

DigiCOPY®

Dialogue-4 Customers

Our Mission -
To build long-term
relationships

dcopy.net

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New Roles at DigiCOPY

Merrill native **Mainu Thao** is the new Customer Service Representative (CSR) at DigiCOPY in Wausau, 1800 W. Stewart Avenue, replacing Missy Pregler, who left the company after 15 years. Thao has been with DigiCOPY for the past 20 months, most recently serving as a Digital Design Specialist. thao@dcopy.net



"Since I do have a history with the company it's comforting to know that I had other colleagues that believed I was a good fit for the position," Thao said. "That gives me the confidence to know I will be able to provide the same level of professionalism and quality of work that was previously provided by Missy. I feel as though since I'm already familiar with our frequent customers and their job needs, it'll be a smooth transition for me," she added.

In her CSR role, Thao's duties include examining artwork and sample layouts in paper and electronic form, calculating unit and production costs, estimating date of delivery to customers based on customer priorities and production and delivery schedule, estimating labor and material cost, and communicating quote information to customers and to co-workers. In other words, building relationships with customers in the Wausau area.

Thao graduated from Northcentral Technical College with an associate applied science degree in graphic communication and technologies. In her spare time, she enjoys crafting with her Cricut machine and photography.



Wisconsin Rapids native **Nikki Lehmann** is the new Director of Inside Sales at the DigiCOPY corporate office in Stevens Point, working on behalf of co-workers in all eight locations across Wisconsin. Lehmann spent the previous 11 years at Renaissance Learning in Wisconsin Rapids with duties including Implementation Specialist, Certification Program Manager, Project Manager, Product Marketing Manager, and most recently, Inbound Marketing Development Representative. lehmann@dcopy.net

Lehmann will work with DigiCOPY customers and prospects, estimate customer jobs and quote outsource projects, facilitate the promotional products program, track internal referrals, facilitate web communications and assist with special marketing efforts.

"I am very excited for this new challenge," Lehmann said. "Everyone has been so welcoming, even before I was offered the position. This is a very family-oriented company, and Craig (DigiCOPY President/CEO Craig Shuler) made a comment that sealed the deal for me. He told me 'My family should always come first and if that starts to become an issue, then DigiCOPY is not doing what it should as a company.'"

"I was very impressed with how involved leadership and the entire DigiCOPY family of co-workers is involved with the community," Lehmann added. "Their mission is something the company lives by - they truly care about making a difference."

Away from work, Lehmann says, "Chasing around three young boys keeps me entertained and busy. We enjoy boating and lounging in our pool. I love going to 'junk sales' as my son likes to call them, and find fun unique items and repurposing them."

"Like Us" on Facebook

Please take a moment to "like" DigiCOPY on Facebook to receive information on special offers, promotions, track company activities, co-workers in the community and other information. Share our page with colleagues and other Facebook friends.



E-Store is "Easy"

The DigiCOPY E-store is a one-stop shop for business cards, letterhead, invites, posters, banners, signs, canvas prints...almost anything you can imagine printing on.

You can select one of any number of designs, or upload your own artwork. Pricing calculators with all items... "check out" and you are on your way.

The lightning quick turnaround time DigiCOPY is known for, all from the comfort of your home or office computer. Go to estore.dcopy.net

Fret Less & Feel Better

Did something keep you up last night — or make it hard to concentrate today? A car repair you didn't expect? A rough patch in a friendship?

Even the most even-keeled of us can have times when anxiety rises — when our thoughts or worries make matters worse, not better. Here are some coping strategies to save for those particularly trying days:

1. Take a calming time out

Do some slow, deep breathing. With this simple practice, you can activate something powerful: the body's natural relaxation response. It calms both your body and mind. (see "Fret Less" on pg. 3)

Who is the Most Important Person in Your Office?

-Hal Becker



If you answered yourself, deduct two points and then go look for a dose of humility!

The most important person? Right up front, point person, numero uno, supreme commander, the holiness who rules the office, yes, we are talking about your receptionist. This is the key ingredient to the office that lives and breathes customer service when compared to all the other ones that just say they believe in it or say they "give good service." It amazes me how so many companies go on and on about how good they are or how much they believe in service. Then what do they do? They cut out the most important person, the receptionist, and replace that with the voice-mail receptionist.

You heard me right. If you have voice mail to replace your receptionist, you don't get it! I know I have heard all the excuses, but bottom line is that your customers want the receptionist. Isn't that what is really important; what your customers want?

Don't get me wrong, I love voice mail, but I would much rather have a pleasant voice answer the phone. After that, then I can say, "Can you connect me to their voice mail?"

Hal Becker is a nationally known speaker on sales and customer service. He is the author of two best selling books and can be reached at HalBecker.com

Here's what I like to hear or what really impresses me when I call a business:

- Enthusiasm. Enthusiasm. Enthusiasm.
Do you get the point?
- Good attitude. Good attitude. Good attitude.
Are you getting it yet?
- Someone who likes to have fun.
- Someone who is reliable.
- Someone who can think on his or her feet.
- A take-charge person.
- Someone with a good sense of humor.
- Someone with a pleasant voice.
- Someone who doesn't seem to be doing you a favor just by answering the phone.
- Someone who is willing to do a little extra.
- Sincerity. Sincerity. Sincerity. Sincerity.
I know you've got it now!

This person IS your office! Remember, everyone loves to feel important and the best place to start making someone feel important is right at the beginning, with the first person the customer has contact with.

Re-Invest in Your Community



DigiCOPY is a proud sponsor of Gundersen Health System's Steppin' Out in Pink in La Crosse and participated in the 12th annual walk on Saturday, September 9. Proceeds raised help to further local breast cancer initiatives at Gundersen Medical Foundation, provide assistance to breast cancer patients in need, subsidize mammograms to the uninsured and underinsured in the region and lend support to the services of the Center for Cancer & Blood Disorders and Norma J. Vinger Center for Breast Care.



