



January 2023
VDC DISTRIBUTION NEWS
Customer Service Email
VDCCustomerCare@dgs.virginia.gov

The VDC will be closed for the following state holidays:



<p>January 2, 2023 New Year's Day</p>
<p>January 16, 2023 Martin Luther King, Jr. Day</p>

PLEASE NOTE – FOR THE PRODUCTS LISTED BELOW THE PACK SIZE HAS NOT CHANGED JUST THE PACK DESCRIPTION.

930151	Mop Handle	1 pack (1 dozen)
930152	Mop Handle	1 pack (1 dozen)
930312	Bowl Mop	1 pack (1 dozen)
941001	Pillowcase	1 pack (1 dozen)
941009	Sheets	1 pack (1 dozen)
941011	Sheets	1 pack (1 dozen)
941034	Towel, bar	1 pack (1 dozen)
941036	Towel, bath	1 pack (1 dozen)

IMPORTANT ANNOUNCEMENT

Dear valued VDC Customer,

As we navigate today's supply chain delays, we understand backorders are not processing efficiently. This impacts our ability at the Virginia Distribution Center (VDC) to manage inventory

and freight costs. Backorders are resulting in multiple deliveries for the same product, and you are spending valuable time and resources processing multiple invoices.

As of January 1, 2023, any out-of-stock product on your order will be canceled, and the cancellation will appear on your VDC order confirmation. Order confirmations are emailed to you the day before your delivery. Please reorder out-of-stock products on your next order.

The VDC will continue to process existing backorders for **original orders** received by December 31, 2022. We will cancel all other backorders.

Please contact VDC Customer Care with any inquiries regarding this announcement at vdcustomer@vdc.dgs.virginia.gov.

Thank you for your patience and understanding.

Andy Repak, Director
Virginia Distribution Center (VDC)

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Visit our website <http://vdc.dgs.virginia.gov>

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