

January 20, 2015

To: All Ricoh Customers at The University of Pennsylvania

Purchasing Services is pleased to announce a new, strategic partnership between Penn, Telrose Corporation, and Ricoh USA.

Effectively immediately, Telrose Corporation and Ricoh USA have partnered to jointly provide customer service to the Penn community for all Ricoh copiers and multi-function printers. This new partnership will elevate our highly effective customer service levels with Ricoh, and better position Penn to manage its large fleet of Ricoh MFPs, which number more than 500 devices across campus.

Telrose Corporation will be assisting Ricoh in serving Penn customers in the following areas:

- warehousing, delivery, and recycling all Ricoh toner cartridges out of Telrose's West Philadelphia location
- retrieving configuration and utilization data from Ricoh devices
- ongoing support in identifying ever-evolving machine locations and customer contacts

A few additional points to consider:

- You will continue to issue purchase orders to Ricoh USA only. Lease purchase orders no longer need to be issued to GE Capital. A single Ricoh USA PO will now cover both the lease and service on all existing and new multi-function devices.
- Please continue to contact Ricoh directly at 888-456-6457 or through MYRICOH.COM to request supplies or support. All supplies, with the exception of paper, are included at no additional cost with all contracted Ricoh MFD's. Ricoh will not solicit you for supplies.
- always use your Ricoh device ID number, identified on the device itself, when requesting supplies or service.

With this new business arrangement, there will be no or minimal change to your pricing if your Ricoh device is under an existing lease or support contract. You can contact Ricoh through the Penn/Ricoh support email address @ UPENNRicohSupport@ricoh-usa.com with any questions on pricing and/or PO's. You may be approached by or notice Telrose employees working with your Ricoh devices, which is expected under the new contract.

We are excited to continue Penn's investment in the local community with this expansion of Telrose Corporation's capabilities. This new effort will support the Penn Compact 2020, as well as Penn's economic inclusion and sustainability strategies.

If you have any questions, please do not hesitate to reach out to any of our team members below.

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