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PRINTER SERVICE PLAN

EACH PLAN CUSTOMIZED TO *YOUR* BUSINESS

In light of the softening economy, Cannon IV believes that its printer maintenance plans are more valuable than ever. Cannon IV realizes that companies can't always afford to purchase new equipment due to budget constraints. Service plans make good alternatives.

Each plan is customized according to your business, explains Cannon IV Service Sales Representative Kirk Vasseur. "Cannon IV has a plan to satisfy any company's business needs," he said.

Just ask Indiana Easter Seals Crossroads Rehabilitation Center. Crossroads has been a Cannon IV customer since 1987. It first purchased a Hewlett-Packard printer from Cannon IV in 1988 and, due to the maintenance plan, the print-

er is still in operation.

"Cannon IV was able to develop a plan that works for us," explains Crossroads Manager of Information



Service Technicians Larry Sosbey (right) and Tim Wuwert clean a printer during a preventive maintenance visit.

Systems Vera Whisler.

Whisler said that all of Crossroads' printers undergo an annual "deep cleaning," while the printers used most often are maintained biannually.

Cannon IV maintenance plans not only extend the life of the printers but also decrease downtime, Vasseur said.

"We have four locations around Indianapolis and we use our printers a lot for printing large reports. We can't afford to have a printer on the fritz," Whisler said.

Cannon IV understands this, so when it's time for a printer cleaning a Cannon IV service representative will perform the maintenance onsite, Vasseur added.

"When our representative comes we designate a room where he can clean the printers. That assures us that only

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Printer Downtime Not an Option

Cannon IV assists Haggard & Stocking with its printer needs.

Haggard & Stocking Associates, Inc. is one of the state's largest specialty cutting tool houses. In addition to its Industrial Supplies division, it also has divisions of Material Handling, Integrated Systems and Government Services. With more than 20 printers at its Indianapolis location, printer downtime is not an option. To ensure that toner cartridges and other necessary printer supplies are readily available, Haggard & Stocking turned to Cannon IV for its printer needs.

Bob Cameron, Haggard & Stocking's MIS Manager, said a major reason Haggard & Stocking has chosen to do business with Cannon IV is due to the extraordinary level of service.

"Cannon IV has continued to go above and beyond our expectations. I know that when I need supplies all I have to do is call our sales representative and we have them within a day," he said.

Haggard & Stocking also takes advantage of online ordering. This convenience allows them to order their laser and inkjet printer supplies as well as copier supplies,

computer accessories, labels and transparencies, data storage products and barcode/thermal transfer supplies.

Haggard & Stocking has access to online order tracking, order history, printer asset tools and payment history.

In addition to printer supplies, Haggard & Stocking also purchases its printers from Cannon IV. Cannon IV offers a variety of brand names such as Okidata, Hewlett-Packard, Lexmark, 3M, Troy Systems, Canon and Zebra, to name a few.

For those who have not had a chance to visit Cannon IV's new service center and showroom, it is a great place to learn about the printers and see them demonstrated prior to purchase. And if someone is in a bigger hurry than Bob and a day-delivery is not quick enough, the showroom/service center stocks most printer supplies. It is located just two blocks east of 10th Street and College Avenue in downtown Indianapolis.

For more information about printer supplies, repair, service and purchasing, call Cannon IV at (800) 825-7779, (317) 951-0500 or stop by the showroom.

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A Message from the President



After reading the book *Built To Last: Successful Habits of Visionary Companies*, I have never been more certain that Cannon IV is moving in the right direction. The book, written by James C. Collins, is the culmination of a six-year research project at Stanford University Graduate School of Business that studied the workings of 18 visionary corporations, including 3M, Wal-Mart, Hewlett-Packard and Boeing. In the study, each company was compared to one of its competitors to determine what makes the truly exceptional companies different from other companies. The findings were intended to be a blueprint for building businesses that will prosper into the 21st Century and beyond.

In the book one underlying similarity among the successful companies was the strong culture they were able to develop and maintain. Cannon IV has always lived by its own core of values however, after reading the book, I realize just how important those values have been to our success.

The "Cannon IV Way" contributes to the hallmark of our business. It is visible in everything we do here at Cannon IV and every employee who chooses to embrace it contributes to our success.

Every year Cannon IV recognizes those individuals who observe the Cannon IV Way.

The Cannon IV way means doing the right thing by valuing individuality, trust and spirit. Our actions are the result of our passion, integrity and conscious desire to succeed.

