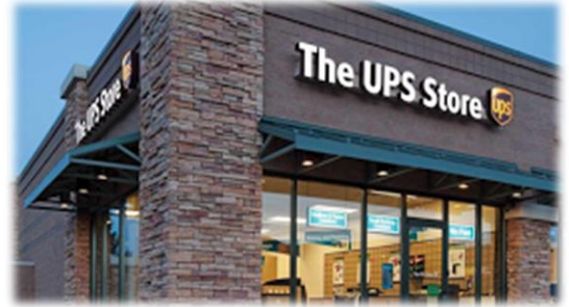


RICOH
imagine. change.

Your Ricoh
Welcome Kit
& Resource
Guide





RICOH
imagine. change.

Ricoh USA, Inc.
300 Eagleview Blvd.
Exton, PA 19341

May 1, 2022

Dear UPS Store Franchisee,

On behalf of the entire team at Ricoh, I would like to thank you for choosing Ricoh to meet your Print Services needs. Your decision to partner with Ricoh is backed by our commitment to ensure the highest levels of customer support and satisfaction. Your Ricoh solution provides you with:

- Innovative solutions from a global technology leader
- A dedicated Ricoh Client Support Desk
- Reliable local and national support teams
- Access to valuable learning resources
- A trusted TUPSS services provider with extensive Print Services expertise

The Ricoh Welcome Kit has been specifically designed to support your Print Services business. Enclosed in this welcome package is information that will help you get the support you need from Ricoh, including information on our billing procedures and options, as well as information on contacting Ricoh for support — whether by phone, on the web or in person.

Our local and national support teams stand ready to provide you with outstanding customer care, and we look forward to meeting your document management needs well into the future.

We realize that you have a choice when selecting a service provider, and we appreciate you selecting Ricoh Office Solutions.

Thank you again for your continued confidence in Ricoh. We wish you the best and look forward to supporting you

Sincerely,

Mike Weimerskirch
Senior Client Executive



Welcome to Ricoh USA



Ricoh provides you access to our online customer portal which can be found at My.Ricoh-USA.com that will make reporting and tracking your service needs as easy as clicking a button! You may also utilize our Live Chat/Talk feature within My.Ricoh-USA for live communication.

The fast, easy way to conduct your Ricoh business online

Save time and simplify tasks by using MyRicoH, our digital platform where you can submit meter reads, request and track service, purchase products online, get troubleshooting help and much more. This website is a fast, simple and convenient way to conduct your business 24/7 — right from your desktop.

Enjoy one-stop convenience for managing all of your Ricoh service needs



Submit & manage meter reads for Ricoh devices

- » Assign the primary meter contact.
- » Submit reads from your personalized dashboard.
- » Receive regularly scheduled reminders to submit meter reads.
- » Use Bulk Upload to submit several meter reads at once.



Submit and track service requests

- » Place service requests online.
- » Access your 12-month service history.
- » Message a technician regarding an open service request.
- » Name each piece of your equipment with a "personal tag" for easy identification.



Buy products, supplies and technology services

- » Order/reorder supplies from a saved list, and track orders.
- » Save 5% when ordering online versus via phone.
- » Access your entire order history and manage previous orders through our Order Center.
- » Receive free shipping and handling for ground orders (in accordance with the terms and conditions of your contract with us).



Receive communications

- » View important account notifications via your customized dashboard.
- » Get status updates regarding your previous orders, meter reads and service requests — delivered straight to your inbox.



Keep ordering activities both safe and compliant

- » Control which users are authorized to use MyRicoH.
- » Route purchasing activities within your normal approval process.
- » Encryption protocols to authenticate users and help protect confidential information.



Simplify Business to Business transactions

We'll work with your IT department and procurement vendors to integrate the Ricoh e-store with your eProcurement system.

You can quickly share information on catalogs, purchase orders and invoices with vendors such as Ariba, Coupa, Taulia, Oracle and others.

Learn more about MyRicoH.

Check us out at: <http://www.ricoh-usa.com/myricoh.aspx>

Welcome to Ricoh USA



Requesting On-Site Service Support, Ordering Supplies & Submitting Meter Reads

Powered by a world-class team of highly-trained professionals and a comprehensive customer portal, Ricoh provides TUPSS with reliable service support and a convenient way to manage and track all of your services needs.

On-Site Service Requests

To place and track an on-site service request for your Ricoh black & white and color copier solution go to www.my.ricoh-usa.com or call (888) 456-6457, option 2.

