

RICOH

RICOH AMERICAS CORPORATION
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Arthur L. Mahony
Region Vice President
Eastern Region
Ricoh U.S. Division

February 27, 2009

Mr. John Garlow
President
Ford Business Machines
700 Laurel Drive
Connellsville, PA 15425

Dear John,

This letter is to inform you that on January 30, 2009, Global Imaging Systems Inc., a subsidiary of Xerox Corporation announced a definitive agreement to purchase ComDoc Inc. Subject to customary closing conditions, this acquisition is expected to be complete by the end of the first quarter of 2009. Once the transition closes, ComDoc will cease being an authorized dealer of Ricoh products and will presumably commence marketing the Xerox brand.

The news is both surprising and disappointing to Ricoh Americas Corporation. While we regret the loss of any dealer, we are confident that Ford Business Machines will be more than capable of continuing to satisfy the needs of Lanier end users in its market. Ford Business Machines has successfully distributed Ricoh manufactured products for 11 years and has benefited from the substantial investment that Ricoh makes in its authorized dealer network. We are confident that authorized Lanier dealers such as Ford Business Machines will seamlessly address any disruptions or uncertainty that Ricoh end users may experience as a result of the Xerox/Global/ComDoc acquisition. It is our mutual responsibility to ensure that customers who have made the decision to acquire Ricoh products have the ability to have those products serviced and maintained by authorized dealers which have access to current technical and other information made available only to authorized dealers.

Only authorized dealers of Ricoh Americas Corporation will have access to current equipment firmware or software updates, service bulletins and certain improvements and upgrades made available by the equipment manufacturer. Similarly, only authorized dealers have access to service support from Ricoh Americas Corporation and the factory. As you know, these services are critical to ensure peak performance of all state of the art technology offered by Ricoh Americas Corporation.

Please be assured that Ford Business Machines will receive whatever type of support that is needed so that all Ricoh customers located in southwestern Pennsylvania will not be affected by the severed Ricoh/ComDoc business relationship.

Sincerely,



Arthur L. Mahony
Region Vice President
Ricoh Americas Corporation