



Corporate Express

A Buhrmann Company

June 1, 2005

Dear Corporate Express Customer,

We wanted to bring you up-to-date on some investments we have made in our Alaska operations and some changes we are making this summer. We are committed to bringing you a great customer experience, and we want to make sure you know how these changes will affect you.

Historically, Corporate Express has operated under a strictly Business-to-Business (B2B) sales model. When Corporate Express purchased "The Office Place" business in the Alaska market in 1996, it was decided to maintain the retail presence in Alaska for some period of time, while continuing to build Corporate Express' B2B business model throughout the state.

Over the past four years, we have seen accelerating growth of electronic commerce—increasing from 16.5% of our sales in 2001 to over 51% today. In addition, we have made significant investments in our Alaska business over the last two years including a \$1.3 million warehouse reconfiguration and operating system enhancement. Furthermore, we invested \$850,000 in broadening our product inventory through expansion of our Facility Supply and CE Brands (Private Label) inventory.

Because of this migration of our business to electronic commerce and our significant investments in our local warehouse, technology and inventory, we decided to phase out our retail operations in Fairbanks, Kenai and Wasilla in June of this year. Additionally we are transitioning our Anchorage retail facility into a furniture clearance outlet in July.

This action will conform the Alaska market to the business model under which Corporate Express operates in all other North American markets.

To continue meeting your office products business needs, we are excited to offer our customers the following:

- Access to more than 6000 items and \$2 million in inventory supported out of our Alaska distribution center warehouse
- Large product selection, including office products, CE Brands, Facility Supplies and Furniture, all located in our Corporate Express Catalog
- Award-winning on-line ordering platform, E-Way
- Free, next-day delivery in most areas
- Customer pick-up and emergency same-day courier service

Our focus is to continue to provide unparalleled value to our customers. We are confident that those changes will help us accomplish this goal. To start purchasing online from Corporate Express, call 1-888-CE-TODAY or go to www.corporateexpress.com. To order by Fax, dial 1-888-664-3311.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Ernie Daniels, President
Corporate Express Alaska Division