Once the service call has been placed, your Ricoh service technician will call you to discuss the problem and let you know an approximate arrival time for on-site service. Technicians will respond during normal weekday business hours from 8am to 5pm. After hours and weekend service are available for an additional charge. Please provide the following:

- Equipment ID # (located on the Ricoh label on the front of the machine)
- Contact name & phone number
- Location of equipment
- Service available during normal business hours Monday-Friday from 8:00 am to 5:00 pm
- (4) Hour Average Response - Locations within a 50-mile radius of a Ricoh office
- Response times could vary for locations outside of a 50-mile radius

Requesting Contracted Supplies

Supplies (except paper & other media) are provided as part of your Ricoh maintenance agreement. For all black & white and color supplies requests please go to www.my.ricoh-usa.com and click on the order contracted supplies link or call (888) 456-6457, option 3 to order contract supplies.

Submitting Meter Reads

You may have devices on contract with Ricoh that require you to submit equipment meter reads on a monthly, quarterly or annual basis. The preferred method to submit your meters to Ricoh is through our easy-to-use on-line website.

To submit your meter reads through our online website go to www.my.ricoh-usa.com and click on the report meter reads link.

Contact Information

On-Line Support – www.my.ricoh-usa.com

Phone Support – (888) 456-6457

- Service requests: option 2
- Supplies orders: option 3
- Meter Reads: option 5



Welcome to Ricoh USA



Requesting Technical Phone Support (Hardware & Solutions)

As part of our national solution, Ricoh provides TUPSS with a dedicated Client Support Desk to call for technical support questions that you may have about your Ricoh solution. The **Technology Support Services Center (TSSC)** is the heart of Ricoh's service organization. This center—which is available to TUPSS 24 hours per day, 365 days per year, via a single toll-free number—will address your requests for service or questions on Ricoh equipment.

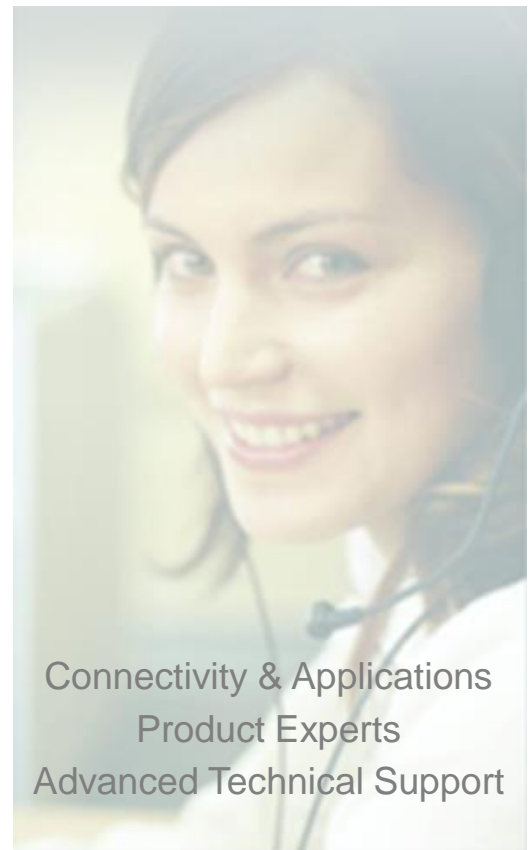
First Call Resolution (24/7/365)

One call will provide TUPSS with access to Ricoh's extensive support network. Our certified Ricoh customer service representatives immediately resolve more than half of the calls they handle without the need for escalation.

Simply utilize the support numbers below for all technical support questions regarding your black & white and color copier solution. The Ricoh Client Support Desk is staffed with trained Ricoh Support Engineers who can assist you with basic operational questions and provide you with detailed hardware support for your Ricoh solution over the phone or via email.

Escalation of On-Site Technical Service

If a service concern cannot be resolved over the phone, TSSC staff dispatches an on-site technician. Each Ricoh service technician is equipped with the Oracle Field Service Cloud application. After being notified of a call from TUPSS, our technician will call back within one hour to provide an estimated time of arrival. This call also ensures that our technician arrives on-site with prior knowledge of the issue.



