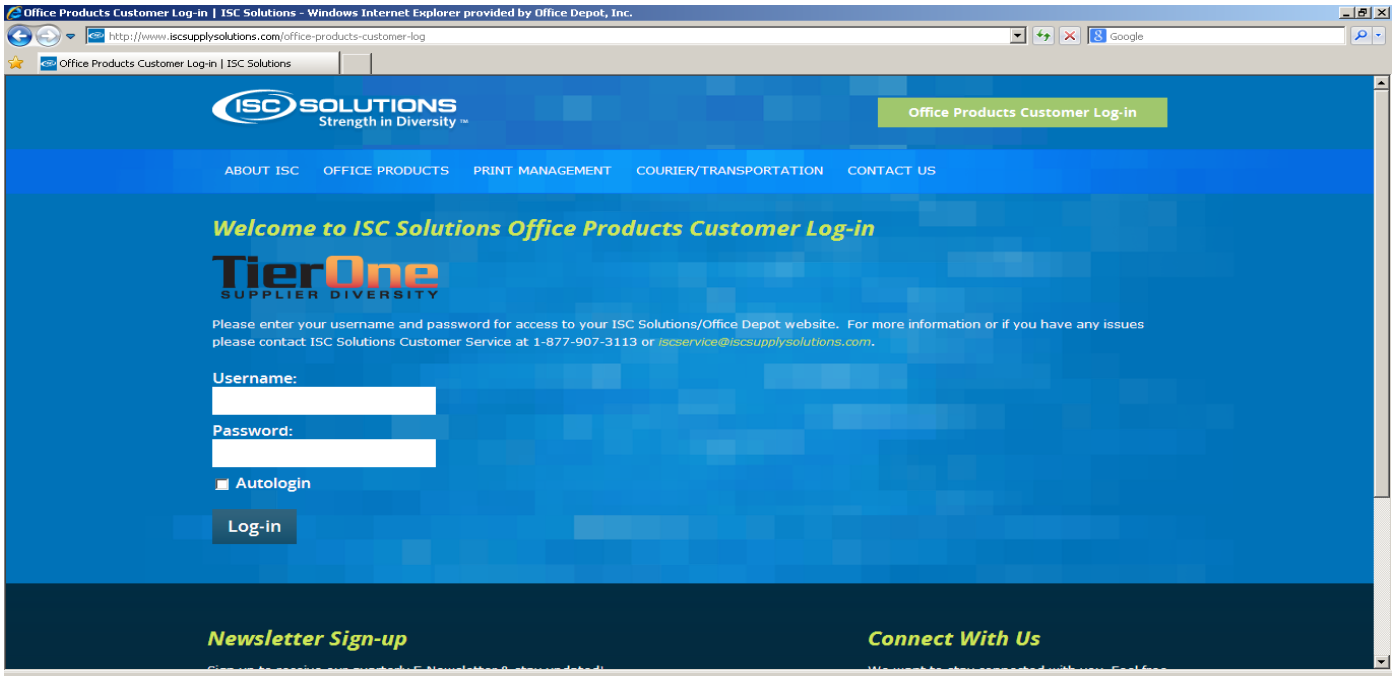
Welcome to the ISC Solutions/Office Depot® Ford Motor Company Purchasing Program

GETTING STARTED WITH OFFICE SUPPLIES, TONER & PAPER PROGRAM IS EASY:

1. Know your account number: 68716422
2. Need Help? Friendly U.S. based Customer Service:
   ISCService@iscsupplysolutions.com or 1.877.907.3113

ORDERING OVER THE INTERNET

Access the ISC Solutions website:
http://www.iscsupplysolutions.com/office-products-customer-log



Type in your assigned login name and password then click LOG IN to access your customized Ford Business Ordering Portal:

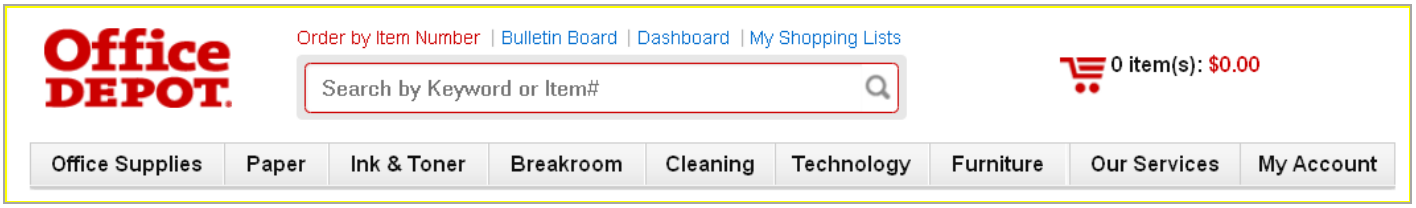
Login Name: Email Address **Password** (first time): **Welcome**

The first time logging in, you are asked to configure a profile with a security question. After completing this step click **"Update"** to save your information.

ADD YOUR CREDIT CARD

To add your credit card to your profile, hover over "**My Account**", go down to "**My Account**". Click on "**My Profile Overview**". Go to "**Payment**". Click on the view link next to "**Payment**" then click on Edit Payment information and add your credit card number and expiration date. Click "**Update**".

USING THE ONLINE CATALOG



Look through the categories and search for items that you need. The prices shown are the Ford 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 Customer Service or your Account Manager for assistance.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, click **'Order By Item #'** located on the Shopping Tools navigation bar on the left side of the page.

1. Enter the item number and quantity for each item you want to buy.
2. An Optional comment field lets you enter reference information that will also print on the packing list that comes with the order.
3. Enter all items you want to order then Click the **'Add to Cart'** button. You will see a list of all items in the cart.

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.

You will be taken to the **Checkout Page** to confirm shipping address and enter any required order information such as Cost Center, PO, etc. (Items with an asterisk ***** are required). **You also have the opportunity to make changes to your Shopping Cart on this page.** If you make any changes, click on the **'Update Shopping Cart'** button to save them.

2. When you are ready to proceed, click **"Place Order".** You also have the option to **"Put this order on hold"** to hold the order or to allow someone else to review the order.
3. ORDER TRACKING: To view the order detail; and/or make changes to the order, click **"Order Tracking"** on the left navigation bar.

THINGS TO REMEMBER

DELIVERY & SHIPPING

Deliveries to all major markets are scheduled for the next business day. Estimated shipping dates will appear on the website if your chosen item is scheduled longer than next day. **Orders must be processed by on the Internet by 5:00 p.m. local customer time.** If your location is out of a major market and/or our next day delivery zone, orders will be shipped using a third party such as UPS.

ORDER TRACKING

The link on the home page that reads "Order Tracking" will allow you to view 12 months of your order history. If you need a copy of your receipt for reconciliation, you can find your charges there and print a copy.

RETURN POLICY AND PROCEDURES

Please, use these guidelines to assist you in handling a return request.

- Returnable items include any products sold by Office Depot.
- Merchandise must be returned within 30 days of the original delivery date
- Items should be in their original packaging.
- Returns may be requested via phone or internet

FOR ONLINE CREDIT RETURNS: 1) Go to "ORDER TRACKING" **2)** Click on the Blue underlined order number **3)** Click on the SUBMIT RETURN button to return items <u>for credit only.</u>

To ensure accurate credit and pick up, please note the following information and attach it to the box. Also, please return product to dock for pick up.

- Account Number
- Return order number

THINGS TO REMEMBER (continued)

RETURN EXCEPTIONS

- Items not in the original packaging.
- Custom or imprinted items (unless produced incorrectly or delivered defective).
- Special order items (unless received in error from the manufacturer).
- Dated items must be returned within 30 days of purchase.

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

NUMBERS TO KNOW

ISC CUSTOMER SERVICE
Office: 877/ 907.3113
ISCService@iscsupplysolutions.com

Hours of Operation: 8am-6pm EST M-F

E-Commerce Support
(For Technical issues on the site)
Office: 800/ 269.6888

Hours of Operation: 7am-8pm EST M-F

YOUR ISC/OFFICE DEPOT ACCOUNT TEAM

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Program & Supplier Diversity Manager
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Teresa Thompson | Office DEPOT
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