



Canon U.S.A., Inc.
One Canon Park
Melville, NY 11747

Town of Prosper

May 28, 2026

Prepared by Johannes Lin
Account Executive, Senior
Canon U.S.A., Inc.

P: 469-928-9918

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**Request for Quote 2026-14-A Multi-
Function Printer (MFP) Fleet Upgrade**



Canon U.S.A., Inc.

One Canon Park
Melville, NY 11747
Tel: 631.330.5000

May 28, 2026

Mr. Jay Carter
Purchasing Manager
Town of Prosper
250 W First Street
Prosper, TX 75078

Subject: Response to Request for Quote 2026-14-A Multi-Function Printer (MFP) Fleet Upgrade

Dear Mr. Carter:

Thank you for allowing us the opportunity to respond to your Request for Quote for a Multi-Function Printer (MFP) Fleet Upgrade. You will find our company's products and services to be of considerable value to your organization. We are committed to providing Town of Prosper with the highest level of customer satisfaction.

Canon's solutions address a wide range of daily challenges for government agencies. We currently service more than 2,500 organizations in the state and local government sector. We offer a wide variety of hardware, software solutions, and services to help modernize your print and digital environment. Our portfolio of multifunction and desktop printers, large format printers and scanners, and production print devices can help increase efficiencies and foster secure, productive environments for all aspects of government including data and cybersecurity.

The pricing in our proposal is conditioned on contracting, if you decide to award this opportunity to us, through Canon's State of Texas DIR Contract (DIR-CPO-5428) (the "DIR Contract"), which is available at <https://dir.texas.gov/contracts/dir-cpo-5428>. Accordingly, if you decide to award the contract to us, while it will be based on the DIR Contract, it can also incorporate terms, conditions and other requirements of the RFP as mutually agreed to by the parties, provided they are not inconsistent with the DIR Contract, and subject to the terms and conditions in our proposal.

Notwithstanding anything to the contrary contained in the RFP or the foregoing, our proposal submitted in response to the RFP shall not be deemed, or construed as, acceptance of any of the terms and conditions contained in the RFP.

I am pleased to designate Johannes Lin, Account Executive, Senior as the main contact for Town of Prosper. He can be contacted by phone at 469-928-9918 and by email at jolin@cusa.canon.com.

This response includes our response packet, pricing, and required attachments for your review. Our proposal for Town of Prosper is valid for 90 days after receipt to allow time for evaluation, discussion, and selection. We look forward to participating in the next steps of this project and welcome additional inquiries about our proposal.

Sincerely,

Signed by:

Stephen E. Frank

3205AACEA369437...
Stephen Frank

Vice President, Canon U.S.A., Inc.

REVIEWED AND APPROVED AS TO FORM
Canon U.S.A., Inc. Legal Division
By KO on May 27, 2026

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Executive Summary

Executive Summary

Our proposal reflects the Town Of Prosper's goals to reduce printing costs, efficiency, improve document security and support sustainability across all departments.

Canon has a long, rich history of providing best-in-class products alongside a wide variety of specialized services. With one of the strongest solutions portfolios in the document management industry, we take considerable pride in matching our innovative technology and services with the unique needs of our clients. We offer the combination of a local team with years of professional experience, paired with the vast technological and service resources of one of the world's most admired companies.

We also have a proven track record of innovation, operational excellence, and customer service. Our experience is evident through the unique technology solutions we provide organizations, leading to improved print policies and management, and savings on print related costs while promoting environmentally conscious behavior.

DELIVERING SUCCESSFUL PROGRAMS FOR OUR CLIENTS

Canon's goal is to keep customers productive on what makes them successful – their core operations. The best results can be achieved by looking beyond traditional device replacements into a comprehensive analysis of how information, including documents, move throughout the customer enterprise. To implement a truly successful solution, we need to understand the goals and initiatives of your organization and align ourselves with those goals. Having an in-depth insight into your environment, requirements, and end user behavior allows us to align our Canon solutions to help Town Of Prosper enhance your operational environment, expand your technology, and improve your efficiency. We work to understand the plan and design and develop our solution around your goals and objectives, while maintaining the flexibility to adapt our solutions as your needs change.

Our team of experts help you acquire the right technology, solutions, and services for Town of Prosper. From pre-sales analysis to post-sales support, Canon's team of professionals provide continued support to look for better ways to improve employee efficiency and provide costs savings on a continued basis.

THE CANON ADVANTAGE

- **Unmatched Texas Footprint:** A 166,151-sq.-ft. Irving Distribution Center and a dedicated local service team within a 50-mile radius.
- **Elite Service Levels:** Industry-leading KPI standards for rapid Response and Restore times.
- **Direct & Proven Expertise:** Direct-from-manufacturer partnership with a proven track record across 23+ State and Local Government entities.
- **Unbeatable Contract Value:** The market's strongest TX-DIR vehicle, featuring Pricing for the Town of Prosper that sits 30% below TX-DIR 5428.

LOCAL SUPPORT

Canon Distribution Facility- Irving, TX

- 3200 Regent Blvd Irving, TX 75063
- 166,151 sq. ft. Facility
- Facility Established in 1984
- Equipment and supplies shipped in weekly
- Equipment Configured and Staged for delivery
- Toner/ Inks/ Supplies Warehouse
- Service, Sales and Support Offices
- Demo Room for Production Printers, Large Format Printers, MFP Copiers and Desktops Printers



LOCAL PARTNERSHIPS



CONCLUSION

Our knowledge and experience can help Town of Prosper build the right combination of equipment and software. With more than five decades of experience implementing solutions for our clients, regardless of market, we can effectively optimize your print, copy, fax, and scan operations throughout Town Of Prosper, reduce the total cost of printing through print job management and energy efficiency, and support your organization's environmental sustainability target initiatives for waste avoidance, green procurement, and recyclability.

Canon offers Town Of Prosper:

- Global Reach with Local Flexibility
- A Single-Source Solutions Provider
- Best-in-Class Technology
- Discovery Capability
- Forward-Thinking Program Management
- Commitment to Excellence and Social Responsibility
- Complete Coverage
- Benchmark Value from a Financial Perspective
- Financial Strength

Our client references further demonstrate our ability to meet your technology and customer service needs. Town Of Prosper can be assured that Canon will support your needs and core organizational initiatives.

Thank you for your consideration. We would welcome the opportunity to meet in person to review the proposal details and address your questions directly and possibly provide you with the best and final



Pricing Proposal

Pricing Proposal

Equipment:

1. Canon imageFORCE C5140 (40-PPM Color & BW Full-Size MFP)

- a. Configuration: 4 x 550-sheet Cassettes Feeding, Inner Finisher (staples up to 50 sheets, holds up to 545 sheets), and 2/3-Hole Punch.

Fair Market Value Lease \$0 Down:

36-Month: \$202.71 per month per device

48-Month: \$168.70 per month per device

60-Month: \$139.66 per month per device.

Note: recommended Qty per Updated Printer Audit report: (12) devices

- b. Configuration: 4 x 550-sheet Cassettes Feeding, Booklet Finisher with Trifold (staples up to 65 sheets, holds up to 3,250 sheets, booklet-making up to 20 sheets, built-in C-fold up to 6 sheets), and 2/3-Hole Punch.

36-Month: \$227.53 per month per device

48-Month: \$199.28 per month per device

60-Month: \$175.16 per month per device.

Note: recommended Qty per the Updated Printer Audit report: (1) device

2. Canon imageFORCE C1333F (35-PPM Color & BW Desktop MFP)

- a. Configuration: 1 x 250-sheet, Print-Copy-Scanner, and built-in Fax.

36-Month: \$31.09 per month per device

48-Month: \$25.29 per month per device

60-Month: \$20.94 per month per device.

Note: recommended qty per the Updated Printer Audit report: (16) devices

3. Canon imageFORCE 1643P (45-PPM BW Desktop Printer)

- a. Configuration: 1 x 550-sheet Cassette Feeding and Print.

36-Month: \$18.65 per month per device

48-Month: \$15.52 per month per device

60-Month: \$12.85 per month per device.

Note: recommended Qty per Updated Printer Audit report: (7) devices

4. Canon imageFORCE 1643 (45-PPM BW Desktop MFP)

- a. Configuration: 1 x 550-sheet Cassette Feeding and Print, Printer-Copier-Scanner.

36-Month: \$27 per month per device

48-Month: \$22.47 per month per device

60-Month: \$18.60 per month per device.

Note: recommended Qty per the Updated Printer Audit report: (6) devices

5. Badge / ID Card Reader

36-Month: \$5.96 per month per unit

48-Month: \$4.96 per month per unit

60-Month: \$4.10 per month per unit

Note: recommended Qty per the Updated Printer Audit report: (42) card readers

6. uniFLOW Online Solution

a. Configuration:

Licenses for uniFLOW ONE Print & Scan (Full-Size MFP & Desktop Printer/MFP)
Implementation and Project Management Services

36-Month: \$643.49 per month

48-Month: \$620.02 per month

60-Month: \$599.98 per month

Note: per the Updated Printer Audit report: (42) licenses

Equipment Lease includes:

- Pricing via State of Texas DIR Contract with Canon USA, Inc. (DIR-CPO- 5428)
- DocuSign Agreement or PO in lieu of signature
- Includes delivery and installation
- Lease does not commence until all devices are installed
- Equipment Invoiced monthly by Canon Financial Services
- Included in TX-DIR Lease Terms:
 - o Payment Terms- Net 30
 - o Late Charge Exemption
 - o State Property Tax
 - o Document Fee Waived

Maintenance:

Cost Per Copy	IFC5140	IFC1333F	IF1643P & 1643
B&W	\$0.0048	\$0.0142	\$0.0142
Color	\$0.032	\$0.1017	

Maintenance Contract includes:

- Cost Per Copy Billing
- Usage Billed Monthly
- All parts, labor, staples and auto toner
- No shipping cost for contracted consumable supplies
- Invoiced monthly by Canon Financial Services
- Fixed Cost for the duration of desired lease term



Required Forms

CONFLICT OF INTEREST QUESTIONNAIRE**FORM CIQ****For vendor doing business with local governmental entity****This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.**

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

Canon U.S.A., Inc.