Contact Information

TSSC Hardware & Solutions Support

MFP Support - (800) 333-2679 / Option 4

Production Support – (800) 742-6477
(follow prompts)

Welcome to Ricoh USA



Ricoh Network Support Service Options

In an effort to support your various and on-going print-related networking requirements, Ricoh offers you three specific levels of support beyond the initial set-up and installation of your Ricoh print device. These are for network services “beyond” what the normal maintenance agreement would provide during initial set-up and installation and would include but not be limited to the following:

1. Re-establishing network connectivity of Ricoh print devices due to electrical/system disruption
2. Print driver set-up
3. Scan-to-folder set-up to printers or back-office computers
4. Cabling*
5. Electrical drops*
6. Other general networking service requests*

**Parts may be included with these types of service requests*

	<p>Do-It-Yourself</p> <p>For you DIY enthusiasts, Ricoh provides you set technical reference guides to assist you with print driver installation, scan to folder set-up and more. You can find these on our TUPSS site: https://xnet.ricoh-usa.com/en/ups-stores</p>	<ul style="list-style-type: none"> • Do-it-yourself technical guides • Print Driver Installation, Scan to Folder Set-up & Use <ul style="list-style-type: none"> ○ Black & White Device Set-up ○ Color Device Set-up • No Charge – Online Support
	<p>Ricoh Technology Support Service Center</p> <p>If you require assistance with the DIY instructions for any Windows or any other platform, please contact the Ricoh Technology Services Support Center. Our team will offer phone support at no charge.</p>	<ul style="list-style-type: none"> • Technical Support Service Center • Phone Support • Print Driver Installation, Scan to Folder Set-up & Use, Fiery Set-up basic networking questions • MFP (800) 333-2679 - Option 2, then 1, then 1 • Production (800) 333-2679 - Option 4 • No Charge – Phone Support
	<p>Ricoh On-site Technical Support</p> <p>Hardware repairs are included in maintenance agreement. However, if on-site technical/network support is needed or requested, you may contact Ricoh Technology Services Support Center and they will dispatch assistance. You may also submit a service request online by going to our service portal www.my.ricoh-usa.com</p>	<ul style="list-style-type: none"> • Ricoh on-site network technical support • Print Driver Installation, Scan to Folder Set-up & Use, Fiery Set-up and other complex print related network activities • (888) 458-6457 - Option 2 or request through www.my.ricoh-usa.com • Chargeable – On Site Support

Welcome to Ricoh USA



Ricoh Billing & Administrative Support

For all account support questions please contact the Ricoh National Billing Team. Our dedicated customer care team can address questions related to any of your billing, contract and administrative support needs that you may have.

Ricoh Customer Care Team

Our dedicated Customer Interaction Team (CIT) can help you with following:

- Ricoh billing issues
- Questions about service or supplies invoices
- Contract or account questions
- Invoice disputes
- Questions regarding meter reads
- Inquiries about your Ricoh Maintenance Agreement (see page 8)
- Equipment relocation needs
- Assist with questions about your lease (see page 9)
- Tax exempt certificates

Tax Exempt Certificates

If you do not provide us with a valid tax exemption certificate with your agreement, we must charge state and local sales tax. If you are tax exempt, please fax the proper tax exemption certificate, along with your name, telephone and account number to the fax number on your Lease or Ricoh maintenance invoice. Once the certificate is approved by our tax department, we will change our records to reflect your tax status.

Tax laws vary by state, county and municipality. We encourage you to consult your tax professional with questions regarding your specific tax exemption status.

Contact Information

Please direct all inquiries to the Customer Interaction Team (CIT):

Phone Support – (888) 456-6457

- Billing Requests: option 5



Welcome to Ricoh USA



About Your Ricoh Maintenance Agreement

Ricoh Maintenance Agreement

A signed Ricoh Service Maintenance Agreement is required to receive service and supplies per the Ricoh national account agreement negotiated service rate(s).

Existing Ricoh maintenance agreements are NOT TRANSFERABLE. Therefore, owners buying a transfer store will be required to sign a new maintenance agreement as part of the lease assumption process.

Ricoh Billing

You will receive a monthly bill from Ricoh showing the total service charges due for equipment covered by your Ricoh Service Maintenance Agreement. Parts and labor are included as part of our service maintenance agreement with the actual usage billed as a cost per copy.

Additional post install connectivity and set-up services may result in additional charges. Parts and labor will be billed as a chargeable event for equipment not covered by a Ricoh Service Maintenance Agreement.

Ricoh Invoice

You will receive an invoice summary along with support detail to include the type of equipment, serial number, total monthly usage, applicable cost per copy or service fees and monthly usage and total billing due with any associated taxes.

Please note that delinquent accounts are subject to collections activity up to cancellation of Ricoh service. Maintenance Agreements are automatically cancelled for accounts falling into bad debt recovery, but may be reinstated when the debt is satisfied at the discretion of Ricoh National Billing team.