This year five individuals were honored for their dedication to that mission. Scott Turner, Mark Wyrick, Ken Howe, Adel Bane and Kenny DeFosse personify the strong culture that Cannon IV seeks to maintain. These extraordinary individuals never ask for an explanation of the Cannon IV Way because they understand it simply means doing the right thing.

I want to extend my congratulations and sincere appreciation to each of this year's award recipients and all of our employees. My father would be so proud knowing that all of our employees have maintained the same level of integrity since Cannon IV's beginning 27 years ago.

Although the economy has certainly softened and we face a noticeable recession, I know Cannon IV has positioned itself to win. Much like the Wal-Marts and Hewlett-Packards of the world, Cannon IV has taken a more conservative approach on growth and acquisitions. Therefore, I'm not looking at 2002 with apprehension but rather with anticipation.

Cannon IV has several business objectives planned for the new year including aggressively continuing our expansion into the Ohio market as well as making our service department its own division.

Jerry Jones
President



- Did you know that you may be entitled to tax credits if you or your children are in a higher education program? Be sure to ask your accountant about these often overlooked deductions.
- Did you know that St. Patrick was not born in Ireland but rather in Britain under the name of Macwyn Succat.
- Cannon IV 2002 catalogs are now available. Customers who have not received a catalog in the mail should call Cannon IV at (800) 825-7779 or (317) 951-0500 to request a copy.

CANNON IV AWARDS DINNER

Cannon IV employees took a brief reprieve from the cold weather when they visited "Treasure Island." Cannon IV's annual awards dinner, held on January 5 at the Eastside Marriott, had all of the ingredients of an island paradise, including hula dancers and fire throwers. The dinner honored five employees who best exemplified the "Cannon IV Way."

The 2001 honorees are: Mark Wyrick, Salesperson of the Year; Scott Turner, Employee of the Year, and President's Award Winners Ken Howe, Adel Bane and Kenny DeFosse.



MARK WYRICK

"Cannon IV is where it is because of its people," explained Cannon IV Vice President of Operations Jim Jones. "If Cannon IV does not recognize the people that go the extra mile, then it loses sight of how it has achieved its success."

Cannon IV lives by the "Cannon IV Way" which stresses respecting a person's individuality, trust and spirit. The employees who were recognized reflect these values in working with both internal and external customers, Jim added.



SCOTT TURNER

youth football and baseball.

Scott is the Assistant Distribution Manager. Cannon IV has employed him for four-and-a-half years. He and his wife, Jada, have four children and live in Indianapolis. Turner enjoys watching his daughters cheerlead and attending AAU basketball games.

Adel is the Dispatch Coordinator for the Service Center. She and her husband, Paul, live in McCordsville. She has a daughter and is actively involved in her church.

In addition to their work responsibilities, all of the recipients are also involved in their communities. Mark is a Service Sales Consultant who has been with Cannon IV for five years. He and his wife, Tina, live in Franklin with their children. In his free time, Mark enjoys coaching



KEN HOWE

enjoys bowling in his free time.

Each award recipient received a customized plaque featuring the Indianapolis Skyline.

In addition to the recognition ceremony, dinner attendees were also treated to door prizes, games and a meal featuring coconut shrimp and "Jamakin' Me Crazy" chicken kabobs.

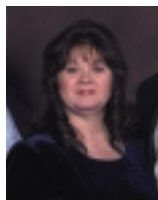
"Cannon IV is glad to host this dinner, not only to honor the award recipients, but to let all of our employees know that we appreciate all of them. It's a great way to kick off, what we hope to be, another great year at Cannon IV," Jim said.

Ken, Cannon IV's Service Manager, is a resident of Greenwood. He and his wife Lisa have two children and are also active in their church.

Kenny is a Service Product Coordinator. He and his wife, Virginia, live in Indianapolis. Kenny



KENNY DEFOSSÉ



ADEL BANE

Don't Kick It-Fix It!

Ever feel like kicking your printer when it breaks down? Cannon IV and Hewlett-Packard know how frustrating paper jams and repetitive imaging can be. So to help, they are hosting a Laser Printer Workshop March 7th at Cannon IV headquarters. Hewlett-Packard certified technicians will teach participants how to fix some common color and black & white laser printer problems such as paper jams, crinkled paper, repetitive imaging, smeared print and multiple paper feeds.

There will be two presentations that day: The first is from 10:30 a.m. to noon and the second is from 12:30 p.m. to 2 p.m.

