

Make
your ideas
take flight

Ricoh National Program Highlights

Improving Customer Productivity,
Efficiency and Value for The UPS Store®

Our Company.

We transform the way people work and communicate. With our expertise in capturing, managing and transforming information, we deliver a broad portfolio of services and technologies that empower digital workplaces. By providing you with the ability to collaborate anytime, anywhere with real-time exchanges of ideas, we can help you innovate, grow and work smarter. And together, we can imagine change.



Mike Weimerskirch
Senior Client Executive
RICOH USA Inc.

April 2022

Dear Franchisee,

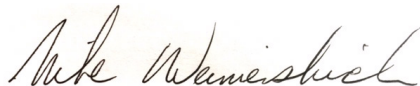
Ricoh is proud to work with The UPS Store® to provide leading-edge digital print technologies, reliable support services and innovative training, all designed to help meet your business goals and objectives. Ricoh designs world-class technologies to help businesses improve critical processes and has the strength and flexibility to invest in research and development, fueling the next generation of innovation.

With your success in mind, the Ricoh National Program provides you with:


- World-class digital printing equipment and software solutions
- Flexible leasing programs
- 24/7 Technology Support Service Center to support your technical needs.
- Reliable service support teams with 5,000 locally-based service technicians
- Local sales and operational support resources
- Dedicated regional sales coverage for an added level of support
- Long-term commitment to training
- The power and innovation of a global technology leader

This is the commitment Ricoh makes to The UPS Store® — to deliver powerful digital print solutions supported by a world-class service and support organization. We are strong, responsive and focused on your needs and will continue to deliver all the advantages you have come to expect — and much more.

Sincerely,



Mike Weimerskirch
Senior Client Executive



Ricoh provides
an unparalleled
combination
of solutions
and services.

Technology Solutions

Ricoh is a global leader in digital office solutions, creating new value where people and information converge. Ricoh designs world-class technologies to help businesses improve critical processes and has the strength and flexibility to invest 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 to include powerful digital color solutions, black-and-white copiers, wide-format printers, and a wide array of enabling software solutions, all designed to help you increase your Print Services revenue and profit.

HIGHLIGHTS

- Ricoh is a global technology innovator
- Award winning products
- Recognized leader in sustainability
- A leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems
- Powerful state-of-the-art print solutions designed to help you build your business



Reliable Service and Support

RICOH DIRECT SERVICE SUPPORT —

Powered by a world-class team of highly-trained professionals, Ricoh's service organization understands your needs. Our experience and breadth of resources enables us to provide you with reliable service delivery and same-day support to almost all locations. With 5,000 locally-based service technicians, 800 Professional and IT Services resources and 400 locations worldwide, you can rely on our ability to understand your operation, applications and peak periods. Ricoh is committed to service levels that ensure maximum uptime and productivity for our clients.

RICOH TECHNOLOGY SUPPORT SERVICES

CENTER (TSSC) — As part of our solution, Ricoh provides you with a dedicated Client Support Desk to call for service and technical support. The support desk is manned 24 x 7 and is staffed with trained Ricoh support resources who can assist in identifying and resolving technical incidents, answer basic operational questions and provide detailed hardware support. When required, they dispatch Ricoh service and track the call through issue resolution. No matter what Ricoh equipment you have, your entire solution is supported by the TSSC.

RICOH CUSTOMER RESOURCE CENTER —

Ricoh provides you access to our valuable Customer Resource Center, www.MyRicoH.com. The Ricoh Customer Resource Center provides a user-friendly web environment to manage your service needs. MyRicoH.com enables you to place and track a service request, view a 12-month service history, escalate a request and message a technician regarding an open service request. There is also a live chat feature that connects you with Ricoh's Technical Support team who can answer any questions about how to operate your device.

