



CANON SOLUTIONS AMERICA

**WITH CHANGE COMES
NEW OPPORTUNITIES.**

**Stronger
together.**



Mal Baboyian,
Executive Vice President,
Canon Solutions America

As you know, Canon and Océ are now one company as of January 1, 2013.

Most important to you is that we have come together with one vision. Together, we will lead the industry into the future. In fact, it means that we will be able to offer better products, service, support, software, and financing. And we will continue to offer all of our customers – old and new – a spirit of collaboration and the focused service and support that is our hallmark. We encourage you to call us with any questions or concerns. Following are answers to some questions that have already been asked.

GENERAL QUESTIONS

What entities have been merged to form Canon Solutions America, Inc.?

Océ North America, Inc. and Océ Imagistics, Inc. will merge into Canon Business Solutions, Inc. on January 1, 2013, with the newly merged entity being named Canon Solutions America, Inc.

Where will the Corporate Headquarters be located for Canon Solutions America, Inc.?

Currently, our corporate headquarters is located at 4 Ohio Drive, Lake Success, New York 11042. In the first quarter of 2013, we will be moving to our new corporate headquarters for Canon U.S.A. and will update you of that mailing change in the coming months.

How will this merger impact current Océ and Canon Business Solutions customers?

The formation of Canon Solutions America allows us to combine the strengths of the merged organizations, increasing our ability to meet the growing demands of our customers. The complement of our combined service locations also enables us to provide a consistent level of quality service to more markets within the U.S.

To simplify the transition for our customers, all current contact phone numbers, e-mail addresses and web sites will remain active so customers can continue to reach us using the same method as they did prior to the merger. We will update you as we further streamline our ability to communicate with customers.

CUSTOMER RELATED QUESTIONS

Does the merger have any impact on existing customer agreements previously executed with Océ North America, Océ Imagistics or Canon Business Solutions?

No. All existing customer agreements will continue to be in effect with Canon Solutions America.

Will my account number(s) change?

Certain Océ customers will experience a change in account number as a result of the merger. If your account number is going to change, it will be reflected on the first invoice issued in 2013.

What is the Tax ID Number for Canon Solutions America, Inc.?

The Tax ID Number of Canon Solutions America, Inc. will be # 13-2677004.

Do I need a new Insurance Certificate from Canon Solutions America?

The insurance policy number will be changing for all Océ customers, but will not change for Canon Business Solutions customers. All Océ insurance certificate holders will automatically receive an updated certificate of insurance with a new policy number reflecting the Canon

CUSTOMER RELATED QUESTIONS (CONTINUED)

Solutions America name. Canon Business Solutions customers do not need a new certificate; however, customers may request a new certificate reflecting the new Canon Solutions America name at any time.

What will the DUNS number be for Canon Solutions America, Inc.?

The DUNS number for Canon Solutions America, Inc. will be 07-161-9878.

How can I receive a new W-9 Form?

The new form will be available in January for our customers to download from www.solutions.canon.com/merger. Customers may also call 800-613-2228 to request a copy.

Can I continue to use the same contact information I used previously?

Customers should continue to use the same phone numbers, e-mail addresses and URLs to request support. All calls and messages will automatically be redirected to the correct location to assist you. If you experience any difficulty, you may always call our Customer Service Department at 800-613-2228.

Will my invoice change?

Yes. All invoices will change to reflect the new company name and logo. Some customers may also see a change in the invoice format beginning in January. If your invoice format changes, your first invoice in 2013 will be accompanied by a notice with instructions to help guide you through the new format.

CANON U.S.A. ANNOUNCES CANON SOLUTIONS AMERICA, A WHOLLY OWNED SUBSIDIARY INTEGRATING CANON BUSINESS SOLUTIONS AND SELECT OCÉ COMPANIES

LAKE SUCCESS, N.Y., Dec 4, 2012 – Canon U.S.A., Inc., a leader in digital imaging solutions, today announced the launch of Canon Solutions America, Inc., a wholly owned subsidiary of Canon U.S.A., effective January 1, 2013. Integrating the business operations of Canon Business Solutions, Inc., Océ North America, Inc., and Océ Imagistics, Inc., this new name is reflective of the integration of Océ, first announced in 2010. Canon Solutions America will provide sales and support for Canon and Océ hardware, software and services targeting general office, production print and large format markets in the United States.

Joe Adachi, president and CEO of Canon U.S.A., will serve as chairman and CEO of Canon Solutions America.

“I am very pleased that the integration of the Canon and Océ businesses is nearly complete,” said Mr. Adachi. “We have worked very hard these past three years to make sure our goal of creating the overall leading presence in the imaging industry will be realized. Canon Solutions America and the other companies formed by the integration will be better positioned to meet the growing demands of customers locally, regionally and nationally by capitalizing on

Where should I send my payment? Is the payment address changing?

Customers should carefully follow the remittance instructions on their invoices. The remittance instructions will change for many Océ customers. Please pay attention to this information to ensure prompt application of your payment.

If the remittance address on my invoice changes but I send my payment to the former address, will it still get to you?

Yes, but only for a short time. We encourage all customers to send their payment to the remittance address shown on their invoice for prompt application.

Can I manage my account(s) online?

Yes. We encourage our customers to visit our web site to learn more about our online tools to report meter reads, place supply orders, and more.

Will there be any change in how I report my meter readings?

