

No. IT-049	Policy Name: Ricoh Equipment Procurement Procedure (003)
Effective Date: 03-09-2016 Last Revised Date: 06-06-2016	Citywide Policy IT Policy IT Procedure <u>X</u>
Approved By: IT Director	

Ricoh Equipment Procurement Procedure

Background

The City of Hampton signed a Master Lease Agreement “U. S. Communities Master Lease Agreement” with Ricoh USA, Inc. in December 2015 which allows City Departments to lease Ricoh equipment at competitive rates. The City IT Department and Ricoh have collaborated to create an approved procedure City Departments should follow to procure Ricoh equipment (printers, copiers, scanners, etc.). The goal of this procedure is to provide a consistent approach to obtain office equipment from Ricoh that ensures proper communication, planning and reduced service disruptions during installation.

Scope

In collaboration with Ricoh, this procedure was created and approved by the City IT Department for use to procure equipment from Ricoh. All information in this procedure should be reviewed prior to contacting Ricoh. Obtaining Ricoh equipment outside this procedure may cause delays and service disruptions.

Procedure Overview

Assessment and Site Survey Process

To start the process, initial contact will be made by the City Department interested in procuring Ricoh equipment. The City Department should email the Ricoh Representative at: CityofHampton@ricoh-usa.com to schedule an Assessment and Site Survey. City Departments should expect a response from the Ricoh Representative within 1 to 2 business days.

The Ricoh Representative will schedule the Assessment and Site Survey, based on City Department availability. This visit will be used to determine the following information: 1) a department needs assessment, 2) equipment needed and 3) physical equipment placement. The goal is to have the Assessment and Site Survey completed 1 week after initial communication with the Ricoh Representative, based on City Department availability. Upon completion of the Assessment and Site Survey, the City Department should receive the following information:

- 1) [Ricoh Site Survey form](#). The Ricoh Representative will email a copy of the Ricoh Site Survey form to the City Department 1-2 business days after completing the Assessment Site Survey, based on installation complexity. This form provides equipment configuration information

needed for installation. The Ricoh Representative will complete most of the information. The remaining information will be completed by the City IT Department.

- 2) Proposal/Quote. The Ricoh Representative will then email the City Department the Proposal/Quote 2-3 business days after completing the Assessment and Site Survey, based on installation complexity. In most cases, the Ricoh Representative will schedule a meeting to discuss the Proposal/Quote since questions may arise.
- 3) Requisition/Purchase Order. When the City Department agrees to the Proposal/Quote, the Ricoh Representative will send the [U.S. Communities Product Schedule](#) "Product Schedule" which confirms monthly cost, equipment make/model, etc. The City Department should send a copy of this Product Schedule to the Procurement Department to start the procurement process.

IT Notification Process

The City Department should forward the Ricoh Site Survey form to the City IT Helpdesk the day it is received by creating an IT Helpdesk Trouble Ticket. Do this by emailing the IT Helpdesk at helpdesk@hampton.gov and including the following information:

- a. Enter "RicoH Installation" in the subject line
- b. Copy Ricoh by adding the email address: CityofHampton@ricoh-usa.com
- c. Include the following information in the body:
 - i. City Department and department POC
 - ii. A copy of the Ricoh Site Survey form(s).

The Trouble Ticket is an integral part of the process and will be used the following ways:

- 1) Notification to City IT Department. When created, this Trouble Ticket will alert the City IT Department that new Ricoh equipment will be installed on the City Network. The attached Ricoh Site Survey form will provide specific connectivity requirements for device configuration.
- 2) Primary Mode of Communication with Ricoh. The Ricoh Representative should be included on the email when creating the Helpdesk Trouble Ticket. ALL parties will use the Helpdesk Trouble Ticket to communicate updates, status and installation timeframes.
- 3) IT Department Site Survey. In some cases, the City Department may need new network and/or fax drop(s) installed to accommodate the installation of new Ricoh equipment. The IT Department will perform a Site Survey based on requirements identified on the Ricoh Site Survey form.
- 4) Drop Costs - If the IT Department determines new network and/or fax drop(s) are needed, a cost estimate will be obtained and forwarded to the City Department for the PO process.

