



## **Book1One COVID-19 Update**

Friday, March 20, 2020

Today, New York State Gov. Andrew Cuomo announced a statewide density reduction mandate which requires all non-essential businesses have 100% of their workforce work from home starting on Sunday, March 22nd.

Because Book1One falls under this umbrella, we will be making adjustments to our normal staffing arrangements to meet the current state requirements.

As we are a production-based small business focused on printing and binding books, this mandate will cause Book1One's production facility to suspend printing and binding until further notice. That said, our website will continue to accept orders and our customer service staff will be here to answer any and all questions during this unprecedented time. We will begin production on all new orders placed during this time period when we are able to resume normal operations.

We will be doing our very best to ship as many live orders that we have in-house by the time the mandate begins. We will also be doing our best to contact all customers with live orders directly to provide updates.

We do understand that these measures will cause unforeseen delays and we do apologize that we will not be able to continue production starting Sunday. We do ask for your understanding and patience during this very difficult period for us all.

We will continue to provide updates on our website, via email blast, and our Facebook page as well.

Please feel free to contact us at [HelpDesk@Book1One.com](mailto:HelpDesk@Book1One.com) with any question you have. We will be happy to provide answers to all of your questions.

Kind regards,

The Book1One Team  
[HelpDesk@Book1One.com](mailto:HelpDesk@Book1One.com) | (585) 458-2101