Customers can continue to follow their current process for reporting meter readings. Beginning on January 1, 2013, some Océ customers may be redirected to a new website to provide a current reading. We encourage all our customers to use our electronic and online meter tools whenever applicable to ensure timely and accurate readings.

the strengths of each company and maintaining the superior service levels that customers require.”

The headquarters for Canon Solutions America will be located on Long Island, N.Y., with offices located throughout the United States, including existing key Océ wide format printing systems and production printing systems locations in Chicago, Ill. and Boca Raton, Fla.

As part of the Company’s overall integration efforts, Canon U.S.A. also announced that Océ Business Services, Inc., a provider of digital document management technology, outsourcing and business process consulting services, will change its name to Canon Business Process Services, Inc. on January 1, 2013. Canon Business Process Services, Inc., headquartered in New York, will be headed by Joe Marciano, currently the president and CEO of Océ Business Services. Canon Business Process Services’ new name is a reflection of the changing nature of the office technology market and the increasing importance being placed on effective design and management of critical business processes and related workflow.

CANON U.S.A. ANNOUNCES CANON SOLUTIONS AMERICA, A WHOLLY OWNED SUBSIDIARY INTEGRATING CANON BUSINESS SOLUTIONS AND SELECT OCÉ COMPANIES (CONTINUED)

Additionally, Océ Financial Services, Inc. will merge into Canon Financial Services, Inc. on January 1, 2013, further expanding Canon's ability to support the leasing and financing needs of customers. Kris Tedo, senior vice president and chief financial officer of Canon U.S.A., will also serve as president of Canon Financial Services.

Also effective January 1, 2013, Océ Canada will become a subsidiary of Canon Canada, Océ Mexico will become a subsidiary of Canon Mexicana and Océ Brazil will become a subsidiary of Canon do Brasil.

About Océ

Océ is one of the leading providers of document management and printing for professionals. The Océ offering includes office printing and copying systems, high speed digital production printers and wide format printing systems for both technical documentation and color display graphics. Océ is also a foremost supplier of document management outsourcing. Many of the Fortune Global 500 companies and leading commercial printers are Océ customers. The company was founded in 1877. With headquarters in Venlo, The Netherlands, Océ is active in over 100 countries and employs more than 20,000 people worldwide. Océ North America is headquartered in Trumbull, CT, with additional business units in Chicago, IL and Boca Raton, FL. For more information visit www.oce.com.

Océ and Canon: Stronger together

In 2010 Océ joined the Canon Group of companies with headquarters in Tokyo, Japan, to create the global leader in the printing industry. Canon develops, manufactures and markets a growing line-up of copying machines, printers, cameras, optical and other products that meet a diverse range of customer needs. The Canon Group comprises over 198,000 employees worldwide. Global net sales in 2011 totalled USD 45.6 billion. Visit the Canon Inc. website at www.canon.com.

About Canon U.S.A., Inc.

Canon U.S.A., Inc., is a leading provider of consumer, business-to-business, and industrial digital imaging solutions. With approximately \$45.6 billion in global revenue, its parent company, Canon Inc. (NYSE:CAJ), ranks third overall in U.S. patents registered in 2011† and is one of Fortune Magazine's World's Most Admired Companies in 2012. In 2012, for the ninth consecutive year, Canon U.S.A. has received the PCMag.com Readers' Choice Award for Service and Reliability. Committed to the highest level of customer satisfaction and loyalty, Canon U.S.A. provides 100 percent U.S.-based consumer service and support for all of the products it distributes. Canon U.S.A. is dedicated to its Kyosei philosophy of social and environmental responsibility. To keep apprised of the latest news from Canon U.S.A., sign up for the Company's RSS news feed by visiting www.usa.canon.com/rss.

†Based on weekly patent counts issued by United States Patent and Trademark Office. All referenced product names, and other marks, are trademarks of their respective owners.

WE KNOW PRODUCTION PRINT.

Production Printing Solutions helps you stay on the leading edge of our quickly-changing industry with valuable resources. Easy to access, easy to use, and FREE!

NOT YET A CUSTOMER?

Access our robust Digital Printing Resource Center for a wide array of educational and informational resources such as:

- Customer videos
- Press demos
- Webinars
- White papers

▶ Visit www.OceProductionPrinting.com/CE

ALREADY A CUSTOMER?

Tap into even more robust business development resources by logging into your PressGo! account. Access:

- Valuable development resources
- Training invitations
- Free marketing templates
- Peer engagement opportunities

▶ Register or login at www.MyPressGo.com

TOGETHER WE CAN DO ANYTHING

The Océ brand has a reputation for high-speed production printing solutions that are built to last. From cutsheet to continuous feed, monochrome to full-color, and toner to inkjet, these scalable printing and workflow solutions are customized for your business and backed by award-winning service. As part of Canon Solutions America, we have the brightest R&D minds advancing tomorrow's innovations to help you grow your business, control costs and practice environmental stewardship. Whether it's improving productivity or opening new markets and applications, together, with our customers, we can do anything.

Visit CSA.Canon.com or call us at 1-877-623-4969.

Canon
CANON SOLUTIONS AMERICA



Questions?

Call Us: 1-877-623-4969 or Email Us: us.oceinfo@oce.com

Download a QR code reader app and scan with your smart phone to visit CSA.Canon.com.