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DATE: March 26, 2020  
TO: Valued Patterson Veterinary Customer  
FROM: Ernie Pasillas, Director of Distribution

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You are a valued Patterson customer and we greatly appreciate your business. As a direct result of the Novel Coronavirus (COVID-19) pandemic, we are currently experiencing delays on several of our shipments with parcel delivery services, including UPS.

This is mainly due to the increasing number of businesses that are closing. UPS drivers are not sure which locations are still open. In order to effectively communicate with UPS that your location is open, we are asking that you post a sign on your door to notify UPS. This will enable UPS to deliver your package more efficiently.

Attached is a sign that you can use for this valuable communication. Please hand write or type your phone number as another way for the driver to contact you. Please also post the sign in a clearly visible location to assist the UPS driver.

It's important that you're communicating with your Patterson representative any changes to your hours of operations or business needs.

We appreciate your understanding during these challenging times and truly appreciate your business.

Regards,

A handwritten signature in blue ink, appearing to read "Ernie Pasillas", is written below the text.