

# Enterprise Time Recording Solutions Inc.:

## Our response to COVID-19 – May 13, 2020

Enterprise Time Recording Solutions Inc. is committed to helping & adhering to the Highest Standard of Ethics & Practices when it comes to preventing the spread of COVID-19

We take the health and well-being of our community, our customers, our employees, and their families very seriously and we will do our part in 'flattening the curve'.

We have been carefully considering everything we can do to help this situation and as such, as of March 16, 2020, we have made the decision to implement the following measures to help protect ourselves and each other.

- **“Work from Home”** is in effect for all our employees and there will be minimal business interruption to our services at this time.
  
- All Support (software) & Sales services are all in place; with minimal changes to what we can offer our customers. Delivery of any ordered part will take 3-4 weeks for delivery at this time.
  - **Main Modification to our service offering currently:** No onsite visits by our team; until Monday, May 25<sup>th</sup>, 2020.
  
  - Call in to schedule onsite visit if required; and upon answering all questions on our COVID Virus Questionnaire, we will evaluate the questionnaire and once we see that all safety measures are in place related to COVID preventative measures, we will schedule an onsite visit accordingly. (questionnaire ensures the safety for all involved during our onsite visit).
  
- Remote Customer Service/Support & Sales Services are in place - please call (905) 660-6167 or Toll Free at 1 (877) 660-8463 or mail:[support@enterprisetime.ca](mailto:support@enterprisetime.ca)
  
- Our business hours: Monday-Friday 9am – 5pm. (Please leave a message and our team will call you back shortly)

- Hardware Repairs/Support – **No hardware repairs available until Monday, May 25th, 2020.** (Emergency repairs required – please call to discuss options)
  - Until further notice, we are not performing any onsite support to hardware until May 25<sup>th</sup>, 2020. Remote support & diagnostics help available. Call: 1-877-660-8463
  - **IF YOUR HARDWARE/TERMINAL requires Service:**  
  
Call in to schedule onsite visit if required; and upon answering all questions on our COVID Virus Questionnaire, we will evaluate the questionnaire and once we see that all safety measures are in place related to COVID preventative measures, we will schedule an onsite visit accordingly. (Questionnaire ensures the safety for all involved during our onsite visit).
  
- **ANNUAL SUPPORT CLIENTS:** Remote Customer Service/Support & Sales Services are in place - please call (905) 660-6167 or Toll Free at 1 (877) 660-8463 or mail: [support@enterprisetime.ca](mailto:support@enterprisetime.ca)

- **Our Office is closed to the public.**
- Shipping & Receiving, may take longer than usual.
- Our automated phone system will allow you to leave a message for our support & sales representatives. You can expect to receive a call back within 24 hours.  
Email: [support@enterprisetime.ca](mailto:support@enterprisetime.ca)
- 1-877-660-8463 for Customer Support or Sales inquiries.

Given the daily & weekly changes in the COVID situation, we will continue to provide you with updates on our business processes as they arise.

We would like to thank you for your continuous support as we navigate through these challenging times and wish you and your family the best in good health during this time.

Sincerely,

The team from Enterprise Time Recording

Solutions Inc.