NOTE: Obtaining a cost estimate from the Telecommunications Vendor may take a few weeks.

When obtained, the City Department should forward the PO number to the IT Helpdesk (include Ricoh in the email), so drop installation(s) can be scheduled. NOTE: Drop installation(s) may take a few weeks.

NOTE: If the City Department requires new power outlet(s), the City Facilities Department should be contacted directly or by calling 311.

- 5) Completed Site Survey – The IT Department should send the completed Ricoh Site Survey form back to the Ricoh Representative so it can be used to configure the Ricoh equipment.

Equipment Order Process

When the PO number has been issued, the City Department should send the **signed U.S. Communities Product Schedule (with the PO number included)** back to the Ricoh Representative so the equipment order process can begin. Only the City Department Head (or their designee) should initial and sign the Product Schedule. The Ricoh Order Process can take between 3 days and 2 weeks since all equipment is built to order.

Equipment Installation Process

The Ricoh Representative will email both the City Department and the City IT Department three business days prior to installation to confirm installation date and time & to ensure all network configurations and/or drop work will be complete prior to installation. The following Ricoh Representatives will be present during installation:

- 1) The Ricoh Technician, who will: install, configure and test the new Ricoh equipment.
- 2) The Ricoh Sales Representative, who will:
 - Ensure a positive customer experience.
 - Provide Basic User Training (*example: Scan to Email*). As part of the Master Lease Agreement, department training is also available 1-2 weeks after installation so City Departments can schedule with the Ricoh Sales Representative at this time.
 - Discuss the future service and maintenance process.
 - Present the Delivery Acceptance form for City Department acknowledgement and signature.

Equipment Removal Process

If existing equipment needs to be moved or removed to make space for new Ricoh equipment (one for one swap), the City Department will be responsible for ensuring this occurs, prior to new equipment installation, by using the following guidelines:

- 1) If the existing equipment *is owned* by the City Department and needs to be *moved*, Ricoh may be able to assist. Please inform the Ricoh Representative during the Assessment and Site Survey to ensure this requirement is captured on the Ricoh Site Survey form. If Ricoh is not able to provide this service, the City Department should contact the Vendor that provides maintenance.
- 2) If the existing equipment *is owned* by the City Department and *disposal is needed*, Ricoh can provide removal and disposal services, if requested, as part of the Master Lease Agreement. An [Equipment Removal/Buyout Authorization](#) form should be completed, signed by the City Department Head (or their designee) and sent to the Ricoh Representative along with the signed Product Schedule.
- 3) If the existing equipment *is not owned* by the City Department, the City Department is responsible for contacting the equipment Vendor to either move or remove the existing equipment as per the Maintenance Agreement.

If existing equipment is to be removed, data security should be discussed with the Vendor. Review Ricoh form [Equipment Removal/Buyout Authorization](#) for more information.

NOTE: It is at the City Department's discretion to cancel any active Maintenance Agreements. Refer to your Maintenance Agreement Contract and contact the equipment Vendor for information on outstanding payments.

Service and Maintenance

The City Department should create a [MyRicoH](#) account once the Ricoh equipment has been installed. This account will be used to create Ricoh Trouble Tickets and order supplies. Ink is included as part of the Master Lease Agreement and will not need to be purchased.

Documentation

The Ricoh forms included in this document are for informational purposes only. All forms are in PDF format and should be download for completion from the City of Hampton Intranet under Forms/Technology/Ricoh Process. The Ricoh Master Contract is also located on this webpage.

