

WE ARE HERE FOR YOU!

In congruence with the “Commitment to Excellence – Every Day,” Blue plans to remain fully operational. We completely understand the demands that our customers face in running their daily business and are ready to service and support as needed. The safety of our employees and customers is also paramount, so we have converted most of our team to remote work employees who can provide the support needed.

During this period of uncertainty – with respect to COVID-19 (Coronavirus) – we do not anticipate a disruption in our service level. However, as a result of processes and protocols from our suppliers, area restrictions, and customers, there may be a delay in service. Please know we will do our very best to minimize any delay in service. Additionally, to protect our workforce, we expect our clients to take the necessary steps to mitigate any risks our employees may be exposed to upon arrival at your business.

In the event of a government-imposed shutdown:

- **Please log all copier / printer / fax service requests on our [website](#).**
 - Please have your equipment ID available (alphanumeric code from the Blue sticker – i.e., A1234)
 - If you have never done this before, please click “New user” to create an account
 - Blue will email you a login and password
 - You will then be able to:
 - request service
 - order supplies
 - submit a meter read
 - view history/remit payment
- **For IT or software service issues:**
 - Email us at helpdesk@btohio.com
 - Include contact information (name, cell, and email)
 - Please describe what is occurring
- **In the event of a true emergency, you may also call us for direct communication**
 - IT / BTSS Helpdesk (216) 706-4357
 - Blue Technologies / General Inquiries (216) 271-4800

We will continue to monitor the situation and will stay fluid in our response to provide award-winning service backed by world-class customer service.