

HDSNE Customers, **(Updated July 2020)**

As you know, the seriousness of the coronavirus pandemic necessitates constant evaluation and revisions of plans as we navigate through this new way of doing business.

We, like you, have had to minimize our operations. We are doing our part to keep our employees, customers and community safe from the spread of the coronavirus.

We are grateful to have you as a customer and appreciate everyone's understanding as we institute these temporary measures to keep us all safe.

**Still in effect:**

HDSNE will no longer be going on-site unless of an absolute emergency and a scheduled call. We want to be respectful of your needs as well as cautious with our technicians as they enter your business and interact with those around them.

In the effort to mitigate the possible spread of the coronavirus and protect the health of our employees, customers and our community. If you need an item, we will ship it.

**BEST WAY "Non-emergency support" please email to:**

[support@hdsne.com](mailto:support@hdsne.com)

**Phone Support is back to 9am-5pm for Non-Emergency Ext 2**

**Emergency Support hours are ONLY from 8am-10pm**  
(A call after 10pm will be returned the next day)

**NH 603-431-3227 or NY 315-234-3271**

All payments will continue to be made by our current processes:  
Automatic Credit Card, ACH on file or Credit Card payment over the phone.

Thank you for your flexibility and understanding. We wish you and your family good health and wellness during this unprecedented time. We look forward, like yourselves, to restoring fully normal operations.

Sincerely,

Michael G Wolf

HDSNE, LLC  
Digital Dining POS  
Heartland Restaurant POS