Ricoh Site Survey Form

RICOH MFP Configuration Worksheet

Department: _____

Address: _____

POC/Phone/Email: _____ / _____ / _____

Hampton IT Engineer/Phone/Email: _____ / _____ / _____

Vendor Contact/Phone/Email: _____ / _____ / _____

Installation/Delivery Date: _____

Item	Device #1	Device #2
Initial IP Planning Configuration		
IP Address		
Subnet Mask		
Gateway		
DNS - Primary		
DNS - Secondary		
DNS Domain	<u>city.hampton.local</u>	
WINS - Primary		
WINS - Secondary		
SNMP	Set for Read Only access using community: public	
Copier Host Name <i>(same as print queue name)</i> <small>(Dept /Location Initials and "cpy": ex. HFPCPY2)</small>		
Fax Queue Name* <small>(Dept /Location Initials and "fax": ex. HFPFAX)</small>	N/A	
(PC Local / server name) Print server*		
Device Certificate Created	Hostname; IP address; City of Hampton, VA; Hampton; A; USA; set expiration for 5 years	
LDAP Access <small>(If LDAP desired, account and password must be set on delivery by member of the IT staff).</small>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Netware	Disabled	
E-Mail Information		
SMTP Server	Exch10svr.city.hampton.local	
Default Sender Address (Turn On)* <small>hostname@hampton.gov</small>		
Fax Information		
Fax Number		
<small>(Provided by Dept)</small> Fax Header		

Ricoh Site Survey Form (con't)

RICOH MFP Configuration Worksheet

Device #1 – Installation Information	
Device Status	New <input type="checkbox"/> Replacement <input type="checkbox"/> Addition <input type="checkbox"/> Networked <input type="checkbox"/> Local <input type="checkbox"/>
Physical Installation Location Details	Notes:
Is a power outlet available? Is a network port available? Is it active? Is a phone port available? Is it active?	Yes <input type="checkbox"/> No <input type="checkbox"/> Notes: Yes <input type="checkbox"/> No <input type="checkbox"/> Notes: Yes <input type="checkbox"/> No <input type="checkbox"/> Notes:
System Power Requirements	<input type="checkbox"/> 120V/15 amp <input type="checkbox"/> 120V/20 amp <input type="checkbox"/> 220V/20 amp   
Software Solutions	No <input type="checkbox"/> Yes <input type="checkbox"/> Details:
Defaults	Print: <input type="checkbox"/> Black & White <input type="checkbox"/> Color <input type="checkbox"/> Duplex Copy: <input type="checkbox"/> Black & White <input type="checkbox"/> Color <input type="checkbox"/> Sort
Device #2 – Installation Information	
Device Status	New <input type="checkbox"/> Replacement <input type="checkbox"/> Addition <input type="checkbox"/> Networked <input type="checkbox"/> Local <input type="checkbox"/>
Physical Installation Location Details	Notes:
Is a power outlet available? Is a network port available? Is it active? Is a phone port available? Is it active?	Yes <input type="checkbox"/> No <input type="checkbox"/> Notes: Yes <input type="checkbox"/> No <input type="checkbox"/> Notes: Yes <input type="checkbox"/> No <input type="checkbox"/> Notes:
System Power Requirements	<input type="checkbox"/> 120V/15 amp <input type="checkbox"/> 120V/20 amp <input type="checkbox"/> 220V/20 amp   
Software Solutions	No <input type="checkbox"/> Yes <input type="checkbox"/> Details:
Defaults	Print: <input type="checkbox"/> Black & White <input type="checkbox"/> Color <input type="checkbox"/> Duplex Copy: <input type="checkbox"/> Black & White <input type="checkbox"/> Color <input type="checkbox"/> Sort
Approvals	
Date Site Survey Submitted (Ricoh)	
Date Site Survey Approved (Hampton IT)	

Ricoh Sales Rep/Technician/Vendor

Please follow the City of Hampton procedures and email this completed site survey form to the Customer who will then email to helpdesk@hampton.gov.

U.S. Communities Product Schedule

Image
Management
U.S. Communities Product Schedule

RICOH
Ricoh USA, Inc.
70 Valley Stream Parkway
Malvern, PA 19355

Product Schedule Number: _____
Master Lease Agreement Number: _____

This Product Schedule (this "Schedule") is between Ricoh USA, Inc. ("we" or "us") and _____, as customer or lessee ("Customer" or "you"). This Schedule constitutes a "Schedule," "Product Schedule," or "Order Agreement," as applicable, under the U.S. Communities Master Lease Agreement (together with any amendments, attachments and addenda thereto, the "Lease Agreement") identified above, between you and _____. All terms and conditions of the Lease Agreement are incorporated into this Schedule and made a part hereof. If we are not the lessor under the Lease Agreement, then, solely for purposes of this Schedule, we shall be deemed to be the lessor under the Lease Agreement. It is the intent of the parties that this Schedule be separately enforceable as a complete and independent agreement, independent of all other Schedules to the Lease Agreement.

