To: All Authorized Business Partners

Subject: RFG-eSource

Re: Service Fee Elimination

We are pleased to announce that effective April 1, 2008 the Service Fee for RFG-eSource will be eliminated. Through the years Ricoh University has provided electronic documentation through RFG-eSource on an annual fee basis. Due to technological enhancements and business improvement factors we are pleased to announce this change, which will further improve efficiency and enhance customer service, ensure that customers access the latest revision of documentation in a secure environment and establish a print-on-demand culture to contribute to positive environmental impact.

You may have already experienced the many benefits of RFG-eSource as a business tool, which enhances timely access to critical information as well as the positive impact on overall business productivity. We are excited that you will now be able to continue to enjoy the many benefits of RFG-eSource without any charge, including:

- Secure distribution and retrieval of content
- 24 hour internet access to all documentation
- Availability of real time current versions
- Shortcuts to most frequently accessed files
- Automatic e-mail notifications of updated information

To further reduce overall operating costs for Instructor-Led training effective April 1, 2008 we will no longer produce and distribute service manuals in the Service Classes and Field Schools. We have already begun to provide this as an option in our training centers with much success. By providing customers with the capability to subscribe to our vast technical library of documents and manuals through RFG-eSource many benefits have been realized, including:

- Decreased storage requirements for manuals by technicians
- Ability to access electronically stored documentation on laptops for ongoing reference
- Use of electronic search functions for faster reference to important technical information
- Decreased impact on the environment by reducing the amount of paper we consume

In each training class “desk copies” of the necessary manuals will be available to all students for reference and electronic versions of all related classroom documentation will be provided on CD ROM upon completion of class. For those students without laptops, a paper-based manual will be provided at no charge. Point-to-Points will continue to be distributed in all classes.

After April 1, 2008, anyone continuing to request printed service documentation may do so by ordering through iSuite or your Regional Order Processor. If you are not an iSuite user, contact your iSuite dealer administrator to request access. If you are not sure who the iSuite administrator is for your dealer, please send an email including your dealer's name and Oracle account number to iSuite@ricoh-usa.com.

As all invoices were issued late in the year no refunds or probates shall be issued; you will receive no further invoices.

If you have any questions regarding this or any other training, please visit the Ricoh University web site at www.ricohuniversity.com or contact Ricoh University at (973) 882-2200.