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COVID-19 UPDATE OF OPERATIONS – OMECORP March 19, 2020

Dear Valued Customer,

We want to provide you with an update on how OME Genesis Business Systems in responding to the coronavirus (COVID-19). First and foremost, our thoughts are with those impacted by COVID-19, their families, and the communities who are working to contain the virus from spreading further.

As the situation evolves, we are committed to the health and safety of our employees while taking necessary steps to meet the needs of our customers. We are strictly adhering to recommendations from local, national and global health organizations to ensure all preventative measures are taken to avoid the spread of the virus.

We want all our customers to know that we are here to support you during this time of concern.

Our Service team is fully prepared and adequately staffed to continue to provide service to all our customers. Technicians are following best practices for limiting self-exposure, or transmission. We are ready and able to keep your business's critical communications and services running, while offering Virtual Service whenever possible.

Online Chat with Service expert:

- We encourage all customers to utilize our chat by visiting www.omecorp.com or www.genesisok.com and clicking on the **Chat With Us Now** button located on the right side of the web page. OMECorp has specially trained technicians ready to assist now on live chat. Working directly with your team we can expedite the correct response and improve machine performance. You can also order supplies or request contact from an Account specialist to assist with sales.

Remote Support by Phone:

- The same dedicated staff is available by phone to assist with support call 918-664-2588 or (405)254-5059 and receive remote support when in need of service for your equipment. Many issues you experience can be resolved without an on-site visit.

Onsite Service:

- If an on-site visit is required, we will service your equipment while taking the necessary health and safety precautions. Technicians are practicing social distancing and we ask that you assist in this practice. They will be disinfecting the equipment and work area, to provide the needed service as safely as possible.
- We are committed to follow each customers policies and standards specific to your environment. Please notify Dispatch of your Special requests so we are prepared for our visit.

Installations:

- Our dedicated staff are observing the same high standards for installations. All installations are planned events to coordinate proper resources and follow safety standards at individual sites. Our dedicated professionals will work to ensure a safe installation for all parties.

Sales

- Our sales team is fully staffed and available to assist you and your team with remote and/or onsite visits.

Administrative Team

- As always, our dedicated administrative team is available to assist you with all your needs.

We respectfully request, should an OME employee be onsite, that your organization is following similar guidelines as advised by the National CDC, to ensure the safety for all parties and employees.