



OMRON ELECTRONICS LLC

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Addressing “Past Due” and “Acknowledged” Dates

March 23rd, 2020

Dear Valued Partners and Customers,

With the continued uncertainty of the spread of Covid-19 (Coronavirus), the safety of our employees, customers and community is of paramount importance to Omron.

The recent state of California issued “Shelter in Place” ([Executive Order N-33-20](#)), as well as other US and Global actions being taken at this time to address the spread are impacting our ability to accurately provide order status information for many product categories.

Currently our US based warehouse is operating as normal, but several domestic freight carriers are starting to communicate capacity issues and other essential priorities. Fortunately Fed-ex is still operating as normal. Internationally, border closings and carrier capacity constraints continue to change daily

For the next two weeks (April 3rd), we kindly request that you limit your requests for Order Status updates from our Customer Care group. The information in our JDE portal is often the best information we have at this time, but remember not all information is being updated on a regular basis due to the temporary plant shutdowns.

The Omron Logistics and Customer Care teams will continue to work behind the scenes to minimize the disruption to current orders. As updates occur, we will continue to communicate with you.

Your patience and understanding during this challenging sequence of events is appreciated and we apologize for any inconvenience this may cause. Please contact your Omron Account Manager or Channel Development Manager with any specific questions or concerns.

Sincerely,

Mark Binder
Director of Channel & Customer Care- Americas
Omron Automation