

**RICOH USA, INC**  
5 Dedrick Place  
West Caldwell, NJ 07006

October 31, 2018

Keystone Digital Imaging Inc.  
200 Racoosin Drive  
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 of **Keystone Digital Imaging Inc.** authorized service locations (where applicable) have been recognized as a 2019 RFG Circle of Excellence Certified Dealership.



***Ricoh's RFG Circle of Excellence Certified for 2019***

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 blue ink that reads "Dan Piccoli".

**Dan Piccoli**  
Director, Dealer Services  
Managed and Technology Services  
Ricoh USA, Inc.