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            FEDERAL TRADE COMMISSION
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3 In the Matter of:
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4 Staples, Inc.
                            )
5 a corporation
6 and
                            ) Docket No.
7 Office Depot, Inc., ) 9367
  a corporation.
10
                      Monday, January 4, 2016
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                      Room 532
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                      Federal Trade Commission
15
                      600 Pennsylvania Avenue, N.W.
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                      Washington, D.C.
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        The above-entitled matter came on for
19 hearing, pursuant to notice, at
20 2:10 p.m.
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1 APPEARANCES: 2 3 ON BEHALF OF THE FEDERAL TRADE COMMISSION: TARA REINHART, ESQ. 5 STELIOS XENAKIS, ESQ. 6 CHARLES A. LOUGHLIN, ESQ. Federal Trade Commission 7 8 400 Seventh Street, S.W. 9 Washington, D.C. 20024 10 (202) 326-2350 11 treinhart@ftc.gov 12 13 ON BEHALF OF STAPLES, INC: 14 JEFFREY PERRY, ESQ. 15 MEGAN GRANGER, ESQ. 16 Weil Gotshal & Manges LLP 17 1300 Eye Street, N.W. 18 Suite 900 Washington, D.C. 20005 19 202-682-7000 20 jperry@weil.com 21 22 23 24

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Τ	APPEARANCES (Continued):
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3	ON BEHALF OF OFFICE DEPOT:
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- 1 PROCEEDINGS
- 2 (2:10 p.m.)
- JUDGE CHAPPELL: Docket 9367, Staples and
- 4 Office Depot. Is everybody in the right place?
- 5 Okay.
- 6 We will take appearances of the parties
- 7 first. We will start with the government.
- 8 MS. REINHART: Good afternoon, Your
- 9 Honor, Tara Reinhart for Complaint counsel. With
- 10 me at table I have Jeff Loughlin and Stelios
- 11 Xenakis.
- 12 JUDGE CHAPPELL: And for Respondents?
- 13 MR. PERRY: Good afternoon, Your Honor,
- 14 Jeff Perry from Weil Gotshal for Respondents,
- 15 Staples. Here with me is my colleague Megan
- 16 Granger.
- 17 MR. REILLY: Matt Reilly from Simpson
- 18 Thacher.
- JUDGE CHAPPELL: Mr. Reilly.
- MR. REILLY: Nice to see you again, Your
- 21 Honor.
- JUDGE CHAPPELL: You were usually --
- 23 MR. REILLY: I was usually there. They
- 24 kicked me out, and I ended up on this side of the
- 25 table.

- 1 JUDGE CHAPPELL: Changed teams. All
- 2 right.
- 3 MR. REILLY: Matt Reilly, Simpson Thacher
- 4 on behalf of Office Depot. With me is Andrew Lacy
- 5 from Simpson Thacher as well.
- 6 JUDGE CHAPPELL: Thank you.
- 7 MR. REILLY: Nice to see you again.
- 8 JUDGE CHAPPELL: Let's talk first about
- 9 the ancillary federal action, start with the
- 10 government. You can maybe update me on the status
- 11 of all of that.
- 12 MR. REILLY: Certainly, Your Honor. The
- 13 FTC filed a complaint on December 8th, and it has
- 14 been assigned to Judge Emmet Sullivan here in the
- 15 District of D.C., and we have a schedule set in
- 16 that case that contemplates the close of fact
- 17 discovery around the middle of February with expert
- 18 discovery following on and a hearing date set for
- 19 March 21st.
- JUDGE CHAPPELL: Anything to add to that?
- MR. PERRY: No, Your Honor.
- 22 JUDGE CHAPPELL: Any of the parties keep
- 23 me updated on the action, just follow up on any
- 24 substantive orders or rulings that come out.
- 25 MS. REINHART: We will do so, Your Honor.

- 1 JUDGE CHAPPELL: Pursuant to 3.41(f) the
- 2 pendency of a collateral federal court action does
- 3 not stay the proceedings, unless a court of
- 4 competent jurisdiction or the Commission for good
- 5 cause so directs.
- 6 So my question is, first of all for the
- 7 government, are you prepared to tell me what your
- 8 plans are if the injunction is not granted?
- 9 MS. REINHART: We would have to consider
- 10 our options at the time, but, of course, if there
- 11 is a legal issue we would take an appeal.
- 12 JUDGE CHAPPELL: All right. Respondents,
- 13 are you prepared to tell me what your clients plan
- 14 to do if the injunction is granted?
- 15 MR. PERRY: Yes, Your Honor, Jeff Perry.
- 16 Unfortunately if the injunction is granted, I
- 17 expect the transaction will be terminated, Your
- 18 Honor.
- 19 JUDGE CHAPPELL: Based on what I just
- 20 heard, it appears that at some point our trial may
- 21 become a moot point. If either party doesn't plan
- 22 to pursue the merger case after the Federal Court
- 23 proceeding, perhaps that constitutes good cause.
- 24 So I am wondering if we don't have a
- 25 ruling, and I am -- I saw where I think the judge

