



*Thanks for your support...*

## To Our Valued Customers and Suppliers...

It's that time of year again. Time to celebrate the holidays, reflect on the accomplishments of the past year and look to the future.

However you view 2003, be it challenging, exhilarating, or even just business as usual, we thank you for inviting Copresco to be a part of your business success.

### Hardware Shoppers

With an overall weak economy, we realized that you needed our support more than ever. For this reason, we've continued to beef up our equipment lineup.

A high-volume perfect binder and three-knife trimmer are now speeding production of your adhesive bound books with turnaround you can't get anywhere else. We also doubled our index tab production capabilities by adding a second Scott system so we can turn around your tab orders even faster.

### Testing Benefits

In 2003, Copresco once again worked with equipment and material vendors on exclusive projects to improve quality and efficiency. While we ran our share of esoteric tests, much of the experimenting was done using your actual production jobs. You received the benefits of improved quality and accelerated scheduling.

### Industry Honors

Along the way, three of our customers were delighted to learn that Copresco won print quality awards producing their work.

Likewise, *Overnight Lite*, *Tech-Topics* and our power-packed website also received multiple honors for providing you with

helpful technical information.

Copresco president Steve Johnson's musings were also featured in *American Printer* magazine.

### Massive Workflow Improvements

Early in 2003, we embarked on a far-reaching program to completely upgrade our workflow. Every system, every operating procedure, from estimating and order entry through digital printing, binding, shipping and invoicing is being evaluated and reworked.

In addition to the perfect binding and tabbing options, you've already seen marked improvements in our estimating response time. We've also expanded our freight relationships to give you an even wider range of shipping options.

For 2004, Copresco chairman of the board Chuck Legorreta has opted to delegate his day-to-day duties in order to devote more time to overseeing this massive project.

If you have any ideas or input, please contact Chuck.

In the coming year, you will notice vastly improved image quality as we install a new line of digital printing equipment.

You'll see more efficient and accurate processing of your digital files as well as enhanced digital archiving for more accurate on-demand reprinting of your orders.

In short, we'd like to thank you again for your continued trust and support of Copresco. We remain committed to repaying that trust with the best that digital print on-demand can offer.

### Free Acrobat Trial

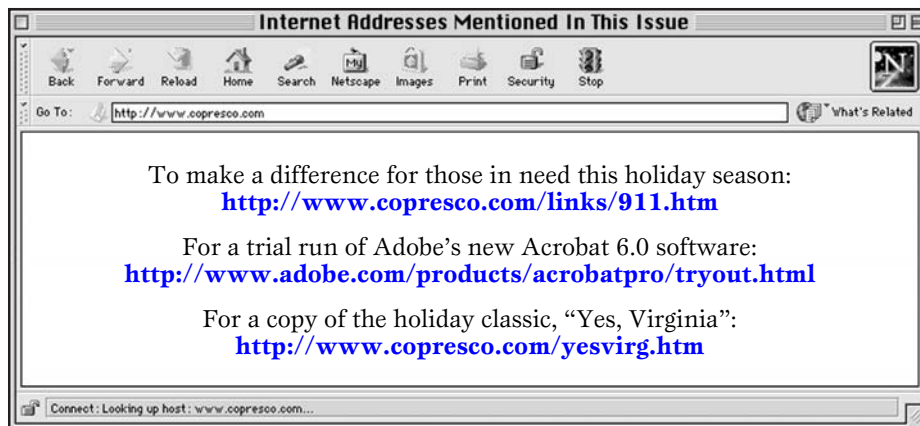
Adobe announced a free 30-day trial for Acrobat 6.0 Professional. The new version, which sells for \$450, offers several useful features.

### Happy Holidays

We will be closed Christmas Day, the day after Christmas and New Year's Day. We'll be open Christmas Eve and New Year's Eve.

Best wishes for a joyful holiday season from the Copresco staff.

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Do you know what would have happened if there had been three wise women instead of three wise men? They would have asked directions, arrived on time,

helped deliver the baby, cleaned the stable, made a casserole, and brought practical gifts.

“Why is there mistletoe hanging over the baggage counter?” asked the airline passenger, amid the holiday rush. The clerk replied, “So you can kiss your luggage goodbye.”

A woman went to the post office to buy stamps for her Christmas cards. “What denomination would you like?” asked the clerk. “Good heavens! Have we come to this?” the woman sighed before she replied, “I guess I’ll take 50 Baptist and 50 Catholic ones.”

A little boy forgot his lines in a Sunday school presentation. His mother was in the front row to prompt him. She gestured and formed the words silently with her lips, but it didn’t help. Finally she leaned forward and whispered the cue, “I am the light of the world.” The child beamed proudly and exclaimed, “My mom is the light of the world!”

Two men were beginning a game of golf. The first man stepped up to the tee, and his first drive gave him a hole-in-one. The second man stepped up to the tee and said, “Okay, now I’ll take my practice swing, and then we’ll start the game.”

Mrs. Smith was preparing dinner when her son, Chris, came in the kitchen. “What have you been doing all afternoon, sweetie?” “I’ve been playing mailman,” Chris replied. “How could you play mailman if you don’t have any letters?” “It was easy,” Chris explained, “I found a bunch of letters in the trunk upstairs, all tied up with ribbon. Then I put one in every mailbox on the street.”

As a little girl climbed onto Santa’s lap, he asked her,

“What would you like for Christmas?” The child stared at him open mouthed and horrified, then gasped, “Didn’t you get my e-mail?”



“If they don’t behave, out they go!”

St. Peter stopped a man at the pearly gates and said “You’ve told too many lies to be permitted in here. “Oh, come on,” the man replied. “You were a fisherman once, too.”

Every married man should forget his mistakes. There is no use in two people remembering the same thing.

A young boy protested when his mother asked him to take his little sister along fishing. “I didn’t catch any fish last time she came,” he objected. “I’ll talk to her,” his mother said, “and make sure she doesn’t make any noise this time.” “It wasn’t the noise, Mom,” the boy replied. “She ate all my bait.”

Boss: How could one person make so many mistakes in one day? Employee: I get up early.

A bachelor asked the computer to find him the perfect mate: “I want a companion who is small and cute, loves water sports, and enjoys group activities.” Back came the answer: “Marry a penguin.”

“How’s your new job at the factory?” one guy asked another. “I’m not going back there.” “Why not?” “For many reasons,” he answered. “The sloppiness, the shoddy workmanship, the awful language – they just couldn’t put up with it.”

Nurse: There’s a man in the waiting room who claims that he is invisible.

Doctor: Tell him I can’t see him.



Car salesman to a prospect: It only seats two, but it can easily accommodate 14 bumper stickers.

Money may talk, but it seems hard of hearing when you call it.