



*AutomationDirect  
Supply Chain Update  
July 20, 2021*

AutomationDirect is paying close attention to the fast-changing news regarding shortages and delays found in many areas of the global supply chain. As a result, we are continuing frequent communications with all our suppliers to gain information on the potential effects as quickly as possible.

Currently, many of our suppliers are reporting extended supply disruptions caused by:

- material shortages (i.e. semiconductors, copper, steel, plastic, packaging cardboard)
- transit delays caused by unusually high port and rail congestion
- work stoppages and resumption of work with partial staff
- reduction in plant production capacity

Although AutomationDirect continues to hold a significant amount of inventory overall with additional amounts in transit, these disruptions are leading to depleted stock among various individual items and product lines. Changes to backorder expected ship dates are also becoming more common as information changes within the entire supply chain.

Please be assured that AutomationDirect and our valued suppliers consider product availability as one of our highest priorities for our customers. We will minimize any disruptions in the flow of product within our supply chain, to the best of our ability. These are just some of the actions we are taking to improve availability:

- expediting deliveries via air freight to avoid lengthy sea transportation
- placing additional orders with suppliers to rebuild stock levels
- prioritizing timing of manufacturing and shipment of the most critical items

Please check our online webstore or contact our customer support team if you need detailed information about quantities available for specific items.

Currently, it has become common for deliveries to be delayed by FedEx, UPS, and LTL freight carriers because of the significant increase this year in online business. Because of potential delays in transit, we encourage you to follow carrier tracking to see the latest delivery status.

While AutomationDirect is not able to fill out individual surveys or respond to individual reporting portals due to the volume and variety of these requests, we will continue to monitor this situation and update this statement regularly until normal business conditions resume. We thank you for your patience during this challenging time.