- 1 said he anticipates a ruling in May. And we're set
- 2 for early May.
- 3 And I am wondering if we don't have a
- 4 ruling, do the parties intend to file a joint
- 5 motion to stay this proceeding pursuant to rule
- 6 3.41?
- 7 MR. PERRY: Your Honor, our hope is that
- 8 that will not become an issue. If it does, as Your
- 9 Honor suggests, I believe that will be the position
- 10 of Respondents. Obviously I can't speak to whether
- 11 that motion will be joined or not.
- 12 JUDGE CHAPPELL: I am anticipating you
- 13 are going to say you not sure today.
- MS. REINHART: Well, we're not sure
- 15 today, but as Mr. Perry said, he has no intention,
- 16 as I heard him say, if indeed the injunction is
- 17 granted, it is -- we would take the Court's
- 18 decision on how to move forward.
- 19 I think it is our intention to litigate
- 20 all the way through, so we would keep our options
- 21 open.
- JUDGE CHAPPELL: Well, if a joint motion
- 23 is not agreed to, I see no reason why one party
- 24 cannot file the motion.
- MR. PERRY: Thank you, Your Honor.

- 1 JUDGE CHAPPELL: Let's talk about the
- 2 scheduling order. I'm sure you received the draft
- 3 and the comments. I saw a few modifications to the
- 4 dates on additional provisions.
- I wanted to note that the joint proposal
- 6 set two deadlines on a Saturday, April 23rd and
- 7 30th, and this is for exchange of expert reports
- 8 and proposed stipulations.
- 9 That's an exchange date, not a filing
- 10 date. Did the parties intend for those dates to be
- 11 Saturday? Is that fine?
- 12 MS. REINHART: We did, Your Honor. We
- 13 chose these dates just for the convenience of the
- 14 parties and to give everyone more time on the
- 15 experts and the schedule.
- 16 MR. PERRY: That's right, Your Honor.
- 17 We're comfortable with those dates. Thank you.
- 18 JUDGE CHAPPELL: Other than that, all the
- 19 modifications that were submitted are acceptable,
- 20 and I will incorporate them into the order that I
- 21 will issue shortly.
- MR. PERRY: Thank you, Your Honor.
- 23 JUDGE CHAPPELL: I trust the parties have
- 24 attempted to settle this matter. Who would like to
- 25 update me on the status of settlement discussions?

- 1 I will start with the government.
- MS. REINHART: Thank you, Your Honor.
- 3 Yes, there have been discussions between the
- 4 parties about settlement. And, in fact, an offer
- 5 and an increased offer were made by the
- 6 Respondents, and the Commission has expressed that
- 7 the offer is not acceptable for a couple of
- 8 reasons; one being that the -- Staples is intending
- 9 to divest some contracts and, in other words, there
- 10 is an assignment of contracts and not a true
- 11 divestiture of physical assets of a business.
- 12 And, therefore, the remedy to the extent
- 13 there would be one is temporary because as those
- 14 contracts expire, then the customers could go back
- 15 to the combined Staples and Office Depot. It is
- 16 not a structural remedy.
- 17 And, second, the acquiring company is not
- 18 at the same level of competition providing direct
- 19 supply to the customers the way Staples and Office
- 20 Depot are.
- 21 Having said that, Your Honor, we are
- 22 continuing discussions.
- JUDGE CHAPPELL: So your position, the
- 24 government's position as of today would be you are
- 25 only going to accept a structural remedy?

- 1 MS. REINHART:
- 2 O. That's correct, Your Honor?
- JUDGE CHAPPELL: All right. Complainant?
- 4 MR. PERRY: Your Honor, it won't surprise
- 5 you to know that I don't agree with the
- 6 characterization of our offer, Your Honor. It is a
- 7 substantial offer. It is not limited merely to
- 8 contracts.
- 9 There are additional assets, including IT
- 10 assets and important HR assets, but I don't suppose
- 11 you want to engage in detailed debate on that, Your
- 12 Honor. We have made that offer. We think not only
- 13 does it fully replicate competition, but it is
- 14 consistent with and relies upon the guidance of the
- 15 Commission's own statement in 2013.
- 16 That being said, if this case can be
- 17 settled on reasonable terms, we will do it, Your
- 18 Honor. Our discussions are ongoing.
- 19 JUDGE CHAPPELL: All right. Thank you.
- MR. PERRY: Thank you, Your Honor.
- 21 JUDGE CHAPPELL: At this time I am going
- 22 to hear the overview of the case. I will allow
- 23 each side to make a presentation limited to 15
- 24 minutes. That time will be extended if time is
- 25 used based on my questions I may ask during your

- 1 presentation. We will start with the government.
- MS. REINHART: Thank you, Your Honor. I
- 3 have very brief slides as well as hard copies to
- 4 hand out. May I approach?
- 5 JUDGE CHAPPELL: I don't need the slides
- 6 if the screens work. If you have a copy of the
- 7 slides, a member of my staff would like a copy.
- 8 Thank you.
- 9 MR. PERRY: May I pass one up as well?
- 10 JUDGE CHAPPELL: Yes. Thank you.
- 11 MS. REINHART: May it please the Court,
- 12 Your Honor, the parties to this transaction are the
- 13 two largest suppliers of consumable office supplies
- 14 in the United States.
- 15 And they are the two most significant
- 16 suppliers to the very important segment of their
- 17 own customers, which are the large businesses that
- 18 buy these consumable office supplies for their own
- 19 use. We call them business-to-business or B-to-B
- 20 customers because they purchase not for resale but
- 21 for use in their own offices.
- 22 Before I move off this slide, let me give
- 23 you a quick overview. It is companies that are the
- 24 purchasers we're concerned about today, include
- 25 household names that have branch offices and retail

