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CASH, CHECKS & VALUABLES... SECURITY IS IN THE BAG!

New Security Deposit Bags are in stock and ready to order! CoinLok®, PermaLok®, and TripLok® Security Bags from Wilmer offer a convenient, easy-to-use paper trail to track and protect valuables. These tamper-evident, high-strength bags are ideal for a wide range of coin/currency management applications. See details in the new Security Deposit Bags brochure (W-SDB-EU). The newly updated Security Deposit Bag Kit (W-SDB-KIT) includes the SDB brochure and sample CoinLok, PermaLok and TripLok bags.



JUMP START LASER KIT

Help your customers get a jump start on success in their new business or profession with this economical, all-in-one kit! Laser checks, envelopes, deposit tickets, and samples of our new deposit bags—everything they need—is shipped in one box! Visit this link for more information: <http://bit.ly/9HJD5J>.



SPOTLIGHT ON CUSTOMER SERVICE

GETTING TO KNOW MARILYN & DIANE

Marilyn: Outstanding Performance That's Par for the Course

After 25 years with Wilmer, Marilyn knows what it's like to perform above par. And we're not referring to golfing, one of her favorite pastimes. In her customer service position, Marilyn goes above and beyond the norm, talking with and helping a wide variety of people every day. And she loves doing it.



Her husband Tom, son Rob, and daughters Theresa and Jody know Marilyn's dedication to her job and appreciation of golf are among her life's passions. She's most proud of her children—especially her six granddaughters. Marilyn loves spending time with them watching her favorite movie, *The Wizard of Oz*. "My grandchildren love this movie and I enjoy seeing their faces as they watch it, especially when the Wicked Witch of the West first appears."

When asked what she wants to be when she grows up, Marilyn admitted she wants to be a "golf bum" like her retired husband. In the meantime, she's happy golfing, reading and seeing her grandchildren. Marilyn has travelled as far as Las Vegas but someday would love to visit Hawaii.

Just as the famous line in *The Wizard of Oz*, "There's no place like home" reveals, for the past 25 years, Marilyn feels right at home at Wilmer. And we're glad she's in Coldwater instead of Kansas!

Diane: Appreciating Life's Blessings Every Day

Diane describes her 21 years at Wilmer as a wonderful experience. "I feel blessed with the opportunity to talk to so many wonderful people on the phone. Every phone call is different."



It's that special "attitude of gratitude" that Diane has with her co-workers and her family every day. The most important people in her life are her husband of 28 years, Doug, sons Jason (25, teacher & coach), Cody (23, student athlete (football) at BSU), and Steve (18, college freshman), as well as their four-legged canine family member, Madison. Diane enjoys the simple pleasure of spending time with her family—even just sitting around the table talking.

When she's not at work, Diane loves to garden, walk and read. She and Doug will be empty nesters this fall and plan to be busy visiting their sons. "There was never a dull moment with boys... now men! We have enjoyed watching them play sports and grow up," Diane noted. She named her mother as the person who she most admires. "Her unconditional love, passion for life and her strong faith have made me who I am today." Diane's favorite book is *The Purpose Driven Life* by Rick Warren and her favorite movie is *The Notebook*. While she has travelled as far as California, Diane would like to visit Medjugorje (a village in Bosnia-Herzegovina).

Thank you for your 21 wonderful years of service to Wilmer, Diane. We are truly blessed to have you working with us.

**WILMER
FACTOID:**

Did you know... The total years of service for the Wilmer Customer Service Group is 343 years!

HEALTHCARE NEWS

2011 YEAR LABEL GUIDE END OF SUMMER SALE

Did you know... Wilmer has **50% off ALL year labels now through Oct 31!** Call and order your 2011 year label guide today! **800-4WILMER** and ask for item **W-CFP-YLG**.

50% OFF

STRAIGHT TALK ON CMS CLAIM FORM CHANGES

Many of you received notification from a source stating CMS was updating the 1500 form. In reality, effective October 1, there is a change to the Internet 1500 manual to remove the reference to legacy provider numbers.

No changes in 2011. Recently, Wilmer attended the National Uniform Claim Committee meeting in Baltimore and learned **there will be no changes to the CMS 1500 form in 2011.** That's great news—you can feel confident in promoting the Wilmer claim forms since they will continue to be accepted in the healthcare arena throughout 2011.

Fast processing. Wilmer offers convenient, large claim form envelopes so no folding is necessary and claim processing is a breeze.

Easy download. To download the most recent version of the 1500 manual, visit www.nucc.org and click on "instructions" under the 1500 claim form tab. As always, Wilmer will keep you informed about the claim form process and any new updates!

Call us now to place your order at **800-4WILMER (800-494-5637)**.