CUSTOMER INFORMATION

Customer (Bill To)				Billing Contact Name			
Product Location Address				Billing Address (if different from location address)			
City	County	State	Zip	City	County	State	Zip
Billing Contact Telephone Number			Billing Contact Facsimile Number		Billing Contact E-Mail Address		

PRODUCT/EQUIPMENT DESCRIPTION ("Product")

Qty	Product Description: Make & Model	Qty	Product Description: Make & Model

PAYMENT SCHEDULE

Minimum Term <i>(months)</i> _____	Minimum Payment <i>(Without Tax)</i> \$ _____	Minimum Payment Billing Frequency <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other: _____	Advance Payment <input type="checkbox"/> 1 st Payment <input type="checkbox"/> 1 st & Last Payment <input type="checkbox"/> Other: _____
Guaranteed Minimum Images**		Cost of Additional Images*	
Black/White	Color	Black/White	Color
_____	_____	_____	_____
Meter Reading/Billing Frequency <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other: _____			

* Based upon Minimum Payment Billing Frequency
 ** Based upon standard 8 1/2" x 11" paper size. Paper sizes greater than 8 1/2" x 11" may count as more than one image.

Sales Tax Exempt: YES (Attach Exemption Certificate) Customer Billing Reference Number (P.O. #, etc.) _____
 Addendum(s) attached: YES (check if yes and indicate total number of pages: _____)

TERMS AND CONDITIONS

- The first Payment will be due on the Effective Date. If the Lease Agreement uses the terms "Lease Payment" and "Commencement Date" rather than "Payment" and "Effective Date," then, for purposes of this Schedule, the term "Payment" shall have the same meaning as "Lease Payment," and the term "Effective Date" shall have the same meaning as "Commencement Date."

U.S. Communities Product Schedule (con't)

2. You, the undersigned Customer, have applied to us to use the above-described Product for lawful commercial (non-consumer) purposes. **THIS IS AN UNCONDITIONAL, NON-CANCELABLE AGREEMENT FOR THE MINIMUM TERM INDICATED ABOVE**, except as otherwise provided in the Lease Agreement, if applicable. If we accept this Schedule, you agree to use the above Product on all the terms hereof, including the terms and conditions on the Lease Agreement. **THIS WILL ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS SCHEDULE AND THE LEASE AGREEMENT AND HAVE RECEIVED A COPY OF THIS SCHEDULE AND THE LEASE AGREEMENT.** You acknowledge and agree that the Ricoh service commitments included on the "Image Management Commitments" page attached to this Schedule (collectively, the "Commitments") are separate and independent obligations of Ricoh USA, Inc. ("Ricoh") governed solely by the terms set forth on such page. If we assign this Schedule in accordance with the Lease Agreement, the Commitments do not represent obligations of any assignee and are not incorporated herein by reference. You agree that Ricoh alone is the party to provide all such services and is directly responsible to you for all of the Commitments. We are or, if we assign this Schedule in accordance with the Lease Agreement, our assignee will be, the party responsible for financing and billing this Schedule, including, but not limited to, the portion of your payments under this Schedule that reflects consideration owing to Ricoh in respect of its performance of the Commitments. Accordingly, you expressly agree that Ricoh is an intended party beneficiary of your payment obligations hereunder, even if this Schedule is assigned by us in accordance with the Lease Agreement.

