

Transpac Family,

As the heart of our business, we want you to feel confident we are here to support you and stand by you. We know you are facing unfamiliar times and are having to make difficult decisions that consider the best for your employees, customers, family and business.

These are uncharted waters for all of us. Effective immediately our corporate office will be closed by request of the State of California. We have been working tirelessly to make sure our employees are safe, and setting up remote working capabilities for most of the Transpac teams. We hope to resume shipping capabilities [April 8th](#). All other departments have remote access and will be operating under business as usual, response time may be longer than usual and we ask that you please be patient during this time.

It is our goal to assist you through these times and you have our full support. We know that this may mean changes in your orders and shipments. Below is additional information to help you.

- If you have decided you want to push back the ship date on any orders that have not yet shipped, please contact your sales rep or email our customer service team at [info@shoptii.com](mailto:info@shoptii.com).

- If you are on net terms and receive an order while you are closed, please contact us at [info@shoptii.com](mailto:info@shoptii.com). We can extend terms on your order an additional 30 days to help alleviate the financial burden of accepting the order while you are closed.

- If you are able to focus on web sales and are in need of additional product images, email us a list at [info@shoptii.com](mailto:info@shoptii.com).

We are grateful for our amazing and resilient “gift” family and we are looking for other ways to help. Below is the beginning of additional resources for you.

1) For those of you who have not had time to research this yet, this is a link to information on the Small Business Administration Economic Injury Disaster Loan Program. This page lists areas of the country that are eligible for loans due to COVID-19 and an online application. <https://disasterloan.sba.gov/ela/>

2) We will push additional helpful information we find through our social media accounts. We would love to hear how you are managing your business differently during this time. Creative business solutions? More video engagement with your customers? Delivery? We will compile this information to share and support our retail family via our Facebook and Instagram pages.

We appreciate your support over the last 25 years, and feel confident that on the other side of this is a bright 25 more. Please know you are all in our prayers, and as an industry and a Country we will get through this by supporting each other.

Be well,



**Laurie Gilner**

Transpac & Ever Ellis | President and CEO

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