Please see sample Ricoh Maintenance Agreement Invoice for an explanation of your bill.



Contact Information

Please direct all inquiries to the Customer Interaction Team (CIT):

Phone Support – (888) 456-6457

- Billing Requests: option 5

Welcome to Ricoh USA



About Your Lease Agreement

Ricoh USA Lease Program

The Ricoh USA Lease Program is provided through Wells Fargo, our preferred and primary lease partner. We also utilize Ricoh Financial Services (RFS), CIT and several other partners for financing. A signed Ricoh USA Program Lease Agreement, or syndicated lease partner agreement, will be utilized to finance your equipment for up to a 60-month term.

Transfer store owners will be required to execute a Lease Assumption Agreement to transfer change of ownership to another owner. Please see Ricoh USA Program Lease Assumption Process below for more details.

Ricoh USA Lease Program Billing & Invoice

You will receive a monthly bill from Ricoh USA Program showing the total lease charges due for equipment leased through Ricoh. You will receive an invoice summary along with support detail to include the type of equipment, serial number, billing period, and total billing due with any associated taxes. Delinquent accounts are subject to collections activity up to removal of equipment.

Contact Information

Please direct all inquiries to the Customer Interaction Team (CIT):

Phone Support – (888) 456-6457

- Billing Requests: option 5



Equipment Lease Assumption Process

If you are transferring your equipment to a new store owner through a change of ownership, an Assumption Agreement will be provided to you by Ricoh USA Program and will be required to assign your existing lease Agreement to the new owner. Upon completion, the new store owner will then take legal responsibility for all of the obligations described in the Agreement.

For more information on the Lease Assumption process, please contact your local Account Executive or NAE.

When an ownership change occurs, Ricoh USA Program takes the following steps:

1. Obtains credit approval under the name of the new owner;
2. Prepares an *Assumption Agreement* to be executed by an authorized representative the existing customer and the new customer;
3. Upon receipt of the Assumption Agreement executed by both parties, the funding partner will change the customers legal name in the billing record provided the account is current as of the transfer date and all credit stipulations have been met.

All open Ricoh USA Program account receivables are the responsibility of current lease holder and must be satisfied before lease assumption agreement can be finalized and transferred to new owner. The new owner will also be required to sign a new Ricoh Service Maintenance Agreement for service and supplies, as existing agreements are NOT TRANSFERABLE.

Welcome to Ricoh USA



Value-Added Resources

Ricoh Online Resource Center

The **Ricoh Online Resource Center** is a site designed specifically for The UPS Store® franchisees and provides easy access to Ricoh contact information, product information, technical resources, and much more valuable support information. You may access this resource center at <https://xnet.ricoh-usa.com/en/ups-stores>



Ricoh Business Booster

All Ricoh production printer customers will be provided access to the **Ricoh Business Booster**, a comprehensive online resource that provides access to tools, tips and exclusive industry knowledge that print providers need to get ahead of the digital curve.

www.ricohbusinessbooster.com

Other Valuable Resources

Below are some additional links that may provide you with additional product and service information:

- **Ricoh USA**– www.ricoh-usa.com
- **Ricoh Print Drivers and Product Manuals**
www.ricoh-usa.com/en/support-and-downloads
- **MyRicoH** – www.my.ricoh-usa.com
- **Ricoh Social Media** - <http://socialmedia.ricoh-usa.com/>
- **Fiery System Demo Scripts & Sample Files** -
www.efi.com/training-and-services/training/
- **Ricoh "How to Training Videos"** - www.ricoh-usa.com/en/insights/video

visit the **Resource Annex**
An extensive collection of business development tools covering hot topics.

- Videos
- Industry White Papers & Data
- Business Strategies & Applications
- Vertical Markets
- Sales and Marketing
- Case Studies

Welcome to Ricoh USA



Experience the Difference

This is the promise that Ricoh makes to The UPS Store network. To deliver powerful digital print solutions supported by a world-class service and support organization

World Class Technology Solutions

Ricoh is a global leader in digital office solutions, creating new value where people and information converge. As a \$22 billion organization, Ricoh designs world-class technologies to help businesses improve critical processes and has the strength and flexibility to invest 5.6% of global revenues in research and development, fueling the next generation of innovation. We offer The UPS Store centers a broad array of solutions to fit your specific business needs and budget.

