BUSINESS SOLUTIONS DIVISION

OFFICE SUPPLY PROGRAM FOR:

Carolinas HealthCare System
Carolinas Shared Services

Office Depot Carolinas HealthCare System
METRO Locations Account Team:

Office Depot Major Account Manager – Monica Herr

Office Depot District Manager – Hardy Meyer

WELCOME

From the Desk of: Materials Management

To: All METRO Carolinas HealthCare Employees

Date: September 15, 2015

We are pleased to announce our new office supply agreement with Office Depot effective Monday, October 5, 2015.

After much consideration, Office Depot has demonstrated the ability to uniquely service Carolinas HealthCare on a local and national level. We have chosen Office Depot to supply us with our everyday office supply needs effective October 5, 2015.

Boasting 99% + next day delivery capabilities, Office Depot also offers over 1,100 full service retail stores across North America (our program ensures negotiated contract pricing is available for our members in Office Depot's Retail stores). Office Depot's ordering website is highly ranked among all internet retailers in the country and designed for maximum online ordering experience and efficiency.

Place Orders, Return Orders, Browse Products, Track Orders & Much More!
business.officedepot.com

Office Depot's award winning website includes the following features:

- Easy to navigate - find and order what you need quickly and efficiently
- Online Returns
- Real time inventory & pricing
- Find accessories/supplies for your office machines (find all applicable toners and machine consumables by simply typing in your machines brand and model number)
- Create a personal shopping list for your store!
- View order status
- Live chat with customer service

If you have any questions regarding our new Office Depot office supply program, please contact MRM Customer Care at
mrm-customercare@carolinashealthcare.org.

IMPORTANT Account Information:

Carolinas Health Care Account #17699583

Place all orders by visiting: business.officedepot.com

Contact Office Depot Customer Support for product information, questions in regards to a placed order, or to return an item. Call #1-888-777-4044, M-F, 8 AM – 8 PM EST.

Contact Technical Support for log in issues or business.officedepot.com site questions. Call #1-800-269-6888, M-F, 8 AM – 8 PM EST.

Ordering Method:

To access your contract pricing:

Login Name: **<Your Company Email Address>**
Initial Password: **Welcome1**

Sample Login: jsmith@carolinashealthcare.org or jsmith@carolinas.org

IMPORTANT NOTE: When you log in for the first time, you will be prompted to change your password. Passwords must be at least eight to 10 characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

On-line Tutorials:

To review how to navigate through the Office Depot website please click on the Customer Service words located at the top right of the screen. The User Guide and Web Demonstrations can be accessed by scrolling down to General Help on the lower left side of the Customer Service page.

Deliveries:

Deliveries will be made the next business day, unless otherwise noted by Office Depot, provided your order has been approved and received BY 5:00 P.M. your local time via the internet.

Freight:

Orders will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce costs, waste, fuel and greenhouse gases. You will save on paper, staff time and logistical costs while also reducing the product packaging waste & carbon dioxide emissions associated with delivery of your office supplies.

Upon Receipt of Your Order:

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on backorder will be noted on the packing slip.

BSD Customer Support:

You can connect immediately with an Office Depot Customer Service Representative, Monday – Friday 8 AM to 8 PM (EST), using our Live Chat functionality or by calling us toll-free at #1-888-777-4044.

For technical support, our E-Commerce Support Desk is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.

Quick Step Internet Ordering Instructions

Placing an Order

1) Use browser to access the Internet and type in http://business.officedepot.com
2) Type in your Login Name and Password
3) Click on LOGIN
4) Please click the BEST VALUE items link from the bulletin board to access your core items. We have categorized your core items for convenience. Please shop your core items first.
5) If you know the item number(s) for the product(s) you wish to order select:

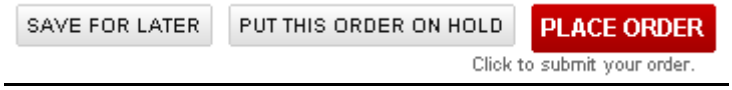
   Order by Item #
   Quick Order

6) Type in Office Depot Item #, quantity, and comment, if desired
7) If you do not know the item number(s) for the product(s) you wish to order, you can:
   a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go

