

RICOH USA, INC  
2 Gatehall Drive  
Parsippany, NJ 07054

October 18, 2019

Buckmaster Imaging Systems  
623 West Stadium Lane  
Sacramento, CA 95834

Dear Mark Champas,

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 Buckmaster Imaging Systems authorized service locations (where applicable) have been recognized as a 2020 RFG Circle of Excellence Certified Dealership.



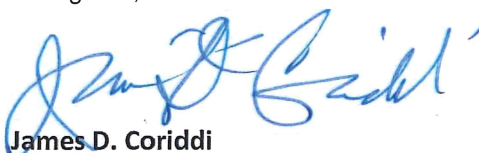
***Ricoh's RFG Circle of Excellence Certified for 2020***

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

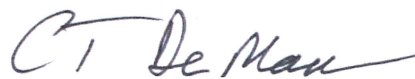
- Phase 1 - Service Engineer Skills Assessment (***Prestige***)
- Phase 2 - Service Operations Assessment which includes the following:
  - ✓ Use of Genuine Ricoh Parts and Supplies
  - ✓ Hardware & Solutions Training
  - ✓ Relevant Industry Certifications
  - ✓ Service Organization Structure
  - ✓ Field 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 Buckmaster Imaging Systems for this outstanding achievement.

Best regards,



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



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