- 1 outlets that we all see walking around this
- 2 neighborhood. Staples and Office Depot are these
- 3 large businesses' top two choices for vendors and
- 4 many of these companies consider Staples and Office
- 5 Depot to be the only two viable choices.
- 6 The evidence will show that any third
- 7 option is a distant third option. And these large
- 8 business customers play Staples and Office Depot
- 9 off each other in lengthy bidding situations, and
- 10 that results for the customers in the best prices
- 11 and the most optimal services, things that they
- 12 require to keep their costs down.
- 13 If this deal were to be consummated,
- 14 there would be only one best option left and any
- 15 second viable option would be a distant second. So
- 16 these large business customers that count on
- 17 competition between Staples and Office Depot would
- 18 be harmed, and this is why the deal must be
- 19 stopped.
- 20 Consumable office supplies, that's what
- 21 we're concerned with here. And relevant product
- 22 market is consumable office supplies sold or
- 23 distributed to large B-to-B customers. These kinds
- 24 of supplies provide the daily sustenance for basic
- 25 office functions. You think of envelopes for a

- 1 bank, you think of pens for a retail store.
- 2 The companies use these supplies, they
- 3 discard them, and then they reorder more on a
- 4 constant basis. This is a cluster market. The
- 5 envelopes and pens that I just mentioned are not
- 6 themselves interchangeable with each other, but it
- 7 is appropriate to combine into a single market a
- 8 number of different products like these; where that
- 9 combination reflects the commercial reality. And
- 10 the commercial reality being that the customers buy
- 11 these consumable office supplies together.
- 12 The relevant market excludes adjacent
- 13 categories of things that are used in offices but
- 14 they are subject to different competitive
- 15 conditions and they are supplied by different sets
- 16 of vendors.
- 17 The one example is ink and toner. The
- 18 manufacturers of copiers in recent years have done
- 19 a good job of moving business away from Staples and
- 20 Office Depot to themselves, so they supply these
- 21 big customers not only the copiers and the
- 22 maintenance services but also the ink and the
- 23 toner, the consumable supplies that are necessary
- 24 to keep those copiers running.
- That is just one example of an adjacent

- 1 category that is not included in the relevant
- 2 market.
- Now, the evidence will show that the
- 4 needs of these large B-to-B customers are different
- 5 from others' needs. First of all, they buy on
- 6 behalf of all of their branch offices or outlets
- 7 across the country with the resulting large volumes
- 8 that allow them to negotiate the best prices.
- 9 And Staples and Office Depot are able to
- 10 provide those low prices because, as the largest
- 11 purchasers of office supplies from the
- 12 manufacturers and the wholesalers themselves, they
- 13 get the lowest costs.
- 14 These large B-to-B customers have
- 15 thousands of employees who purchase and use
- 16 supplies on a daily basis. And so control over the
- 17 purchasing and the delivery and the reordering is
- 18 essential to keeping costs down and to allow
- 19 employees to focus on doing their jobs without
- 20 having to worry about where they are going to get
- 21 their binders.
- 22 So these companies consistently require
- 23 significant value-added services. I will just name
- 24 a few. For example, desktop delivery. The
- 25 products come from Staples or Office Depot directly

- 1 to the employee who ordered them, so that employee
- 2 doesn't have to go down to a local centralized
- 3 supply location and figure out which of the things
- 4 that he or she ordered.
- 5 The customers also require customized
- 6 electronic catalogues. These are electronic
- 7 systems that are very sophisticated and are tied in
- 8 to the company's IT systems.
- 9 And this allows employees to order
- 10 directly what they need but only within the
- 11 confines of the products that are within the
- 12 contract. So it is not Staples or Office Depot's
- 13 entire catalogue on-line. It is just the products
- 14 that the company has designated may be purchased.
- 15 And another example of a required service
- 16 is detailed utilization reporting. Staples and
- 17 Office Depot allow the companies to monitor their
- 18 purchasing so that they can spot trends, they can
- 19 tell if they are buying more or less of a certain
- 20 product than they had expected, and they can make
- 21 cost saving adjustments so that employees are
- 22 steered away from expensive products to cheaper
- 23 ones or they can negotiate more discounts with
- 24 Staples or Office Depot because the company finds
- 25 it is buying more than it had planned to.

- 1 JUDGE CHAPPELL: Let me go back a second.
- 2 It says here next-day delivery on your slide. Are
- 3 you saying that these companies' employees actually
- 4 provide delivery or do they use someone like Fed Ex
- 5 or UPS?
- 6 MS. REINHART: So they, if they -- to the
- 7 extent they do not deliver themselves, they use
- 8 third-party distributors. The point is that the
- 9 products are coming overnight from the order, where
- 10 they have been ordered from -- to the companies.
- 11 JUDGE CHAPPELL: And are you aware if
- 12 both companies do this identically?
- 13 MS. REINHART: I am not aware if they do
- 14 it identically, Your Honor.
- 15 The final example I wanted to point out
- 16 from this slide is that the companies require
- 17 dedicated customer service. And in the industry,
- 18 this means there is one throat to choke, that's
- 19 what they say.
- 20 A manager at any location, whether it is
- 21 a company's branch office in New York or one in
- 22 Idaho can pick up the phone and call to report a
- 23 problem. And they get the same voice on the phone,
- 24 the same responsive person who will fix whatever
- 25 problem that is.