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Not Applicable

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes☒ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes☒ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

To the best of our knowledge, there are no known conflicts of interest.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 Stephen Frank
Vice President, Canon U.S.A., Inc.

Name of signatory

Signed by:

Stephen E. Frank

3205AAACEA369437

Signature

May 28, 2026

Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

- (2) the vendor:

- (A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
 - or

- (ii) the local governmental entity is considering entering into a contract with the vendor;

- (B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
 - (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

- (3) has a family relationship with a local government officer of that local governmental entity.

- (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

- (B) that the vendor has given one or more gifts described by Subsection (a); or

- (C) of a family relationship with a local government officer.



Corporate Profile

Corporate Profile

Canon U.S.A., Inc. is a wholly owned subsidiary of Canon Inc., operating within the United States. We provide industry leading enterprise, production, and large format printing solutions supported by exceptional professional and managed services offerings. Canon helps companies of all sizes improve sustainability, increase efficiency, and control costs through high volume, continuous feed, digital and traditional printing, and document management solutions.

MORE THAN SEVENTY YEARS IN DOCUMENT MANAGEMENT

Canon U.S.A. was established in 1955 and incorporated in 1965 in New York. With more than 70 years in the document management industry, our team of highly skilled professionals provide sales, service, and support of Canon technology. We have nearly 100 sales and service locations in most major metropolitan areas throughout the U.S., and a network of Canon-authorized service companies to ensure nationwide coverage.

Our customers enjoy consistent, best-in-class support across the U.S. Our product and software application experts are directly accessible to assist our customers with the continual task of streamlining workflow processes through innovative technology. We help our customers protect their workplace by expanding cybersecurity awareness for employees through our computer-based phishing simulation training solution.

Furthermore, our cybersecurity partner professionals offer consultation services for helping to improve security frameworks, privacy regulation compliance, incident response, and virtual Chief Information Security officer (vCISO) subscription services.

A HISTORY OF RE-INVENTING THE OFFICE IMAGING INDUSTRY

We are backed by one of the world's most financially stable companies, Canon Inc. A \$29.5 billion company with 326 research, sales, and manufacturing subsidiaries, Canon employs 165,547 employees. As an industry-leading imaging company, Canon pursues global diversification with regional operations in the U.S., Japan, Europe, Asia, Oceania, the Middle East, and Africa.



Widely Recognized for Excellence – In addition to awards from BLI for security, reliability, and innovation in hardware and software, Canon has been recognized for sustainability, design, and corporate responsibility. More information can be provided

Canon places a high priority on global research and development (R&D) and this regional focus allows us to develop technologies for the specific demands encountered in the Americas, Europe, and Asia. Based on the number of registered U.S. patents filed by Canon, you can easily conclude that we have spent our research and development dollars effectively. ***We have been among the top ten U.S. patent holders for more than forty-two years.*** In 2025, Canon Inc. ranked seventh overall in patents registered in the U.S. with a total of 2,623 patents.

As a testament to our commitment to developing innovative technology, Canon's office imaging products are reviewed and recognized by several esteemed, independent organizations, including Buyers Laboratory (BLI), the imaging industry's leading independent authority and provider of competitive intelligence, testing, and reviews on multifunction, copier, printer, scanner, and software solutions and products. When choosing Canon, you can be assured that you're partnering with a company that delivers outstanding technologies across a range of markets.

Given the breadth of Canon's support areas, it's easy to see why we position ourselves as a secure information management solutions provider. Our diverse solutions portfolio touches every point of the document lifecycle within an organization's workflow.

WHY CHOOSE CANON?

There are many reasons why we are a premier choice for your imaging needs. We offer:

- **Local Support Backed by a Global Brand:** Canon technology continues to set the bar for innovation, quality, productivity, reliability, and energy efficiency. It is widely accepted and used in the ever-changing world of business. Our relationship with our parent company is strong and we benefit from the strength, innovation, and longevity of the world-renowned Canon brand.
- **A Single Source Solutions Provider:** Our hardware, software, and third-party enablers create one of the most diverse portfolios in the industry. With a sales and service footprint incorporating enterprise, large format, production, and vertical industry solutions, along with the expert knowledge of our people and a culture of providing excellent support and service nationally, we are uniquely positioned to meet the growing demands of today's world.
- **On-site Consultation:** Our on-site consultation and ongoing analysis of your paper and digital data flow requirements enables us to recommend scalable solutions, adapted to meet your needs as they change. Our goal is to capture your vision and deliver solutions that drive results. Our strategies are designed to provide the highest quality service and the best technology available, while maintaining a privacy-aware and secure environment, all in a cost-effective package.
- **Commitment to Innovation:** From device technology and workflow solutions to our support and services options, we are poised to innovate your environment. No matter what technology the future brings, you can count on Canon to lead the way. Our Cloud for Business portfolio offers a wide and agile array of solutions to make innovation easier.
- **The Canon U.S.A. Five Pillars of Security:** We are committed to enabling our customers to maintain a comprehensive and in-depth approach to workplace security in five key areas: device security, printing security, document security, information security, and cybersecurity.

Our Five Pillars of Security are founded on the preservation of the fundamental NIST security principles of confidentiality, integrity, and availability.

- **A Pledge of Social and Environmental Responsibility:** Through our corporate philosophy of *kyosei*, Canon is committed to dedicating itself to social and environmental responsibilities, as well as contributing to the prosperity of people in local communities and around the world.
- **U.S. Based Customer Service:** Our customer service and support network is positioned to ensure you enjoy high levels of customer satisfaction and loyalty.

Trust Canon U.S.A., Inc. to help you streamline and secure business processes, reduce costs, and improve productivity. Let us provide the technology, support, and service you need to create a seamless workflow for your business operations.

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Supporting our Government Clients

Supporting Our Government Clients

We have a long, rich history of providing not only best-in-class products, but a wide variety of specialized services tailored to our clients' needs. Our experience is evident through the unique technology solutions we provide organizations and employees, leading to improved print policies and management, potential savings on print related costs, and the ability to comply with ever more stringent state and federal security standards; all while promoting and achieving more environmentally conscious behavior.

Modernize State and Local Government with Canon Solutions

With tens of thousands of customers nationwide, we currently service approximately 2771 organizations in the state and local government sector. State and local governments are comprised of multiple industries under one authority including: finance, insurance, legal, human resources, construction, transportation, events and marketing, education, and healthcare. Canon offers solutions and services that, in most cases, can help to address key areas and concerns as may be dictated by compliance obligations for new regulations added in this market.

We offer a wide variety of hardware, software solutions, and services to help modernize your print and digital environments. Our portfolio of multifunction and desktop printers, large format printers and scanners, and production print devices can help increase efficiencies and foster secure, productive environments for all aspects of government including data and cybersecurity.

Canon's solutions and technologies can assist your government agency with:

- Print devices and management (FedRAMP authorized service)
- Environmental and accessibility compliance initiatives
- Hybrid workforce strategies
- Complying with Zero Trust security policies
- Digital Transformation strategies
- Production center productivity, quality, and workflows

Modernize Print Management

As cloud-based solutions become more prevalent in government entities, so do cybersecurity concerns. Canon office Cloud, a FedRAMP authorized (moderate level) print management service, provides support for government agencies' managed print strategies. We designed Canon office Cloud to help keep printed documents secure, reduce overall printing costs, and improve office productivity by reducing IT administration.

FedRAMP is a federal government-wide program that provides a standardized approach to security assessment and authorization. FedRAMP allows for the continuous monitoring of cloud offerings. Canon's ATO (Authority to Operate) allows us to sell Canon office Cloud to eligible organizations and State and Local governments.

Strengthening data security is critical for state and local governments. When an MFD connects to the outside world through an external network, there is an increased risk it might become the target of a cyber-attack. To help protect against such possibilities, Canon employs the latest industry-standard encryption methods for communication between the device and the outside world, in addition to the implementation of security solutions that detect tampering with our device's firmware.

Zero Trust security frameworks continue to gain momentum as a best practice in attempting to combat cybersecurity threats. Including your print environment in a Zero Trust strategy helps protect your network and develop trust from the end user to the device as well as the applications and data that reside on it. With a long history of advanced print security solutions, Canon's technologies include print and document management in your Zero Trust strategy.

Modernize with Digital Services

State and local governments are looking to digitize documents and improve citizen experience. Our solutions help state governments improve digital accessibility, enable a virtual working government, and maintain the ability to serve citizens. The Canon imageFORMULA scanner, part of a backfile solution, is compliant with the Federal Agencies Digital Guidelines Initiative (FADGI), which helps meet the government standard for safe and accurate document preservation.

Modernize the Government Workforce

In today's state and local governments, **Employee Experience** (EX) is just as important as **Citizen Experience** (CX). Providing employees with access to information and services regardless of location and allowing them the ability to collaborate is critical. Canon offers products and solutions to enable these efficiencies such as Therefore Online and FORTRA's Digital Guardian Secure Collaboration.

Optimize The Procurement process with Cooperative Contracts

Canon has the knowledge and experience to help Town of Prosper build the right combination of equipment and software. With more than five decades of experience implementing solutions for our customers, we can optimize your print, copy, fax, and scan operations to reduce the total cost of printing through print job management and energy efficiency. This also helps meet environmental sustainability targets for waste avoidance, green procurement, and recyclability.



Hardware Overview

Hardware Overview

IMAGEFORCE 1643/1643P/1643F

Designed for small and medium-sized business offices looking for a high-performance black-and-white printer with professional finishing capabilities..



45 ppm

[Brochure](#)

[Spec Sheet](#)

A4

B&W

MULTIFUNCTION

OFFICE PRINTER

About the imageFORCE 1643 Series

Canon’s imageFORCE 1643 series offers fast, dependable black-and-white printing and scanning in a compact design—ideal for businesses that need productivity without sacrificing space. Built on Canon’s imageFORCE platform, these models combine advanced security features, seamless connectivity, and efficient performance to help streamline everyday workflows. With multifunction and single-function options, the 1643 series is designed to integrate easily into existing print environments while supporting flexible workstyles. All in a space-saving package that helps keep your office running smoothly.

