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02/02/2005 08:54 PM

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Subject Scanner-RFA January 1-15 Recap

Sam, Ted, Tracie, Keith, and Mitch,

Don provides a nice summary of Demetri's reports in the below synopsis of the past 15 days for DR Scanners. There is only 1 Scanner-RFA (Demetri Ballas); however, this group has done an excellent job of growing their business in excess of 30% in recent years. This acceleration is expected to continue as they now cover the Wholesale Channel and other channels.

Of special news is the newest addition to the RFA Family: Demetri and his wife, Tess have a new baby boy, Jerry Nicholas Ballas!

Geoff

----- Forwarded by Geoffrey S. Langston/NewYork/CanonUSA on 02/02/2005 08:00 PM -----



**Donald H.  
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01/31/2005 01:29 PM

To Geoffrey S. Langston/NewYork/CanonUSA@CanonUSA  
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Subject January 1-15 Recap - DR Scanners

## Demetrios

Demetri's first two weeks was highlighted by the birth of his new son on January 9th. So his highlights will be a little short for this time period and the 2nd January time period.

Before the baby was born he spent several days in Atlanta working with Canon Business Solutions and IKON/Atlanta.

A good portion of my time was spent at the Laserfiche Software Meeting (January 10th - 14th) Well over 200 Resellers attended the meeting and we were able to sign on several new resellers as well as visit with many existing ones. Several of our competitor's were there including Kodak, Fujitsu, and Panasonic. Ricoh, Bell & Howell, and Xerox/Visioneer were not there. We gave away a DR2080 Scanner at the Awards banquet and it was a big hit.

Additionally, we are working on a deal for 130 DR3080 II's at the State of Missouri. This was originally going to be a state deal, but the state decided they were going to buy from one of our resellers, so it has been turned over to the Distribution Group. I have worked with Sung Yim to get over a Demo unit and provide set up help.

Final Sales numbers for Demetri in 2004 are as follows. Keep in mind that these are DR Scanner only numbers. They do not include DR5060, DR4070, or the CR180 which are sold only by the IFS Channel.

**Demetri's Sales Numbers continue to break records:**

Channel	2004	2003	Increase
Cranel	\$4,727,564	\$2,175,207	+117.3%
Ingram Micro	\$16,424,836	\$10,734,000	+53%
New Wave	\$3,771,115	\$2,279,131	+65.5%
Optical Laser	\$1,807,232	\$1,400,777	+28.5%
Tech Data	\$17,803,366	\$17,134,249	+3.9%
Total Distribution	\$44,534,083	\$33,723,364	+32%
IFS Channel	\$10,565,954	\$8,291,597	+27.4%
NOS/BTA	\$4,316,263	\$1,948,059	+121.6%
Total Distribution	\$59,416,300	\$43,963,020	+35.2%

Distribution 75% of Total DR Scanner Sales  
 IFS 17.8% of Total DR Scanner Sales  
 NOS/BTA 7.2% of Total DR Scanner Sales

Other Issues - January 1-15th

1. Pending ASP (Authorized Service Provider) Justifications

- A&E Business Products
- Infinet Business Systems
- Precision Software Technologies
- Block Business Systems

2. Scan to mail feature on Capture Perfect DR2080 Version 2.0 does not work with Microsoft Outlook . Problem is fixed with latest release of Capture Perfect Version 2.350.

3. Online ordering for ASP's

Reseller ASP's did not have access to our CNA online ordering system. That has been changed and will now be available to them. Service will be sending out info on the change in next two weeks.

4. Leaking Endorsement Rollers - Some of our Distributors were getting leaking endorsement rollers. We replaced four sets at New Wave. We don't think it is a systematic problem but still checking.

5. Install Problem

We received a complaint from an end user that they did not get training of our scanner even though they had purchased one of the "Installation and Training" Modules from one of our Distributors. Turns out that they were expecting Training on our Capture Perfect Software in addition to the training on the Scanner itself. Our current contract with Access Services does not cover software. We are considering updating the training to add software or to make sure the distributors understand what is covered under those packages.

6. DR9080w/Imprinter testing at Green Button Technologies

7. Another DR9080 testing at Docustream Inc for testing.

8. Still trying to find a solution to our scanners working with Dell computers. We are making progress but there are still problems.

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