NEW CA LASER RX SHEETS

Introducing the newest addition to Wilmer's prescription product line. Laser prescription sheets are now available for California controlled substances. Just say "YES" to these new Rx sheets:

- **YES** - They meet California Health and Safety code 11162.1.
- **YES** - They are imprinted with the physician's information.
- **YES** - They have been built around the Allscripts software, the leading software script provider.
- **YES** - They are the same price as our stock laser sheets.



FINANCIAL NEWS

LOGOS ON LASER CHECKS—TO CHARGE OR NOT TO CHARGE

Dealers have been asking if there are extra charges for printing customer logos on their checks. There is no charge for one (1) standard PMS color. For more than one PMS color or a non-standard color, there is a small upcharge.

CUSTOMER SERVICE TIPS OF THE TRADE

TURBO-CHARGE ORDER PROCESSING

Want to speed up processing? Make sure your purchase orders have:

- Contact name and phone number
- Customer account number
- Email address for emailing proofs
- Completed MICR spec sheet from the new bank for any bank changes

And be sure to visit mywilmer.com to track the latest information on your orders, acknowledgements, and copies of invoices.

LIST CHECK COLLATION INFO

Just a quick reminder to be sure and list the way you want checks collated. Our system stores approximately 3 years worth of order information; however, if a repeat order is past this 3-year timeframe, we don't have any information on that order. We would still have the plate, which shows what is printed on the check, but you will also need to tell us what color the imprint was, the stock color, start number, how they were collated, or any other special instructions for the order. Providing this information will save time and expedite the order.

EMAIL INVOICING MAKES IT EASY

Want to receive your invoices via email rather than snail mail? Just send an email to wcs@4wilmer.com with your email address, contact name and phone number. You can have up to 2 email addresses, if needed. In 3 days or less, your email account will be effective.

HAVE YOU HEARD?

Word is spreading about our new Texas Warehouse Distribution Center serving the southern region. Get fast delivery on in-stock items! You'll find complete information at <http://bit.ly/cXawss>.

IMPORTANT HEALTHCARE NEWS

UPDATE ON NEW DELAWARE PRESCRIPTION PAD LAW

In January, the state of Delaware issued a letter to all state-licensed practitioners stating that a new law requiring the use of state-approved prescription pads would take effect October 1, 2010.

Delaware has divided this implementation into two phases:

Phase 1: Effective October 1, 2010, all prescriptions written by a Delaware-licensed practitioner must be on a prescription pad that meets CMS requirements.

Phase 2: Effective July 1, 2011, all prescriptions written by a Delaware-licensed practitioner must be on state-approved prescription paper. This paper will meet the guidelines that the state will set forth in the coming months.

Access the law at www.delcode.delaware.gov and click on Title 16. Under Chapter 47, click on Subchapter VII and scroll down to Section 4797.

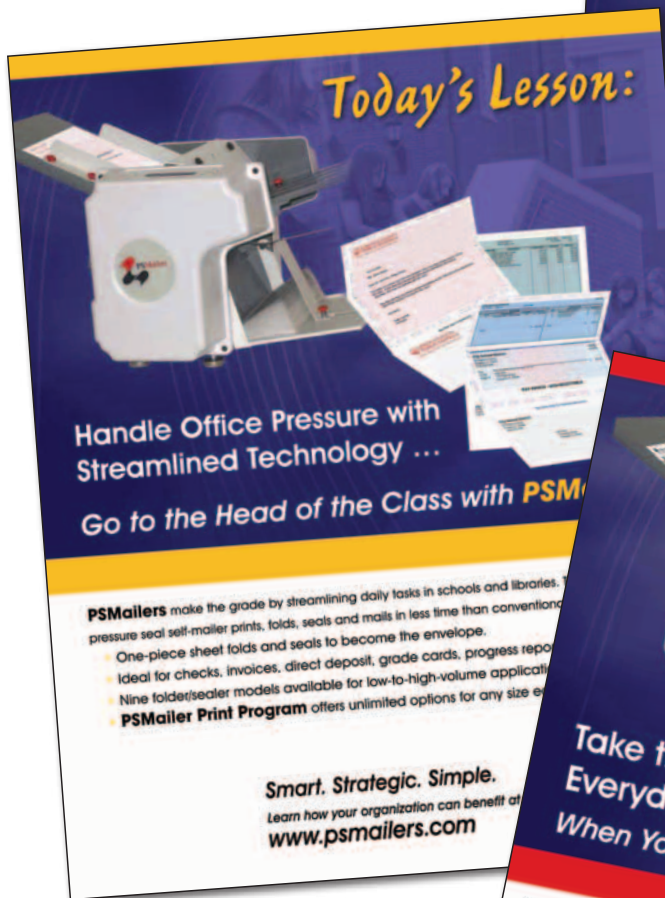
Wilmer's standard green or blue prescription pads not only meet, but exceed this October 1st requirement. Call in your orders today and be ready before the October deadline. Our knowledgeable customer service staff is available to help you with your order at 800-4WILMER.

