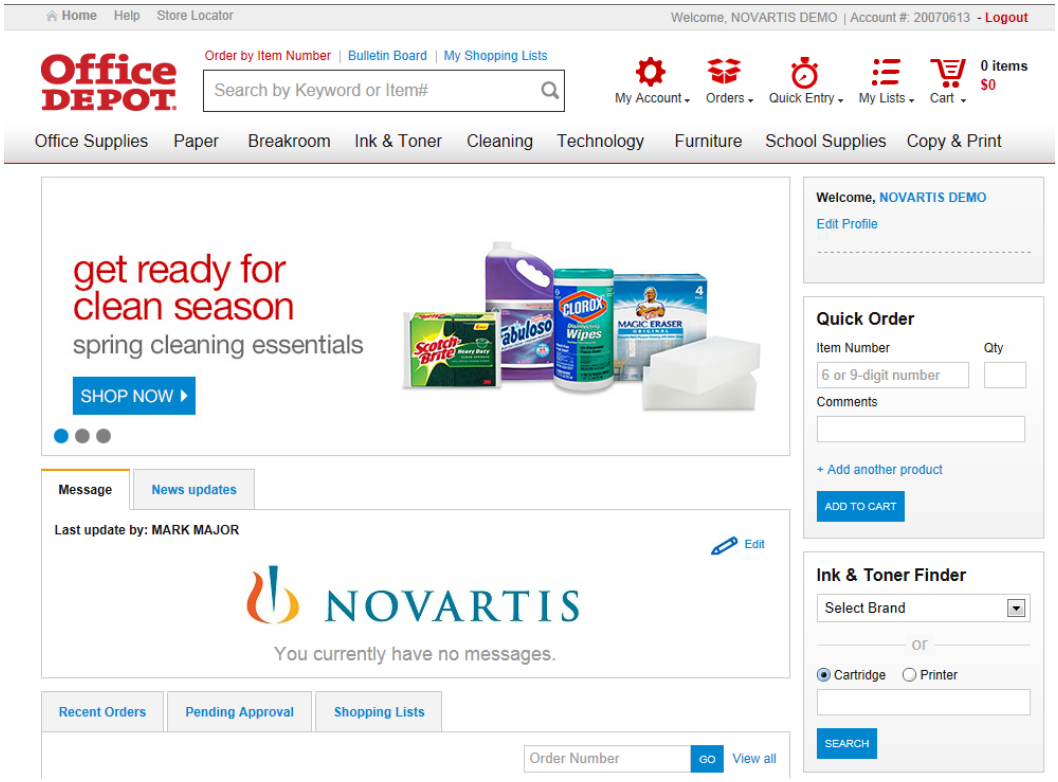
Welcome to the
Novartis Pharma Purchasing Program!

GETTING STARTED WITH THE OFFICE SUPPLIES PROGRAM IS EASY:

1. Your account number: 90678480
2. Your ordering method: SRM
3. Need Help? Customer Service: **888-777-4044**
4. E-Commerce Technical Support Desk: **800-269-6888**

ORDERING through "Client System"

The Office Depot website is displayed.



Look through the categories and search for items that you need. The prices shown are the NIBR negotiated prices.

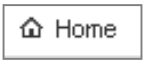
To order an item, simply click on it and update the quantity, then add it to the cart. If you cannot find an item on the website or in the catalog, contact Office Depot Customer Service or your Account Manager for assistance (Contact info. may be found on page 6).

QUICK STEP ORDERING INSTRUCTIONS

PLACING AN ORDER

1. If you know the item number(s) for the product(s) you wish to order, select "**Order by Item #**":
2. Type in **Office Depot item number**, **quantity**, and **comment**, if desired.
3. 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"

   b. Shop using our online catalog. Simply click on "Home" in the upper left hand corner



   or in the grey toolbar and you will be directed to category listings of the catalog

4. Select "**Add to Cart**" to add your desired product to your shopping cart
5. Select "**Continue Shopping**" to continue or "**Check Out**" Check Out from the shopping cart in the top left if you have finished shopping.
6. If you selected "**Continue Shopping**" then click on "**Order by Item #**" to add more items.
7. If you selected "Check Out", verify items in your cart and complete any required information. If you are satisfied with your order, proceed to complete process by clicking on: **Place Order**.

CREATING AN ORDER

Any of the following options can be used to add items to your shopping cart:

1. **Browsing the Catalog:** To find and select items by searching the online catalog, utilize the **Home** page to browse product categories or use the **"Search Tools"** navigation bar on the left side of the page.

2. **Order by Item #:** To enter up to twenty item numbers and quantities at a time, select **"Order by Item #"** from the **"Shopping Tools"** navigation bar on the left side of the page.

3. **Shopping Lists:** Create a personalized shopping list or add items to your shopping cart from an existing list by selecting **"My Shopping Lists"** from the **"Shopping Tools"** navigation bar on the left side of the page. This is a great place to store your **frequently ordered items**!

IDENTIFYING BEST VALUE PRODUCTS

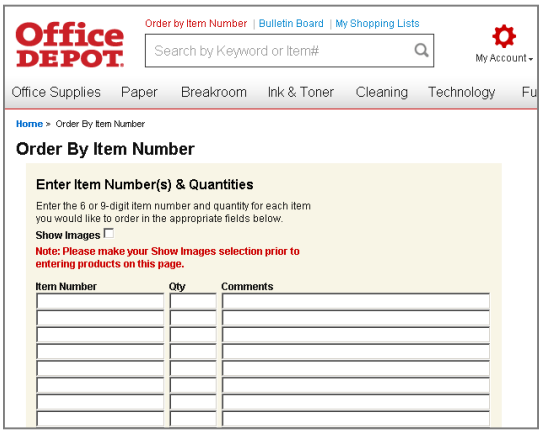
All "Best Value" contract items are easily identified on the Office Depot website as they are all tagged with the Best Value icon. BEST VALUE

When searching for items, simply sort by "**Best Value**" to bring all items to the top of the list.