- ✓

Up to 1200 x 1200 dpi (equivalent)
- ✓

Robust Security Features
- ✓

Ease of Use
- ✓

Compact Design
- ✓

Cloud & Mobile Ready
- ✓

Sustainability Features



CORE FUNCTIONS



PRINT SPEED



MAX PAPER SIZE

1643: Print, Copy, Scan, Send		
1643F: Print, Copy, Scan, Send & Fax	Print: Up to 45 ppm	Standard: Up to 8-1/2" x 14"
1643P: Print		



PAPER CAPACITY



Media Types



Dimensions

Standard: 350 Sheets Maximum: 2,550 Sheets	Thin, Plain, Recycled, Color, Heavy, Bond, Labels, Envelope, Postcard, Letterhead	1643/1643F: 18-7/8" x 20-3/8" x 18" (480 x 518 x 458 mm) 1643P: 16-1/8" x 18-7/8" x 10-7/8" (409 x 376 x 275 mm)
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imageFORCE C1333F/C1333P

For small and medium-sized business offices looking for high-performance color printer with professional finishing capabilities.



35 ppm

[Brochure](#)

[Spec Sheet](#)

A4

COLOR



DESKTOP

OFFICE PRINTER

About the imageFORCE C1333 Series

The Canon imageFORCE C1333 Series is where speed, security, and vibrant color printing meet an efficient and compact design. Designed for organizations demanding dependable performance and effortless fleet integration, this A4 multifunction or single-function solution helps transform your workflow. Built on Canon’s cutting-edge imageFORCE platform, the C1333 Series delivers advanced security, seamless cloud connectivity, and eco-friendly features—all in a space-saving package designed to help elevate your business

- 1200 dpi Print Resolution
- Smart & Secure
- Ease of Use
- Compact Design
- Cloud & Mobile Ready
- Eco-Conscious Design



Core Functions



print speed



max paper size

C1333F: Multifunctional Laser Printer
(Print, Copy, Scan, Send and Fax)
C1333P: Single Function Laser Printer

Print: 35 PPM

Standard: Up to 8-1/2” to 14”



paper capacity



media types



dimensions

Standard: 250 Sheets
Maximum: 850 Sheets

Thin, Plain, Thick, Color, Recycled,
Coated, Label, Pre-punched,
Letterhead, Postcard, Envelope

C1333F: 16-3/4” x 18-1/8” x 17”
C1333P: 16-3/4” x 16-7/8” x 15”

imageforce C5140

Ideal for smaller workspaces with regular color print and scan requirements



40 ppm

[Brochure](#)

[Spec Sheet](#)



Trellix



OLED

A3

COLOR

MULTIFUNCTION

OFFICE PRINTER

About the imageFORCE C5100 Series

Thoughtfully manufactured with today’s mid-to-high-volume print environments in mind, the imageFORCE C5100 series supports productive performance and intuitive design. From vibrant color prints to advanced scanning features, the series is designed to help organizations operate efficiently, enhance output quality, and keep up with daily demands.

- ✓

4800 dpi Print Resolution
- ✓

Security Environment Estimation
- ✓

Ease of Use
- ✓

Multi-Use Print Applications
- ✓

Cloud Software Integration
- ✓

Eco-Smart Design



Print & scan speed



max Paper size



max paper size

Print: 40/40 PPM
Scan: 270/270 IPM

Standard: Up to 12" x 18"
Long Sheets: Up to 12-5/8" x 51-1/4"

Standard: 1,200 Sheets
Maximum: 6,350 Sheets



Finishing



media types



Dual controller

Collate, Group, offset, Staple, Saddle Stitch, Hole Punch, Staple-free Staple, Staple On-Demand, V-fold, C-Fold, Z-Fold, Long Sheets

Thin, Plain, Recycled, Eco, Color, Heavy, Coated, Tracing, Bond, Transparency, Label, Pre-punched, Letterhead, Tab, Envelope

Optional imagePASS Controller to help boost performance.





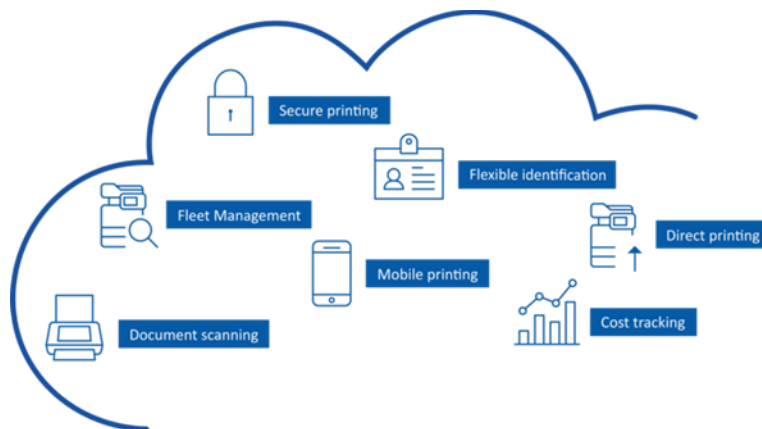
Software Overview

Software Overview

uniFLOW Online



uniFLOW Online is a secure, cloud-based print and scan solution which enables organizations to manage their entire print environment. The solution aims to upgrade document security, control costs and increase employee productivity while simultaneously reducing internal IT requirements. It has been designed to meet the needs of organizations that do not wish to invest in or manage local servers but still need to control their full printing and scanning process.



Those businesses that embrace cloud services are driven by opportunities to increase flexibility within their markets and to benefit from computing resources whilst spending less. Cloud print management and scan management reduces IT burden through eliminating servers and increases office productivity thanks to simplified print and scan processes.

- Gain Control over costs: Areas where costs can be scaled down can be indicated and reduced through targeted actions
- Help save the environment: Paper volume and power consumption are reduced by avoiding unnecessary prints and eliminating 'Always On' print servers
- Increase security: Only authorized users have access to devices and documents reach the right place.
- Improve office productivity: Various options to send and receive print jobs, change finishing options at the device, and workflows to simplify print and scan processes.

UNIFLOW ONLINE CLOUD PRINT & SCAN

Designed for business environments of any size, uniFLOW Online can help reduce and allocate printing costs, limit unauthorized access to printed documents, improve office productivity, and enable central control of printing, scanning, copying, and faxing.



Flexible Authentication

Users are required to authenticate to gain access to their compatible Canon device using one of the following:

- Proximity Card*
- PIN Code
- Image Log-in and Optional PIN Code
- Department ID



Secure Printing

Users' print jobs can be retrieved at whichever networked and supported Canon models they choose, and print jobs are only released after authenticating at the device unless set up otherwise by an Administrator. Secure Print options include:

- SmartClient
- Universal Output Queue
- Print From Cloud
- Chrome Extension
- Windows Modern Print Platform
- Direct Secure Print
- Delegation Printing



Mobile Printing

Users can submit print jobs from their networked, compatible PCs, smartphones, tablets, or the Mobile Print & Scan App, and print job submissions will follow them from one compatible device to another. Features include:

- uniFLOW Online Print & Scan App
- Mobile Printing for Guests
- Email Printing
- Web Upload



Print From Cloud

Users can print from connected cloud services** using folder browsing and finishing options on supported Canon devices. Cloud services include:

- Dropbox
- Evernote®
- Box
- Google Drive™
- Microsoft SharePoint® Online



Document Scanning

Users can scan documents directly from any supported Canon model using the lean and intuitive user interface. Single sign-on to any of the following:

- Secure "Scan-to-Myself"
- Scan to Local Network Folders
- Scan to Desktop PC
- Scan to Email with Exchange Online
- Therefore Online
- Google Drive
- Microsoft Teams
- Microsoft Sharepoint Online
- Microsoft OneDrive
- Microsoft OneDrive for Business
- Dropbox
- Evernote
- Box
- iManage Cloud



Cost Tracking

Administrators can use the comprehensive uniFLOW Online Dashboard to view valuable analytical information. Device activity costs can be allocated to users or departments. If needed, administrators can even create different projects or cases under the cost center menu so that users can charge their print, scan, or copy charges accordingly. Reporting and tracking options include:

- Accounting
- Cost Centers
- Budgeting
- Reporting



Cloud Infrastructure

There's no requirement for local uniFLOW servers, and configuration and management of the system take place in the cloud.

UNIFLOW ONLINE CLOUD IMAGE PROCESSING

Cloud Image Processing adds robust scanning features designed to optimize your processes for scanned documents by directly sending them to a variety of scan destinations with enhanced image quality, compression, and document security.

Capture

Digitizing documents in a structured and secure manner reduces error-prone manual interaction while optimizing processes and security measures. Users can alter scan options at the device and are able to browse through the root of their selected destination to select a folder. Access to scan profiles can be restricted to individual users or groups.



Distribute

Users can scan documents directly from any supported Canon model using the intuitive user interface and single sign-on to any of the following:

- Secure "Scan-to-Myself"
- Scan to Email with Exchange Online
- Scan to Local Network Folders
- Scan to Desktop PC
- Google Drive
- Microsoft OneDrive
- Microsoft OneDrive for Business
- Therefore Online
- Microsoft Teams
- Evernote
- Box
- Microsoft SharePoint Online
- Dropbox
- Concur
- iManage Cloud
- NetDocuments

Powerful Scan Processing

Users can benefit from optimized scan processes including the following:



Despeckling. After receiving the scan, image quality can be enhanced through despeckle and deskew operations.



Receipt Scanning (multicrop). Receipts and business cards can automatically be extracted and rotated and scanned images can be converted to editable and searchable documents.



File Compression. Scanned files can be compressed to a fraction of the actual file size without having a major impact on image quality.



