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NEWS for Immediate Release

The Better Business Bureau Awards Vioneer “A+” Review Rating

Highest possible BBB rating reaffirms success of company’s efforts to achieve 100 percent customer satisfaction.

PLEASANTON, Calif., June 19, 2012 – The [Better Business Bureau of the San Francisco Bay Area and Northern Coastal California](#) (BBB) has raised [Vioneer’s rating for reliability and service to an “A+”](#), the highest score possible for a business that is assessed and rated by the BBB. This rating represents the BBB’s high degree of confidence in Vioneer’s operations, including rapid resolution of customer concerns filed with the BBB.

“An ‘A+’ from the BBB reaffirms the terrific work and dedication of our employees, the credit must go to them. Regardless of position or title, everyone at Vioneer is committed to providing exceptional customer care every day,” said Walt Thinfen, Vioneer’s Chief Information Officer and Vice President of Support and Services. “We value building trust with our customers and our BBB Accreditation gives our customers confidence in knowing that we strive to always maintain high ethical standards of conduct. This is a tremendous honor.”

BBB Accredited Businesses must adhere to BBB’s “Standards for Trust,” a comprehensive set of 16 policies, procedures and best practices representing trustworthiness in the marketplace. The BBB assigns ratings from A to F with pluses and minuses. “A+” is the highest rating and “F” is the lowest. The standards call for building trust, embodying integrity, advertising honestly and telling the truth, being transparent, honoring promises, being responsive and safeguarding privacy.

Factors that raised Vioneer, Inc.'s rating include:

- Length of time business has been operating.
- Complaint volume filed with BBB for business of this size.
- Response to complaint(s) filed against business.
- Resolution of complaint(s) filed against business.
- BBB has sufficient background information on this business.

About Vioneer

Vioneer provides a broad range of scanning solutions for the desktop, distributed and departmental document imaging markets as well as the mobile and remote business scanning segments. In 2003, Vioneer combined its leading scanner technology with the Xerox brand recognition to develop the Xerox® DocuMate® product line. Vioneer and Xerox DocuMate high-performance business scanners and imaging software solutions offer users speed, image quality, advanced paper handling and ease-of-use with exclusive Vioneer OneTouch® technology. For additional information on Vioneer and Xerox scanning solutions, visit www.vioneer.com, www.vioneer.com/company/news or www.xeroxscanners.com. For open commentary and industry perspectives visit <http://www.facebook.com/vioneerinc>, <http://twitter.com/vioneerinc>.

PRESS RELEASE: The Better Business Bureau Awards Visioneer "A+" Review Rating/2

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