



Staples®
500 Staples Drive
Framingham, MA 01702

October 2002

Dear Vendor/Manufacturer Representative:

Staples is proud to announce its strategic partnership with Creative Channel Services, Inc. (CCS) in the development of an innovative, comprehensive **Product Knowledge E-Learning Program** for our US retail sales associates. Delivered via Cyberscholar.com® by CCS, the program provides dedicated product and category training to our entire US store sales staff via the Internet.

With our continued focus on sales growth, improved margins and increased asset productivity, Staples is dedicated to helping our associates sell products that meet our customers' needs. We recognize that this strategic training initiative is a vital component to our success.

With CyberScholar.com, CCS has helped to create a quality, consistent platform for tens of thousands of associates to access a rich learning environment with critical how-to-sell training, information and resources at each of our over 1,000 U.S. store locations.

Your Opportunity to Efficiently Train Our Frontline Associates

We anticipate that thousands of associates will be participating in the **Product Knowledge E-Learning Program** each month, which will be administered through easily accessible in-store computer kiosks. your company will have the opportunity to provide custom product sales training to our critical point-of-sale associates, providing you with a direct link to our retail professionals who represent a key customer influence factor on the store floor and at the register.

We are committed to our investment in enhancing the sales and customer service skills of our valued associates through this important training program. As a key business partner, we strongly encourage you to participate in this corporate initiative.

Sincerely,

David C. Almeda
Vice President Human Resources,
US Stores

Nancy Persson
Vice President Organization Development,
Training & Communications