- 1 The large B-to-B customers will testify
- 2 that Staples and Office Depot are by far their two
- 3 best options to provide the lowest pricing as well
- 4 as these required services.
- JUDGE CHAPPELL: Did you say froke to
- 6 choke?
- 7 MS. REINHART: Throat as in --
- JUDGE CHAPPELL: Throat, all right.
- 9 Makes more sense. I don't know what a froke is.
- 10 MS. REINHART: I need to enunciate
- 11 better, perhaps, Your Honor. Okay.
- 12 Unlike small business customers, which
- 13 buy on a purchase order by purchase order basis,
- 14 large business customers go through a lengthy
- 15 multi-step RFP process with their potential
- 16 suppliers' vendors. They negotiate price. They
- 17 negotiate the range of services. And they
- 18 negotiate additional monetary incentives to give
- 19 the vendor the business.
- 20 And they get the best price and the best
- 21 terms because they have Staples and Office Depot
- 22 bid against each other; usually through multiple
- 23 rounds of negotiation.
- 24 These customers employ procurement
- 25 specialists whose job it is to ensure they get what

- 1 they bargained for. Not so with small businesses.
- 2 Small businesses do not receive monetary incentives
- 3 or even significant discounts.
- 4 For all the reasons I have just stated,
- 5 the sale and distribution of consumable office
- 6 supplies to large B-to-B customers is the relevant
- 7 product market.
- Because of their nationwide footprint,
- 9 Staples and Office Depot are able to serve these
- 10 large customers that have locations scattered from
- 11 shore to shore or at least across multiple regions.
- 12 They provide uniform pricing to these
- 13 customers regardless of the location of the office
- 14 that is actually receiving and using the supplies.
- 15 The large business customers and other supply
- 16 vendors will testify that large B-to-B customers
- 17 prefer a single national supplier over the multiple
- 18 regional or local vendors.
- 19 It goes back to the one throat-to-choke
- 20 concept as well as just the ability to manage the
- 21 number of locations that are ordering receivable
- 22 supplies.
- 23 JUDGE CHAPPELL: Let me talk about this
- 24 uniform pricing you referred to.
- 25 If I understood your point, if a customer

- 1 is located in all 50 states, that customer will get
- 2 the same price in Hawaii as in Idaho?
- MS. REINHART: That is my understanding,
- 4 Your Honor.
- 5 JUDGE CHAPPELL: But what about not the
- 6 same company, is your position that a customer in
- 7 Idaho pays the same as a customer in Hawaii for the
- 8 same product?
- 9 MS. REINHART: So we're talking two
- 10 unrelated customers, Your Honor?
- 11 JUDGE CHAPPELL: Yes.
- 12 MS. REINHART: They do not necessarily
- 13 get the same pricing. There are a whole host of
- 14 factors that go into what prices are ultimately
- 15 negotiated.
- 16 JUDGE CHAPPELL: Your position is on the
- 17 nationwide company with headquarters in Atlanta, my
- 18 people all over the country will pay the same
- 19 regardless of where the product is delivered to?
- MS. REINHART: Yes, Your Honor, that is
- 21 one of the services that Staples and Office Depot
- 22 provide to these large customers.
- 23 So the company's own documents state that
- 24 they are the only two real choices for services
- 25 across the country for these companies that have

- 1 this nationwide footprint. And the testimony of
- 2 the customers and other supply vendors will confirm
- 3 that as well.
- 4 And so, Your Honor, the relevant
- 5 geographic market is the United States.
- 6 Many large B-to-B customers are expected
- 7 to testify that they are concerned that they will
- 8 be harmed by this deal. The proposed merger would
- 9 take away one of their two top choices of vendors,
- 10 and it would leave these large businesses with a
- 11 supplier, single supplier with an overwhelming
- 12 percentage of sales in the market, at least
- 13 70 percent or more.
- 14 This combined firm would dwarf its next
- 15 largest competitor. That would result in higher
- 16 prices and would prevail absent a merger. The
- 17 evidence will show it is unlikely that other viable
- 18 vendors would replace the competition lost from
- 19 this proposed merger.
- 20 JUDGE CHAPPELL: Is this next largest
- 21 competitor you referred to a nationwide competitor?
- MS. REINHART: I'm sorry, Your Honor, I
- 23 didn't hear you.
- 24 JUDGE CHAPPELL: You said the next
- 25 largest competitor would have 5 percent of the

- 1 market. Is that a nationwide competitor?
- MS. REINHART: It is not. It is a
- 3 regional competitor, Your Honor.
- 4 As I mentioned at the outset, Your Honor,
- 5 the parties have proposed a fix. They originally
- 6 proposed selling 500 million dollars in customer
- 7 contracts to an acquiring company and then they
- 8 recently announced they would go as high as 1.25
- 9 billion in sales as a means of addressing the FTC's
- 10 concerns, but the problem, as I said earlier, are
- 11 two problems, actually.
- 12 JUDGE CHAPPELL: I don't want to get into
- 13 anything that is proprietary.
- 14 MS. REINHART: I agree, Your Honor.
- 15 JUDGE CHAPPELL: I am just wondering if
- 16 the acquiring company that was slotted in to take
- 17 the proposed contracts, that's an existing company,
- 18 correct, not a new company?
- 19 MS. REINHART: It is an existing company,
- 20 Your Honor. And just without getting into
- 21 confidentiality concerns, I can tell you that a
- 22 concern about the acquiring company is just that
- 23 they do not compete at the same level of commerce
- 24 as Staples and Office Depot.
- In other words, they do not currently

