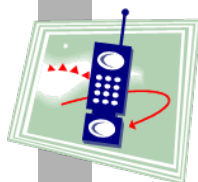


Staples Business Advantage is honored to be the Tennessee Tech University's office supply partner. The following helpful program information is specific to TTU. Please keep it handy to make ordering from Staples Business Advantage fast & easy.

Customer Service



Staples Customer Care Team is dedicated to servicing TTU. They can help you with questions on order status, delivery information, stock checks and credit information.

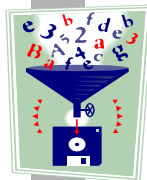
Contact them toll free at:
Phone **(877) 826-7755**
Fax **(877) 609-7770**

Placing Orders



When ordering via the Internet, fax or phone, please make certain to include your account number, ship to number, detailed shipping information i.e.: Dept, Floor, Room. Including this information will speed your delivery. We ask that you place your order by **3:00 pm CST/4:00 pm EST** so that we may ship it out to you for next day delivery.

Product Questions



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

Returns



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

Internet Ordering

Staples strongly recommends that TTU place its orders via StaplesLink.com the Staples Internet ordering application.

www.StaplesLink.com
Company ID# for TTU: 1035727ATL

You must have a User ID and password to order through StaplesLink.com. To receive your User ID contact Daniel Bryant (866)487-7214 x 230 or via email daniel.bryant@staples.com; Jana Calvert (615)223-7073 jana.calvert@staples.com. Once you have received a User ID, go to www.stapleslink.com, enter your Company Login, User ID and password and you are ready to enter your order!

Your Team



The Customer Care Team is dedicated to servicing the employees of TTU and the procurement program, but should you need further assistance there is an Account Management Team at your disposal. The SBA Account Manager responsible for the TTU program is:

Daniel Bryant
Service Consultant
Daniel.Bryant@staples.com
Office: (866) 487-7214 x 230

Jana Calvert
Account Manager
Jana.Calvert@staples.com
Home Office: (615) 223-7073