



RICOH CORPORATION
Five Dedrick Place
West Caldwell, NJ 07006

April 14, 1995

Mr. Jerry Mathwig, President
Metro Sales, Inc.
1620 East 78th Street
Richfield, MN 55423

Dear Jerry,

Congratulations on being honored with Ricoh's newly created "Chairman's Award" at our recent National Dealer Sales Meeting. This is a very special award for Ricoh because it is our way of recognizing excellence in the dealer community while at the same time honoring our Chairman, Hisashi Kubo, for the vital role he played in the development of Ricoh Corporation.

The senior management of the company felt that Mr. Kubo's tireless efforts and dedication could best be celebrated through the creation of a unique award that should be presented to the Ricoh dealer who demonstrated proficiency in a variety of skills. The criteria used for judging is as follows:

1. Efficiency of operations
2. Success in selling Ricoh products
3. Support of the customer
4. Excellence in marketing
5. Obtainment of the highest levels of field-headquarters communication
6. Outstanding employee training and management
7. Quality service

We felt strongly that the award should go to the dealer that demonstrated an array of strengths, and who best exemplified the high levels of professionalism that Mr. Kubo brought to our company and to the Ricoh dealer community. We voted on the dealer that was the most professional, hard working and sincere in its business relations with all Ricoh staff.

A vote was taken and the decision was made to give the very first "Chairman's Award" to you and the employees of Metro Sales. Jerry, you clearly deserve this prestigious award. The fact that Metro Sales has been a quality Ricoh dealer since we began marketing our products in the U.S. only reaffirmed our decision to present this premier award to one of our premier dealers.

Congratulations once again on this significant achievement. We at Ricoh salute you and your fine organization.

Sincerely yours,

Robert A. Ingoglia

Robert A. Ingoglia
Vice President
Promotion & Communications Division