Encrypted PDF. To increase document security, scanned documents can be saved as encrypted PDF files.

Automated Document Filing

uniFLOW Online's core document processing capabilities are enhanced and expanded in order to automate the process of digitizing documents.

Filing Assist. Using preconfigured workflows, users can scan batches of repetitive documents to popular cloud services. The documents are named, converted, and filed according to predefined rules and information within the document.

My Filing Assist. Ideal for ad hoc scanning of single, one-off documents for individual users. After scanning the document, the user selects the scan destination, target folder, and file format once back at their desk.

Validate from Workstation. Scans are available in the uniFLOW Online Scan Center. Users can check if the prepopulated file name and metadata are correct. Where errors are detected, the preview can be opened to edit the OCR result or select a different OCR block to make corrections. Once confirmed, documents are submitted to their final destination by hitting the "Send" button.

Parallels Desktop

UNIFLOW ONLINE BENEFITS

- **Limit Unauthorized Usage:** Administrators can restrict printer access to authorized users. Plus, with function-level access, log-in is only required for specific functions at the device.
- **Control Print, Scan, Copy, and Fax Costs:** Authenticating and releasing print jobs when only at the device helps reduce print costs. Tracking expenditures by users and departments helps pinpoint excessive spending.
- **Enable Outstanding Office Productivity:** Employees can print from compatible mobile devices and connected cloud services and scan directly from any supported Canon model for greater office workflow flexibility. Secure Print jobs can be modified prior to printing to help save valuable time.
- **Address Regulatory Compliance:** To address GDPR compliance, a user's personal data can be deleted and accounting data in reports can be made anonymously. A user's data can be collected and shared or deleted by the administrator upon request, helping to achieve GDPR processes such as "Right of Access by a User" and the "Right to be Forgotten."
- **Help Secure Confidential Documents:** Using a single driver, users can print confidential documents via any supported Canon model where unauthorized access can be limited due to authentication requirements.
- **Support Environmental Goals:** Encouraging users to print only what's needed and allowing finishing options to be changed at a compatible Canon device prior to printing saves paper and energy.



Service & Support

Service & Support

As the direct sales and service unit of Canon U.S.A. Inc., we provide extensive services as part of a larger support network. Our service and support divisions are the backbone of our company's success. Our comprehensive support structure allows our customers to enjoy a wide array of technical service coverage to help ensure their ongoing satisfaction.

A QUALITY SERVICE EXPERIENCE NATIONALLY

We provide geographic coverage in major metropolitan areas throughout the United States. A comprehensive network of service professionals supports each region with best-in-class technical support. Beyond these critical regions, a group of independent Canon-authorized service companies support your needs. All servicing entities must adhere to strict performance guidelines and are fully certified to provide technical assistance with your Canon product.

The strength of Canon's service delivery program is comprised of an extensive network of service locations across the United States certified to meet Canon standards. With 1,000+ service locations across the United States certified to meet Canon standards, there are over 7,500 technicians trained to solve technical and equipment problems, easily accessible wherever you are located. We require our authorized service centers to submit a detailed business plan describing prospective territory, staffing plans, and financials. They must agree to use only genuine Canon parts and consent to unscheduled observations by Canon management.

Our standard service hours are Monday through Friday, 8:30 AM to 5:00 PM local time, excluding weekends and holidays. If Town of Prosper requires service outside the scope of our standard service hours, we contract on a device or location basis. We can also provide a dedicated technician to be on standby should you have critical uptime or volume issues. Extended service is not available in all locations.

MULTIPLE OPTIONS TO REQUEST SERVICE ANYTIME

Town of Prosper end-users can request service in multiple ways:

-   • Our toll-free number (800-355-1385) displayed on your Canon device
- Online at <http://www.cusa.canon.com>
-   • Via your MyCanon Business account
- Using a QR code

Canon offers remote technical support needed to resolve disruptive workflow issues quickly, so critical systems can resume normal operations as soon as possible. Our Help Desk services provide a single point of contact for all incidents and service requests. Our award-winning Help Desk offers toll

free phone and email support from 8:30 AM to 8:00 PM ET, Monday to Friday, with Extended Help Desk support available 24/7/365.¹

Our Help Desk Operators are responsible for:

- Logging calls and generating tickets
- Incident management
- Escalation management
- Dispatching service technicians

The Help Desk covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. The interconnectivity of these areas sometimes creates challenging scenarios that require diverse troubleshooting skills. The Help Desk is uniquely qualified to provide this type of assistance. Our Solutions Support Center (SSC) customer help desk also escalates to partner support desks, if necessary. With expert assistance, we offer remote technical support to help resolve issues quickly.

OTHER TOOLS TO MONITOR YOUR PRINT ENVIRONMENT

To provide the security, functionality, and workflow efficiencies requested by Town of Prosper, we use multiple tools to monitor and manage your fleet, including:

MyCanon Business

MyCanon Business is a self-service portal available 24 hours a day, 7 days a week that provides an efficient way to handle day-to-day functions related to your Canon devices. Upon enrollment, you can take advantage of its many features and view your current fleet status, enter Meter Reads, place Service Requests, order Contract Supplies,² or manage devices on our Auto Toner program. You can retrieve account information from any tablet, laptop, or desktop, check the status of active service requests, and review closed requests.

imageWARE Remote

imageWARE Remote is firmware embedded in our imageRUNNER products. It automatically provides meter reads without the need for customer intervention, helping to reduce administrative costs and increase accuracy. It automatically reads meters every day for the most up-to-date reporting capabilities. The Service Monitoring portion of this tool automatically notifies our Dispatch Department of hardware or software errors. Our Dispatch Representatives can proactively call you to confirm if service is required. Devices using imageWARE Remote can also be set up on our Auto Toner program.

imageWARE Enterprise Management Console

¹ 24/7/365 Extended Solutions Support is currently available for uniFLOW, Therefore, IRIS, and IDEAS enterprise solutions only.

² Requires an active service contract with Canon U.S.A., Inc.

imageWARE Enterprise Management Console is an easy-to-use centralized point of control for all devices installed across your organization. This expandable console can help reduce downtime by directing low toner, paper jams, and device management alerts via emails to designated resource(s) within your organization. It is designed for easy implementation and simplified expandability.

ACCURATE REPORTING WITH AUTOMATED METER READING

We offer a variety of meter read submission methods. Town of Prosper can submit meter reads manually by calling our Customer Service Department's toll-free number. However, we encourage you to use our automated submissions tools, MyCanon Business and imageWARE Remote—which are free of charge—to reduce administrative burden and ensure regular and accurate reporting.

REDUCED BURDEN WITH AUTOMATED SUPPLY REPLENISHMENT

Devices using imageWARE Remote are eligible for our Auto Toner Program. The device sends a notification when toner is getting low, which automatically creates an order, helping to reduce administrative burden. An established supply contact for the device receives an email when an order is created and another when it ships (including tracking) so you are always informed. We make viewing and managing devices enrolled in Auto Toner easy with MyCanon Business.

For devices not enrolled in our Auto Toner program, Town of Prosper can call the toll-free Customer Service Department to speak to a Customer Service Representative, who places the supply order. This department is available Monday through Friday, 8:30 AM to 8:00 PM ET, to accommodate our customers nationwide. The toll-free number is located directly on the Canon device. The representative verifies a contact person, address, and serial number, clarifies the number of toners needed, and provides a confirmation number.

Town of Prosper can also place a supply order via MyCanon Business, a web-based account management platform included with an active Canon service agreement, and online at MyCanonBusiness.usa.canon.com.

At Town of Prosper's request, we can maintain a standard stock of parts and supplies onsite, provided there is a secure location for storage. Maintaining a consistent supply of toner and additional supplies on site can help maintain uptime of your Canon equipment.

A SERVICE ORGANIZATION FOCUSED ON YOUR INCREASED PRODUCTIVITY

Our customers have access to local, regional, and national level engineers, to help ensure Service Level Agreement compliance. Mobile technology allows our field technicians and industry certified engineers to handle customer calls quickly and efficiently, to help maximize uptime.

Our service technicians average 13 years' experience and are factory trained on Canon's equipment and the network support systems and software that drive its sophisticated technology. Our primary service objective is to resolve the problem on our first visit and eliminate the need for additional calls for the same problem.

To accomplish this, our service organization:

- offers unparalleled, manufacturer direct service and support
- Delivers an average response time of four hours
- Uses AI-driven parts stocking
- Provides a state-of-the-art Automated Dispatching System that delivers customer information to the Service Technician
- Technicians can remotely view machine diagnostics to ensure they have the proper parts to fix the device on the first visit

Our service technicians are measured on device reliability—not on the number of calls per day. As a result, customers are assured that the technician is dedicated to increasing productive time for their Canon equipment. For the customer this means one service call, one technician.

SERVICE UPDATES WITH “WHERE’S MY TECH?” APPLICATION

To establish a more seamless experience for our valued customers, Canon Service Support Operations offers Where’s My Tech?, an application in Oracle Field Service (OFS) that enables Town of Prosper end-users to easily track the status of service requests through a series of helpful notifications.

The process begins when an end-user submits a service request, prompting our system to deliver a confirmation email which establishes the device location and service request number and directs the end-user to a Service Request Confirmation link. This link provides the end-user with up-to-date information related to the request, including the current date, customer location where service is to take place, and details of service.

After the technician has been assigned, the link is updated to include the technician’s name and the best available service window for the completion of the request.

Once the technician departs for the service location, an email is automatically sent to the end-user, providing the technician’s name and the updated Service Request Confirmation link. The end-user then has access to real-time updates of the technician’s progress via the link.

Once on location, the technician has the option to send an arrival confirmation email to the end-user in OFS. This email includes the end-user’s service request number and an updated link, which shows that the request is in progress.

REDUCE DOWNTIME WITH PREDICTIVE MAINTENANCE

We establish predictive maintenance schedules to aggressively address technical issues before they become an operational problem that might result in equipment downtime. Service technicians service the device to a predictive maintenance standard each time they visit a device, performing what we call a “Complete Call Process.” The technician cleans all optics and removes, inspects, and cleans all assemblies of the device and its accessories, to help maintain a consistent level of service.