3. **Image Charges/Meters:** In return for the Minimum Payment, you are entitled to use the number of Guaranteed Minimum Images as specified in the Payment Schedule of this Schedule. The Meter Reading/Billing Frequency is the period of time (monthly, quarterly, etc.) for which the number of images used will be reconciled. If you use more than the Guaranteed Minimum Images during the selected Meter Reading/Billing Frequency period, you will pay additional charges at the applicable Cost of Additional Images as specified in the Payment Schedule of this Schedule for images, black and white and/or color, which exceed the Guaranteed Minimum Images ("Additional Images"). The charge for Additional Images is calculated by multiplying the number of Additional Images by the applicable Cost of Additional Images. The Meter Reading/Billing Frequency may be different than the Minimum Payment Billing Frequency as specified in the Payment Schedule of this Schedule. You will provide us or our designee with the actual meter reading(s) by submitting meter reads electronically via an automated meter read program, or in any other reasonable manner requested by us or our designee from time to time. If such meter reading is not received within seven (7) days of either the end of the Meter Reading/Billing Frequency period or at our request, we may estimate the number of images used. Adjustments for estimate charges for Additional Images will be made upon receipt of actual meter reading(s). Notwithstanding any adjustment, you will never pay less than the Minimum Payment.

4. Additional Provisions (if any) are: _____

THE PERSON SIGNING THIS SCHEDULE ON BEHALF OF THE CUSTOMER REPRESENTS THAT HE/SHE HAS THE AUTHORITY TO DO SO.

<p>CUSTOMER</p> <p>By: <input checked="" type="checkbox"/> _____ Authorized Signer Signature</p> <p>Printed Name: _____</p> <p>Title: _____ Date: _____</p>	<p>Accepted by: RICOH USA, INC.</p> <p>By: _____ Authorized Signer Signature</p> <p>Printed Name: _____</p> <p>Title: _____ Date: _____</p>
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U.S. Communities Product Schedule (con't)



RICOH Ricoh USA, Inc.
70 Valley Stream Parkway
Malvern, PA 19355

RICOH USA, INC.
IMAGE MANAGEMENT COMMITMENTS

The below service commitments (collectively, the "Service Commitments") are brought to you by Ricoh USA, Inc., an Ohio corporation having its principal place of business at 70 Valley Stream Parkway, Malvern, PA 19355 ("RicoH"). The words "you" and "your" refer to you, our customer. You agree that RicoH alone is the party to provide all of the services set forth below and is fully responsible to you, the customer, for all of the Service Commitments. RicoH or, if RicoH assigns the Product Schedule to which this page is attached in accordance with the Lease Agreement (as defined in such Product Schedule), RicoH's assignee, is the party responsible for financing and billing the Image Management Product Schedule. The Service Commitments are only applicable to the equipment ("Product") described in the Image Management Product Schedule to which these Service Commitments are attached, excluding facsimile machines, single-function and wide-format printers and production units. The Service Commitments are effective on the date the Product is accepted by you and apply during RicoH's Normal Business Hours (as defined below). They remain in effect for the Minimum Term so long as no ongoing default exists on your part.

TERM PRICE PROTECTION

The Image Management Minimum Payment and the Cost of Additional Images, as described on the Image Management Product Schedule, will not increase in price during the Minimum Term of the Image Management Product Schedule, unless agreed to in writing and signed by both parties.

PRODUCT SERVICE AND SUPPLIES

RicoH will provide full coverage maintenance services, including replacement parts, drums, labor and all service calls, during Normal Business Hours. "Normal Business Hours" are between 8:00 a.m. and 5:00 p.m., Monday to Friday excluding holidays ((i) New Year's Day; (ii) Memorial Day; (iii) 4th of July; (iv) Labor Day; (v) Thanksgiving; (vi) Day after Thanksgiving; and (vii) Christmas Day). RicoH will also provide the supplies required to produce images on the Product covered under the Image Management Product Schedule (other than non-metered Product and soft-metered Product). The supplies will be provided according to manufacturer's specifications. RicoH reserves the right to assess a reasonable charge for supply shipments if you request overnight delivery. If RicoH determines that you have used more supplies than the manufacturer's recommended specifications, you will pay reasonable charges for those excess supplies and/or RicoH may refuse you additional supply shipments, or as otherwise agreed to by the parties. Optional supply items such as paper and transparencies are not included, unless otherwise agreed to by the parties in writing. Charges are based on standard 8.5x11 images. RicoH reserves the right to assess additional images charges for non-standard images, including 11x17 images.

