order at the checkout step: Click the arrow next to your shipping address, then the "Add/edit address" hyperlink.

Furthermore, we know that many of our partners have questions about the state of www.Quill.com during these challenging times.

How are we directing our people: We have moved much of our organization to work remotely based on the CDC's recommendations for social distancing. Key Departments are as follows:

- **Account Managers:** Currently working remotely however, are fully functional and accessible through their Quill phone number and email addresses.
- **Specialists:** Currently working remotely however, are fully functional and accessible through their Quill phone number and e-mail addresses:
 - **Technology Team**—They can assist you with technology for your students or home office needs while working from home.
800.789.0041 Ext. 6422 or technologyinfo@Quill.com
 - **Print/Promotional Team**— This team can help you with the products and branding that you need while sending anything home to your employees or families.
800.789.0041 Ext. 6425 or info@Quill.com
 - **Quote Specialist Team**—If you need bulk pricing, a quote for a PO, or if you have trouble finding a product online, this team is here for you!
800.789.0041 or info@Quill.com

- **Warehouses:** We are monitoring the safety of our employees and working with State and local guidelines of operation.
- **Customer Relations:** The team is still available via phone during our normal business.
 - **Phone:** 800-982-3400--Monday - Friday: 7:00AM - 9:00PM CST & Saturday: 7:30AM - 4PM CST

Inventory: Our website is up to date with stock and have been moving out-of-stock items to the bottom of the search. Our disinfectant supplies and other medical supplies are being prioritized for our front-line responders during this pandemic. We are taking orders from health care providers for these supplies, but many are still currently on backorder. All other orders, our customers will receive communication once their orders are placed by email confirmation with estimated delivery dates. We are working daily with our merchant partners to get orders out quickly and get more inventory to meet the needs of our customers.

E-Learning/Work from Home Supplies: We are highlighting items on www.quill.com that will assist people with “Work from Home Essentials”. Our inventory on technology, educational supplies, furniture, and general office supplies are still strong and we are glad to assist with specific needs. We are also working to have smaller pack size options, including a one ream and three reams which are available now.



[Technology Needs](#)



[At Home Learning](#)



[Office Supply](#)



[Furniture](#)



[Coffee & Snacks](#)

What to Expect from Quill: We are here to help! Please reach out to customer service, our specialists, or your account manager to meet your needs. If you have a contractual question, need assistance with your account pricing, or need to be connected to someone within our organization, please reach out to the contacts listed below.

Cameron Shapiro
Contract Manager
Cameron.shapiro@quill.com

Conni Montrose
Bid Team Manager
conni.montrose@quill.com

Sarah Sherman
Sales Operations Manager
sarah.sherman@quill.com

We're thankful to 1GPA for the steps they're taking to help keep our communities safe during this outbreak. Stay safe. Stay healthy. And remember that we're here to help you.

If you have thoughts on how we can better help you during this time, please share them on our [Quill Ideas](#) page.

Sincerely,

Cameron Shapiro
Buying Group Contract Manager, Quill.com