Charlie Pufahl (center) is the recipient of the inaugural DigiCOPY Community Involvement Award. Charlie, a 15 year co-worker in the Wausau store, has been active in the Wausau/Mosinee area community for decades.

The inaugural Community Involvement Award was presented to Charlie in Wausau on July 27th. Charlie was joined by Chris Berndt and Missy Pregler (pictured above)...three of the original co-workers in the Wausau DigiCOPY location.

The award plaque includes a quote from Arthur Ashe, that sums up Charlie's attitude toward community involvement - "It is not the will to surpass others at all costs...rather it's the will to serve others at all costs." Way to go Charlie!

Capabilities Enhanced in Milwaukee at Van Buren Store

Expansion and renovation of the DigiCOPY Van Buren location, 1681 N. Van Buren, Milwaukee, was completed last month, with a grand re-opening celebration held on September 21st.

The square footage of the store nearly doubled and new equipment and printing capabilities have been added. “We are excited about our new space and the enhanced services we will be able to offer our customers, and equally excited to showcase our newly renovated store. I encourage customers in the Milwaukee area to stop by any time and see our newly refurbished space,” said Jason Wagner, DigiCOPY Van Buren manager.



Demo during expansion



Newly renovated space



Ribbon cutting at grand re-opening

Fret Less (cont)

(from pg. 1)

2. Start moving

Exercise releases feel-good brain chemicals. Even a brisk 10-minute walk can help brighten your mood.

3. Pause for perspective

When a worry strikes, don't cling to it — think critically.

4. Accept what you can't control

Be patient with yourself. Acceptance can be a process.

5. Take one positive step forward

If you're anxious about something you can influence in some way, decide on a single action to take.

6. Find a good listener

Reach out to a supportive friend or family member. Simply confiding in someone who cares about you may help ease your mind.

7. Hunt for humor

There's often a lighter side to stressful situations — if you look for it.

Autumn Activity Ideas

By Sharon Jones, Occupational Therapist
Employer Solutions, Ascension

Fall is a great time to get out and get moving or to start a new fitness program because you can put good habits in place before the holidays arrive. Here are some ideas to help you stay active and healthy this autumn:

1. Take advantage of the season with the crisp air, beautiful colors and many activities. Take a hike or bike ride through fall foliage.
2. Visit the local orchard. Apples are fat-free, sodium-free and cholesterol-free, and they are a good source of fiber.
3. Enjoy the waterways before the ice forms. Kayaking or canoeing isn't only for warm months, and the rivers and lakes are far less crowded in the fall.
4. Turn your fall clean-up projects into a workout. Yard activities like raking leaves, washing windows and cleaning gutters raises your heart rate and burns calories.
5. Check your local newspaper for community fun runs and events.
6. Keep up your water intake. You may not feel as thirsty or hot during your workout, but you still need plenty of water to keep your body hydrated.
7. Put fall colors in your diet. Fall provides a variety of wonderful fruits and vegetables, so it's a perfect time to continue your healthy eating habits.
8. Consider taking a Vitamin D supplement. Most of our Vitamin D comes from the sunlight exposure, so our Vitamin D levels decrease if we spend less time outdoors when the weather is colder. (Check with your primary care provider for the dose that is right for you.)

And last but not least... remember to get your flu shot!



Our Mission:

To build long-term relationships

Our Philosophy:

Customers

We strive to build long-term relationships with each of our customers. Together, we will provide the highest quality document solutions, employing digital technology and the dedicated, solution-oriented attitudes of co-workers.

Co-Workers

Each of our co-workers is a valuable member of the DigiCOPY family. We appreciate their opinions, and recognize their hard work. We value independent thinking and teamwork; and foster a flexible environment where creativity is rewarded.

Community

We acknowledge the invaluable relationships we form with our communities, customers, co-workers and suppliers. We will play a vital role within each community we serve, providing career opportunities and unique services.



Smart Partnerships - Ensuring Our Future

We believe in the responsible use of our resources. To find out more about our sustainable printing policy, visit dcopy.net, click on the "About DigiCOPY" tab, then click on "Sustainable Printing."

Your DigiCOPY Sales Rep

Questions about DigiCOPY and/or the solutions we provide? Contact your sales rep today!

<<SalesRep>>

<<SalesRepEmail>>

<<SalesRepPhone>>

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Here's what our customers are saying:

"You take such great care of us! And when there is an issue on our end, the staff in the corporate office are wonderful to work with."

"I would give an '11' on customer service. I was at a health fair and needed handouts. I called my marketing dept. and they said our printer was down, but they could ship the files to DigiCOPY. Within 1/2 hour the job was done, but I couldn't leave my booth to pick them up. DigiCOPY delivered them, directly to me at the show. That is customer service 'above and beyond.'"

"I feel like I am your only customer. No one compares to DigiCOPY and your services-high quality with quick turnaround."



"You know how we operate, which is usually last minute! Great response time to our needs and DigiCOPY is always there for us."

8 locations to serve you...

Eau Claire (715) 552-3444
eauclaire@dcopy.net

Wausau (715) 849-2679
wausau@dcopy.net

Milwaukee Van Buren (414) 283-2679
milwaukee@dcopy.net

Green Bay (920) 857-2208
greenbay@dcopy.net

Stevens Point (715) 295-9606
stevenspoint@dcopy.net

3rd Ward (414) 291-4050
milwaukee_erie@dcopy.net

La Crosse (608) 782-4355
lacrosse@dcopy.net

US Bank (414) 765-2379
milwaukee_usbank@dcopy.net