



OMRON ELECTRONICS LLC

2895 Greenspoint Parkway, Suite 200, Hoffman Estates, IL 60169

Phone (847) 843-7900

WEB www.omron247.com

“Essential Customer” order management for both product & expedited delivery during Covid 19 .

April 9, 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.

On a positive note, our domestic facilities that were initially closed due to the state of California issued “Shelter in Place” ([Executive Order N-33-20](#)) communicated on March 18th now have capabilities, but at a reduced level. The same is true for our Renton, WA facility that manufactures many Omron vision products. As Omron does provide many products to customers deemed “Essential or Critical” we also must ensure we are following the expectations to support the Sectors identified below.

Critical Infrastructure Sector

Healthcare / Medical Devices

Emergency Services

Food & Agriculture

Energy

Water & Wastewater

Transportation & Logistics

Communications & Information Technology

Critical Manufacturing

Hazardous Materials

Chemical

Defense Industrial Base

To help manage the vetting process for orders related to essential customers, we ask that you provide documentation to your local Omron sales team. Once confirmed, this information will be maintained for future actions from the Customer Care Team. Actions needed once approved are as follows:

Existing Orders:

1. Provide the Omron SO# from JDE9.1 Portal related to your order including specific quantity needed by when. The Customer Care Team can then work with our Supply Chain to isolate those orders and work the factory.
2. Preferably this information request should be sent to customercare@omron.com to minimize delays.

New Orders:

1. Email your order to customercare@omron.com and do not use the JDE Portal
2. In the SUBJECT, include “Essential Order” at the beginning of the text string to help identify your request for prioritization.
3. Keep in mind it can take 2 to 3 days for the order to be acknowledged

Our success rate will really depend on the product type and site of manufacture. We do ask that once we have responded to your order with a confirmed date, we ask you to refrain from further requests for improvement. Our goal is to give you the best date possible under the current situation



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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,

A handwritten signature in black ink that reads "Mark Binder".

Mark Binder

Director of Channel & Customer Care- Americas

Omron Automation