USING PREDICTIVE ANALYTICS TO IMPROVE PERFORMANCE

We use Canon-proprietary technology to provide the service technician with vital device information before a service visit. This tool processes the information and recommends next steps by analyzing your device's performance, operational characteristics, and service history. This proactively prepares our technician for your service visit by predicting the expected resolution and parts that might be required to help minimize repair time.

Additionally, our Cycle Clinic automated predictive maintenance program uses revolutionary product design enhancements to help improve unscheduled downtime, minimize device failures, and maximize copy quality. The program forecasts optimal maintenance timing and sends a service call to our system before the end user needs it. Networked devices also place service calls when durables (customer replaceable components) are near their end of life. This allows the technician to prepare the parts required before arriving, helping to reduce emergency and after-hour calls and a high first-call fix ratio. With Service approval, the Cycle Clinic automated predictive maintenance program is optional, at no additional cost.

SERVICE TECHNICIAN TRAINING

All new technicians attend an extensive new-hire training program called **Printing and Digital Imaging Foundations** (PDIF), which provides the technicians tools to maintain, troubleshoot, and repair Canon products. New hire service technicians receive classroom-based training and firsthand training in the field. The technician, upon successful completion, is certified on a specific Canon model, which is based on territory demand, and has received critical skill courses that enable the technician to be a successful service technician in the field. The critical skills portion of their training includes the following: Customer Satisfaction Skills, Basic Network Install, Complete Call Process, Troubleshooting, Communication, and Technology. We continually provide ongoing product training and certifications based on technology updates and field territory growth.

Canon U.S.A. designed the **Association of Technical Service Professionals** (ATSP) to uphold the high-performance standards intended to support the needs and expectations of Canon customers. The ATSP program provides assurance that its certified members have attained a level of knowledge and proficiency that upholds the standards Canon expects of its Service Organization. The program sets out strict guidelines to which service technicians must adhere, ensuring customers receive best-in-class service. We are proud of the high volume of certified professionals currently in our organization.

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Quality Assurance

Canon

Quality Assurance and Excellence

In 1964, Canon established its basic quality concept: no claims, no trouble. This approach to quality assurance for products and services remains unchanged today as part of Canon's corporate philosophy of **kyosei**. By providing outstanding quality for its products and services, we aim to earn the trust of customers and ensure they are 100% satisfied.

Our commitment to "Canon Quality" includes three main principles:

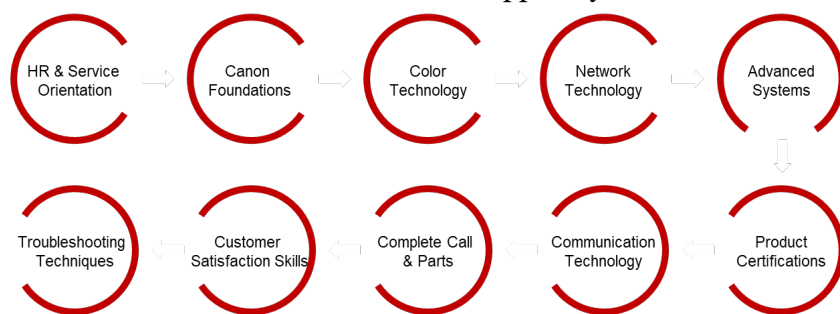
- Safety—quality that helps ensure products will not break, cause injury or malfunction.
- Smartness—quality that helps ensure ease of use, elegant designs, and customers' trust in our products.
- Satisfaction—quality that ensures customers will be delighted with their purchase and use our products for years to come.

At Canon U.S.A., your investment in our products and solutions is mission critical to your success. To meet your needs, we invest in logistic systems, regional parts warehouses, and computer modeled technician inventories to help improve uptime³ and reduce restore time for your equipment.

Through extensive training for our field and support professionals, Canon's technical employees are certified in the products and software they support. Additionally, they participate in ongoing skill enhancement and development training to provide the highest quality of service and support to help ensure your ultimate satisfaction. **Over 94% of our customers would recommend our service to a friend or colleague (cited by Confirmit, (a third party) average for 2024).**

EXTENSIVE TRAINING AND SUPPORT FOR TECHNICIANS

Our service technicians are measured on machine reliability, not the number of calls completed per day. As a result, the technician is dedicated to improving the productivity time for their Canon equipment. In addition, our technicians are trained on the network support systems and software that drive Canon's sophisticated technology. For the customer, this means one service call, one technician. The Association of Technical Service Professionals (ATSP) program is designed by Canon U.S.A. to uphold the high-performance standards intended to support the needs and



All new technicians attend extensive training to provide them with the tools to maintain, troubleshoot, and repair Canon

³ Many variables can impact results and uptime, and results and actual uptime may vary based on equipment, circumstance, and environment.

expectations of Canon customers. This program is designed to help assure its certified members have attained a level of knowledge and performance that is second to none in our competitive business.

MEASURING PERFORMANCE NATIONALLY

As part of our commitment to continuous improvement of engineering staff and service management, we monitor and measure both device and engineer performance through state-of-the-art performance dashboards. We measure each area of service performance, based on key criteria for each department.

- **Benchmarking:** Canon U.S.A. national Key Performance Indicator (KPI) measurements, third-party analysis of industry KPIs, and Canon Global KPI measurements.
- **Machine Performance:** Mean Copy Between Failure, Mean Copy Between Visit, and Machine Uptimes
- **Service Performance:** Response Time, Restore Time, First-Call Fix Rate, and Uptime

Our engineers monitor machine performance against the manufacturer's performance metrics in the areas of fleet uptime, failures between service visits, energy efficiency, and other key indicators. Our support personnel are held accountable for the service statistics by which they are measured. Our technicians are formally evaluated through an extensive suite of performance indicators related to speed of repair, quality of repair, and overall customer satisfaction.

ISO Certifications

Our manufacturing sites in Japan and [our manufacturing and return center in Virginia](#) are ISO 9001 certified. ISO 9001 is a part of a family of quality management standards; it ensures that the customer receives a quality product/service and that the organization complies with any regulations pertinent to those products/services.

More than 500 Canon Global sites, [including the Canon Americas Headquarters](#), are certified to the ISO 14001 standard, the internationally recognized standard for environmental management systems to help organizations minimize their environmental footprint, comply with relevant legal requirements, and achieve their environmental objectives.

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Device Management Tools

Device Management Tools

MYCANON BUSINESS ACCOUNT MANAGEMENT PORTAL

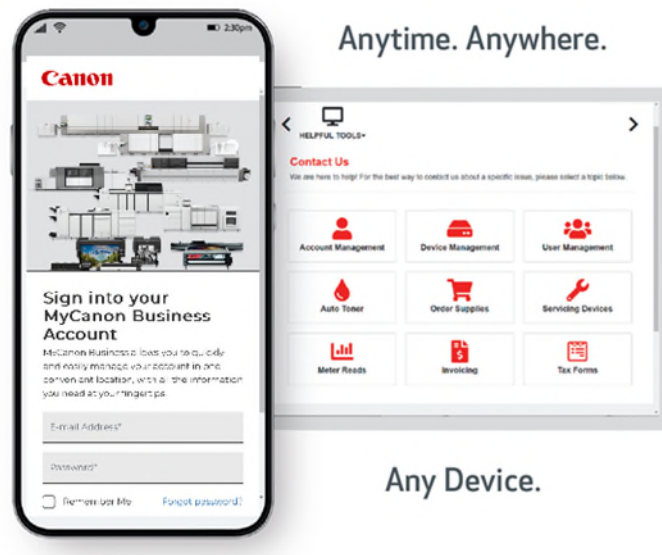
MyCanon Business from Canon U.S.A., Inc. provides a simple and convenient solution to managing your devices. The self-service utility is available 24 hours a day, 7 days a week and offers an efficient way to handle day-to-day functions from any smart device. With a robust two-factor authentication process in place, MyCanon

Business users are supplied with an added layer of security to help protect personal data and information beyond standard username and password.

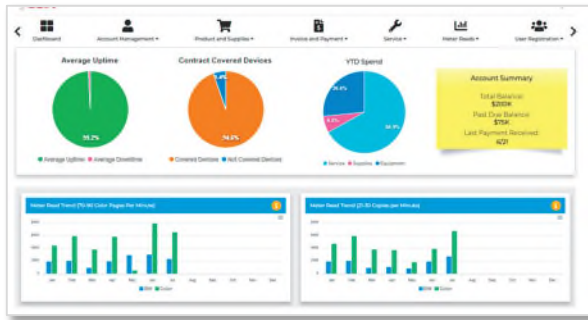
Upon enrollment, Town of Prosper can take advantage of the many features of MyCanon Business such as sending meter reads, placing service requests, ordering supplies under contract or for purchase, Auto Toner enrollment options, and retrieving account information.

MyCanon Business saves Town of Prosper valuable time with its flexibility and control, all on a tablet-friendly platform:

- Access a business intelligence dashboard with usage information on all your devices.
- Quickly and easily submit meter reads and view meter read history.
- View, pay, and download open and closed invoices.
- Order and track supplies.
- Place and track service requests.
- See a full catalog of Canon products and solutions and request a quote.
- Use quick action buttons to order supplies, enter meter reads, request service, and remove devices.
- Update your preferences and contact information.



MyCanon Business's robust set of features save time, improve efficiency, and increase visibility.



The account management dashboard provides at-a-glance summaries of program activity

DASHBOARD OVERVIEWS

The MyCanon Business account management dashboard provides an overview of usage associated with the devices registered to you. Depending on your user role, it also allows you to quickly access overall customer account-related information such as invoicing, orders, and service requests.

