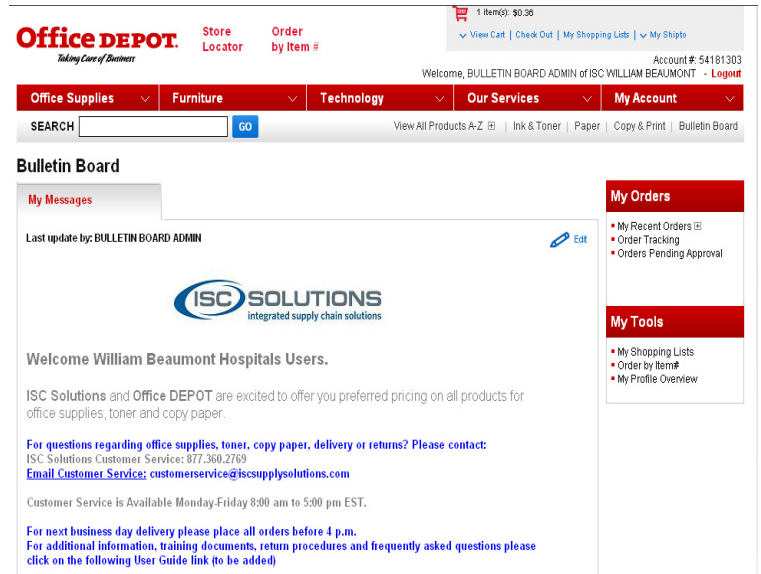


## ORDERING PROCESS

After clicking on the [ISC Solutions/Office DEPOT](#) link in Oracle, the landing page for ordering takes you to a Bulletin Board. On this page, you will find details about your ordering process, how to contact ISC Solutions Customer Service.

The link found on this page will bring you to the instructions on how to place and return orders along with Frequently Asked Questions.



**Office DEPOT.** Store Locator Order by Item #

1 Item(s): \$0.00  
View Cart | Check Out | My Shopping Lists | My Shipments

Account #: 54181303  
Welcome, BULLETIN BOARD ADMIN of ISC WILLIAM BEAUMONT - Logout

Office Supplies Furniture Technology Our Services My Account

SEARCH  GO View All Products A-Z | Ink & Toner | Paper | Copy & Print | Bulletin Board

### Bulletin Board

**My Messages**

Last update by: BULLETIN BOARD ADMIN



Welcome William Beaumont Hospitals Users.

ISC Solutions and Office DEPOT are excited to offer you preferred pricing on all products for office supplies, toner and copy paper.

For questions regarding office supplies, toner, copy paper, delivery or returns? Please contact:  
ISC Solutions Customer Service: 877.360.2769  
Email Customer Service: [customerservice@iscsupplysolutions.com](mailto:customerservice@iscsupplysolutions.com)

Customer Service is Available Monday-Friday 8:00 am to 5:00 pm EST.

For next business day delivery please place all orders before 4 p.m.  
For additional information, training documents, return procedures and frequently asked questions please click on the following User Guide link (to be added)

**My Orders**

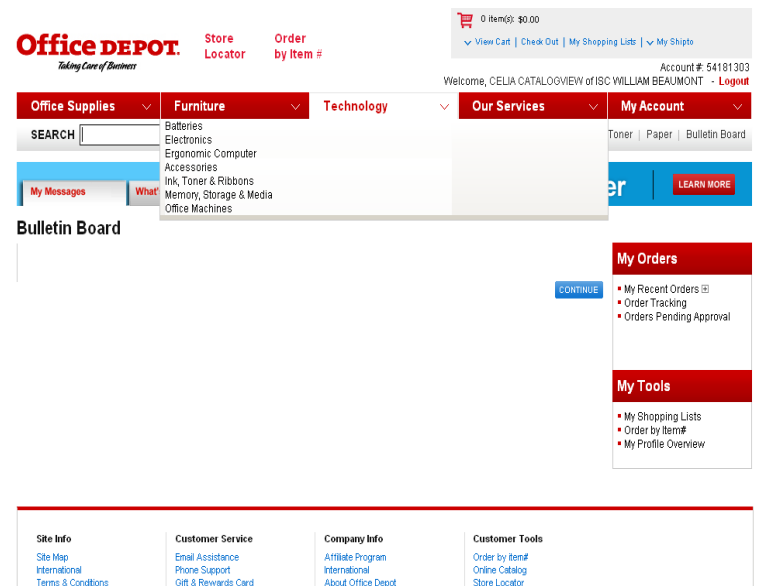
- My Recent Orders
- Order Tracking
- Orders Pending Approval

**My Tools**

- My Shopping Lists
- Order by Item#
- My Profile Overview

The **RED** bar going across the page has all the items that have been approved by Beaumont Purchasing.

