

SUSPENSION OF PSX RUNS DUE TO "SIP" ORDERS

ORIGINAL DATE: 3-23-2020

In response to the COVID-19 crisis, plus the Shelter in Place (SIP) order placed in Ohio, Illinois and now Michigan and Wisconsin, please be advised that effective Tuesday March 24th, we will be suspending ALL PSX service from all Auto-Wares Warehouse locations. We will finish up today as best we can. This measure will be re-evaluated in the future but for now, this is an adjustment we need to make at this time.

- As of 3/24/20, no 2nd Delivery option will be available to Parts Stores ordering purposes
- Warehouse Pick-Up service for Parts Stores from your servicing warehouse (where your overnight truck comes from). If you have not previously used warehouse pick up please contact your salesperson to send in a help ticket.
- Warehouse pick-up areas will be operating with restrictions and hours may be adjusted. Loading and unloading will be outside of the building and/or limited to one person in building at time.
- We are working to adjust the technology to show proper availability on MP4P, AWIOL as well as F5 on the order screens as we make these unprecedented adjustments at a rapid pace. In short, there will be some things that are not going to be right. Please report any problems to help@autowares.com and we will correct as we can.

We continue to monitor and adjust quickly during this public health crisis with employee safety as our primary concern while continuing availability within the resources available in the changing circumstances. We ask for your understanding and patience as we deal with each of the changes as they happen and will continue to evaluate options to restore some services.

Please notify your service dealer accounts, salespeople and your store crews of this change. We appreciate your patience as we navigate the areas being impacted.

We will communicate updates via autowaresgroup.com and autowares.com.

Thank you,
Auto-Wares