- **Average Uptime:** Displays the percentage of time your device was functional for use based on service requests submitted.
- **Contract Covered Devices:** Displays the percentage of devices covered under a maintenance agreement.
- **YTD Spend:** Displays your total charges for billable service/parts, and supply/equipment orders for the prior 12 months.
- **Account Summary:** Displays an at-a-glance view of your total open balance, the balance which is past due, and the date for last payment received on the account. This information displays for those users with access to view invoices.
- **Meter Read Trend:** Displays your meter reads by printer capacity (pages per minute) for the last 12 months.

PRODUCTS AND SUPPLIES

MyCanon Business simplifies ordering supplies for your printing needs, whether they're for devices on a toner-inclusive contract or devices not covered under contract. Town of Prosper can view open and closed supply orders with tracking information, by order number or date range. It can also send email confirmations when supply orders are placed and shipped.

On the "Order Contract Supplies" page, an Auto Toner status indicates if a device is enrolled in Auto Toner and if toner orders are actively being placed through the Auto Toner process. The devices enrolled in the Auto Toner program send an alert to us through the installed data collection software when toner is low. We then automatically ship toner to you.

INVOICES & PAYMENTS

Conveniently view, download, pay, and set up auto payments for Canon invoices with MyCanon Business. Easily view your Canon U.S.A. or Canon Financial Services invoices or download them into Microsoft Excel format to manipulate the data as you need.

DEVICE MONITORING AND MANAGEMENT

Canon's imageWARE Suite of utilities expands the resources available to manage and monitor the imageRUNNER and imageFORCE devices on your network. Two key components of this suite are imageWARE Remote and imageWARE Enterprise Management Console.

IMAGEWARE REMOTE

imageWARE Remote is firmware embedded in Canon imageRUNNER, imageFORCE, imageCLASS and imagePRESS products to help reduce administrative costs and increase accuracy. imageWARE Remote provides daily meter reads for the most up-to-date reporting capabilities. The Service Monitoring part of this tool automatically notifies our Dispatch Department of a hardware/software error. This feature allows our Dispatch Representatives to proactively call the customer to confirm service is required. If you are enrolled in our Auto Toner Program, imageWARE Remote notifies Canon when the machine is low on toner, so we can automatically ship toner to you.

IMAGEWARE ENTERPRISE MANAGEMENT CONSOLE

imageWARE Enterprise Management Console is a platform-independent, web-based application capable of installing and managing Canon networked systems on most customer networks. It monitors device conditions (jams, paper level, toner, etc.), monitors any job on the network, and delivers administrator alerts.

Monitoring ability includes:

- Remote device status.
- Jobs in the queue.
- Job status/error messages.
- Paper levels by drawer.
- Paper drawer configuration (paper size).
- Counter information (meter reads—includes breakdown of color vs. black-and-white).
- Key contact information by device (allows for automatic email notification to key contacts when problems occur).

For added convenience, imageWARE Enterprise Management Console can monitor third-party printers that comply with the standard printer MIB, thereby consolidating network device management via one utility. Using the map view feature of imageWARE Enterprise Management Console, administrators can create logical representations of their actual printing environments. imageWARE Enterprise Management Console ships standard with all Canon imageRUNNER and imageFORCE products. While the imageWARE Enterprise Management Console comes free with an imageRUNNER or imageFORCE device, the implementation of the solution may be fee-based.

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Service Level Agreements & Guarantees

Service Level Agreement Provisions & Guarantees

FOR CANON U.S.A., INC.'S SERVICE TERRITORY WITHIN THE CONTINENTAL UNITED STATES

RESPONSE TIME

For all Town of Prosper's U.S. locations, Canon U.S.A., Inc. will commit to a fleet average response of four (4) hours, over four (4) fixed quarterly intervals per year, for devices within Canon U.S.A., Inc.'s Servicing Territory. Response time, as noted above, shall be calculated from the time the customer call is placed with our Dispatch department until the time the technician arrives at the individual location. Response times are calculated between 8:30 AM and 5:00 PM local time, Monday through Friday, excluding Canon U.S.A., Inc. holidays. For an individual location which has multiple machines and active service calls, the Technician's arrival shall stop the response time calculation for all open service calls at that location.

UPTIME: FLEET

Canon U.S.A., Inc. will commit to a fleet average uptime of 95% over the four (4) fixed quarterly intervals per year, for devices within Canon U.S.A., Inc.'s Servicing Territory (excludes devices with rated speeds of 105 ppm or greater). Downtime is calculated from the time a service call is placed with our Dispatch department until the time the Technician completes the repair. Uptime criteria is calculated between 8:30 AM and 5:00 PM local time, Monday through Friday, excluding Canon U.S.A., Inc. holidays, and exceptions outlined below. Uptime requirements will not include preventative maintenance service calls, calls which could have been prevented by key operator functions outlined in unit's operation manual, calls created by user mishandling, units which are running outside the manufacturer's optimum performance volume, or units which need to be overhauled as a result of reaching useful life, in the opinion of our Service department.

WARRANTY & CUSTOMER SATISFACTION POLICY

All Canon brand Equipment is provided with an end user limited warranty from either Canon U.S.A., Inc. ("Canon") or a Canon affiliated company. If you are not satisfied with the performance of your Equipment, upon your written request, Canon U.S.A., Inc. in its sole discretion will repair or replace the Equipment with a like unit with equivalent capabilities. Prior to replacement, Canon U.S.A., Inc. shall have had the opportunity to return the Equipment to good working order in accordance with the terms of the applicable Agreement. If a replacement unit of Equipment is provided, the replaced unit shall be removed from the Lease and the replacement unit shall be deemed a "Listed Item" under the Lease and for the Lease and all other purposes of the applicable Agreement. This policy shall pertain to Canon Brand Equipment only and shall apply for three (3) years from the date of installation or for the initial term of any Canon Financial Services Lease, if longer, provided you are not in default of the Agreement or the Lease and such Maintenance services have not been canceled or terminated.

For Canon brand production print and/or large format cut-sheet printing Equipment, our Guarantee commits us to promptly repair the Equipment that you purchase, rent, or lease from us that fails to perform for you in accordance with its published specifications, provided such Equipment is continually covered under our Equipment Maintenance Agreement, such failure is not caused by accident or misuse, you use supplies approved by Canon U.S.A., and you comply with the terms of your sales, rental, license, lease, and service agreements, as applicable, pertaining to such equipment. The Guarantee applies for a period of three years from the date of installation while under continuous maintenance agreement, or through the end of the initial term of your Lease or Rental. This Guarantee does not apply to used or remanufactured Equipment or products, or to continuous feed Equipment. In the event the Equipment cannot be repaired, Canon U.S.A. in its sole discretion will replace the Equipment with a similar model at no cost to you.



Account Team Overview

Account Team Overview

Our internal staffing and support organization is one of the strongest differentiators we can provide Town of Prosper. When hiring and retaining quality personnel, we ensure our employees are fully-benefited career minded individuals. Our Account Management Teams are dedicated to providing the highest levels of customer service and we are supported by our national support network and processes based on decades of experience and industry best practices.

The following key personnel are a part of Town of Prosper's Account Management Team.

PROFESSIONAL BIOGRAPHIES AND PERSONAL INFORMATION IS PROPRIETARY AND CONFIDENTIAL.

Johannes Lin **Account Executive, Senior**

Canon Tenure – 4 years
Industry Experience – 15 years

The Senior Account Executive is the support person for Town Of Prosper. Johannes Lin's primary responsibility is to handle customer concerns and to help ensure your objectives are met. They coordinate a seamless transition to new Canon devices in your facilities. Johannes Lin is available for Town Of Prosper employees who require assistance with the devices. They are the key person for consultation on the Canon products deployed in your facilities.

Rodrick Byers **Manager, Major Accounts**

Canon Tenure – 26 years
Industry Experience – 26 years

The Major Accounts Manager directs all sales functions of the operation in accordance with Canon's standards of service excellence and total customer satisfaction objectives. Rodrick Byers works closely with the entire team of Canon professionals responsible for your account. As an integral member of the escalation process, they are available anytime their input is required. The Major Accounts Manager reports directly to the Branch Sales Director.

Philip Fleming **Branch Sales Director**

Canon Tenure – 10 years
Industry Experience – 37 years

The Branch Sales Director plans and directs all functions of the operation in accordance with Canon's standards of service excellence and total customer satisfaction objectives. Philip Fleming supervises and coordinates operational transition from sales through implementation, installation, training, and account management.

Michael Landolfa
Regional Service Director**Canon Tenure – 41 years**
Industry Experience – 41 years

The Regional Service Director manages a team of factory trained, authorized service technicians. Areas of expertise include: graphics, production, imaging and all segments of black and white and color equipment. Regional Service Director's primary function is to back up the field technicians to ensure maximum uptime and equipment efficiency. They also provide a link to our national support network which extends to our national equipment specialists in New York, Canon U.S.A.'s corporate headquarters.

Ken Hargis
Pre-Sales Systems Analyst**Canon Tenure – 15 years**
Industry Experience – 27 years

The Pre-Sales Systems Analyst provides technical recommendations and support for integrating Canon supported products into Town Of Prosper's environment. Ken Hargis has an in-depth knowledge of Canon software, hardware, and solution paths, and is available for any questions. They have direct access to Canon U.S.A. and Canon U.S.A. Affiliates for help with support, integration, and design needs.

DIGITAL SERVICE ENGINEERS

Digital Service Engineers provide repair and service support to our customer base, working with analog, digital, networked, and integrated business equipment. They receive comprehensive training to learn the most up-to-date techniques and skills to work with Canon products. They repair and maintain all assigned equipment to recommended standards and specifications.

DIGITAL SERVICE SPECIALISTS

Digital Service Specialists service specific business system products including: black & white and color printers and copiers, facsimile equipment, document management solutions and related software. They play a key role in the satisfaction of many loyal customers, which includes large companies and government offices as well as small to medium-sized businesses. Our Technicians are responsible for on-site service of Canon's networked digital imaging products. Working within a designated geographic territory, they are dispatched to various job assignments depending on the product and experience level. They make the necessary mechanical or electrical repairs as well as provide prevention maintenance on all machines serviced.