You can also access these same items by clicking on [MY SHOPPING LISTS](#), found on the right hand side of the Bulletin Board Page.



**Office DEPOT.** Store Locator Order by Item #

0 Item(s): \$0.00  
View Cart | Check Out | My Shopping Lists | My Shipments

Account #: 54181303  
Welcome, CELIA CATALOG/VIEW of ISC WILLIAM BEAUMONT - Logout

Office Supplies Furniture Technology Our Services My Account

SEARCH  Batteries Electronics Ergonomic Computer Accessories Ink, Toner & Ribbons Memory, Storage & Media Office Machines

**My Messages** **What's New**

**Bulletin Board**

**My Orders**

- My Recent Orders
- Order Tracking
- Orders Pending Approval

**My Tools**

- My Shopping Lists
- Order by Item#
- My Profile Overview

**Site Info**  
Site Map  
International  
Terms & Conditions

**Customer Service**  
Email Assistance  
Phone Support  
Gift & Rewards Card

**Company Info**  
Affiliate Program  
International  
About Office Depot

**Customer Tools**  
Order by Item#  
Online Catalog  
Store Locator

Once you have located the item desired, please click in the Qty box and put the number of items that you want delivered.

Continue this process until you have chosen all items that you would like for delivery.

☐ 8 1/2" x 14"  
☐ 11" x 17"

**Paper Finish Type**  
☐ standard  
☐ uncoated

**Units**  
**Environmentally Preferred**  
**Brand**  
**Private Brand**

**More Ways to Shop**  

- Office Depot Brand Products
- Greener Office Products

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br><input type="checkbox"/> Compare<br>Office Depot® Copy Paper, 8 1/2" x 14", 104 (Euro)/92 (U.S.) Brightness, 20 Lb, Ream Of 500 Sheets, Case Of 10 Reams<br>Item # 3480345<br><b>Your Price: \$48.81 / case</b><br>Qty <input type="text"/> <b>ADD TO CART</b><br><input type="checkbox"/> ADD TO SHOPPING LIST<br><input checked="" type="checkbox"/> Delivery available<br><input checked="" type="checkbox"/> Sold in stores<br>See shipping and availability details<br>Availability: 692<br>BEST VALUE<br>Contract Items<br>Also Available by the Case<br>Material Safety Data Sheets | <br><input type="checkbox"/> Compare<br>Office Depot® Copy Paper, 8 1/2" x 11", 105 (Euro)/92 (U.S.) Brightness, 20 Lb, Ream Of 500 Sheets<br>Item # 841195<br><b>Your Price: \$3.42 / ream</b><br>Qty <input type="text"/> <b>ADD TO CART</b><br><input type="checkbox"/> ADD TO SHOPPING LIST<br><input checked="" type="checkbox"/> Delivery available<br><input checked="" type="checkbox"/> Sold in stores<br>See shipping and availability details<br>Availability: 6,575<br>BEST VALUE<br>Contract Items<br>Also Available by the Case | <br><input type="checkbox"/> Compare<br>Xerox® High-Speed Copy Paper, 11" x 17", 20 Lb, 92 Brightness, Ream Of 500 Sheets<br>Item # 3480228<br><b>Your Price: \$8.01 / ream</b><br>Qty <input type="text"/> <b>ADD TO CART</b><br><input type="checkbox"/> ADD TO SHOPPING LIST<br><input checked="" type="checkbox"/> Delivery available<br><input checked="" type="checkbox"/> Sold in stores<br>See shipping and availability details<br>Availability: 296<br>BEST VALUE<br>Contract Items<br>Office Depot Exclusive Brands: Compare & Save! | <br><input type="checkbox"/> Compare<br>Xerox® High-Speed Copy Paper, 8 1/2" x 14", 20 Lb, 92 Brightness, Ream Of 500 Sheets<br>Item # 3480111<br><b>Your Price: \$5.16 / ream</b><br>Qty <input type="text"/> <b>ADD TO CART</b><br><input type="checkbox"/> ADD TO SHOPPING LIST<br><input checked="" type="checkbox"/> Delivery available<br><input checked="" type="checkbox"/> Sold in stores<br>See shipping and availability details<br>Availability: 402<br>BEST VALUE<br>Contract Items<br>Office Depot Exclusive Brands: Compare & Save! |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

After you have added item to your shopping cart, you will see this page confirming the addition and price.

