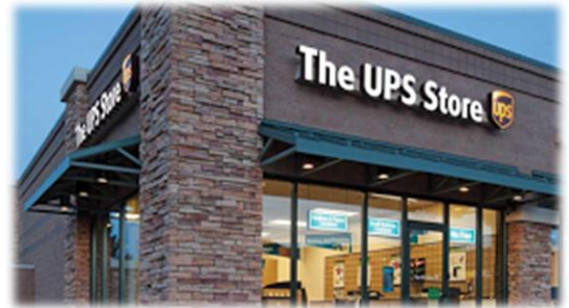


Benefits of
Using an
Approved
Supplier



*Negotiated Pricing • Guaranteed SLA's • Lease Considerations •
Compliant Equipment Offerings • Reliable Service Support*

Benefits of Using An Approved Supplier



Keeping your success in mind, TUPSS has negotiated very attractive contract terms and conditions with select “Approved Suppliers”. Below are six key reasons you will benefit from always using an approved supplier to support your Print Services business.

Six Key Reasons to Consider	The Value to You...
TUPSS Negotiated Equipment & Service Pricing	You leverage the contract pricing that TUPSS has negotiated on your behalf. Approved suppliers offer attractive equipment pricing and fix service pricing. While local dealerships may offer a low cost pricing solution to attract your business, you have no contract pricing guarantees, and often times, service costs escalate year over year. TUPSS has negotiated with your best interest in mind.
Guaranteed Service Level Agreements	TUPSS has negotiated key guaranteed service level agreements with all approved suppliers. These SLA’s provide you with the peace of mind in knowing you have contract service guarantees you can count on with your approved supplier relationships. <i>Please refer to the attached <u>Ricoh Service Level Agreement Summary</u>.</i>
Flexible Leasing Terms	Additionally, TUPSS has negotiated very flexible leasing terms and conditions for your benefit. You have the confidence of knowing that there are <u>NO</u> equipment return fees, <u>NO</u> evergreen clauses or <u>NO</u> administrative fees hidden in your Ricoh USA lease agreement. <i>Please refer to the attached <u>Financial Lease Considerations Summary</u>.</i>
Equipment Lease Transfers	All equipment leased through TUPSS approved suppliers is transferrable to a new owner should you decide to sell your store, provided all credit conditions are satisfied. Equipment purchased or leased outside of an approved vendor relationship is not.
Equipment is TUPSS Compliant	You also have the confidence of knowing that equipment secured through an approved supplier is TUPSS compliant and is the best of breed in print technology. Additionally, it allows you to meet all On Line Printing requirements. Equipment procured outside these parameters cannot offer you this guarantee. <i>Please refer to the <u>TUPSS Center Operations Manual for Print Services compliance standards</u>.</i>
The Age of Your Equipment is Important	TUPSS HQ has established age requirements for MFP and production level devices. Why is this important? Aging technology quickly falls behind the technology curve and is also more costly to run and repair. Replacing at the end of your lease term ensures you are keeping up with the latest technology offerings and enables you to provide your customers with a broader range of Print Service applications and products resulting in more revenue for you!

Ricoh Service Level Agreements



Ricoh National Account Support Team	Ricoh provides you with a dedicated national support team that assists you with any sales, operational or administrative needs you may have with your Ricoh solution.
Equipment Delivery	Ricoh will deliver equipment within 10-days of the order being placed provided equipment is available from the manufacturer or not on backorder.
On-Site Hardware Training	Initial on-site MFP training will be scheduled within 24 hours of delivery and installation and conducted by Ricoh sales and service professionals. Additional training is available upon request and must be coordinated with local Ricoh resources.
Client Support Desk	The <u>Ricoh Technology Support Services Center (TSSC)</u> 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.
On-site Service Request and Response Times	A Ricoh service technician will contact the center within 2-hours of a valid service request. Our average on-site service response time is 4-hours for centers located within 50 miles of an Ricoh sales and service location. Ricoh will provide service during standard business hours from 8:00 am - 5:00 pm (local time), Monday through Friday. After hours service is available for a fixed rate per event upon request.
Product Performance	Ricoh is focused on providing you with optimized product performance. Ricoh will install, maintain and repair the equipment to ensure that it performs within manufacturers published guidelines, provided it is being operated in a manner consistent with manufacturers recommendations.
Loaners	Ricoh provides for temporary product replacement for products that fail to consistently meet the manufacturers published specifications and that have been operated in a manner consistent with manufacturers recommendations. Ricoh will use commercially reasonable efforts to provide a loaner, whenever a technical issue cannot be resolved within a reasonable time.
Service Credits	The consideration for service credits will be viewed on a situational basis for products failing to consistently meet manufacturers published specifications and in a manner consistent with manufacturers recommendations. This action, if taken, would be as part of the Escalation Process.
Equipment Return Cost	At the termination of any lease agreement between the center and Wells Fargo or other funding partners (Ricoh USA Lease Program), all product removal costs shall be assumed by Ricoh.

Lease Considerations Summary



Things You “Need to Know” About Your Lease Agreement

Not all leasing companies offer the same flexible terms and conditions as the Ricoh USA Lease Program (through Wells Fargo). As you consider which financial relationship is right for you, please ask the following very important questions before you make a final decision. The answers you get may surprise you and have lasting financial impact.

Does this lease agreement automatically renew?

Many lease agreements will automatically renew for periods up to 12 months without a written cancellation notice within 60 to 120 days prior to the end of the lease term. Unfortunately, these automatic “evergreen” extensions and notification requirements give all of the flexibility and control to the leasing company. Know your end of term options and the associated financial impact.

The Ricoh USA Lease Agreement has no “evergreen” clauses and automatically renews month-to-month at end of term.

Will there be any shipping or return fees that I am responsible for at the end of my lease?

Many leasing companies require you to pay equipment return fees anywhere from \$200 - \$500 per machine unless you upgrade with the same company. This limits your options and penalizes you financially should you want to change suppliers. Again, all of the flexibility and control resides with the leasing company.

The Ricoh USA Lease Agreement has no shipping or return fees

Will you pick-up my machines if I opt for an early buyout?

Many agreements give you no right to return the equipment prior to the end of the scheduled lease term even if you satisfy the remaining payout. Therefore, if you opt for an early buyout, you will be responsible for the storage or disposition of the equipment until the original term is satisfied. This gives you very little flexibility or incentive to upgrade.

The Ricoh USA Lease Agreement has no early return penalties – you may upgrade or change any time during the term

Are there any additional fees associated with my lease agreement?

Be aware as there are often times “hidden fees” that some leasing companies add on to your payment after you sign the lease. Be sure and specifically ask about annual payment escalations, administrative fees, return fees, insurance fees, security deposits and other additional fees that may impact your proposed lease payment. Calculate what your real monthly payment will include.

The Ricoh USA Lease Agreement has “no hidden fees”

RICOH

imagine. change.

Our Approach. Our Solutions.

Ricoh believes that the key to transforming the way a company works starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping companies move beyond paper and beyond the office, so employees can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping each customer leverage the powerful information and knowledge that already exists throughout its organization—often untamed, untapped and buried—to create the future it wants.

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