

We're thrilled to introduce a new, seamless online ordering experience for Wilmer products, now powered by Navitor! Whether you need checks, forms, envelopes, or more, ordering your Wilmer products has never been easier.

With the new platform, you'll enjoy:

- **Expanded product options:** Access a wider range of products to meet your needs.
- **Self-service tools:** Check order statuses, view order history, and even pay invoices—all in one place.
- **Streamlined invoicing:** Benefit from simplified, easy-to-read invoices and order/shipping acknowledgments.

**Get started today!**

For more information, visit <http://info.navitor.com/action/media/8312/wilmerwelcome>



## WHAT YOU NEED TO KNOW IN 2025

### New Email Guidelines to Optimize Order Processing

To better serve you and streamline order processing in the new year, we've made important updates to how orders should be sent to Wilmer. Please take note of the following changes:

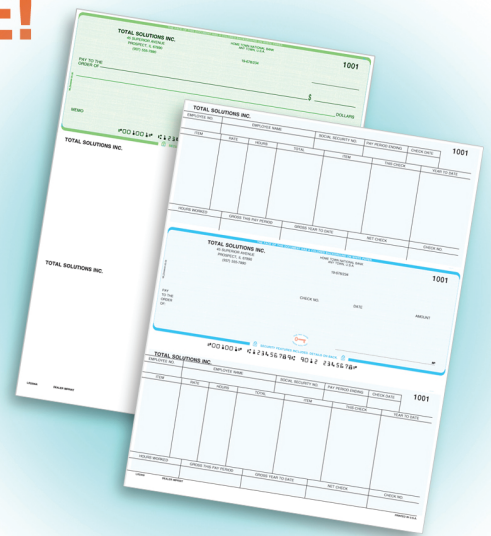
- Send all orders exclusively to: **orders@4wilmer.com**
- **Include your Wilmer account number in the subject line** to help us process your orders more efficiently.

This new process ensures that your orders move smoothly through our Order Entry Department. For any Customer Service questions, please contact us at **wcs@4wilmer.com**. We appreciate your cooperation in adopting this updated process. Thank you for helping us serve you better!

## Payment processing with style and security? CHECKS, PLEASE!

Quickbooks accounting software is used by approximately 29 million businesses in the US alone, and Peachtree has been the go-to tool for small- and medium-sized businesses for decades. This market is easier than ever to service with our software-compatible Quickbooks and Peachtree checks, now available on **Navitor.com**. Designed to make payments seamless and secure, our checks offer quality and style, **plus:**

- **Full-color logos at no extra cost:** customizable with brand logo in full color at no additional charge (excluding hologram) for increased brand recognition.
- **Over 10 color options:** complement brand image with many check colors to choose from.
- **Pantographs:** select from 4 different background designs, including scalloped void panto.
- **Value pricing:** affordable without sacrificing quality.



Check out the possibilities! Contact Wilmer Customer Service at [wcs@4wilmer.com](mailto:wcs@4wilmer.com) or call (800) 494-5637.

## Laser Rx Sheets Get next level security features

With cybersecurity threats striking the healthcare industry, it's no wonder physicians continue to rely on Laser Rx sheets for patient care. Wilmer Laser Rx sheets are available in three levels of security features to expertly prevent tampering, forgery and unauthorized duplication. What's more, the paper design meets all the legal and regulatory requirements such as those outlined in the U.S. Medicare Tamper-Resistant Prescription Pad (TRPP) regulations. Security levels include:

### Overt (Visible) Security Features

- Watermarks for authenticity verification
- Colored backgrounds reveal erasure or alteration marks
- Thermochromic ink flags when script is rubbed or heated
- Void Pantographs indicate when the paper is photocopied or scanned
- Serial numbers or barcodes enable tracking and verification

### Covert (Hidden) Security Features

- Microtext printing visible under magnification
- Invisible fibers glow under UV light
- Chemical reactivity appears when exposed to chemicals used in tampering
- Hidden images or features ensure authenticity

### Forensic (Advanced/Back-End) Security Features

- Embedded security threads visible only under certain conditions
- Unique paper composition that is difficult to replicate



## Hot Takes from PSMailers Guy

*It's a new year, but here's one thing that isn't new: the importance of customer service.*

Research shows that 95% of consumers say customer service is essential for brand loyalty, and that the most important aspect of a good customer service experience is "a knowledgeable customer service representative." PSMailers couldn't agree more! That's why we place a priority on serving customers whenever and however they need it.

### Support Center

Other research has shown that more than 76% of all consumers prefer to reach customer support representatives by phone. Customers will be glad to know PSMailers makes it easy to reach a live member of our customer support and sales team by phone, as well as email.

- **Support Center Hours: 8 am - 5 pm EST, Monday - Friday**
- **Phone Number: 800-464-5030**
- **Support Center Email: [support@psmailers.com](mailto:support@psmailers.com)**
- **Got questions or comments regarding pressure sealers contact us via our online format [psmailers.com](http://psmailers.com)**

### Online Help Tools

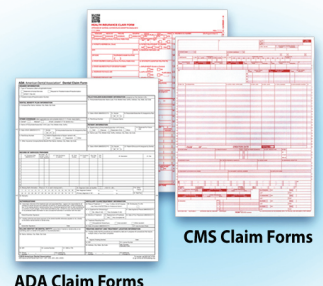
When it comes to troubleshooting, 69% of consumers prefer the DIY approach. Here is where PSMailers excels with online help tools at [psmailers.com](http://psmailers.com)

**We're Here to Help. Really!**



## STAKE YOUR CLAIM FORMS! Making the case for Healthcare Forms & Envelopes

Even as electronic claims (EDI) dominate the healthcare industry, printed claim forms and envelopes remain essential in situations where digital solutions are not feasible. They ensure inclusivity, allow for error correction in billing, and provide a trusted method for processing claims in a secure, standardized, and compliant manner.



Benefits of paper healthcare claim forms:

- **Accessible for smaller providers without electronic claim systems**
- **Standardized format to submit claims, minimizing errors and ensuring completeness**
- **Universal acceptance by private insurers, Medicaid, and Medicare**

Importance of corresponding envelopes:

- **Security and privacy with tamper-resistant seals and inner patterns protect sensitive patient information (HIPAA compliance)**
- **Custom envelopes streamline processing and increase accurate delivery**
- **Distinctive envelope specs help insurers quickly identify and prioritize submissions**



Sources: <https://info.microsoft.com/rs/157-GDE-382/images/2018StateofGlobalCustomerServiceReport.pdf>, <https://cftgroup.com/wp-content/uploads/CFI-contact-center-satisfaction-index-2019.pdf>, <https://d1eipm3vz40hy0.cloudfront.net/pdf/cxtrends/cx-trends-2020-full-report.pdf>

### Customer Service 800.4WILMER

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800.553.4849 fax

Email.....[wcs@4wilmer.com](mailto:wcs@4wilmer.com)  
(customer service)  
[orders@4wilmer.com](mailto:orders@4wilmer.com)  
(orders)  
[wilmer@4wilmer.com](mailto:wilmer@4wilmer.com)  
(marketing)  
[artwork@4wilmer.com](mailto:artwork@4wilmer.com)  
(artwork files only)

Email Invoicing Requests  
Requests.....[wcs@4wilmer.com](mailto:wcs@4wilmer.com)  
Website.....[4wilmer.com](http://4wilmer.com)  
Mail Order Requests.....Wilmer  
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Coldwater, OH 45828  
Wilmer online portal....[yourwilmer.com](http://yourwilmer.com)  
eCommerce.....[4printplayer.com](http://4printplayer.com)

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