Finally, click on [Check Out](#) in the upper right hand side of the page. This will bring you back to the Beaumont Oracle system.

**Office DEPOT**  
*Taking Care of Business*

[Store Locator](#)
[Order by Item #](#)

1 Item(s): \$3.42  
[View Cart](#) | [Check Out](#) | [My Shopping List](#) | [My ShipTo](#)

Account # 54181303  
Welcome, CELIA CATALOGVIEW OF ISC WILLIAM BEAUMONT - [Logout](#)

Office Supplies Furniture Technology Our Services My Account

SEARCH  GO [Ink & Toner](#) | [Paper](#) | [Bulletin Board](#)

[Home](#) > Find Your Product

The item listed below was added to your shopping cart.

| Description                                                                                                                                                                                                                                                      | Your Price/unit | Qty. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|
| <br>Office Depot® Copy Paper, 8 1/2" x 11", 105 (Euro)/92 (U.S.) Brightness, 20 Lb, Ream Of 500 Sheets<br>Item # 841195 Entered Item # 841195<br>BEST VALUE<br>Contract Items | \$3.42 /ream    | 1    |

[Continue Shopping](#)
[SHOPPING CART](#)

**Need Help?**  

- Email Assistance
- FAQs

**don't forget your ink**  
  
[SHOP NOW](#)

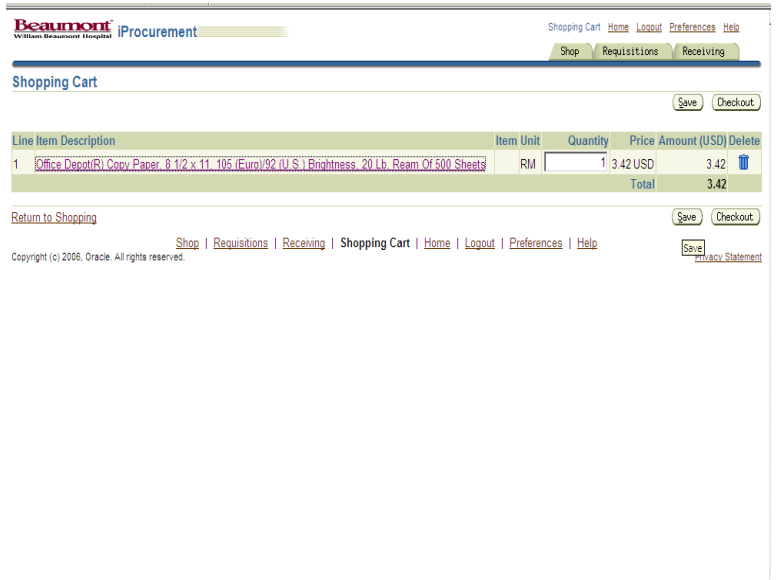
**Other products you might be interested in**

|                                                                                                                                                                        | Availability | Your Price | Qty.                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|----------------------|
| <br>Office Depot® 30% Recycled Laser Paper, 8 1/2" x 11", 24 Lb, Ream Of 500 Sheets | In Stock     | \$4.45     | <input type="text"/> |

This is the Beaumont Check Out page.

Please click on Checkout to finalize your order.

Note: If you click on the Blue Hyperlink on this page, you will receive the below warning.



Beaumont iProcurement  
William Beaumont Hospital

Shopping Cart | Home | Logout | Preferences | Help

Shop | Requisitions | Receiving

Shopping Cart

Save Checkout

| Line | Item Description                                                                                   | Item Unit | Quantity | Price    | Amount (USD) | Delete |
|------|----------------------------------------------------------------------------------------------------|-----------|----------|----------|--------------|--------|
| 1    | Office Depot(R) Copy Paper, 8 1/2 x 11, 105 (Euro) 92 (U.S.) Brightness, 20 Lb. Ream Of 500 Sheets | RM        | 1        | 3.42 USD | 3.42         |        |
|      |                                                                                                    |           |          |          | Total        | 3.42   |

Return to Shopping

Shop | Requisitions | Receiving | Shopping Cart | Home | Logout | Preferences | Help

