



Delivery CTRL: Service Capabilities Overview

Ricoh's innovative accountable mail and package service

Every step, orchestrated

Delivery operations are critical to compliance, productivity, and experience. Yet once mail and packages enter the building, many organizations still rely on manual handoffs and inconsistent processes that limit visibility and introduce risk.

Ricoh bridges the gap between physical operations and digital workflows, enabling organizations to transform real-world activities into automated, data-driven business outcomes. We give organizations and recipients more control over how mail and packages move through the final mile. Delivery CTRL supports flexible delivery preferences and on-demand re-routing while a package is already in transit, so teams can respond to changing needs without sacrificing visibility, accountability, or service reliability.

In short, we take responsibility for the people, processes, and performance behind delivery operations, offering a more productive, visible, measurable, and dependable service from intake to final handoff, so our customers do not have to.

Enterprise-scale orchestration



Consistent operating standards across locations enable reliable outcomes at scale



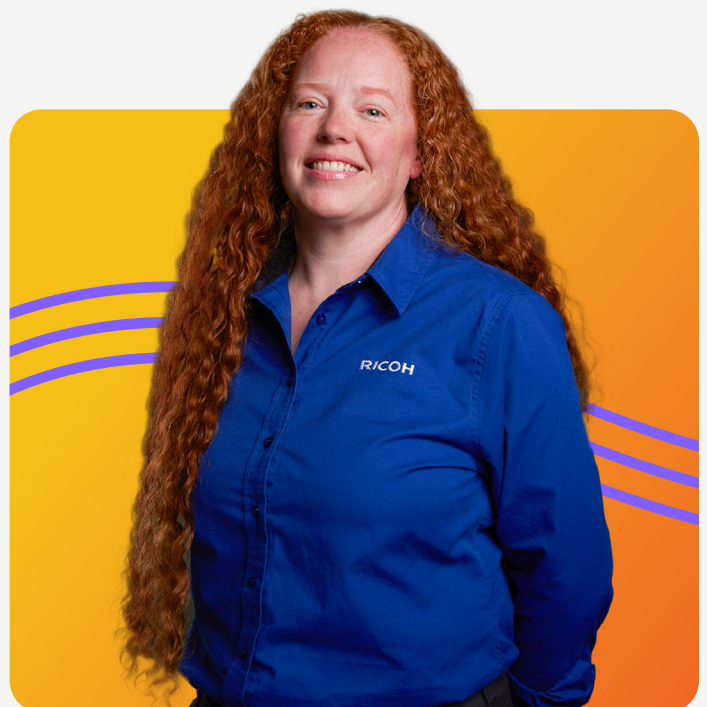
Embedded site leadership and governance ensure day-to-day operational discipline



Chain-of-custody is built into daily workflows, from intake through delivery

Ricoh's managed service model

Ricoh's Delivery CTRL is a managed accountable mail and package logistics service that brings together Ricoh-operated processes, trained personnel, and purpose-built technology into a single accountable delivery model. From package receipt through final delivery, Ricoh provides end-to-end visibility, documented chain of custody, and operational governance designed to reduce risk and improve performance. Rather than simply providing a tool, Ricoh assumes responsibility for consistent, measurable outcomes through proven operations and service excellence.



Experience that delivers results

Ricoh's managed services are delivered by trained, tenured operational teams with deep experience supporting enterprise mail, print, and communications environments. Ricoh invests in formal onboarding, role-based training, and standardized operating procedures to ensure services are performed consistently across locations and volumes.



Service excellence you can rely on



Average 10-year tenure across Ricoh managed services teams



Mandatory role-based training before service delivery



Ongoing security, compliance, and safety certification



Standardized Service Excellence model governing daily operations



Continuous training, audits, and leadership readiness

How it works

Intelligent processing from intake to receipt

Mail and packages are received and processed by Ricoh operators using standardized workflows. We use AI-enabled computer vision to conduct rapid intake, shipments, and for matching them to recipients or departments while reducing manual handling. Operators also triage, investigate and resolve mystery mail to ensure items reach the correct recipient.

Delivery rules and priorities are applied automatically, with each handoff tracked throughout its journey. Recipients access a secured dashboard where they can view delivery status and location, re-route or re-assign packages, or request holds when needed. Every step is documented to support audit readiness, operational transparency, and issue resolution.

