



SCHENCK USA CORP.
535 Acorn Street
Deer Park, NY 11729

March 23, 2020

Dear Customers and Vendors

With the recent information gained through various State and County agencies regarding the current state of the coronavirus (COVID-19) in our Nation, and as per the Executive order of the NY State Governor, and for the well-being of our employees, SCHENCK USA CORP., with its headquarters in Deer Park, NY, and its locations in Southfield, MI and Hudson, MA, is operating with most on-site employees working from their home offices.

Our onsite operations are maintained at a level necessary to provide and keep our essential business services and functions operational. For direct contact with our Service Department contact service@schenckusa.com and for Spare Parts contact parts@schenck-usa.com.

Our Key members will be available over telecom/ e-mail and Video Conference to all customers, colleagues and vendor partners for any type of discussion.

Given that our teams are working from home / alternate locations, you might experience a delay in responses we urge you to use our Website contact forms at www.schenck-usa.com for communications, and our [e-commerce portal](#) for any urgent requirements of Spare Parts.

Our ability to process physical invoices or issue checks may be delayed; we encourage you to send invoices to ap@schenck-usa.com and set up your account for ACH electronic payment.

In this time of true crisis and confusion, SCHENCK USA would like to wish all its partners, and our Nation, a speedy recovery from this Pandemic.

Please see our website at www.schenck-usa.com for periodic updates as they become available.

Thanking you in advance for your understanding,

SCHENCK USA CORP.
Deer Park, NY