



# COPIER CONNECTIONS

JULY 2007

## LETTER FROM THE PRESIDENT...

One of the best things about our newly formed company is its entrepreneurial spirit. Everyone is focused on our customers and improving their total experience. From increasing the reliability and uptime of their equipment through our new preventative maintenance and refurbishment programs, to helping them maximize the revenue at each of their locations with unique retail signage and nationally recognized branding.

Some of the changes we have already implemented, based on the feedback of our customers, include the development of key operational metrics allowing us to better monitor our service response times and equipment uptime. We've rolled out new systems to further improve our billing process and provide web based customer account access. We have also created a state of the art refurbishment center to restore our photocopiers to like new condition and add features designed to support the demands of a harsh retail environment. Finally, we've reversed the outsourcing trend set by many businesses today by bringing our customer service and call center operations back in house to further improve the quality of service for our customers and help assure we are providing superior value to them every day.



We want our customers to be our biggest fans and advocates and welcome your feedback to help us grow our business and provide you with the world class service you deserve. The goal of all our TRM Copy Centers associates is to continue to improve our business relationship and find even more ways to serve you better.

Warmest regards,

Gary Cosmer

### CUSTOMER SERVICE CENTER NOW LOCATED "IN-HOUSE" AT OUR COMPANY HEADQUARTERS!

You spoke and we listened! One of the greatest concerns that our customers shared with us after taking over the business in January was the quality of service provided by our call center. In order to better service our customers, we have moved our customer service center in-house to better manage quality and ensure our customers can now reach one of our friendly, knowledgeable customer service representatives who can answer their questions with just one call.

Our eager customer service representatives are trained to handle any and all your needs. They can easily be reached at 1-800-927-0979 for your convenience.

### UPCOMING FEATURES:

- **FEATURED EMPLOYEE:** We want you to meet and get to know our great staff. From our awesome service representatives, friendly customer service, accounting heroes and sales pros. We know you'll love our staff.
- **DID YOU KNOW?** Tips and helpful hints to keep your copier working the best for you!
- **WHAT'S NEW?** The latest and greatest developments within our company and with our customers.

### SPECIAL INTERESTS:

- We have a Referral Program! Refer us to another customer and upon install we'll take \$50.00 off your next bill.
- Our new refurbishment department spends over 4 hours and completes a 100 point inspection to ensure our refurbished photo copiers are ruggedized and retail ready for your location.
- Check out our website! Ask us how to sign up for our new, interactive customer intranet. You can post your meter readings, check service history and check your billing!

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12441 NE Marx St. • Portland, OR 97230 • Ph: 503.943.3800 • Fax: 503.943.3801 • [www.trmcopycenters.com](http://www.trmcopycenters.com)