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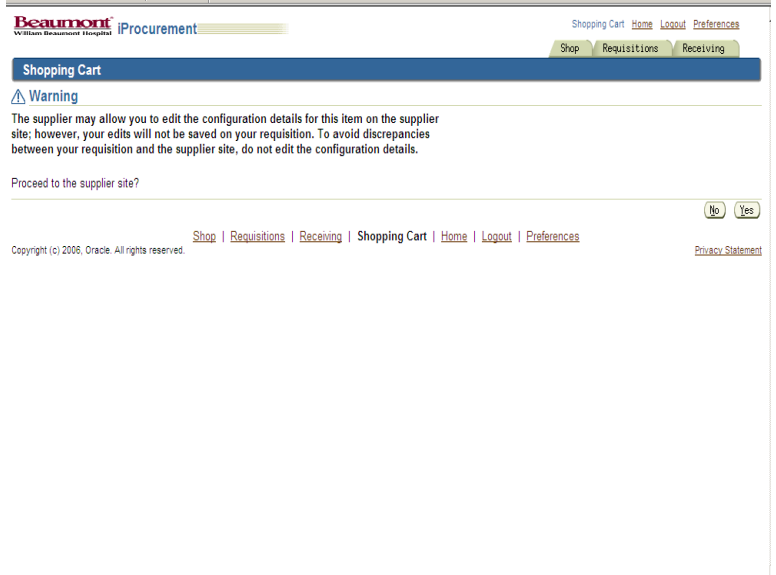
Save Privacy Statement

## Warning Page:

The supplier may allow you to edit the configuration details for this item on the supplier site. However, your edits will not be saved on your requisitions. To avoid discrepancies between your requisition and the supplier site, do not edit configuration details.

Proceed to the supplier site?

Please click NO. If you click YES, then you will receive the following error message.



Beaumont iProcurement  
William Beaumont Hospital

Shopping Cart | Home | Logout | Preferences

Shop | Requisitions | Receiving

Shopping Cart

Warning

The supplier may allow you to edit the configuration details for this item on the supplier site; however, your edits will not be saved on your requisition. To avoid discrepancies between your requisition and the supplier site, do not edit the configuration details.

Proceed to the supplier site?

No Yes

Shop | Requisitions | Receiving | Shopping Cart | Home | Logout | Preferences

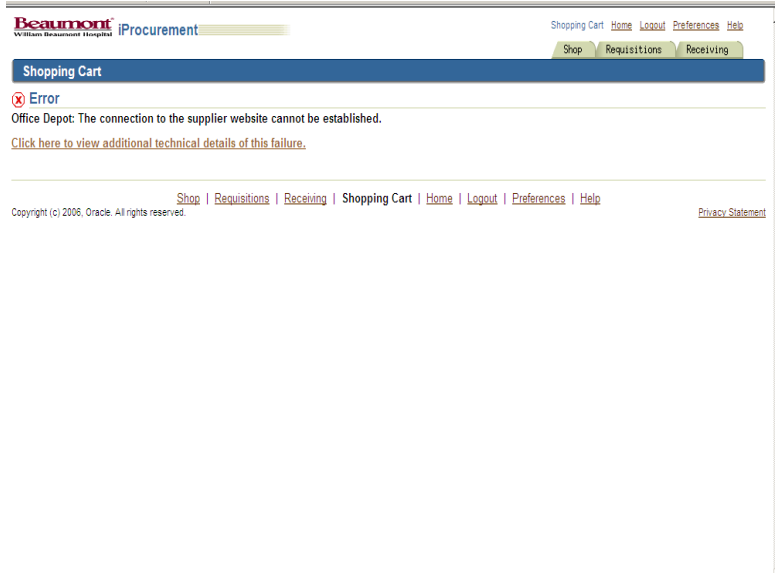
Copyright (c) 2006, Oracle. All rights reserved.

Privacy Statement

## Error Message:

Office Depot: The connection to the supplier website cannot be established.

When you get to this page, please click the back button to go back to your shopping cart and Checkout.