- 1 supply directly to these big customers.
- 2 It is speculative as to whether they
- 3 would be able to provide the same level of
- 4 necessary services at the same level of pricing.
- 5 JUDGE CHAPPELL: Let me ask you about
- 6 your market analysis. I hear you talking a lot
- 7 about apparently on-line ordering, on-line
- 8 business.
- 9 Are you including the people in the
- 10 office, three or four of them take a half a day, go
- 11 get some coffee and go to Office Depot and Staples
- 12 and buy office supplies? Are they included in your
- 13 market?
- 14 MS. REINHART: The consumers in our market
- 15 are the large business entities themselves, and, of
- 16 course, all of the thousands of their employees are
- 17 the ones who are actually doing the ordering, like
- 18 you say.
- 19 Having the on-line catalogues allows them
- 20 to do so without leaving their desks, but one of
- 21 the other services that the companies provide to
- 22 the customer is the ability of those employees to
- 23 walk down the street if they need to and buy from
- 24 either a Staples or Office Depot outlet.
- 25 JUDGE CHAPPELL: So walk-in traffic is

- 1 included in your market?
- 2 MS. REINHART: I think that services that
- 3 are provided are intended to avoid the walk-in
- 4 traffic, Your Honor. That's one reason why --
- JUDGE CHAPPELL: Why do they have all
- 6 those stores, though, if they don't want people to
- 7 walk in?
- 8 MS. REINHART: Why do they have all the
- 9 stores? Well, Your Honor, it is, it is the
- 10 employee's ability to walk down the street if they
- 11 need to, in other words, for an emergency. They
- 12 can buy on the contract that way.
- 13 But the bulk of the sales that are done
- 14 under these contracts are done through the on-line
- 15 portal.
- 16 JUDGE CHAPPELL: I am just trying to
- 17 drill down into exactly what market the government
- 18 is proposing here. Sounds like you are focused on
- 19 on-line contracts. It doesn't sound like to me you
- 20 are talking about these people that go in and buy
- 21 their supplies maybe once a month without a
- 22 contract.
- 23 MS. REINHART: I apologize, Your Honor.
- 24 I do understand your question at this point.
- We are not alleging harm in the retail

- 1 sector. We are alleging the harm is through the
- 2 business consumers, specifically the large
- 3 businesses that buy for their own use.
- 4 To the extent that the employees of those
- 5 large businesses buy on-line or walk down the
- 6 street to buy from Staples or Office Depot, they
- 7 are included in the market.
- 8 But what is excluded are people who are
- 9 employees of the small businesses who regularly
- 10 just go to Staples and Office Depot or any other
- 11 provider like Walmart to get their suppliers.
- 12 JUDGE CHAPPELL: Would the Department of
- 13 Defense be considered a customer in your eyes?
- 14 MS. REINHART: Government entities have a
- 15 lot of similarities to these big customers, big
- 16 business customers that are the market. A lot of
- 17 the government entities that we have seen actually
- 18 have local preferences. They buy from local
- 19 suppliers, small business preferences required by
- 20 law.
- 21 JUDGE CHAPPELL: How about the government
- 22 entity you are standing in the middle of?
- 23 MS. REINHART: Exactly. The FTC buys
- 24 from a small supplier. And so while there are a
- 25 number of government entities that we have seen

- 1 that have the indicia of the big B-to-B businesses,
- 2 not all of them do, and they are not considered
- 3 part of the market.
- 4 JUDGE CHAPPELL: All right. Thank you.
- 5 MS. REINHART: Okay. Your Honor, I think
- 6 I already addressed the fix in my opening remarks
- 7 before I started this. So that concludes my
- 8 presentation, unless you have further questions.
- 9 JUDGE CHAPPELL: Nope. Thank you.
- 10 For Respondent, are we going to have one
- 11 or two Respondents?
- MR. PERRY: Just one, Your Honor, Jeff
- 13 Perry. I will be giving remarks on behalf of both
- 14 Respondents. Mr. Reilly won't be shy if he has
- 15 anything to add, I'm sure.
- 16 JUDGE CHAPPELL: You need to clear the
- 17 screen.
- 18 MR. PERRY: Thank you, Your Honor.
- 19 Success.
- 20 May I begin, Your Honor?
- JUDGE CHAPPELL: Go ahead.
- 22 MR. PERRY: Your Honor, there isn't time
- 23 to address every area of disagreement, you won't be
- 24 surprised to know, with Complaint counsel. So I
- 25 want to focus on four areas I would like to

- 1 address.
- 2 The first area is the motivation --
- JUDGE CHAPPELL: You said I won't be
- 4 surprised, correct?
- 5 MR. PERRY: Correct. I figured you knew
- 6 that already, Your Honor.
- 7 The first point is where this transaction
- 8 began. Your Honor, this transaction is motivated
- 9 by efficiencies that will benefit customers. And
- 10 this transaction is further supported by the FTC's
- 11 own admissions in 2013, and that wasn't mentioned
- 12 by Complaint counsel, but I want to talk about
- 13 public statement and public guidance this agency
- 14 put out in 2013 when it closed its investigation of
- 15 the Office Depot and OfficeMax transaction.
- 16 Second point, Your Honor, Complaint
- 17 counsel's relevant market. Your Honor, this
- 18 relevant market is a fairy tale. It has been
- 19 created for purposes of this litigation. It is not
- 20 consistent with the commercial reality and how
- 21 competition takes place in this industry. And it
- 22 focuses on a tiny fraction of Respondents'
- 23 customers.
- JUDGE CHAPPELL: You are not saying that
- 25 they created a market; you are saying the

