

Hello Everyone,

Our region just experienced a re-organization and a change in your key support. There will be no direct impact for some of you on this list as I have and will continue to support your company. For others this is new and different. I would like to share my background, a little bit about my new role, my contact information and how this will affect you moving forward.

I have been with the Ricoh brand for 10 years now. I am a Senior District Sales Manger and come to you with extensive knowledge and experience in this industry. Home Office is Marlborough Ct although I have a residence in Albany NY as well. I work through our NJ corporate office and report directly to Art Mahony. For numerous years I supported ComDoc and did so until April of 2008.

My new role involves the support of 60 dealers for all three brands throughout our entire region. As you can see by the number of dealers involved, this is quite a task at hand. In order to support you at a respectable level our plan is to provide you with several avenues of communication. Web ex's, mulit-dealer meetings, email and telephone support will be key in keeping you abreast to changes and training. My plan is to schedule numerous multi-dealer trainings along with web ex's on a quarterly basis. I am hopeful that these in-person trainings will be in an area where it is easy for you and your staff to get to. In addition, the web ex trainings will be mostly beneficial as you can attend these in the convenience of your office.

I attacked our internal database for your individual contact information and I hope the information I collected is accurate however if there are other people within your company that should be privy to pricing or confidential information, please forward those names and email addresses at your earliest convenience.

I have a Ricoh phone number and extension however I would ask that you use my cell phone primarily as I seldom check my messages on the Ricoh line. I indicate on my message via the Ricoh number to call my cell phone. As I have numerous calls coming in each day I will attempt to call you back with the same business day, if possible.

I am excited to work with each of you and look forward to supporting your company in 2009. If you should have any questions please don't hesitate in calling me.

Thank you and good selling!