HIGHLIGHTS

- Ricoh offers direct support to most of The UPS Store® centers
 - Four-hour service response time for most locations
 - Locally-based service technicians and support teams
 - Toll-free technical support for all of your Ricoh solutions
 - Certified support staff backed by the Solutions Engineering and Development Teams
 - Escalation up to and including Ricoh Advanced Technical Support team
 - User-friendly web environment to manage your service needs
- 

Digital Color Imaging Systems

RICOH IM C4500

- 45 ppm color and monochrome
- Copy, print and scan, optional fax
- Fiery™ E-25C Color Controller
- Advanced finishing and media handling



RICOH IM C6000

- 60 ppm color and monochrome
- Copy, print and scan, optional fax
- Fiery™ E-25C Color Controller
- Professional finishing options and advance media handling for direct mail, presentations, menus and more



Digital Monochrome Imaging Systems

RICOH IM5000 / IM6000

- 50/60 ppm monochrome
- Copy, print and scan
- Walk-up printing and scanning using portable media
- Advanced finishing options



RICOH IM7000 / IM8000

- 70/80 ppm monochrome
- Copy, print and scan
- Versatile media handling
- Professional finishing options



Wide Format Engineering

RICOH MP W6700

- Space-saving user-friendly design
- Print 6.7 PPM at up to 600 dpi
- Easily scan, share and edit full-color originals
- Mobile and information anywhere, anytime



RICOH CW2201 SP

- Prints in both color and B/W
- Supports media up to 36" x 590"
- Print up to 2.1 ppm color and 3.8 ppm B/W
- Focused to engineering and business focused output



Epson Surecolor T Series Color Wide Format Printer

- 24", 36" and 44" color format printers
- Brilliant photographic posters
- Vivid color for bold graphics
- Low cost of ownership



Production Color

RICOH Pro C5300s/C5310s

- up to 80 ppm color & monochrome
- Copy, print & scan capable
- Fiery™ controller options for robust job processing and color management
- Professional finishing options



RICOH Pro C7200 Series

- 85/95 ppm color & monochrome
- Offset-like quality with diverse media choices
- 5th color opportunities with white and clear gloss toner
- Broad paper support up to 360 gsm



Production Monochrome

RICOH Pro 8300s

- 96 ppm monochrome
- Large paper capacity
- Professional finishing options



RICOH PRO 8310s/8320s

- Up to 136 ppm monochrome
- Large paper capacity
- Professional finishing options
- Up to 1,000,000 pages per month
- Print on a broad range of media
- Digitize records via several scan-to capabilities



Production Finishing

Multiple offline production finishing, cutting, and printing options, including

Duplo

- 19" Hydraulic guillotine cutter
- DC- 618 Slitter / Cutter / Creaser

Tec Lighting

- 14"/16" UV coater

Xanté Envelope & Flatbed Options

- Envelope Printers
- Flatbed UV Inkjets that print on virtually any media
- Compact and powerful solutions
- Significantly expand stores offerings



Ricoh is
committed to
your success.



Learning Resources

Ricoh remains committed to providing The UPS Store® centers with meaningful training, designed to strengthen both franchisee and associate competency levels. Beyond initial training, we offer a number of different learning venues to support you including local workshop events, training seminars and technology briefings. We also provide you with access to the Ricoh Online Resource Center, the Ricoh Learning Portal and the Ricoh Business Booster Program.

HIGHLIGHTS

- **Ricoh Online Resource Center** —
Dedicated website that provides easy access to program support information, technical guides, marketing ideas and much more
- **Ricoh Commit 2 Print Training** —
Customized training content on print basics, file preparation, graphics software and key business building techniques. All delivered by skilled and certified Ricoh training instructors with 90 days of free help desk support.
- **Ricoh Business Booster Program** —
Comprehensive sales and marketing roadmap for owners who want to become a profitable, highly competitive provider of digital print solutions.



Applying Technology. Delivering Results.

CUSTOMIZED SOLUTIONS — Ricoh delivers solutions that are designed to address your specific business situation. From full-color scanning to high-quality, professionally finished output, and all the document management applications in between. Ricoh is your single source for production workflow solutions.


ADVANCED TECHNOLOGY — Ricoh offers a broad family of both hardware and software components from the industry's most respected suppliers.

CUSTOMER SERVICE — Highly trained analysts from Ricoh's Professional Services team focus on understanding your organization, then design and implement a solution to help streamline your processes and maximize the utilization of your hardware and software. Then, locally based Ricoh service technicians are assigned to support your account, and partner with you in maintaining your installation. A Total Customer Protection Program is also available, ensuring performance and productivity in the production space.