- 1 boundaries of the so-called market are a fairy
- 2 tale; is that what your position is?
- 3 MR. PERRY: Yes, Your Honor, this
- 4 collection of customers and this collection of
- 5 products is a product market made for this
- 6 litigation. It does not comport with how these
- 7 companies do business or how suppliers and
- 8 customers buy and sell these services. That's my
- 9 point, Your Honor.
- 10 JUDGE CHAPPELL: So you are saying that
- 11 the problem with the government's market is more of
- 12 a problem from the company's angle or from the
- 13 consumers' stand?
- 14 MR. PERRY: It is both, Your Honor. It
- 15 is both. It doesn't fit how these companies sell
- 16 these services. And it doesn't fit from a customer
- 17 side of that negotiating table how they think about
- 18 the contract and pricing and delivery to their
- 19 offices.
- 20 And, Your Honor, I will talk about that
- 21 more in detail, but I hope that gives you a brief
- 22 answer to your question.
- 23 Your Honor, in addition to the market, I
- 24 want to talk about the options that customers have
- 25 for the delivery of consumable office supplies.

- 1 And on top of that, the additional tools that these
- 2 large customers have to ensure competitive pricing.
- 3 And those two points, Your Honor, were
- 4 admitted by the FTC in 2013. And we will show you
- 5 that language, Your Honor.
- 6 Your Honor, to start at the beginning,
- 7 the purpose and effect of this acquisition, Your
- 8 Honor, is to reduce costs but not to just reduce
- 9 costs, to reduce costs and reinvest those savings,
- 10 Your Honor, in lower pricing, better service, and
- 11 greater value for our customers.
- 12 And when Staples and Office Depot, not
- 13 for purposes of this litigation, but back in 2014,
- 14 when they were evaluating this transaction and
- 15 advising their respective boards, they did their
- 16 own analysis. Staples estimated at least 1 billion
- 17 dollars a year in savings from this deal. That's a
- 18 huge number, Your Honor.
- 19 Office Depot, having benefited from the
- 20 learnings of integrating the Depot Max merger in
- 21 2013 and the cost savings that that produced,
- 22 Office Depot estimated 1.5 billion in synergies,
- 23 Your Honor.
- 24 And every third-party --
- 25 JUDGE CHAPPELL: How many -- but now you

- 1 have actual numbers. They estimated 1.5 billion.
- 2 What was the reality?
- 3 MR. PERRY: I'm sorry, Your Honor. What
- 4 I meant to say is informed by the experience from
- 5 2013, that 1.5 billion is an estimate for this
- 6 transaction.
- 7 Mr. Reilly can speak to the Depot Max
- 8 synergies. I think the public guidance is annual
- 9 synergies in the range of 700 million dollars.
- 10 MR. REILLY: That's correct, Your Honor.
- 11 And Office Depot has shown, if you look at this on
- 12 a regular basis, that their efficiencies estimates
- 13 from the Office Depot/OfficeMax transaction, the
- 14 efficiencies have been exceeded, gone up further.
- 15 And they are in a more quicker manner as well.
- 16 So that's why they are a higher estimate
- 17 of efficiencies here. And from the past
- 18 transaction from two years ago, Office Depot has
- 19 realized a large number of efficiencies that have
- 20 been passed on to consumers.
- 21 JUDGE CHAPPELL: So the estimate of the
- 22 previous merger, the estimates were not just borne
- 23 out but they were exceeded?
- MR. REILLY: They were exceeded and
- 25 obtained more quickly than they expected, Your

- 1 Honor. And that guidance allowed them to estimate
- 2 the proposed efficiencies and synergies in this
- 3 transaction.
- 4 JUDGE CHAPPELL: Thank you.
- 5 MR. PERRY: Thank you, Your Honor. And
- 6 it is not just Staples and Office Depot. Every
- 7 third-party analyst who has looked at this, as I
- 8 said, across the board has estimated similar or in
- 9 many cases higher savings. We have a couple
- 10 examples here, but I could have given you 10 or 15,
- 11 Your Honor.
- 12 Examples are Credit Suisse and KeyBanc,
- 13 1.44 billion could be as high as 2 billion. These
- 14 savings are real, Your Honor.
- 15 Your Honor, efficiencies are critically
- 16 important in this industry because this is an
- 17 industry where demand is declining. We all use
- 18 pens and pencils and papers less, and we use iPads
- 19 and e-mail more.
- 20 And on top of the declining demand, Your
- 21 Honor, there is intense competition and growing
- 22 competition in this industry, as the FTC itself
- 23 admitted in 2013. And in an industry like that, of
- 24 declining demand and intense competition, the name
- 25 of the game is to cut costs and offer more value