      SEARCH GO

   b. Shop using our online catalog. Simply click on Home in the upper left hand corner or View All Products A-Z in the grey toolbar and you will be directed to category listings of the catalog
8) Select ADD TO CART to add your desired product to your shopping cart
9) Select Continue Shopping to continue or Check Out from the shopping cart in the top left if you have finished shopping
10) If you selected Continue Shopping then click on Order by Item # Quick Order to add more items
11) If you selected Check Out verify items in your cart and complete any required information
12) Please confirm your shipping information is correct , please fill in your **(will provide customer specific field information here once finalized)**

13) You now have three options,



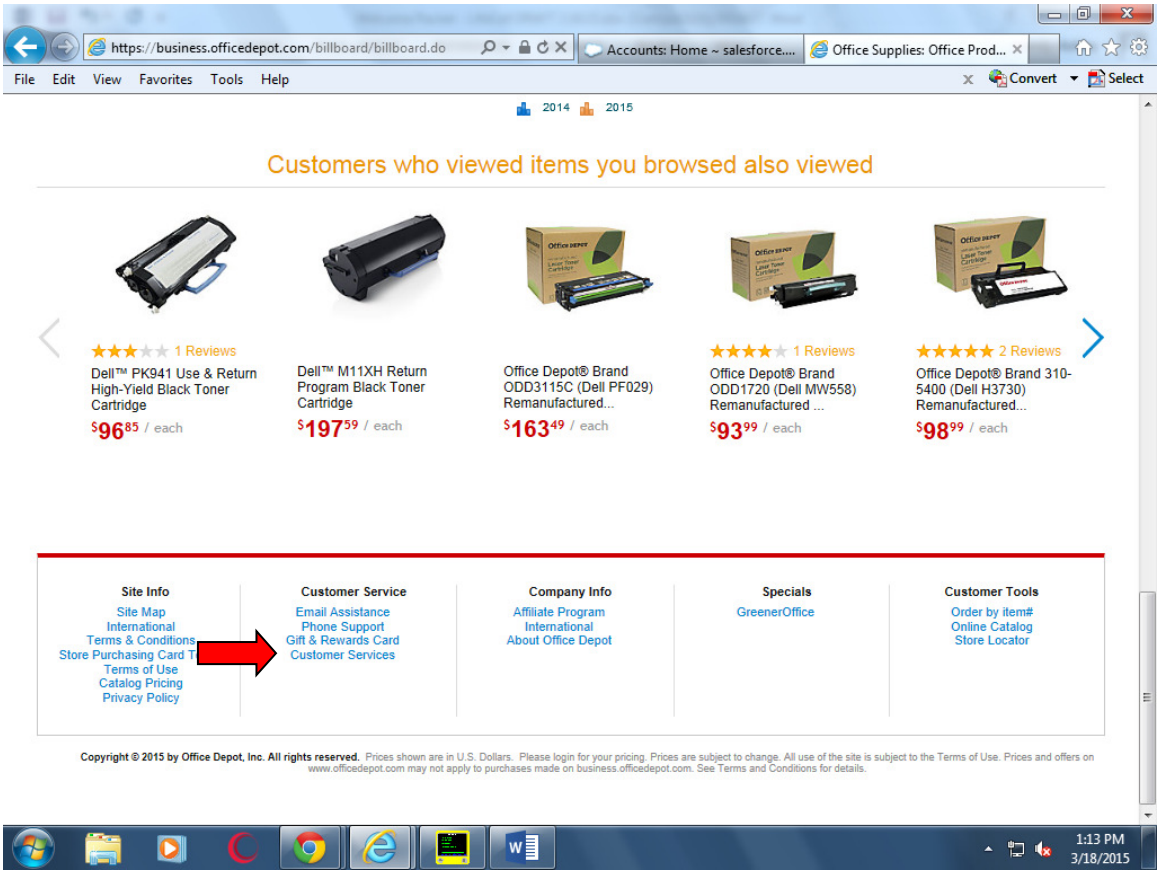
a. If you are satisfied with your order, select PLACE ORDER to complete the process

b. If you would like to save the items in your cart and purchase at a later date, select PUT THIS ORDER ON HOLD . When placing an order on hold, your inventory will be held for 24 hrs

c. If you would like to save the items in a list but not create the order select SAVE FOR LATER

14) When you see "**Thank you for your order,"** **and your number,** your order has been successfully completed.

Training:

Online training is available in the Customer Service section; select Customer Services.

SEE BELOW.