This free clinic includes lunch and a complimentary book featuring unique printing tips.

As an added bonus, one free preventive maintenance cleaning will be given away per session.

To register, call Rochelle Jordan at (800) 825-7779 or (317) 951-0500.



Printer Service Plan continued from page 1

One printer is down at a time so it doesn't affect our productivity," Whisler said.

When a printer breaks down between cleanings, which is rare, Whisler said Cannon IV has it up and running within 24 hours.

In addition to the printer maintenance, Crossroads also purchases all of its printing products from Cannon IV.

"Whenever we need something I call up my representative and he gets it to us right away. Many people call me across the country trying to sell me printer cartridges and I tell them right away that 'I'm not interested,'" Whisler said.

Following is just a few of Cannon IV's printer maintenance plans. Cannon IV will customize any plan to suit your business needs.

Prevent 13 Preventive Maintenance -

One-time, detailed cleaning and inspection of Hewlett-Packard, Okidata, Lexmark and Zebra brand printers. Also includes ozone filter, separation pad, rejuvenation of paper pickup rollers and half-hour labor for any needed repairs.

Preventive Maintenance Contract -

Cannon IV will perform semiannual preventive maintenance in the form of one Prevent 13 detailed preventive maintenance and one light preventive maintenance inspection. Cannon IV will provide, upon request, a detailed printer inventory/service repair log.

Full Repair Maintenance Contract -

Includes all repair parts and labor for one year. Also includes semiannual preventive maintenance in the form of one pre-inspection Prevent 13 and one light preventive maintenance inspection. Under this plan there is no charge for the HP maintenance kits.

Extended Warranty -

Only available for new equipment. Upgrades the one-year carry-in manufacturer warranty to a three-year on-site warranty. Includes all repair parts and labor for three years. Also includes semiannual preventive maintenance for three years. Under this plan there is no charge for the HP maintenance kits.

To learn more about how a Cannon IV printer maintenance plan can help your business, call (800) 825-7779 or (317) 951-0500.

Employees Offer Helping Hand To Community Programs

Toy Drive Effort Recognized on Channel 6



Cannon IV employees participated in the Channel 6 Christmas Toy Drive. Employees donated more than 200 toys to the charity. Shown making the donation at the Channel 6 station is (left to right) Rochelle Jordan, Scott Brodhacker, Adel Bane, Melanie Henricks, Mary Anderson, Sheila Moore, Scott Turner, Kathleen Haley and Channel 6 Weatherman Kevin Gregory

Cannon IV employees recognize the value of philanthropy. Through donations of both time and money, Cannon IV is making a contribution to the communities that it serves. Examples of Cannon IV's philanthropic spirit can be found throughout the year, but especially at Christmastime.

In December employees helped provide three children with clothing by participating in local Clothes-A-Child efforts. The Cannon IV team also donated more than 200 toys to the Channel 6 Christmas Toy Drive. Channel 6 in Indianapolis recognized these efforts during a special television segment.

In addition to holiday giving, Cannon IV also sponsors various youth activities annually including a run/walk that benefits local schools. Most recently, Cannon IV donated more than 50 desserts for an award's night at Harshman Middle School.



EVENT CALENDAR

MARCH 7

Laser Printer Workshop

Cannon IV and Hewlett-Packard are hosting a Laser Printer Workshop March 7 at Cannon IV headquarters, located downtown Indianapolis just 2 blocks east of 10th Street and College Avenue. Hewlett-Packard certified technicians will teach participants how to fix some common problems with color and black & white laser printers.

There will be two presentations that day: The first is from 10:30 a.m. to noon and the second is from 12:30 p.m. to 2 p.m.

This free clinic includes lunch and a complimentary book featuring unique printing tips.

Registration deadline is March 1.

Seating is limited, so register early. To register,

**Call Rochelle Jordan at (800) 825-7779
or (317) 951-0500**

**Ask Your Cannon IV
Representative About
The New Okidata
Marketing Edition
Color Printers**



MARCH 15

St. Patrick's Day Parade

Cannon IV is a proud sponsor of this year's Indianapolis St. Patrick's Day Parade. This is the third year that Cannon IV has sponsored this event but never to this extent. Keep an eye out for the Cannon IV mascot that may be visiting your neighborhood. You could win a fun prize.

Cannon IV's Showroom / Service Center Headquarters is located in Downtown Indianapolis just 2 blocks east of 10th Street and College Avenue.



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