PRODUCT TRAINERS

Product Trainers are responsible for training customers on specific business system products and services including: black & white and color printers and copiers, facsimile equipment, document management solutions and related software. Their primary focus is conducting post-sale product

training to the end users of Canon and 3rd party products. They also are responsible for conducting training sessions (classroom and non-classroom) on equipment operations, maintenance, and troubleshooting.

HELP DESK CALL CENTER

The Help Desk Call Center covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. The interconnectivity of these areas sometimes creates challenging scenarios that require intelligent troubleshooting. The Help Desk is uniquely qualified to provide that type of assistance. The hours of operation are from 8:30AM to 8:00PM EST.



Implementation Approach

Implementation Approach

Your Account Executive, Senior, Johannes Lin is the primary point of contact throughout your implementation. Johannes Lin:

- Is a single point of contact.
- Manages and provides support throughout the implementation lifecycle.
- Is accountable for understanding your expectations and providing effective implementation planning and coordination.
- Provides an enterprise-wide focus, seeing “the big picture.”
- Partners with stakeholders for effective communication.

The Account Executive, Senior is responsible for managing the day-to-day operational aspects of the implementation:

- Creates and manages the implementation plan.
- Identifies, tracks, and mitigates risks.
- Creates a Communication Plan and proactively providing information to all stakeholders.

Johannes Lin and other Canon stakeholders work collaboratively to customize the Implementation Plan to best fit the implementation scope. The Implementation Plan is clearly defined to cover every aspect of the process. This is a coordinated and collaborative delivery that includes a Pre-Implementation Checklist and, for software solutions, a Statement of Work (SOW) that details all aspects of the implementation scope.

APPROACH TO IMPLEMENTATION

At the highest level, our implementation methodology encompasses five important phases that constitute the implementation lifecycle: Initiate, Plan, Execute, Monitor and Control, and Close.

INITIATE

During the initiation phase, we assemble the implementation team, consisting of stakeholders from both your organization and Canon. The Account Executive, Senior

- Holds meetings to review the implementation scope and establish high-level goals and objectives.
- Develops implementation tracking tools and documents.

PLAN

During the planning phase, critical implementation documents are created, including Communication Plan, Resource Plan, Technical Discovery session, Proof of Concept, detailed Implementation Schedule, Equipment Implementation Matrix, Action Items Log, and Risk Log.

The key components of this phase include:

- Site Assessments to confirm power supply, network, space requirements, and fax, and to identify contacts, device locations, device removals, staging area, loading dock, and egress and ingress.
- Final review and confirmation of the Scope of Work (if applicable).
- Pre-implementation checklist with your IT team to capture device and fleet settings.
- Technical Discovery.
- New device testing to help ensure a smooth implementation process.
- Replicate (clone) your desired configuration across your fleet so all devices can look, feel, and function identically for end users.

The planning phase is an opportunity for the Canon team coordinate with your team to account for all critical implementation elements.

The **Communication Plan** includes:

- How and when regular team meetings take place.
- What information is provided and who receives the information.
- Meeting Agenda and Meeting Minutes.
- Action Items, Issues Log, Risk and Decision Logs.
- Weekly Implementation Status Reports.

An **Implementation Schedule** is collaboratively developed so implementation tasks are identified, tracked, and updated.

The **Equipment Implementation Matrix (EIM)** is an asset tracking document used to track device deployment. The tool is used to capture and track device delivery and installation schedule. This helps manage your fleet and to ensure seamless deployment.

The **Resource Plan** is developed and managed to help ensure proper resources are available when and where needed based on the implementation schedule.

Technical Discovery includes completing the Pre-Implementation Settings Checklist, a device settings checklist performed after the test devices have been delivered, to ensure devices look and function according to your organization's needs and configured uniformly across your fleet. This checklist allows for device pre-configuration prior to delivery.

Proof of Concept (if applicable) involves testing device(s) that have been deployed, and typically takes one to two weeks. This is an important part of the planning process to determine what configuration is needed for your organization's needs. The POC tests and confirms configuration for copy, scan print and fax functionality including print drivers.

Device Configuration Manager (DCM) file is created after new device testing. The DCM file is an export of all the configuration settings from each device, allowing Canon to clone the configuration and "look and feel" of the devices for field deployment.

The **Action Items/Issues Log** tracks and resolves outstanding items in a consistent and timely manner.

The **Risk Log** allows the implementation team to identify, manage, and mitigate risks. Once created, it is maintained and managed throughout the implementation.

EXECUTE

During the execution phase, Johannes Lin works closely with your stakeholders and Canon Logistics and Service resources, to oversee the implementation in accordance with the schedules created. This typically entails managing the complete hardware roll-out and software deployment (if applicable). Metrics are monitored, and, if necessary, corrective actions are taken.

MONITOR AND CONTROL

During the monitoring and controlling phase of the implementation, equipment and software is in operation as accepted by your organization. In this phase of the implementation, which contrasts with the execution phase, information updates are sent to determine if corrective actions may be necessary in the implementation plan. Any remaining or outstanding action items or issues are closely tracked and addressed. When all the equipment is installed, configured, and tested, the implementation transitions to the Close phase.

CLOSE

During the close-out phase of the implementation, a formal Close-Out Meeting is conducted. Johannes Lin also engages the Canon Help Desk and local Field Service team(s) for ongoing support. This meeting consists of core team members from Canon and your organization. The purpose of this meeting is two-fold: to deliver and review all deliverables, implementation documents and open/closed items and to solicit feedback regarding how the implementation was performed.



Training & Education

Training & Education

Training fulfills important goals, like ensuring your team can maximize the potential of Town of Prosper's new Canon technology. Through a nationwide network of certified professional instructors, we offer a full suite of web-based and hands-on remote training. Our goal is to help your team reach maximum productivity and operational efficiency quickly and easily.

REMOTE INSTRUCTOR-LED TRAINING

We customize training to help meet your needs. With every installation, we arrange custom training for your key operators. We match our schedule to yours and conduct remote instructor-led training when it is convenient for you and your team. We customize our instructions to focus on your key applications, unique document management requirements, and learning expectations. Our staff of professional remote instructors helps your team maximize your Canon technology and perform jobs quickly and efficiently. Town of Prosper receives the following training content for each Canon device acquired:

OPERATING AN IMAGERUNNER ADVANCE DX OR IMAGEFORCE DEVICE

- Getting started
 - o System power on and off
 - o Control panel overview
 - o Printer overview
 - o Printer maintenance
- Basic copy operation
- Advanced copy operation
- Paper path and paper jam removal process
- Color calibration
- Printer features overview

MANAGING MEDIA

- Loading
 - o Assigning media to trays
 - o Adding new media to catalog
 - o Media curl and proper loading
- In-line finishing (where applicable)

REPLENISHING CONSUMABLES

- Toner
- Waste container
- Staples
- Hole-punch waste

ENGINE CALIBRATION (WHERE APPLICABLE)

STANDARD PRINTING AND PRINT DRIVER FEATURES

REMOTE USER INTERFACE

UNDERSTANDING THE COMPONENTS OF THE FIERY RIP (WHERE APPLICABLE)

- Power up/Power down sequences
- Logging on to Command Workstation
- Hold and release jobs from Command Workstation
- Changing print ticket properties for a given job
- Reprinting an archived print job

eLEARNING FOR ANYTIME, ANYWHERE TRAINING

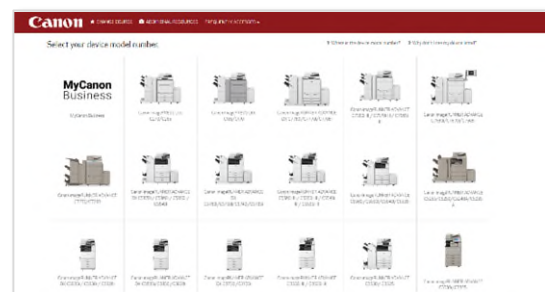
In today's fast-paced world, time is of the essence. Convenience, flexibility, and simplicity are key values when it comes to critical services like technology training. That is where Canon's eLearning shines. Our eLearning platform provides unlimited web-based training available anytime, anywhere.

Benefits of our eLearning platform include:

- Simple course navigation
- Quick application of device capabilities
- 24/7 on-site access from your location
- Cost-effective training resource
- Training opportunity for new employees

Course topics include:

- Replacing consumables
- Paper loading and registration
- Control panel navigation
- Copying, faxing, scanning, printing, and more



Canon's eLearning platform guides users through step-by-step lessons and accommodates different learning styles, at the user's pace, 24/7.

Town of Prosper users learn by watching short, animated videos with voiceovers which guide them through each lesson, step-by-step. A Closed Caption feature can be used in quiet environments or to assist hearing-impaired associates. The course structure accommodates different learning styles; users can go through the course chapter-by-chapter or use the table of contents to quickly jump directly to topics that pertain to their job. Quick links are always available to provide access to the most frequently requested lessons.

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References

References

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CANON

REFERENCE 1: City of Decatur

Contact Name: Herandi Martinez
Contact Title: IT Director
Address: 201 E Walnut St, Decatur, TX 76234
Phone: 940-393-0200
Email: hmartinez@decaturtx.org
Contract Date: December 2021
Description of Services: Multi-Function Printer (MFP)

REFERENCE 2: City of Irving

Contact Name: Bennie Boysen
Contact Title: Deputy Chief Technology Officer
Address: 825 W Irving Blvd, Irving, TX 75060
Phone: 972-721-2775
Email: bboysen@irvingtx.org
Contract Date: July 2025
Description Services: MFP, Production, and uniFLOW Online

REFERENCE 3: City of Burleson

Contact Name: James Grommersch
Contact Title: Chief Technology Officer
Address: 141 W Renfro St, Burleson, TX 76028
Phone: 817-426-9672
Email: jgrommersch@burlesontx.com
Contract Date: March 2022
Description of Services: MFP and Large Format Printer

REFERENCE 4: City of Weatherford

Contact Name: Kiason Turner
Contact Title: Director of IT
Address: 303 Palo Pinto St, Weatherford, TX 76086
Phone: 817-598-4295
Email: kntruner@weatherfordtx.gov
Contract Date: March 2022
Description of Services: MFP and uniFLOW Online

REFERENCE 5: Tarrant Regional Water District

Contact Name: Phil Hatfield

Contact Title: System Administrator Manager

Address: 800 E Northside Dr, Fort Worth, TX 76102

Phone: 817-720-4237

Email: phil.hatfield@trwd.com

Contract Date: October 2023

Description of Services: MFP, Large Format Printer, and uniFLOW Online



Sustainability & Green Initiatives

Sustainability & Green Initiatives

Canon U.S.A. adheres to the spirit of our company's corporate philosophy of kyosei—all people, regardless of race, religion, or culture, harmoniously living and working together into the future. Canon takes a socially responsible and economically logical approach to business and seeks to be a truly excellent global corporation. For our customers, we strive to offer the best products possible. Simultaneously, we strive to improve our relationships with local communities and to increase our respect for the environment as we contribute to the prosperity of the world and the happiness of its people.