- 1 and lower pricing to your customers. Again, that
- 2 is what this deal is about, Your Honor.
- 3 So let's look, Your Honor, if we could at
- 4 the FTC 2013 statement. This wasn't mentioned by
- 5 Complaint counsel. Your Honor, this is the most
- 6 on-point merger precedent in the history of a
- 7 merger case.
- 8 In 2013 the FTC investigated this market,
- 9 these products, these customers for seven months.
- 10 And when it closed that investigation concluding
- 11 that it would not result in competitive harm, it
- 12 put out public guidance to the business community.
- 13 And, Your Honor, these companies, Staples
- 14 and Office Depot, relied upon that guidance. And
- 15 on top of that, Your Honor, there are factual
- 16 findings in the Commission's statement that were
- 17 true in 2013, they are more true today, and they
- 18 undermine any theory of competitive harm.
- 19 So here is what the Commission said, Your
- 20 Honor, in 2013. It admitted that a host of non-OSS
- 21 competitors, and what that means, Your Honor, OSS
- 22 competitors are Staples, Office Depot, OfficeMax,
- 23 that stands for office supply super stores, it
- 24 relates more to the retail side of the business,
- 25 but the Commission in talking about this B-to-B

- 1 side of the business said that other competitors, a
- 2 host of them, provide strong competition for
- 3 multi-regional and national customers. Those are
- 4 the large customers.
- 5 So I understand Ms. Reinhart suggested
- 6 that the third largest competitor has a tiny market
- 7 share, and it is regional. The FTC said there are
- 8 --
- 9 JUDGE CHAPPELL: But at the time one of
- 10 those competitors was Staples, correct?
- 11 MR. PERRY: Yes, Your Honor, Staples
- 12 certainly was another competitor at the time, but
- 13 none of these statements relate to Staples.
- 14 Because they all say a host of non-OSS competitors.
- 15 And Staples is an OSS competitor.
- So this statement says a host of other
- 17 firms provide strong competition for these
- 18 customers, the same ones at issue. The FTC
- 19 admitted in 2013 that these non-OSS competitors are
- 20 growing in number and strength and have
- 21 demonstrated the ability to win large accounts.
- 22 This is the same accounts we're talking about here,
- 23 Your Honor.
- 24 The FTC admitted as well in 2013 that
- 25 these non-OSS competitors win business in a

- 1 substantial number of contracting opportunities.
- 2 And on top of that, the large customers, the same
- 3 customers at issue today, have a variety of tools
- 4 to ensure that they receive competitive pricing.
- 5 JUDGE CHAPPELL: I understand we're
- 6 talking about non-office supply super stores, but
- 7 in this same statement you are talking about, did
- 8 they identify who the remaining office supply super
- 9 stores were?
- 10 MR. PERRY: The OSS term refers generally
- 11 to Staples, Office Depot, and OfficeMax. And that
- 12 is a relative, as you may know, of the 1997 case
- 13 where there was a merger.
- 14 And the question before the court at that
- 15 time was the retail stores, consumers.
- 16 These statements all relate to the
- 17 Commission's 2013 investigation on the B-to-B side,
- 18 selling to businesses as Ms. Reinhart said. The
- 19 same product, the same product market at issue
- 20 here. And these statements are all talking about
- 21 other competitors, so OSS is a shorthand, but what
- 22 all of this means is if you put aside Staples and
- 23 Office Depot and OfficeMax, there are a host of
- 24 other competitors who provide strong competition,
- 25 growing in number and strength, with a demonstrated

- 1 ability to win these accounts. These are the same
- 2 issues before the court here, Your Honor.
- And, Your Honor, I want to talk if I
- 4 could about the customers because I mentioned when
- 5 I first began that this case relates to a small
- 6 fraction of Staples and Office Depot's customers.
- 7 And I wanted to give a little context.
- 8 This chart shows that Staples and Office
- 9 Depot have about 405,000 B-to-B customers. These
- 10 are all businesses. This is not Joe Schmow going
- 11 to buy for his home. These are businesses.
- 12 Now, if you look at business customers
- 13 who purchase more than a million dollars a year, it
- 14 comes down to 1374 customers. And if you look at
- 15 the FTC's market, as we understand it, and we have
- 16 run the numbers, there are 454 customers,
- 17 businesses in the FTC's alleged market. That
- 18 is .1 percent of Staples' and Office Depot's
- 19 business customers.
- 20 And what that means, Your Honor, is that
- 21 even before we start the trial, we know
- 22 unquestionably that all the individual consumers
- 23 who shopped in stores and on-line and 99.9 percent
- 24 of business customers will be better off as a
- 25 result of this acquisition or, at worst, not

- 1 impacted. That's where we start.
- 2 And when we look at this one-tenth of
- 3 1 percent of our business customers, that's the
- 4 relevant market, and I know Ms. Reinhart mentioned
- 5 that many customers consider Staples and Office
- 6 Depot is their best options, but those allegations,
- 7 Your Honor, are based largely on 21 customer
- 8 declarations; seven Staples customers and 14 Office
- 9 Depot customers who have submitted declarations
- 10 either supporting Complaint counsel's case or
- 11 expressing concern about the merger.
- 12 Now, those small numbers, Your Honor, can
- 13 hardly be representative of even this .1 percent,
- 14 let alone business customers more generally.
- Now, Your Honor, if you look at
- 16 the .1 percent, these are the largest, most
- 17 powerful customers we have. In many cases these
- 18 are the largest, most powerful companies in the
- 19 country. These are the Fortune 100-type companies.
- These customers today on average pay the
- 21 lowest prices. They have numerous alternatives, as
- 22 the FTC admitted, and they already multi-source
- 23 today. Your Honor gave one example of people at a
- 24 business going across the street. That's true on a
- 25 much grander scale even because none of these

