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3/30/20

In order to be able to satisfy as many individual distributors as possible, we are going to have to put in place Supply Allocation Limits for our disinfectant products. **This is a temporary situation allowing us to deal with supply chain and production issues related to the high volume of orders. We can also take larger orders in addition to the allocation orders, see the second page of this memo for details.**

We will try to satisfy your existing orders in house as of 3/25/20 but those orders could take 3-4 weeks or longer to fulfill. All new orders must follow the Supply Allocation Limits listed below.

The new Supply Allocation Limits for Bullen branded disinfectants are listed below for each product that is in high demand. The following limits would also be used for private label orders of the same disinfectants.

Determining allocation levels- If the distributor has sales history in 2019 larger than the following quantities, those levels will be considered as their allocation levels (yearly 2019 purchased units divided by 12)

RX75 12/1 qts - 50 cases a month per distributor (1 pallet)  
RX75 4/1 gals - 36 cases a month per distributor (1 pallet)

Poten AB 12/1 qts - 50 cases a month per distributor (1 pallet)

RX Spray N Go 12/1 qts - 50 cases a month per distributor (1 pallet)  
RX Spray N Go 4/1 gal - 36 cases a month per distributor (1 pallet)  
RX Spray N Go 2-2.5 gal BIB- 44 cases a month per distributor (1 pallet)

Septin/420, Kleen64 4/1 gal - 36 cases a month per distributor (1 pallet)  
C-1000 4/1 gallons – 36 cases a month per distributor (1 pallet)  
RX44 ACE 4/1 gal - 36 cases a month per distributor (1 pallet)  
RX78+ 4/1 gal - 36 cases a month per distributor (1 pallet)  
RX44 HDQ 4/1 gal - 36 cases a month per distributor (1 pallet)  
RX44 109+ 4/1 gal - 36 cases a month per distributor (1 pallet)

**Drums of the above products are available with 5-7 days lead time, no allocations on this size for now.**

Ordering procedures

1. How to order the above disinfectant list: To make it easier for you and Bullen, these products must be placed on a separate PO. They will be filled on a first come, first served basis depending on when they were ordered.
2. Add to's: You can add to a current order within one business day. If you want to add to an order after one day, it will be moved back to the add to order ship date for the whole order.
3. Stock orders for Bullen non-disinfectant brand items and drums process time is 5 business days.
4. Check on order status: We have a dedicated voice mailbox (box #5) set up specifically for you to be able to check on orders. We will check those voice mails twice a day and respond to you in no longer than one business day or sooner with the order status. This will be used for all orders, private brand, stock and drums. Please do not call if you just placed your order. Follow the guideline of processing times listed or your projected ship date if it was given when you placed the order
5. Lead times for regular private brand orders: Due to the high level of orders we are receiving, we need to move back our private label processing time to be able to accommodate the increased production of needed Covid-19 approved disinfectants. All private orders will now require 3-4 weeks processing time until further notice.

**Products currently in Non-Stock status are: RX75 Wipes, RX200 (all sizes), RX79+. RX89+, Spray N Roll II, SNG Mini Sprayer, Wipe-RX**

## **Larger than allocation maximum order process**

A larger order is considered more than the current allocation will allow. You can still place an allocation order and a "larger order at the same time. Shipping times will be different for allocation orders versus "larger" orders. "

Ordering procedures:

1. You can place orders for more product than allowed based on the allocation numbers. They need to be on a separate purchase order and if the order is placed it is with the understanding that it cannot be canceled and cannot be returned.
2. These orders in excess of the allocation will be placed into a separate queue for production. As of the date of this memo the lead-time is between six and eight weeks. As we add additional production this may get shorter or if we have supply chain issues with packaging, raw materials etc. it could go longer. It is up to you to decide whether or not you can live with those terms since we have only partial control over the timing of delivery.
3. Add to's: You can add to a current special order within one business day. If you want to add to an order after one day, it will reset the order date for the whole order.
4. Check on order status: We have a dedicated voice mailbox (box #5) set up specifically for you to be able to check on orders. We will check those voice mails twice a day and respond to you in no longer than one business day or sooner with the order status. This will be used for all orders, private brand, stock and drums. Please do not call if you just placed your order. Follow the guideline of processing times listed or your projected ship date if it was given when you placed the order