OPERATIONAL EFFICIENCY — As you strive to do more with less, sophisticated business processes can help drive productivity. A team of Ricoh Professional Services experts can study your workflow and define improvements with the goal of delivering increased efficiency. Our advanced approach, using technology from leading manufacturers, is designed to give the best combination of products and services for your requirements.

STRATEGIC BUSINESS RELATIONSHIPS — As the world's largest distributor of document management systems and services, we maintain partnerships.

STRATEGIC BUSINESS RELATIONSHIP

- EFI
 - EFI Fiery Impose and Fiery Compose
 - EFI Fiery JobMaster
 - GBC
 - Hightech Accessories
 - Uniguest
 - Plockmatic
 - Duplo
 - Epson
 - Roland
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Ricoh USA Lease Program

Finance Checklist

The Ricoh USA Lease Program is provided through two preferred leasing partners to include Wells Fargo and Ricoh Financial Services. We also utilize a myriad of other syndicated lease partnerships for additional financing solutions.

FINANCING CONSIDERATIONS	RICOH
Dedicated support to solutions provider	•
One of the most flexible payment terms in the industry	•
Up to 25-day pre-bill	•
10-day payment grace period	•
One of the lowest late charges in the industry	•
Choice of payment due date	•
Electronic Data Interchange (EDI) invoicing	•
Payment options of check, ACH or EFT	•
Customer Bill of Rights	•
No documentation fee or security deposit	•
No UCC filing fees	•
No extra insurance fees — select insurance provider of your choice	•
No automatic term renewal at end of agreement	•
No early return penalties exceeding payment obligations	•
No return shipping charges at lease end	•
No payment escalation provision	•



Unmatched Expertise and Experience

WHY SO MANY OWNERS ARE PARTNERING WITH RICOH

You know technology is always changing. Your customer requirements are more demanding. The question now becomes “Are you able to adapt to technology AND customer demands at the same time?” Ricoh brings a unique level of understanding to your Print Services business and provides you with the right technology and support to get the job done.

WORLD-CLASS TECHNOLOGY SOLUTIONS —

Ricoh is a global leader in digital office solutions, creating new value where people and information converge. Ricoh designs world-class technologies to help businesses improve critical processes and has the strength and flexibility to invest 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.

TECHNOLOGY SUPPORT SERVICE CENTER —

As part of our solution, Ricoh provides you with a dedicated support center to call for service and technical support. The support desk is manned 24/7 and is staffed with trained Ricoh support resources who can assist in identifying and resolving technical incidents, answer basic operational questions and provide detailed hardware support.

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 800 professional and IT 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 Leasing 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 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. 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, the Ricoh Learning Portal and the exclusive Ricoh Business Booster Program.



To learn more about Ricoh's solutions and services for The UPS Store®, please contact your local Ricoh representative.

Dedicated National and Regional Sales Coverage

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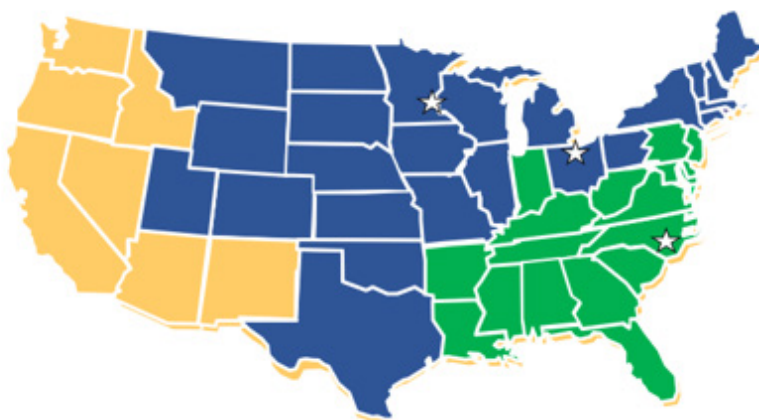
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RICOH
imagine. change.

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