Up to
80%

elimination of manual
data entry

91%

packages first-time
matched to recipients

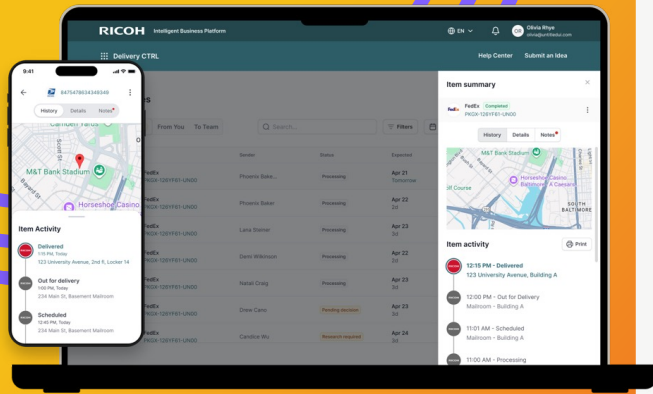
25

carrier label datapoints
captured

AI-powered intake automation uses computer vision and label token matching to reduce manual handling, minimize exceptions, and enable faster, more reliable service delivery.



OCR label scan with AI matching



Automated delivery tracking on desktop and mobile

The platform

Purpose-built to power managed services

Delivery CTRL is a core service module within Ricoh's Intelligent Business Platform, purpose-built to manage accountable mail and package delivery in enterprise environments. Delivery CTRL leverages shared platform capabilities, including security, integration, analytics, and scalability, to standardize and orchestrate delivery operations across locations. This approach ensures consistency at scale while maintaining Ricoh's accountability for execution, performance, and outcomes.

Operational Outcome	Capability
End-to-end visibility and chain of custody	Automated tracking from carrier receipt through final delivery provides full transparency, improving accountability, compliance, and SLA performance.
Faster, automated intake and routing	AI-powered OCR and computer vision streamline package receiving and matching, reducing manual handling and accelerating delivery throughput.
Choice-based routing management	Customer-controlled delivery options, such as changing the time, location, or recipient, provide improved convenience and delivery success while preserving operational visibility and service reliability.
Consumer-grade delivery experience	A mobile-first interface enables recipients and operators to track, re-route, and manage deliveries in real time, supporting hybrid and multi-location environments.
Integrated service-driven workflows	Delivery CTRL connects inbound and outbound logistics, routing, and delivery into a unified process, thereby eliminating reliance on disconnected applications and services (e.g., messaging applications, logistics providers).
Business analytics and operational insights	Built-in dashboards deliver actionable business intelligence on volumes, delivery performance, and trends to support continuous improvement, cost control, and governance.

Built with an agile, modular design, the Intelligent Business Platform allows Delivery CTRL to scale and connect with adjacent Ricoh managed processes as needs evolve. Performance data is captured automatically as workflows run, then surfaced through customer-facing analytics dashboards that provide visibility into volume, turnaround times, service performance, and outcomes to support governance, cost control, and continuous improvement.

Built for enterprise trust

Ricoh's Intelligent Business Platform is designed with security and governance as foundational principles. Key elements include:



Role-based access controls for dashboards and portals



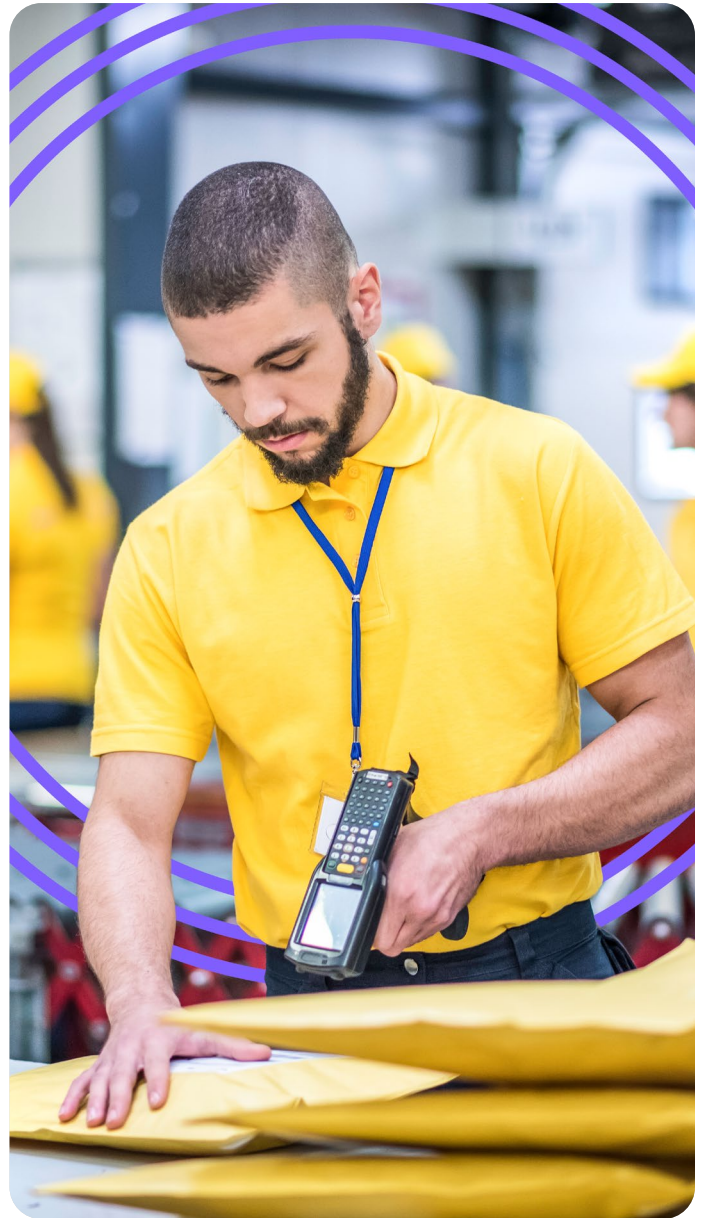
Data encryption in transit and at rest



Segregation of customer data



Auditability and access logging



Ricoh operates under established security policies and employee training programs. Platform certifications support many Intelligent Business Platform services, with Delivery CTRL achieving SOC 2 certification. Additional security and compliance details are available on [Ricoh's Trust Center](#).

Your operations, our responsibility

Ricoh brings decades of experience operating mission-critical business processes on behalf of customers. By combining managed services expertise with a scalable, secured platform, Ricoh delivers accountability, not just technology.



Named a Leader in the 2026 IDC MarketScape for Worldwide Mailroom Solutions and Services

90

years delivering solutions for leading organizations

1.4M

service customers worldwide

5,500

North American managed services staff

50%

of US Fortune 1000 do business with Ricoh

Industries we serve:



Banking



Retail



Insurance



Manufacturing



Healthcare

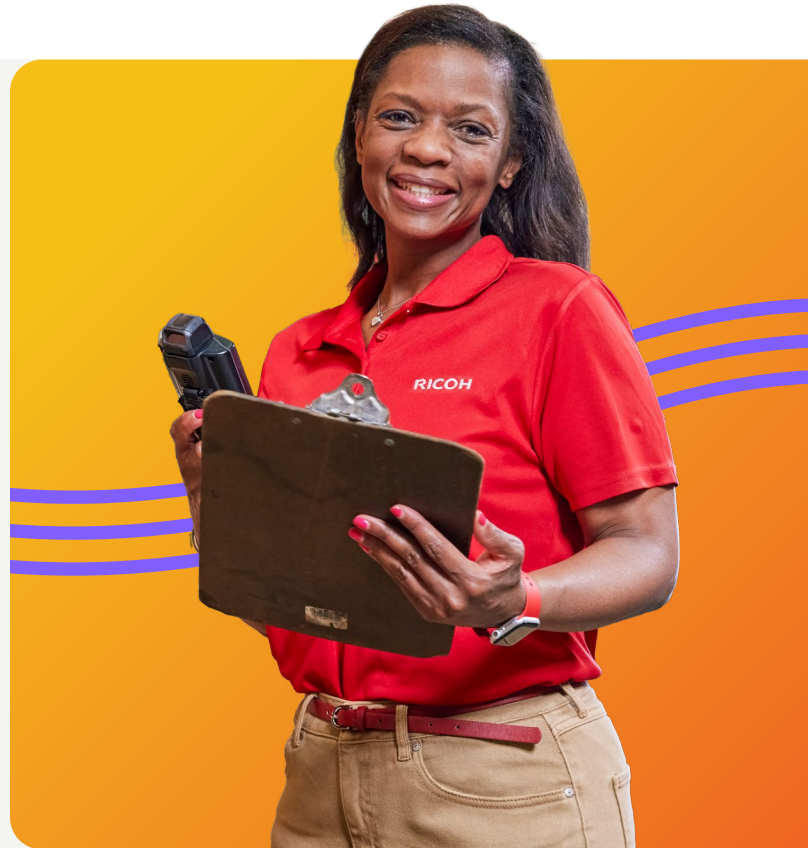


Legal

We can help you connect your physical operations and digital workflows to improve visibility, productivity, and the employee experience.

Learn more about Ricoh's services, powered by the Intelligent Business Platform by viewing our IBP Technical Overview on the [Ricoh Trust Center](#) or

Book a follow-up consultation with your Ricoh rep today



RICOH
imagine. change.

Ricoh USA, Inc., 300 Eagleview Boulevard, Exton, PA 19341, 1-800-63-RICOH

©2026. Ricoh USA, Inc. All rights reserved. Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners. The content of this document, and the appearance, features and specifications of Ricoh products and services are subject to change from time to time without notice. Products are shown with optional features. While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services, and the conditions and factors affecting performance. The only warranties for Ricoh product and services are as set forth in the express warranty statements accompanying them.