PSMAILERS

NEW ONLINE FLYERS HELP SEAL THE DEAL

Looking for great *PSMailer* trade show and prospecting tools to help you "seal the deal?" We have three new online flyers designed to target specific vertical markets. They are ready to download and use. Just go to www.4wilmer.com and click on the *PSM*ailers page.

General Business



Today's Lesson:

Handle Office Pressure with Streamlined Technology ...
Go to the Head of the Class with **PSM**

PSMailers make the grade by streamlining daily tasks in schools and libraries. The pressure seal self-mailer prints, folds, seals and mails in less time than conventional mailing!

- One-piece sheet folds and seals to become the envelope.
- Ideal for checks, invoices, direct deposit, grade cards, progress reports, and more!
- Nine folder/sealer models available for low-to-high-volume applications.
- PSMailer Print Program** offers unlimited options for any size envelope.

Smart. Strategic. Simple.
Learn how your organization can benefit at www.psmailers.com

Education



Handle the Pressure of Everyday Business ...
PSMailers Seal the Deal!

Streamline your daily business tasks with **PSM**ailers. The affordable pressure seal self-mailer prints, folds, seals and mails in less time than conventional mailing!

- One-piece sheet folds and seals to become the envelope.
- Professional solutions for a wide range of markets.
- Ideal for checks, invoices, direct deposit, grade cards, direct mail, and more!
- Nine folder/sealer models available for low-to-high-volume applications.
- PSMailer Print Program** offers unlimited options for any size envelope.

Government



Take the Pressure Off Everyday Business ...
When You Put the Pressure on **PSM**ailers!

You'll lead by example when you streamline administrative tasks with **PSM**ailers. The affordable pressure seal self-mailer prints, folds, seals and mails in less time than conventional mailing!

- One-piece sheet folds and seals to become the envelope.
- Professional solutions for municipalities and government markets.
- Ideal for checks, invoices, direct deposit, jury summons, utility bills, and more!
- Nine folder/sealer models available for low-to-high-volume applications.
- PSMailer Print Program** offers unlimited options for any government or public institution.

Smart. Strategic. Simple.
Government or Public Institution at www.psmailers.com



Want to customize for your client? There is a space at the bottom of each flyer to personalize the customer's name and contact information.

Wilmer will be closed on

Thanksgiving: November 25, 26

Christmas: December 24, 27

New Years: December 31, January 3, 2011

Wilmer Sales Reps

Name, Location, & Phone Number:

Ken Borgerding, Atlanta, GA 866-274-1966
John Foxworth, Atlanta, GA 800-767-5265
Tom Jackson, Portland, OR..... 800-497-8687
Bob Menker, Dayton, OH..... 800-408-2372
Rick Osterholt, Orlando, FL 800-767-9979
Bob Post, Los Angeles, CA..... 800-653-3622
Eric Schroeder, Chicago, IL..... 800-983-8660
Jack Techtmann, Philadelphia, PA ... 866-765-5106
Mark Travers, Dallas, TX..... 877-977-0085
CUSTOMER SERVICE, 800-494-5637
Coldwater, OH

How to Reach Wilmer Customer Service

Phone/Fax:

800-4WILMER (800-494-5637)
800-553-4849 fax

Presentation Folders:

888-56PRESENT (888-567-7373)
877-609-2887 fax
cs@wilmerfolders.com

Email:

wcs@4wilmer.com (customer service)
wilmer@4wilmer.com (marketing)
artwork@4wilmer.com (artwork files only)

Websites:

www.4wilmer.com
www.psmailers.com
www.filingandhealthcareforms.com

Mail orders to:

Wilmer
515 West Sycamore Street
Coldwater, OH 45828

About Take Note

Take Note provides information and ideas for improving sales, image and profits and is exclusively for Wilmer Distributors. Please send your success stories, best practices, questions or recommendations to:

Take Note
Attention: Marilyn
PO Box 2237
Dayton, OH 45401
wilmer@4wilmer.com



PO Box 2237
Dayton, Ohio 45401-2237

got rewards?



www.4wilmer.com

SUGGESTION BOX

WILMER SUGGESTION BOX

Have a great idea about how to improve Wilmer products and services? **Want to receive a \$20 gas card?** We'd love to hear from you! Just email your suggestion to: wilmer@4wilmer.com with "Wilmer Suggestion Box" in the subject line. Provide your name, phone number and complete address. If your suggestion is chosen, **you'll be rewarded with a \$20 gas card!** We value your opinion and look forward to your ideas.

NOTES FROM OUR SUGGESTION BOX

We love hearing from you... and we'd like to acknowledge suggestions we've received over the past few months.

Gigi Simmons, Service Office Supply:

When order acknowledgements are faxed and/or emailed, they should include the customer's name. Otherwise, just a PO number can be accessed in anyone's system. But it would be so much nicer to see a person's name or the company name on the acknowledgement.

Thank you for your suggestions and keep them coming!