

Blanket Orders

**ECONOMICAL,
CONVENIENT AND RELIABLE.
WHAT MORE COULD YOU ASK?**

Fall
2002

It's time to think ahead to your acrylic polymer, monomer and other product needs for 2003. As you do, you should use our successful blanket order program to receive our best prices at this year's rates! Simply aggregate your annual purchases of specific products into one order prior to December 31, 2002 for scheduled release dates throughout next year. **You could save as much as 5% off of next year's prices!**

By submitting a 2003 blanket purchase order before December 31, you can lock in our lowest 2002 prices for the next twelve months. In addition, you will have the confidence of knowing that your order will ship consistent with your schedule. The order should be as large as you can reasonably forecast to maximize the price protection. The individual blanket release shipments throughout the year can be set up with your Customer Service Representative at time of placing the blanket order. All releases must be taken no later than December 19, 2003.

If accurately forecasting your needs is unlikely, you can still obtain year 2002 pricing on your first calendar quarter needs for orders received by December 31 and released prior to April 1, 2003. Of course, any new orders or add-ons to your blanket orders placed after January 1 will be subject to the 2003 pricing.

Please call us now to discuss your requirements for next year. We can help you take advantage of our blanket order program and minimize the impact of any upcoming price changes on our custom or standard materials. Dial 1-800-POLYMER to reach your customer representative.

Lead Times

Here at Esschem, we make every effort to deliver our products to you when you need them. To that end, we provide the following information on lead times for our "made to order" specialty products.

Product Type	Shipping Time From Order Date
Clear (unshaded) polymers	Two weeks
Monomers and other liquids	Three weeks
Color-matched polymers	Four weeks
Specially treated polymers (i.e. BPO addition)	
Colloids	
Light-cure and miscellaneous materials	

With every order you place with Esschem, you will receive an acknowledgement showing the expected shipping date based on these lead times. For certain standard products that are "made to stock", we can usually ship your order much sooner. Finally, when you place a blanket order and give us your release dates in advance, you should expect us to be on time every time!



A. Kandy Collins



B. Erin O'Neill



C. Vanessa Sheariss

KNOW YOUR Customer Service REPRESENTATIVE!

Match the trivia to our favorite CSRs:

1. I have been playing in softball leagues for as long as I can remember.
My favorite position to play is left field. Who am I?

A. Kandy Collins

2. I also answer to Louise. Who am I?

B. Erin O'Neill

3. I am not the first member of my family to work at Esschem. Who am I?

C. Vanessa Sheariss

Give one of us a call to find out the answers! 1-800-765-9637 (1-800- POLYMER)

2003 SHUTDOWN SCHEDULE

We've put together the scheduling information you need to be sure you receive the best possible service during the year. Most of our holidays are probably similar to yours. However, we also routinely shut the plant down each year during the summer and at year-end. With our 24 hour processing schedule, our two-week preventive maintenance shutdown during the summer allows us to serve you better by operating at top quality for the balance of the year.

Presidents' Day	Monday, February 17
Memorial Day	Monday, May 26
Independence Day	Friday, July 4
Maintenance Shutdown	Monday, July 28 through Friday, August 8
Labor Day	Monday, September 1
Thanksgiving	Thursday, November 27 and Friday, November 28
Holiday Season	Wednesday, December 24 through Friday, January 2, 2004

Getting Your Satisfaction: Customer Surveys

The Rolling Stones rolled into Philadelphia recently for a three-night stand at our Veterans Stadium. You recall they rolled up the charts in the 1960s with their hit song, "I Can't Get No Satisfaction". At Esschem, when it comes to customer service, we want you to get all the satisfaction you need.

As an ISO registered company, customer satisfaction is our highest priority. We don't assume that repeat orders equal customer contentment. We probe and ask questions and try to maintain the kind of close relationships that promote open and frank communication. Recently, a postcard survey was mailed with all invoices to measure several specific indicators of customer satisfaction. On a scale of 1 (low) to 4 (high), you graded us on our ease of order



Veterans Stadium, Philadelphia, Pennsylvania

processing and speed of delivery as well as product quality and technical assistance.

Overall, the final grade was close to perfect (3.5 on a scale of 4). But knowing that you're satisfied doesn't make us satisfied. We are always looking for ways to be more responsive to your questions and problems. One way is through improved communications via our website, the Esschem Connection. Here, at www.esschem.com, you'll find a secure area where you can place orders, give preshipment sample approvals and request MSDSs or certificates of analy-

sis. Talk to your customer representative about the easy registration process.

If the Rolling Stones had been one of our customers, maybe they would have had a hit with "I Get Plenty of Satisfaction". Could someone get Mick Jagger on the phone?

Affiliated Companies

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Communication Essentials for Esschem and Associates

THE Esschem Connection

Now our customer service department is open 24 hours a day, 7 days a week everywhere in the world on a computer near you. At www.esschem.com, you can become a member of the Esschem Connection, your one-stop, user-friendly help desk where you can take advantage of our powerful online capabilities.

You can enroll for a company account at Esschem Connection right now. Once we've received your registration information, our customer service representatives will contact you with the appropriate security pass codes. New features and updated information are being added to www.esschem.com, so you should take a look at it all. We look forward to seeing you on the Net!

ONLINE CAPABILITIES

- Order placement
- Certificate of Analysis (COA) requests
- Material Safety Data Sheet requests
- Preshipment sample approvals

ISO - Certified Quality

Esschem