RESPONSE TIME COMMITMENT

RicoH will provide a one hour (1) phone response to service calls measured from receipt of your call. RicoH will provide a four (4) business hour response time for all service calls located within a major metropolitan area, and an eight (8) business hour average response time for service calls located fifty (50) miles or greater from a RicoH service center for the term of the Image Management Product Schedule. Response time is measured in aggregate for all Product covered by the Image Management Product Schedule.

UPTIME PERFORMANCE COMMITMENT

RicoH will service the Product to be Operational with a quarterly uptime average of 95% during Normal Business Hours, excluding preventative and interim maintenance time. Downtime will begin at the time you place a service call to RicoH and will end when the Product is again Operational. You agree to make the Product available to RicoH for scheduled preventative and interim maintenance. You further agree to give RicoH advance notice of any critical and specific uptime needs you may have so that RicoH can schedule with you interim and preventative maintenance in advance of such needs. As used in these Service Commitments, "Operational" means substantial compliance with the manufacturer's specifications and/or performance standards and excludes customary end-user corrective actions.

IMAGE VOLUME FLEXIBILITY AND PRODUCT ADDITIONS

At any time after the expiration of the initial ninety day period of the original term of the Image Management Product Schedule to which these Service Commitments relate, RicoH will, upon your request, review your image volume. If the image volume has moved upward or downward in an amount sufficient for you to consider an alternative plan, RicoH will present pricing options to conform to a new image volume. If you agree that additional product is required to satisfy your increased image volume requirements, RicoH will include the product in the pricing options. The addition of product and/or increases/decreases to the Guaranteed Minimum Images requires an amendment ("Amendment") to the Image Management Product Schedule that must be agreed to and signed by both parties to the Schedule. The term of the Amendment may not be less than the remaining term of the existing Image Management Product Schedule but may extend the remaining term of the existing Image Management Product Schedule for up to an additional 60 months. Adjustments to the Guaranteed Minimum Images commitment and/or the addition of product may result in a higher or lower minimum payment. Images decreases are limited to 25% of the Guaranteed Minimum Images in effect at the time of Amendment.

PRODUCT AND PROFESSIONAL SERVICES UPGRADE OPTION

At any time after the expiration of one-half of the original term of the Image Management Product Schedule to which these Service Commitments relate, you may reconfigure the Product by adding, exchanging, or upgrading to an item of Product with additional features or enhanced technology. A new Image Management Product Schedule or Amendment must be agreed to and signed by the parties to the Schedule, for a term not less than the remaining term of the existing Image Management Product Schedule but may, in the case of an Amendment, extend the remaining term of the existing Image Management Product Schedule for up to an additional 60 months. The Cost of Additional Images and the Minimum Payment of the new Image Management Product Schedule will be based on any obligations remaining on the Product, the added product and new image volume commitment. Your RicoH Account Executive will be pleased to work with you on a Technology Refresh prior to the end of your Image Management Product Schedule or Amendment.

PERFORMANCE COMMITMENT

RicoH is committed to performing these Service Commitments and agrees to perform its services in a manner consistent with the applicable manufacturer's specifications. Should a Product or an accessory not be able to be maintained in conformance with manufacturer's specifications, RicoH shall, at its own expense, replace such Product with another unit of the same product designation as that Product and RicoH shall bear all installation, transportation, removal and rigging charges in connection with the installation of such replacement unit; provided, however that (a) the replacement unit may be a reconditioned or otherwise used unit rather than a new unit; and (b) if a replacement unit of the same product designation as the unit of Product it replaces is not available, the replacement unit may be a product of substantially similar or greater capabilities. RicoH shall re-perform any Services not in compliance with this warranty and brought to RicoH's attention in writing within a reasonable time, but in no event more than 30 days after such Services are performed. If you are dissatisfied with RicoH's performance, you must send a registered letter outlining your concerns to the address specified below in the "Quality Assurance" section. Please allow 30 days for resolution.

