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Congratulations on your Pro-Tech 2023 achievement!

It's great to welcome you and your team as Konica Minolta Pro-Tech certified partners. It's clear that your dealership is committed to offering your customers the best service and support possible.

The Konica Minolta Pro-Tech program is in its 35th year in 2023 and it's fantastic to see steady, year-over-year participation and so many tenured dealers achieving certification. I know the program is challenging and requires a true commitment to service training. **We at Konica Minolta sincerely appreciate your dedication and extra efforts above and beyond your daily tasks in order to achieve Pro-Tech for 2023!**

For 2023, KMBS Pro-Tech certified partners will receive several Konica Minolta promotional items, including an acrylic Pro-Tech plaque, customized electronic brochures, Pro-Tech window decals, Pro-Tech 2023 coffee mugs for each of the technicians that were included in your rating, and a Pro-Tech window cling that designates the number of years that your dealership has attained Pro-Tech certification. Pro-Tech certified dealers are also individually recognized among peers at the special awards ceremony held at the annual Konica Minolta Dealer Conference and Product Expo. After that Expo, KMBS will email you a customized Press Release for you to advertise in your local markets. I urge you to use these items to promote your Pro-Tech certification and status as an elite service provider.

Additional Pro-Tech privileges include: ***Exclusive 800# for priority access to our Contact Support Center (CSC) team** for technical-related issues and questions; use of ***bizhub vCare and vCare to ERP Meter Integration*** at no-charge; industry leading **technical certification courses for Security +, A+ and Network+** at no-charge; free-of-charge access and use of the **vCare Dealer-Customer Portal** and the **KMBS Service & Support USB Drive**. This 32GB drive contains pre-loaded Service Communications items and other Service and Technical-related materials including; End-of-Life listings, Model Cross Reference Listings, Parts Manuals, Service Manuals, and Specification and Install Guides.

***The 2023 Pro-Tech exclusive CSC Elite Access phone number is (888) 336-0409.**

Again, thanks for being a valued KMBS Dealer Partner and nice work attaining Pro-Tech for 2023! Please extend my sincere congratulations to your technicians for their outstanding work as well.

With best regards,

A handwritten signature in black ink that reads "Kevin Streuli".

Kevin Streuli