Beaumont  
William Beaumont Hospital

Shopping Cart Home Logout Preferences Help

Shop Requisitions Receiving

**Shopping Cart**

**Error**

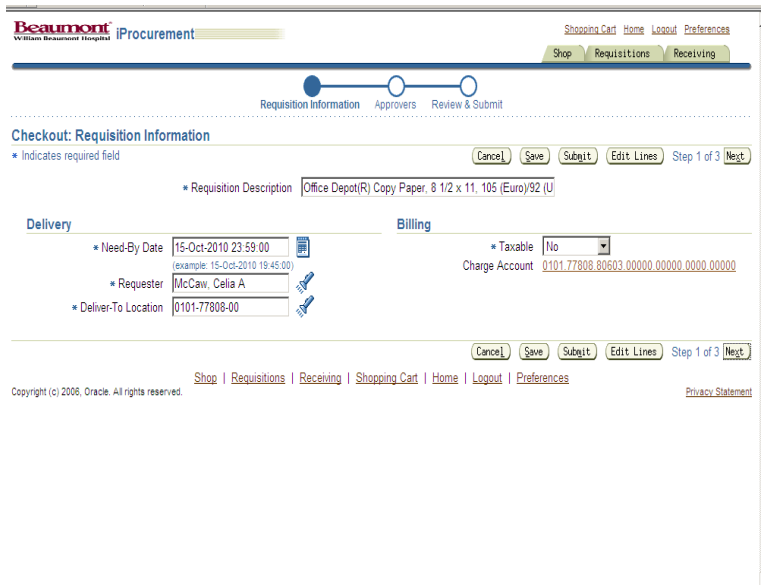
Office Depot: The connection to the supplier website cannot be established.

[Click here to view additional technical details of this failure.](#)

Shop Requisitions Receiving Shopping Cart Home Logout Preferences Help

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This is the Checkout process in Oracle.  
Please follow the process to submit your order.



Beaumont  
William Beaumont Hospital

Shopping Cart Home Logout Preferences Help

Shop Requisitions Receiving

Requisition Information Approvals Review & Submit

**Checkout: Requisition Information**

\* Indicates required field

Cancel Save Submit Edit Lines Step 1 of 3 Next

\* Requisition Description Office Depot(R) Copy Paper, 8 1/2 x 11, 105 (Euro)92 (U)

**Delivery**

\* Need-By Date 15-Oct-2010 23:59:00  
(example: 15-Oct-2010 19:45:00)

\* Requester McCaw, Celia A

\* Deliver-To Location 0101-77808-00

**Billing**

\* Taxable No

Charge Account 0101-77808-80603-00000-00000-00000

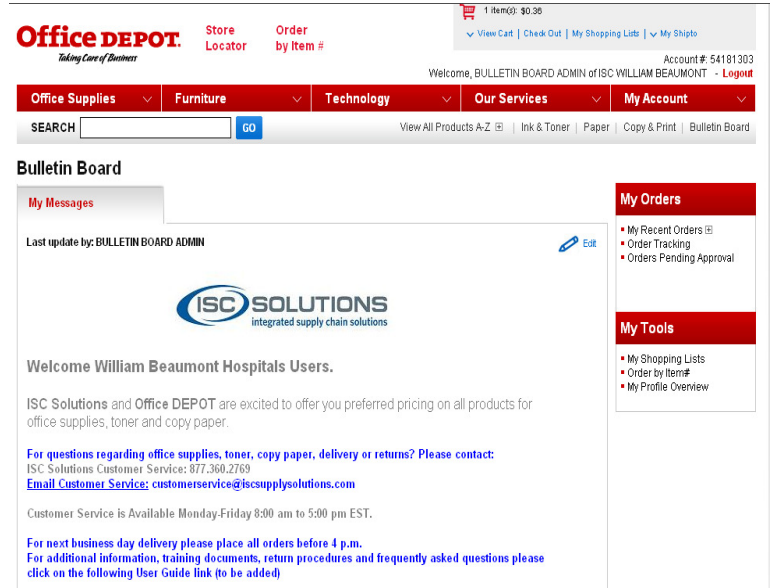
Cancel Save Submit Edit Lines Step 1 of 3 Next

