

RICOH CORPORATION
Five Dedrick Place
West Caldwell, NJ 07006
Phone: 973-882-2000
Fax: 973-882-5840

May 24, 2004

Mr. John Lowery
Applied Imaging Systems
5282 East Paris SE
Grand Rapids, MI 49512

Dear John:

Congratulations on being honored with Ricoh Corporation's newly created "President's Award" at our recent National Dealer Sales Meeting in Las Vegas, Nevada. This is a very special award from Ricoh because it is our way of recognizing excellence in the Ricoh dealer community while at the same time honoring one of our very best dealer business partners.

The senior management of Ricoh looked for that Ricoh Dealership whose tireless efforts and dedication demonstrated proficiency in a variety of skills. The criteria used for judging were:

1. Efficiency of Operations
2. Success in Selling Ricoh products
3. Support of the customer
4. Excellence in Marketing
5. Obtainment of the highest levels of field-headquarters communication
6. Outstanding employee training and management
7. Quality service

We felt strongly that the award should go to Applied Imaging Systems, as you have demonstrated an array of strengths and exemplify the high levels of professionalism in representing Ricoh Corporation and the Ricoh dealer community.

You clearly deserve this prestigious award. The fact that Applied Imaging Systems has been such a quality Ricoh dealer since we began marketing our products in the U.S. only reaffirmed our decision to present this premier award to one of our premier dealers.

Congratulations once again on this significant achievement. We at Ricoh salute you and your fine organization.

Sincerely yours,



Robert A. Ingoglia
Vice President
Promotion and Communications Department
RicoH Corporation

cc: Art Mahony
Jim Brandonisio

RICOH CORPORATION
Five Dedrick Place
West Caldwell, NJ 07006
Phone: 973-882-2000
Fax: 973-882-5840

May 28, 2004

Mr. John C. Lowery
President
Applied Imaging Systems
5282 East Paris SE
Grand Rapids, MI 49512

Dear John:

The President's Award is the most prestigious way for Ricoh to recognize the excellence of its dealer sales channel. Applied Imaging exemplifies the type of company Ricoh Corporation seeks out to have as a dealer/partner. Applied's commitment to sales and service excellence are our assurance of a satisfied end user of Ricoh products.

We are very appreciative of the 18-year partnership we have had with Applied Imaging. From all of us at Ricoh Corporation, we are pleased to have Applied Imaging as the "President's Award" winner for 2004.

Sincerely,



Tom Salierno
President, Ricoh U.S.