

Helping our Northwest Neighbors



Recently, our neighboring communities of Vernonia, Oregon and Lewis County, Washington experienced devastating winter floods that displaced thousands from their homes and caused millions of dollars of damage. In characteristic Northwest spirit, individuals and busi-

nesses in surrounding communities joined forces to help their neighbors in need. We at TRM Copy Centers were delighted to be part of the relief efforts as well. Within days after the flooding we installed our copy centers in centralized flood relief centers, where relief workers and flood victims made copies for no charge of documents ranging from flood relief applications to flyers containing disaster relief information. Donna Webb, volunteer coordinator at the Columbia County Flood Relief Center said, "it was a tremendous support to the relief effort." Bob Gunther, volunteer at the Lewis County United Way Depot agreed. "The copiers helped tremendously. We had close to one million dollars in donations going out to relief victims. We copied drivers licenses and addresses of aid recipients, making it easy for us to track the disbursement of the relief moneys." If you would like to contribute to the ongoing relief efforts in these communities, contact information is provided below for each of the area relief agencies.



Vernonia, Oregon

Columbia County Flood Relief Center: phone: 503.791.9675

website: <http://www.vernoniaflood.com/>

Lewis County, Washington

United Way of Lewis County: phone: 360.748.8100

website: <http://www.lewiscountyuw.com/>

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Featured Employees



This month, we have not one, but eight featured employees to introduce to you. Meet your **Customer Service Representatives!** In June of last year we brought all of our customer service functions back in-house in order to better serve you. We've had tremendous feedback from you on the superior quality of service these dedicated, friendly and knowledgeable representatives provide every time you call. **From back row, left to right: B, Barb, Dion, Jenelle, Cindy, Ellen, Gary (manager) and Scott (front row)**

Top New Year's Resolutions...

for Business Success:

1. Learn how to delegate and do more of it.
2. Promote your business regularly and consistently.
3. Make business planning a weekly event.
4. Learn something new.
5. Join a new business organization or networking group.
6. Give something back to your community.
7. Put time for you on your calendar.