Technical Support Service Center

In addition to the Ricoh Customer Care Center available to you 24/7, we provide you with dedicated helpdesk consultation to assist you with a variety of technical issues. As part of our support process, we provide two levels of support to include basic operational advice, trouble-shooting for installation, configuration of hardware and software and advanced technical support for more complex operational issues.

Reliable Service and Support

Powered by a world-class team of highly-trained professionals, our service organization understands your needs. With over 5,000 locally-based service technicians and 600 Professional Services resources, you can rely on our ability to understand your operation, applications and peak periods, and to maximize responsiveness and uptime wherever you are located.

Flexible Financing Options

Ricoh wants to help you build a strong foundation to support your business. With that in mind, The Ricoh USA Lease Program offers you lease options that are designed to give you the utmost in flexibility. We provide you with upgrade flexibility and our leases contain NO return fees, hidden fees, escalators or evergreen clauses.

Commitment to Learning

Ricoh remains committed to providing The UPS Store centers with meaningful training to help you increase your document service revenues and profits. Supported by Ricoh University, we offer a number of different learning venues and collaterals to support your efforts, including hands-on workshop events, training seminars, The Ricoh Online Resource Center and provision of our exclusive Ricoh Business Booster Program™.

Welcome to Ricoh USA



Ricoh National Support Team

Mike Weimerskirch

Senior Client Executive
AK, AZ, CA, HI, ID, NM, NV, OR, WA
952-237-3154 (mobile)

Michael.weimerskirch@ricoh-usa.com

Jim Lull

National Account Executive
CO, CT, IA, IL, KS, MA, ME, MI, MN, MO,
MT, ND, NE, NH, NY, OH, OK, W. PA, RI,
SD, TX, UT, VT, WI, WY
440.487.7272 (mobile)

James.Lull@ricoh-usa.com

Joe Turck

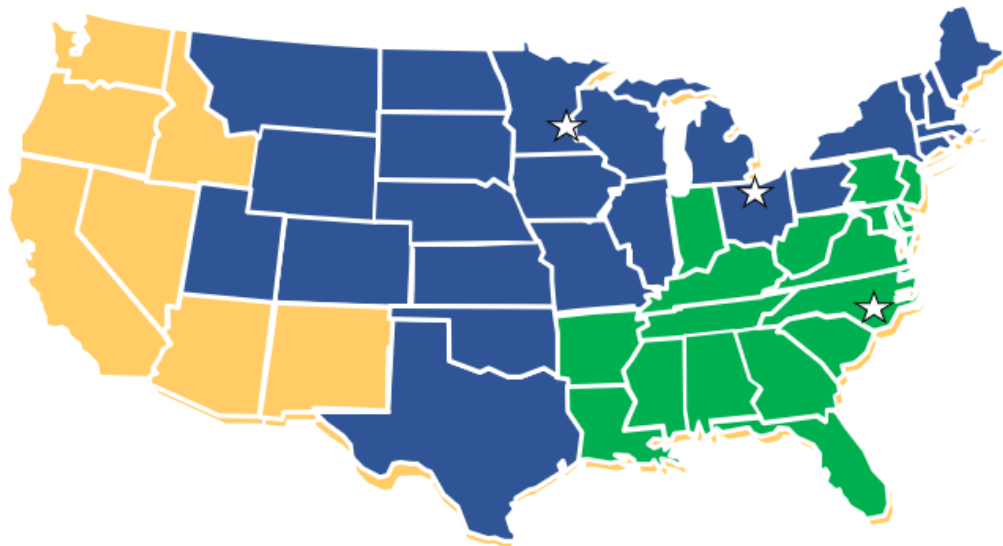
National Account Executive
AL, AR, DC, DE, FL, GA, IN, KY, LA, MD,
MS, NC, NJ, E. PA, SC, TN, VA, WV
704.352.2217 (mobile)

Joseph.Turck@ricoh-usa.com

Key Escalation Contacts

Ideally your local sales and service teams will be able to address your sales, billing or operational issues as they arise. However, we do realize that additional assistance may be needed from time to time.

In the event additional engagement is required, please utilize the resource in your area to escalate any account issue you may encounter. We pride ourselves on addressing your concerns in a timely and professional manner.



Our Approach. Our Solutions.

We'll help you thrive by focusing on profitability, efficiency, cost reduction and document integrity. We provide a range of production print equipment, solutions and services coupled with insights to help you offer your customers the latest and the best in the print and marketing communications innovation.

As technology continues to advance at an unprecedented pace, we are poised to lead the way and transform the print industry.

RICOH
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