BEST VALUE *Indicates Core List items that are specially priced for your account*.

ORDERING BY ITEM NUMBER

With **Order by Item Number**, you can quickly enter up to twenty items directly to the Shopping Cart or a Shopping List by entering the item numbers and quantities. To display the **Order by Item #** page, select **"Order by Item #"** on the left navigation bar. To begin adding items to the Shopping Cart:



1. Type the item number in the **"Item #"** field. Item numbers include Office Depot SKU numbers, manufacturer numbers, and customer-specific codes.

2. Type in the quantity desired in the **"Qty"** field. **Note:** If you leave any of the quantity boxes blank, the items will be added to your Shopping Cart with a quantity of 1.

3. When finished, select "Add to Cart" located at the bottom of the page.

VIEW CART & CHECK OUT

CHECKING OUT

When finished shopping, click on the "**View Cart"** link or picture of the shopping cart. You will have the opportunity to review your Shopping Cart.

1. Review the items in the cart and when you are ready to proceed with your purchase, click the **'Checkout'** button.
2. When you are ready to proceed, click **"Place Order**".
3. The Requisition is created in "Client System"

RETURN PROCEDURES

Call in returns directly to Customer Service: 1-888-777-4044

To ensure accurate credit and pick up, please have the following information available. The information is located on your packing slip, internet (account history) or by calling the Customer Service 888-777-4044**:**

- Account number
- Original order number
- Item (SKU) number of product being returned
- Reason for the return
- Contact Information for Customer Service Representative

REFUNDS AND EXCHANGES

Your complete satisfaction is our primary concern.

At Office Depot, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

Exceptions:

- Furniture and Business Machines with accessories in original packaging can be returned within 14 days after purchase for a full refund.
- Opened Business Machines (with accessories and original packaging) can be exchanged for the same item within 14 days of purchase.
- Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process to pick up the item and deliver a new item, if required, or to process the credit due.

Deliveries

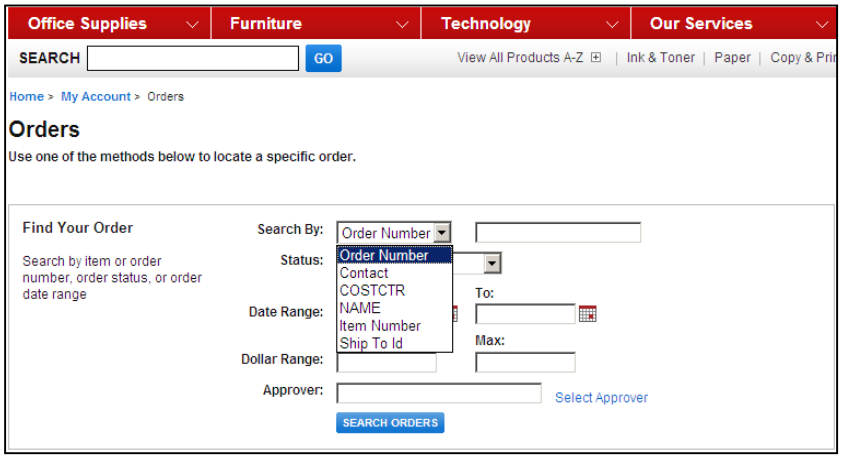
Deliveries to all **major markets** are scheduled for the next business day. If your order is **received by Office Depot by 5:00 p.m. in your local time**, Office Products will be delivered the next business day, unless otherwise noted by Office Depot. IT Peripherals will be delivered in 1 to 2 business days on average, unless otherwise noted by Office Depot.

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 immediately to the Office Depot **Customer Service Desk at 888-777.4044**. Items on backorder will be noted on the packing slip.

ORDER TRACKING/HISTORY

Enjoy the convenience of 12-month online order history. Search orders by specific item numbers, order statuses, date and dollar ranges. Find up to date status on your orders as well as proof-of-deliveries. Click on the order number to view details. Orders being delivered via UPS have links which will provide real-time delivery updates. Return requests are initiated from the order detail screen (see the "Begin Return" link at the bottom of the page).



Use the Search filter to locate orders, find the fulfillment and delivery status.

HELPFUL INFORMATION

LOOKING FOR SOMETHING YOU CANNOT FIND OR HAVE A BULK ORDER?

- IF YOU NEED ASSISTANCE LOCATING AN ITEM, ARE WORKING ON A SPECIAL PROJECT OR HAVE A BULK PURCHASE, PLEASE CONTACT ISABEL NIEVES FOR ASSISTANCE OR A SPECIAL QUOTE.
- PLACE ORDERS EARLY TO ENSURE OFFICE DEPOT RECEIVES YOUR ORDER BY 5:00 P.M. LOCAL TIME FOR NEXT DAY DELIVERY in most cases.
- ORDER TRACKING – Allows you to view 12 months of your order history

NUMBERS TO KNOW: Office Depot

- **Customer Service**
  P: **888-777-4044** M-F 7am-8pm EST
- **ONLINE / E-Commerce Support** *(for technical issues on the site)*
  P: **800-269-6888** M-F 7am-8pm EST
- **Isabel Nieves | Onsite Service Consultant**
  P: **862-778-7539** M-F 7:30am-4:30pm EST
  Email: isabel.nieves@officedepot.com
- **Linda Annunziata | Major Account Manager**
  P: 845-406-1887 M-F 8:00am-5:00pm EST
  Email: linda.annunziata@officedepot.com