



that was easy.™

Register today...

to begin taking advantage of this "Unbelievable" program. Here is how the program works...

1. Complete the registration form that follows this letter and fax it to Tony Florio at 877-219-3489.
2. You must include a Visa, MasterCard or American Express credit card number to participate in this program. (The "Staples" credit card does not work for this program.)
3. Upon receipt of the registration form, your information will be added to the MD BUYING GROUP account within 24 hours (usually the same day).
4. You will receive via UPS a special pre-priced "Unbelievable" catalog from our division. Please note: the prices that are preprinted in this catalog are the prices you will pay. The 3% MD Buying Group processing fee will **NOT** be added.
5. You will receive a call from our account manager, Tony Florio. Tony will answer any questions you may have and give you access to our password-protected website for those who have access to the Internet. Our website is www.stapleslink.com and should not be confused with our retail site staples.com.
6. For those who do not have Internet access you may place your orders by phone to our customer service desk at 877-826-7755 or fax your orders to 877-609-7770. Always give your account number 146xxxx and shipping destination when placing orders.
7. Orders received by 3PM will be delivered within 24 hours directly to your office. Staples requires a \$25 minimum or for free delivery. There are no additional charges.

Staples Business Advantage is a Corporate division of Staples. Although we are part of the large retailer this program is NOT connected to our retail stores.

**the Staples
advantage.**

05

Easy online ordering
Low prices
Dedicated Account Management
Unbelievable.



Catalog SKU No. 571272

Go even more online at
StaplesLink.com
Customer Service Center:
Phone: 877-852-7772
Fax: 877-852-7770



STAPLES CONTRACT DIVISION

that was easy™

**MD Buying
Group**

Register today
for access to a
new partnership
with Staples!



Business Advantage

**Ordering Office Supplies has
never been easier!**

You may begin placing all office supply orders through Staples Business Advantage once you have registered and receive our "Unbelievable" catalog. To set up your account please fill out the following information and fax back to **Tony Florio at 877-219-3489.**

Location Name:

Address:

City, State, Zip:

***if more than one location please attach list*

**Name of
Primary Contact:**

Title:

Phone:

Fax:

Email:

Credit Card Information - Must be completed

Amex, Visa, MC

Date of Expiration:

Name on Card:

**Fax Completed Form to: 877-219-3489
Attn: Tony Florio**

The Staples advantage at work.

05

Easy online ordering
Low prices
Dedicated Account Management
Unbelievable.

STAPLES
Business Advantage



Catalog SKU No. 571875

Plus, even more online at
StaplesLink.com®

Customer Service Contacts
Phone: 1-877-806-7776
Fax: 1-877-806-7770



STAPLES CONTRACT DIVISION that was easy™

Contact information

Tony Florio
Account Manager

email: tony.florio@staples.com

phone: 1-800-950-1257 Ext. 3548

fax: 1-877-219-3489

We look forward to your
partnership in the Staples
Business Advantage program
with MD Buying Group

STAPLES

Staples Business Advantage launches the new 2005 office supply program for MD Buying Group members!

The great prices and selection only Staples can provide, delivered right to your office, now with the convenience of Internet ordering through StaplesLink.com

Staples Business Advantage, the contract and commercial division of Staples, combines the purchasing volume across all MD Buying Group members to create an office supply program specific to your needs. Staples offers unbelievably low pricing in conjunction with the use of StaplesLink.com

Your Staples Business Advantage Program

The MD Buying Group program includes:

- **Next day delivery** on all in-stock items for orders transmitted by 3:00pm EST.
- An **account manager** responsible for the needs of all MD Buying Group members.
- “*Unbelievably*” catalog featuring 4,800 of the most frequently used items at **unbelievable prices!** Discounts **average 50%** off list price!
- Additional discounts on a market-basket of items available through StaplesLink.com.
- Our “*family of catalogs*” includes office supplies, furniture, advertising specialty, printing, janitorials, business machines and technology products.

www.StaplesLink.com

Staples state-of-the-art internet ordering application contains great new features providing MD Buying Group members access, savings and control:

- true Internet ordering.
- immediate access to over 34,000 catalog products.
- easy to use search mechanisms to find the products you want fast & easy.
- ability to create custom shopping lists to quickly order the items you use most.
- order history, status and total cost for purchases within the last 90 days.
- reporting control to monitor spending, average order size and build customized account reviews.

Interested in Saving?

Complete the registration form found in the MD Buying Group manual. We will contact you with your account number and ordering information.

This program is offered through Staples Business Advantage. You will not find these prices in our Staples retail stores, Staples Direct mail order catalogs or Staples.com. So sign up today and start saving!

Tips & Facts

Staples Business Advantage is honored to be The MD Buying Group's office supply partner. The following helpful program information is specific to your contract. Please keep it handy to make ordering from Staples fast & easy.

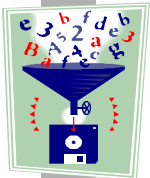
Customer Service



SBA's Customer Service team is dedicated to servicing members of the MD Buying Group. They can help you with questions on order status, delivery information, stock checks and credit information.

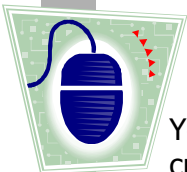
Contact them at:
Phone **(877)826-7755**

Product Questions



Contact your Customer Care Team at **(877)826-7755** for all of your product questions and research requests.

Internet Ordering



Members can place orders via StaplesLink.com, the Staples Internet ordering application.

www.StaplesLink.com

You must have a User ID, password and credit card information to order through StaplesLink.com. To receive your User ID call your Staples Account Representative or complete the enclosed registration form. Once you have a User ID, go to www.stapleslink.com, type in your Company ID, User ID and password and you are ready to enter your order!

For technical support and StaplesLink.com questions, please call the EC Help Desk at: **(800) 633-6080**

Placing Orders



When ordering via the Internet, fax or phone, please make certain to supply your credit card information. Including this information will speed your delivery. We ask that you place your order by 3:00 PM. Delivery will be 24-48 hours depending on your location.

Returns



Staples Business Advantage proudly offers a no-hassle return policy. Within 30 days of receipt, simply fill out the return form on the reverse side of your packing slip and call Customer Care.

Your SBA Team



The Customer Care Team is dedicated to servicing the members of MD Buying Group members. However, if you should you need further assistance there is a dedicated Account Management Team at your disposal. The SBA Account Manager responsible for MD Buying Group is:

Tony Florio
Account Manager
(Tony.Florio@staples.com)
(800)950-1257 x3548