Shop Requisitions Receiving Shopping Cart Home Logout Preferences

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## RETURN PROCESS

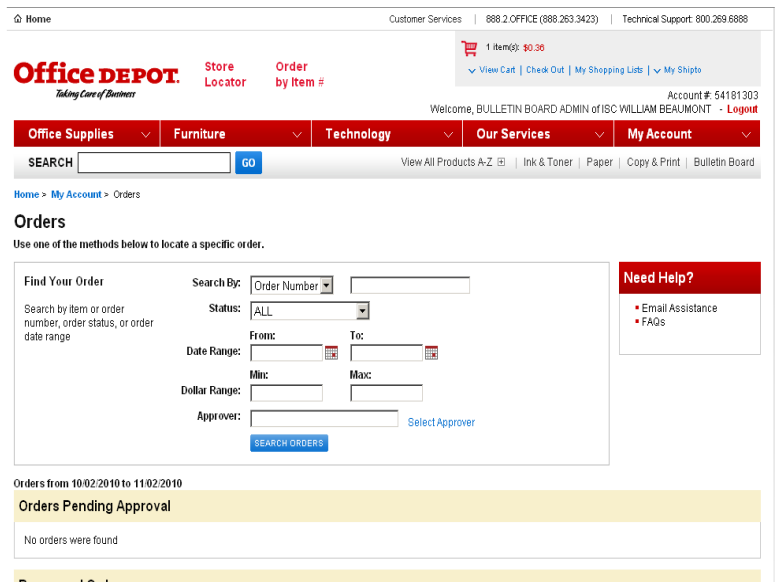
Click on [Order Tracking](#). This is found on the right hand side of the home page under My Orders. (Bulletin Board).



The screenshot shows the Office DEPOT Bulletin Board interface. At the top, there's a navigation bar with links for Store Locator, Order by Item #, and a shopping cart icon showing 1 item for \$0.36. Below this is a welcome message for the Bulletin Board Admin of ISC WILLIAM BEAUMONT. The main content area is titled "Bulletin Board" and includes a "My Messages" tab. A message from the Bulletin Board Admin is displayed, welcoming William Beaumont Hospitals Users and providing contact information for ISC Solutions Customer Service. On the right side, there's a "My Orders" section with links for My Recent Orders, Order Tracking, and Orders Pending Approval. Below that is a "My Tools" section with links for My Shopping Lists, Order by Item#, and My Profile Overview.

Enter your order # in the Search By field. Then click on Search Orders.

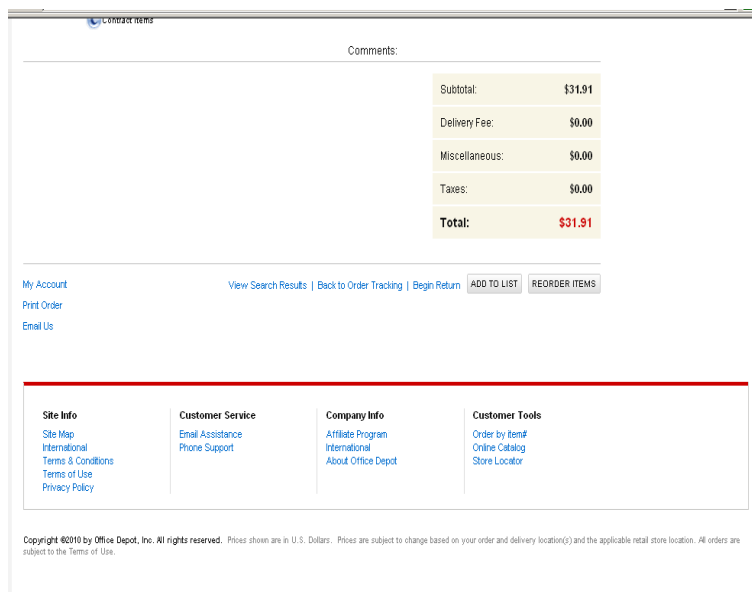
Your order will come up and then Click on the Blue Hyperlink Order #.



The screenshot shows the Office DEPOT Orders page. At the top, there's a navigation bar with links for Home, Customer Services, 888.2.OFFICE (888.263.3423), and Technical Support: 800.269.6888. Below this is a welcome message for the Bulletin Board Admin of ISC WILLIAM BEAUMONT. The main content area is titled "Orders" and includes a "Find Your Order" section with search criteria like Order Number, Status, Date Range, and Dollar Range. On the right side, there's a "Need Help?" section with links for Email Assistance and FAQs. Below the search section, there's a list of orders, including one titled "Orders Pending Approval" with a note that no orders were found.

Once your order has come up, go down to the bottom of the screen and click [Begin Return](#).

You will be asked to confirm your pick up location. If correct, click continue.



