

Dear Mark Champas and Perry Craber,

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 Buckmaster Office Solutions authorized service locations have been recognized as a ProVision 2024 Certified Dealer.

ProVision 2024
Pro✓ Dealer Partner

This program is designed to recognize Dealers who provide outstanding service and support in accordance with Ricoh's guidelines. Buckmaster Office Solutions has met or exceeded the requirements of the ProVision Program in the following areas:

- Pro Dealer Partner includes the following:
 - ✓ Use of Genuine Ricoh Parts and Supplies
 - ✓ Hardware & Solutions Training
 - ✓ Safety and Service Parts Training
 - ✓ ARMs usage and Training
 - ✓ Help Desk Productivity & Efficiency
 - ✓ Overall High Training GPA

Again, we extend our congratulations to the entire Service Organization of Buckmaster Office Solutions for this outstanding achievement.

Best regards,



James D. Coriddi

Senior VP, Dealer Division
Ricoh USA, Inc.



Chris DeMars

Senior Director, Dealer Services
Ricoh USA, Inc.