

Communication with Suppliers and Customers

Contact with those who supply services, products and equipment is crucial. They must know where to send products, how to communicate with you, and who is authorized to make emergency purchases and purchase orders. For online services, new account numbers may be necessary. Supply temporary phone numbers, an address for billing and document delivery, new passwords and security codes, and temporary equipment if necessary.

Customers need to be reassured that you will open and when. If there is a temporary location to return materials, let customers know where it is and what the hours are.