Comments:

|                |                |
|----------------|----------------|
| Subtotal:      | \$31.91        |
| Delivery Fee:  | \$0.00         |
| Miscellaneous: | \$0.00         |
| Taxes:         | \$0.00         |
| <b>Total:</b>  | <b>\$31.91</b> |

My Account | View Search Results | Back to Order Tracking | [Begin Return](#) | ADD TO LIST | REORDER ITEMS

Print Order  
Email Us

---

|                                                                                                                                                                                           |                                                                                              |                                                                                                                                 |                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Site Info</b><br><a href="#">Site Map</a><br><a href="#">International</a><br><a href="#">Terms &amp; Conditions</a><br><a href="#">Terms of Use</a><br><a href="#">Privacy Policy</a> | <b>Customer Service</b><br><a href="#">Email Assistance</a><br><a href="#">Phone Support</a> | <b>Company Info</b><br><a href="#">Affiliate Program</a><br><a href="#">International</a><br><a href="#">About Office Depot</a> | <b>Customer Tools</b><br><a href="#">Order by Item#</a><br><a href="#">Online Catalog</a><br><a href="#">Store Locator</a> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|

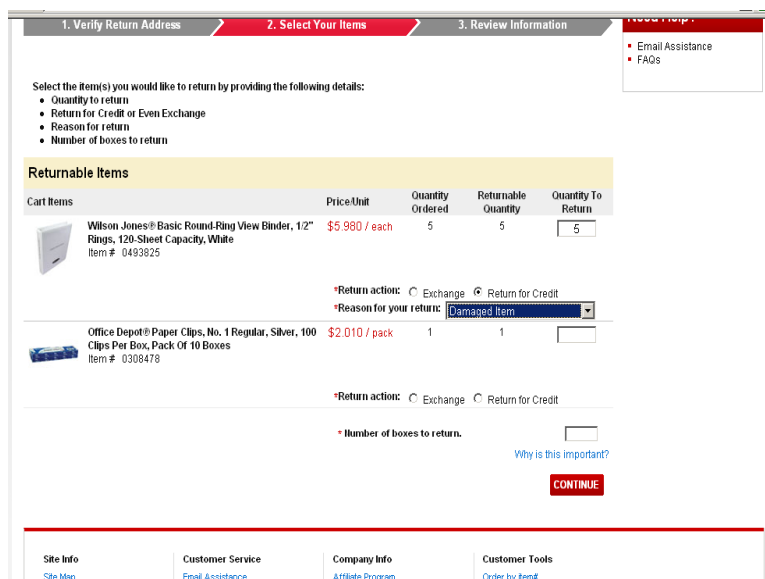
Copyright ©2010 by Office Depot, Inc. All rights reserved. Prices shown are in U.S. Dollars. Prices are subject to change based on your order and delivery location(s) and the applicable retail store location. All orders are subject to the Terms of Use.

Choose the item(s) you wish to return and the reason for the return.

Enter the number of boxes that you will be returning to the driver.

Choose the Return Action & Reason for the Return.

Then click Continue.



1. Verify Return Address | **2. Select Your Items** | 3. Review Information

Select the item(s) you would like to return by providing the following details:

- Quantity to return
- Return for Credit or Even Exchange
- Reason for return
- Number of boxes to return

| Cart Items                                                                                                                                                                                  | Price/Unit     | Quantity Ordered | Returnable Quantity | Quantity To Return             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|---------------------|--------------------------------|
|  Wilson Jones® Basic Round Ring View Binder, 1/2" Rings, 120-Sheet Capacity, White<br>Item # 0493825     | \$5.980 / each | 5                | 5                   | <input type="text" value="5"/> |
|  Office Depot® Paper Clips, No. 1 Regular, Silver, 100 Clips Per Box, Pack Of 10 Boxes<br>Item # 0308478 | \$2.010 / pack | 1                | 1                   | <input type="text" value="1"/> |

\*Return action: ☐ Exchange ☒ Return for Credit  
 \*Reason for your return: [Damaged Item](#)

\*Return action: ☐ Exchange ☐ Return for Credit  
 \*Number of boxes to return:   
 Why is this important?

[CONTINUE](#)

---

|                                              |                                                             |                                                          |                                                         |
|----------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------|
| <b>Site Info</b><br><a href="#">Site Map</a> | <b>Customer Service</b><br><a href="#">Email Assistance</a> | <b>Company Info</b><br><a href="#">Affiliate Program</a> | <b>Customer Tools</b><br><a href="#">Order by Item#</a> |
|----------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------|

Verify the items to return on last page and click [Place your Return](#).

