

RICOH USA, INC

5 Dedrick Place
West Caldwell, NJ 07006

August 2, 2022

KDI Office Technology
200 Racoosin Drive
Aston, PA 19014

Dear Rick Salcedo,

Congratulations to you and your Dealership! Fifteen of your service engineers have achieved Ricoh Prestige Certification. This is the highest level of attainment for service engineers within Ricoh's RFG Circle of Excellence program. Nationally, 32 Dealerships throughout the United States had one or more service engineers achieve Ricoh's Prestige and/or Prestige "Elite" Certification...and yours is one of those Dealerships!

Per our program guidelines, Prestige Certification is awarded to those who achieve a minimum score/grade of 80% AND are in top 75 scores for "either" the Hardware and/or Technology track assessments. Prestige "Elite" is awarded to those who achieved a minimum score/grade of 80% AND are in the top 75 scores for "BOTH" the Hardware and/or Technology track assessments.

We will post the detailed scores of your Prestige participants on the Service Managers Support Portal soon. Scores were very competitive this year, Hardware track required a score of 96.67% and the Technology track required 85% to be certified. Prestige Elite certifications were required to meet both those parameters! Your Prestige certification achievers have really distinguished themselves!

The fifteen service engineers from your Dealership will receive a congratulatory email later this week. We will ask them to confirm their email address so we can electronically send them their award.

Congratulations again on your service engineer's Prestige Certification status! We look forward to your participation in the Phase 2-Service Operations Assessment and wish you continued success in your pursuit of the RFG Circle of Excellence Certification.

Sincerely,

Chris DeMars

Director, Dealer Services
Service Delivery
RICOH Digital Services