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December 3, 2003 (Salisbury, NC and Newark, NJ). Food Lion, LLC today announced that its pharmacy department is the first chain retail drug outlet in the country to implement an entirely outsourced interactive voice response (IVR) service. Food Lion is in the process of rolling out the Refill TeleManager Service from TeleManager Technologies of Newark, N.J. across all of its current and planned pharmacy departments. The Refill TeleManager Service enables Food Lion to offer customers the ability to refill their prescriptions over a touch-tone phone without Food Lion having to install any in-store hardware, software or dedicated phone lines.

“We selected the Refill TeleManager IVR Service because the system provides us with unsurpassed functionality with no upfront infrastructure investment,” said John Bednarz, Director of Pharmacy at Food Lion. “This will provide us with significant cost savings, virtually unlimited prescription refill call-in capacity and the most cutting edge prescription refill application in the industry.”

Joseph Caruso, CEO of Telemanager Technologies, said “The Food Lion implementation augurs in the future of IT services in the retail pharmacy sector. No longer will pharmacies have to make significant hardware and telecommunications investments to support the rapidly growing number of prescriptions. With the patented Refill TeleManager Service, we offer the most cost effective, easy-to-implement solution in the industry. We provide pharmacies with a choice of how to manage their prescription process, from in-store workstation to outsourced services, and from phone-based to Internet-based solutions. The result is a custom solution tailored to each pharmacy’s unique strategy and workflow process.”

Food Lion LLC, is member of Delhaize America, the U.S. division of Brussels-based Delhaize Group (NYSE: DEG). Food Lion is one of the largest supermarket chains in the United States with 1,200 stores in 11 Southeastern and Mid-Atlantic states.

TeleManager Technologies, Inc. is a leading provider of productivity solutions for the retail and institutional pharmacy industry. TeleManager has more than 1,000 pharmacies across North America using its integrated suite of phone and Internet based prescription automation solutions.