ACCOUNT MANAGEMENT

Your RicoH sales professional will, upon your request, be pleased to review your product performance metrics on a quarterly basis and at a mutually convenient date and time. RicoH will, upon your request, be pleased to annually review your business environment and discuss ways in which RicoH may improve efficiencies and reduce costs relating to your document management processes.

QUALITY ASSURANCE

Please send all correspondence relating to the Service Commitments via registered letter to the Quality Assurance Department located at: 3920 Akerlight Road, Macon, GA 31210, Attn: Quality Assurance. The Quality Assurance Department will coordinate resolution of any performance issues concerning the above Service Commitments with your local RicoH office. To insure the most timely response please call 1-888-275-4566.

MISCELLANEOUS

These Service Commitments do not cover repairs resulting from misuse (including without limitation improper voltage or environment or the use of supplies that do not conform to the manufacturer's specifications), subjective matters (such as color reproduction accuracy) or any other factor beyond the reasonable control of RicoH. RicoH and you each acknowledge that these Service Commitments represent the entire understanding of the parties with respect to the subject matter hereof and that your sole remedy for any Service Commitments not performed in accordance with the foregoing is as set forth under the section hereof entitled "Performance Commitment". The Service Commitments made herein are service and/or maintenance warranties and are not product warranties. Except as expressly set forth herein, RicoH makes no warranties, express or implied, including any implied warranties of merchantability, fitness for use, or fitness for a particular purpose. Neither party hereto shall be liable to the other for any consequential, indirect, punitive or special damages. Customer expressly acknowledges and agrees that, in connection with the security or accessibility of information stored in or recoverable from any Product provided or serviced by RicoH, Customer is solely responsible for ensuring its own compliance with legal requirements or obligations to third parties pertaining to data security, retention and protection. These Service Commitments shall be governed according to the laws of the State where your principal place of business or residence is located without regard to its conflicts of law principles. These Service Commitments are not assignable by the Customer. Unless otherwise stated in your Implementation Schedule, your Product will ONLY be serviced by a "RicoH Certified Technician". If any software, system support or related connectivity services are included as part of these Service Commitments as determined by RicoH, RicoH shall provide any such services at your location set forth in the Product Schedule as applicable, or on a remote basis. You shall provide RicoH with such access to your facilities, networks and systems as may be reasonably necessary for RicoH to perform such services. You acknowledge and agree that, in connection with its performance of its obligations under these Service Commitments, RicoH may place automated meter reading units on imaging devices, including but not limited to the Product, at your location in order to facilitate the timely and efficient collection of accurate meter read data on a monthly, quarterly or annual basis. RicoH agrees that such units will be used by RicoH solely for such purpose. Once transmitted, all meter read data shall become the sole property of RicoH and will be utilized for billing purposes.

70 Valley Stream Parkway, Malvern, PA 19355

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Customer Notice
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Equipment Removal/Buyout Authorization Form



EQUIPMENT REMOVAL/BUYOUT AUTHORIZATION

Customer Name:			
Contact Name:		Phone:	
Address:		City:	
State:	Zip:	Fax/Email:	
Make	Model	Serial Number	Machine Status

This Authorization applies to the equipment identified above and to the following Removal/Buy Out Option

