



office **SOLUTIONS**
office **DEALER**

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September 17, 2004

Mr. John Lowery
Applied Imaging
5282 E. Paris
Grand Rapids, MI 49512

Dear John,

Once again, congratulations on being selected as one of this year's Elite Dealer award winners by *OfficeDEALER* magazine! By now, you should have received our Elite Dealer package that includes your Elite Dealer Award plaque ... and we hope you have it proudly displayed in your dealership.

As you are keenly aware, selling copiers and printers just "ain't what it used to be." The digitalization of the office environment has certainly changed the rules of how copiers are sold ... and purchased. We would like to ask your help in completing a very brief survey that is being sent to this year's Elite Dealer winners only. This survey will help us better understand where the nation's leading dealers are in selling digital office equipment.

Please take a few minutes and complete the enclosed questionnaire and return it in the postage paid envelope, as soon as possible. All responses will remain confidential and a summary of the complete results will be published in an upcoming issue of *OfficeDEALER* magazine.

Thanks for you help!

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard Kunkel'.

Richard Kunkel
Publisher

Enc.