Our commitment and contribution to the environment and to the world community are integral to our management structure, product design, manufacturing, and corporate culture. This commitment has inspired many special corporate programs at both the global and regional level.

Canon Inc. also publishes an annual [Sustainability Report](#) describing our efforts to help achieve a more sustainable society. We have published an annual sustainability report since 1999 and report our sustainability strategies and initiatives in accordance with the GRI Standards.

CANON GROUP ENVIRONMENTAL CHARTER

CORPORATE PHILOSOPHY: KYOSEI

Achieve corporate growth and development while contributing to the prosperity of the world and the happiness of humankind.

ENVIRONMENTAL ASSURANCE PHILOSOPHY

Pursue maximization of resource efficiency and contribute to the creation of a society that practices sustainable development.

FUNDAMENTAL POLICIES FOR ENVIRONMENTAL ASSURANCE

Seek to harmonize environmental, economic, and social interests in all business activities, products, and services; offer products with low environmental burden through innovative improvements in resource efficiency; and eliminate anti-social activities that threaten the health and safety of mankind and the environment.

THE FIRST COMPANY IN THE INDUSTRY TO LAUNCH A TONER CARTRIDGE RECYCLING PROGRAM

In 1990, Canon launched its Toner Cartridge Recycling Program, the first such program in the industry. With the cooperation of our customers, Canon has collected more than 473,000 tons around the world as of the end of 2024. As of 2024, we have achieved a cumulative reduction in the use of new resources of approximately 340,000 tons.

We sort returned cartridges by model. The reusable parts are picked out, washing and maintenance are performed and the parts are reused in new products. Parts that cannot be reused are crushed and separated by material using physical characteristics such as electrostatic properties and specific gravity. At our website for our [Toner Cartridge Take-Back Program](#), customers can print a label for the return of cartridges or request a multiple-cartridge return box.

LONGSTANDING ENERGY STAR® PARTNERSHIP

To help save Town of Prosper energy and money while making a difference for the environment, Canon has partnered voluntarily with the EPA for more than 30 years to design products that meet the high standards of its ENERGY STAR® Program. This program promotes the development and introduction of energy-efficient products to combat climate change and other environmental issues.

As an ENERGY STAR® partner, Canon has approximately 200 certified products that incorporate advanced energy-efficient technologies, without compromising features or performance, such as energy saver mode, automatic duplex settings, and low sleep mode power consumption. ENERGY STAR® certified imaging equipment, printers, scanners, and all-in-one devices help reduce the amount of fossil fuels burned to produce electricity and cause fewer greenhouse gas emissions that harm the environment and contribute to global climate change.



RECOGNITION FOR CANON'S ENVIRONMENTAL ACTIVITIES

Canon has received multiple awards for protecting the environment through manufacturing energy-efficient products. Canon U.S.A., Inc. is a proud recipient of the United States Environmental Protection Agency's 2024 ENERGY STAR® Partner of the Year – Sustained Excellence Award. Canon U.S.A. has received Partner of the Year – Product Brand Owner Awards (2010, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024), as well as Excellence Awards for ENERGY STAR Promotion (2011) and Product Labeling (1996, 1997, 2001, 2002, 2003, 2005 and 2008) for its outstanding contribution to the reduction of greenhouse gas emissions by manufacturing energy-efficient products and educating consumers about energy efficiency.

Other recent environmental awards include:



Canon U.S.A. earned the 2024 ENERGY STAR Partner of the Year — Sustained Excellence



Canon U.S.A. received a 2020 SmartWay Excellence Award from the EPA.



Canon was named one of the 2022 World's Most Ethical Companies by the Ethisphere Institute for the fifth year in a

EPEAT

Canon offers products that are registered in accordance with EPEAT for Imaging Equipment. EPEAT is a voluntary environmental rating program managed by the Global Electronics Council. This sustainability tool provides third-party verification of the environmental attributes of imaging equipment. EPEAT considers many environmental attributes such as climate change mitigation, the sustainable use of resources, chemicals of concern and responsible supply chains.. To find out which Canon products are registered bronze, silver, or gold, please visit www.epeat.net.

LEED CERTIFICATION

Canon U.S.A. is proud to have earned LEED ® certification for the Canon Americas Headquarters in Melville, N.Y. and the Canon Experience Center in Costa Mesa, CA. The Canon Distribution Center in Norcross, GA is LEED® Certified. The U.S. Green Building Council's LEED® green building program is the world's most widely used and was created as a leadership standard defining best practices for healthy, high-performing green buildings. To learn more about Canon's LEED certification, please visit [Canon LEED certification](#).

ISO 14001 CERTIFICATION

More than 500 Canon Global sites, including the Canon Americas Headquarters, are certified to the ISO 14001 standard. The ISO 14001 standard is the internationally recognized standard for environmental management systems created by the International Organization for Standardization to help organizations minimize their environmental footprint, comply with relevant legal requirements, and achieve their environmental objectives.

Canon U.S.A.'s Environmental Management System (EMS) analyzes environmental aspects associated with our operating activities, products, and services, to establish objectives and targets to help reduce their negative environmental impacts. Canon Americas sites with a certified EMS are audited by a third party to guarantee continual conformance to the standard. Canon's EMS monitors various aspects such as energy efficiency, resource conservation, waste management, chemical control, and recycling. The EMS is incorporated into various business operations.

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Canon U.S.A. Supplier Diversity Program

Canon U.S.A. Supplier Diversity Program

From its founding, Canon's corporate philosophy has been Kyosei - which means "all people, regardless of race, religion, or culture, harmoniously living and working together into the future." This is reflected in Canon's commitment to create a culture of respect, fairness and opportunity.

Although Canon is not a certified Minority/Women-Owned Business Enterprise (MWBE) vendor, we are committed to engaging with a wide range of diverse suppliers.

Canon U.S.A. subcontracts with certified suppliers, including small businesses, disadvantaged businesses, HUBZone small businesses, and veteran-owned businesses. To the extent required by applicable law, we complete a comprehensive corporate Subcontracting Plan annually and submit it to the Federal Government for approval. Canon does not discriminate in its supplier procurement processes and complies with all applicable federal, state, and local laws.

Our supplier diversity program aims to build relationships with and purchase goods and services from certified small businesses and diverse enterprises, helping Canon achieve our corporate objectives. We welcome the opportunity to expand our program and exchange ideas to further these efforts.

Below is our Supplier Diversity Spend from Canon Solutions America, Inc. and Canon U.S.A., Inc. for the last six years, including both direct and indirect spend (effective January 1, 2025, Canon Solutions America, Inc. merged into its parent company, Canon U.S.A., Inc.).

Canon U.S.A. Supplier Diversity Spend

CATEGORY	2023	2024	2025
DIVERSE SUPPLIERS	\$9,231,781.20	\$9,977,837.01	\$26,511,113.49
SMALL BUSINESS SUPPLIERS	\$111,290,626.85	\$156,567,372.38	\$163,220,312.45
ECONOMICALLY DISADVANTAGED SUPPLIERS	\$89,303,084.76	\$136,083,386.34	\$141,311,222.87
VETERAN OWNED SUPPLIERS	\$1,830,292.52	\$794,799.69	\$586,989.44
TOTAL	\$211,655,785.33	\$303,423,395.42	\$331,629,638.25



Reporting Overview

Reporting Overview

Canon U.S.A., Inc. takes a proactive approach to customer service. We prefer to anticipate your needs and to identify opportunities for process improvements. As part of this, we perform periodic account reviews where we survey:

- Number of devices in the account
- Uptime
- Response time
- Volume of output
- Billing issues
- Upgrade and downgrade opportunities

We can provide customized reports to meet Town of Prosper's specific requirements. Other formats can be prepared based on your request.

Our service leadership (local, regional, and national) meet with our customers periodically to review customer care quality metrics and fleet performance metrics, and to strategize opportunities for change management or improvement. Through these stringent performance standards and the commitment to our continuous improvement process, we confidently offer our Customer Satisfaction and Service Performance Guarantees to maintain the highest levels of customer satisfaction.

The following is a list of the types of reports we can provide.

- **Quarterly Management Report** – Summarizes all activity on a quarterly basis. It provides detailed information on device volume, device relocation, and volume trends.
- **Monthly Machine Volume Report Trended 12 Months** – Provides a rolling 12-month copy volume history for each piece of equipment. This report tracks the actual volume versus the rated volume for any given device and pinpoints any potential user concerns and equipment issues sorted by location.
- **Machine Uptime Report** – Details percentage uptime for each piece of equipment.
- **Quarterly Service Call Report** – Describes the average response time for all maintenance requests within the reporting period.
- **Quarterly Usage Report** – Provides maintenance usage and toner requirement calculations sorted by location.
- **Excessive Visit Report** – Provides details on devices that require additional attention and therefore specific action schedules.

The MyCanon Business account management dashboard also provides Town of Prosper with overviews including uptime, usage, year-to-date spend, and up-to-date invoicing summaries.

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