

Duke University

DURHAM
NORTH CAROLINA
27708-0027

EXECUTIVE VICE PRESIDENT
203 ALLEN BUILDING
BOX 90027

TELEPHONE (919) 684-6600
FACSIMILE (919) 684-8766

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Deans, Directors, Department Heads and Business Managers

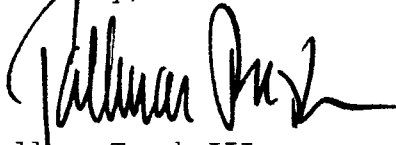
As part of Duke's commitment to environmental stewardship, we give preference to environmentally friendly products whose quality, function, and cost are equal to or better than more traditional products. Remanufactured inkjet and laser toner cartridges have achieved reliability and price levels that make a strong case for their use. Average savings range from 28% per inkjet cartridge and 33% per laser cartridge. Switching to remanufactured cartridges will result in cost savings to Duke University and Health System of approximately \$400,000 per year.

Effective July 1, Corporate Express will automatically substitute remanufactured inkjet and laser toner cartridges for the original manufactured (OEM) brand on all Duke orders. If a remanufactured option does not yet exist for certain printer models, the OEM brand will be provided. Once used, Corporate Express will accept these cartridges for recycling.

Corporate Express' remanufacturing process has been thoroughly tested. Each cartridge is disassembled and cleaned, parts are checked and replaced if necessary, toner is refilled, and then the cartridge is reassembled. Original manufacturer warranties are NOT voided as a result of using remanufactured toner cartridges. Moreover, remanufactured cartridges are fully guaranteed and Corporate Express will be responsible for making all necessary repairs and/or replacements for any printers or parts damaged by a faulty cartridge. For more information, including who to contact in case of a problem, please visit the procurement website at <http://www.procurement.duke.edu>.

As an environmental steward in our community, Duke University has the opportunity to make a significant impact through our purchasing decisions while also reducing our expenses. We appreciate your support and cooperation.

Sincerely,



Tallman Trask III
Executive Vice President