

RICOH USA, INC
2 Gatehall Drive
Parsippany, NJ 07054

October 18, 2019

Keystone Digital Imaging Inc
200 Racoosin Drive, Suite101
Aston, PA 19014

Dear Rick Salcedo,

Ricoh recognizes that it has partnered with the best Dealer Network in the industry and we intend to reward the "Best of the Best". On behalf of Ricoh Americas Corporation, we are pleased to inform you that all Keystone Digital Imaging Inc authorized service locations (where applicable) have been recognized as a 2020 RFG Circle of Excellence Certified Dealership.



Ricoh's RFG Circle of Excellence Certified for 2020

This program is designed to recognize Dealers who provide outstanding service and support in accordance with Ricoh's guidelines and Keystone Digital Imaging Inc has met or exceeded the requirements of the RFG Circle of Excellence Program in the following areas:

- Phase 1 - Service Engineer Skills Assessment (***Prestige***)
- Phase 2 - Service Operations Assessment which includes the following:
 - ✓ Use of Genuine Ricoh Parts and Supplies
 - ✓ Hardware & Solutions Training
 - ✓ Relevant Industry Certifications
 - ✓ Service Organization Structure
 - ✓ Field Staff & Help Desk Productivity & Efficiency Measures
 - ✓ Customer Satisfaction Measurement Process & System
 - ✓ Effective Utilization of Ricoh Resources
 - ✓ Business Plan Management & Process Improvement

Again, we extend our congratulations to the entire Service Organization of Keystone Digital Imaging Inc for this outstanding achievement.

Best regards,

A handwritten signature in blue ink that reads "James D. Coriddi".

James D. Coriddi
Vice President, Dealer Division
Ricoh USA, Inc.

A handwritten signature in black ink that reads "Chris DeMars".

Chris DeMars
Director, Dealer Services
Managed and Technology Services
Ricoh USA, Inc.