You will be given a Return Authorization #. Please write that # on the outside of the box or tape a copy of the return to the product.

Please leave merchandise in the location where product is dropped and ISC Solutions/Office Depot will retrieve the product.

**Billing Contact:**  
MC2102-Breedlove,Nancy W  
(616)389-8024Ext.0000

**Desktop:** BCBSM TOWER  
**PO Number:** 2000073465  
**Cost Center:**  
Release

**Refund Method:**  
**Account Billing:** Amount (\$29.90)

| Cart Items                                                                                                                                                                                                   | Price/Unit    | Quantity To Return | Credit    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|-----------|
|  <div> Wilson Jones® Basic Round-Ring View Binder, 1/2" Rings, 120-Sheet Capacity, White<br/> Entered Item #: 493825 </div> | \$5.98 / each | 5                  | (\$29.90) |

Return action: **Return for Credit** Reason for your return: **Damaged Item**

You've chosen to return your item in 1 box.

|                      |                  |
|----------------------|------------------|
| Subtotal:            | (\$29.90)        |
| Taxes:               | \$0.00           |
| Miscellaneous:       | \$0.00           |
| <b>Total Credit:</b> | <b>(\$29.90)</b> |

[Modify Return](#) | [Cancel Return](#) | [PLACE YOUR RETURN](#)

## FREQUENTLY ASKED QUESTIONS

### **How do I place an order?**

All orders must be placed using the Beaumont Oracle System. Click on the link to the ISC/Office Depot ordering site.

### **Can I copy another order and re-submit it?**

No, all office supply orders have to be created using the Oracle link to ISC/Office Depot web site.

### **What items should be ordered from ISC/Office Depot?**

All office supplies, paper, filing supplies and toners should be ordered from ISC/Office Depot.

### **Are all office supply items available from ISC/Office Depot?**

No, only those items approved by the William Beaumont Management are available to order from ISC/Office Depot.

### **What do I do when the item I need is not in the catalog?**

It is the goal of William Beaumont Hospital to maximize the cost reductions by utilizing this program. Please contact Celia McCaw with questions.

### **How long should I keep the product packaging?**

You should keep the product packaging until you are sure that the product satisfies your requirements and you will not need to return it. Returns can only be accepted when they are in the original packaging and are in re-saleable condition.

### **I ordered the wrong item, how do I return it and get the correct item?**

Customer can return catalog product of any dollar value, within thirty (30) days of receipt and will not be subject to any restocking fees. Non-catalog or custom product **may not** be returnable. For further questions regarding return of product, please contact ISC Solutions Customer Service for assistance.

You should place a separate order using the web site for the correct item.

### **I received a damaged item and it needs to be replaced?**

Please follow the return process to return product as damaged.

You should place a separate order using the web site for the replacement item.

### **I was shorted an item in my order?**

Check the Packing Slip to be sure the item is not Back-Ordered. Please call or email ISC Solutions Customer Service and report the shortage. Report all shortages immediately to Customer Service.

The shortage will be confirmed and the correct item will be shipped out at no charge.

## FREQUENTLY ASKED QUESTIONS (continued)

### **What if I need to complete a return but the item shows non-returnable?**

Please call or email ISC Solutions Customer Service for assistance. They will make every attempt to return item for credit.

### **What should I do with the Packing Slip that comes with the order?**

Retain it in your department for a period of 90 days. Then you can dispose of them.

### **How do I figure out what toner my printer takes?**

Type your manufacturer # into the search menu. This should show the correct toner for your machine. If, after typing your manufacturer #, your toner does not appear, contact ISC Customer Service via email or phone.

### **Bulletin Board Orders**

This is a fire safety issue and all boards must be fire resistant and have proper documentation. The following is allowed and not allowed. The boards that are allowed are custom and are ordered as a non-catalog order, so follow the non-catalog ordering procedure.

#### **Cork Boards (*not allowed*)**

The board itself is combustible and it is going to have combustibles hanging from it.

#### **Fabric covered boards (*allowed*)** Custom

- Supplier: ISC/Office Depot
- Description: Dimensions of the board and color of fabric
- Questions: Contact your Purchasing Agent

#### **White/write boards magnet (*allowed*)** Custom

- Supplier: ISC/Office Depot
- Description: Dimensions of the board
- Questions: Contact your Purchasing Agent