This Authorization will confirm that Customer desires to engage Ricoh USA, Inc. ("Ricoh") to pick-up and remove certain items of equipment that are currently (i) owned by Customer or (ii) leased from Ricoh or other third party (as specified below), and that you intend to issue written or electronic removal requests (whether such equipment is identified in this Authorization, in a purchase order, in a letter or other written form) to Ricoh from time to time for such purpose. Such removal request will set forth the location, make, model and serial number of the equipment to be removed by Ricoh. By signing below, you confirm that, with respect to every removal request issued by Customer (1) Ricoh may rely on the request, and (2) the request shall be governed by this Authorization. Notwithstanding the foregoing, the parties acknowledge and agree that Ricoh shall have no obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by, in or on any item of equipment serviced by Ricoh, whether through a digital storage device, hard drive or similar electronic medium ("Data Management Services"). If desired, Customer may engage Ricoh to perform such Data Management Services at its then-current rates. Notwithstanding anything in this Authorization to the contrary, (i) Customer is responsible for ensuring its own compliance with legal requirements pertaining to data retention and protection, (ii) it is the Customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business or data retention, and any actions required to comply with such laws, (iii) Ricoh does not provide legal advice or represent or warrant that its services or products will guarantee or ensure compliance with any law, regulation or requirement, and (iv) the selection, use and design of any Data Management Services, and any and all decisions arising with respect to the deletion or storage of any data, as well as any loss of data resulting therefrom, shall be the sole responsibility of Customer, and Customer shall indemnify and hold harmless Ricoh and its subsidiaries, directors, officers, employees and agents from and against any and all costs, expenses, liabilities, claims, damages, losses, judgments or fees (including reasonable attorneys' fees) (collectively, "Losses") arising therefrom or related thereto.

Equipment Removal (Owned by Customer). In addition to the terms and conditions set forth above, the following terms and conditions shall apply for Customer-owned equipment removals: Customer confirms that (1) Customer has good, valid and marketable title to such equipment and has satisfied all payment and other obligations relating to such equipment which may be owing to any third party under applicable lease, financing, sale or other agreements, (2) Customer has obtained any and all necessary consents and approvals required to authorize Ricoh to remove such items of equipment and to take title thereto, and (3) by this Authorization, Customer hereby transfers good and valuable title and ownership to Ricoh to the equipment, free and clear of any and all liens and encumbrances of any nature whatsoever and Customer will cause to be done, executed and delivered all such further instruments of conveyance as may be reasonably requested for the vesting of good title in Ricoh.

Equipment Removal (Leased by Customer). In addition to the terms and conditions set forth above, the following terms and conditions shall apply for equipment removals of equipment leased by Customer: Except for the obligations of Ricoh to pick up and remove the identified equipment, Ricoh does not assume any obligation, payment or otherwise, under any lease agreement, which shall remain Customer's sole responsibility. As a material condition to the performance by Ricoh, Customer hereby releases Ricoh from, and shall indemnify, defend and hold Ricoh harmless from and against, any and all claims, liabilities, costs, expenses and fees arising from or relating to any breach of Customer's representations or obligations in this Authorization or of any obligation owing by Customer under its lease agreement.

Buy Out Terms. Upon execution and delivery by Customer of a sale, lease (and related delivery and acceptance certificate), service and/or other agreement ("Agreement") between Ricoh and/or other third party, Ricoh agrees to pay to
 (A) the customer (and Customer hereby agrees to promptly pay such amount to the below named payee ("Payee"), or
 (B) the Payee identified below, an amount ("Buy Out Amount") equal to \$_____ to pay off an/or reduce Customer's obligations owing under that certain equipment lease agreement _____ for third party lease company ("Third Party Lease") between Customer and Payee relating to the equipment identified in the Third Party Lease.

THIRD PARTY LEASE – COMPANY INFORMATION

Payee Name:		Attention To:	
Address:			
<input type="checkbox"/> W-9 included		<input type="checkbox"/> Third-Party Quote or Proof of Buy Out Included	
Mailing Method: (select one) <input type="checkbox"/> Mail Check (regular) <input type="checkbox"/> Overnight Check			

The Buy Out Amount represents the total amount payable by Ricoh for such purpose. Ricoh shall have no obligation, and does not assume any obligation, under the Third Party Lease. Customer acknowledges that Customer is solely responsible to make payments to the Payee under the Third Party lease, to return the Equipment at the appropriate time to the appropriate location as determined by the Payee, and to fulfill any and all payment and other obligations under the Third Party Lease. Customer agrees to indemnify and hold Ricoh harmless from any losses, damages, claims, suits and actions (including reasonable attorneys' fees) arising from the breach by Customer of any of its obligations contained in this authorization and/or the Third Party Lease.

CUSTOMER

By: _____

Name: _____

Title: _____

Date: _____

RICOH USA, INC.

By: _____

Name: _____

Title: _____

Date: _____