- 1 businesses buy all of these consumable office
- 2 supplies from Staples or Office Depot.
- 3 They send people to the store. They have
- 4 the Topeka office order from the local supplier or
- 5 they order paper directly from a paper
- 6 manufacturer. Because they are a Fortune 100
- 7 company and they can do that today. And, of
- 8 course, if we raise prices, they can do that even
- 9 more.
- 10 Your Honor, the evidence will show in
- 11 this case that these Fortune 100 companies, these
- 12 top 454 customers are fully capable of defending
- 13 against higher prices for the delivery of these
- 14 basic supplies like paper clips.
- 15 Now, Your Honor, I want to talk about the
- 16 definition of the relevant market. And
- 17 Ms. Reinhart discussed this. And she talked about
- 18 paper and ink and toner. And that is an example I
- 19 want to highlight for a second because one of the
- 20 reasons -- and Your Honor asked about this -- that
- 21 this market doesn't align with how competition
- 22 takes place is because the market excludes a huge
- 23 range of products, in many cases half or more than
- 24 half of what the customers are actually buying from
- 25 Staples or Office Depot.

- 1 So what does that mean? So their market,
- 2 consumable office supplies, has paper in the
- 3 market, ink and toner out of the market. Now,
- 4 those products are negotiated together as part of
- 5 the same contract. The pricing for those products
- 6 is not determined independently. It is determined
- 7 as part of everything else that goes into the
- 8 contract.
- 9 And those products are literally
- 10 delivered on the same trucks to the same customers
- 11 to the same loading docks. Splitting them up
- 12 doesn't make sense here, Your Honor. And the
- 13 impact of that is that it ignores significant
- 14 competition from the likes of HP and others for our
- 15 most significant product, ink and toners,
- 16 20 percent in many cases of what these large
- 17 customers buy from us.
- 18 And it pushes that competition to the
- 19 side but, Your Honor, that is part of how these
- 20 contracts are made. That's part of how competition
- 21 works.
- 22 The other point on relevant market, Your
- 23 Honor, the market has changed.
- 24 JUDGE CHAPPELL: Do I understand you to
- 25 say that ink and toner is still a big part of your

- 1 business?
- 2 MR. PERRY: It is, Your Honor. It is
- 3 about 20 percent.
- 4 Your Honor, the other point I want to
- 5 make about the relevant market is it changed. And
- 6 I don't know why. But in 2013 the Commission in
- 7 its public guidance was very clear, it said that
- 8 consumable office supplies, the same market here,
- 9 includes these products and it gives examples. And
- 10 it specifically says ink and toner.
- In 1997 the case involving not B-to-B
- 12 business but retail stores, again, ink and toner is
- 13 out of the market. And Complaint counsel's own
- 14 witnesses, Your Honor, we expect, based on what we
- 15 have seen, many of them will not agree with this
- 16 product grouping that says papers in and ink and
- 17 toners out.
- 18 JUDGE CHAPPELL: So what is your bottom
- 19 line, though, if you include ink and toner in the
- 20 market, how does that change the numbers?
- 21 MR. PERRY: The market shares go down
- 22 significantly, Your Honor. It is very hard for us
- 23 to gather market share information because the
- 24 truth of the matter is we don't know who our
- 25 customers are buying other products from in a

- 1 systematic way.
- 2 I will show you the best sources we have
- 3 for that information, but we know unquestionably
- 4 that this carving out of the market drives up the
- 5 shares.
- 6 So, Your Honor, the .1 percent at issue,
- 7 this is a sampling of the kinds of competition they
- 8 have and suppliers they have available to them.
- 9 They have independent office products dealers.
- 10 And, Your Honor, I will show you the web sites of
- 11 these companies.
- 12 They are not regional. They say they can
- 13 deliver nationally. And the FTC in 2013
- 14 specifically said that a host of them can deliver
- 15 to multi-regional and national customers. That's
- 16 the FTC's admission.
- 17 Eighteen of these others dealers, not
- 18 Staples and Office Depot, today -- these are just
- 19 the ones we're aware of -- today are serving these
- 20 large customers with the same products, 18 other
- 21 firms that won this business, Your Honor, and they
- 22 work in conjunction with wholesalers. And
- 23 wholesalers are an important part of this industry.
- 24 Because these established wholesalers
- 25 give every competitor geographic access to the

- 1 entire country because they use their warehouses.
- 2 And we rely upon them as well, Your Honor.
- 3 So every dealer can deliver everywhere in
- 4 the country next day. Every dealer can deliver
- 5 every product that Staples and Depot have next day
- 6 because we rely on the wholesalers for delivery and
- 7 for products.
- 8 You asked about whether Staples and
- 9 Office Depot are doing that career delivery
- 10 internally to the customers? We at Staples
- 11 out-source about 95 percent of that, Your Honor.
- 12 It is not a unique special sauce that Staples has.
- 13 Office Depot out-sources about 90 percent of it.
- 14 These are third parties, like Fed Ex and UPS and
- 15 couriers that anyone can use. We don't own them.
- 16 We don't own them.
- 17 JUDGE CHAPPELL: So did I understand you
- 18 to say that there are simply located wholesalers,
- 19 and if someone buys a case of extra fine black
- 20 Sharpies, you buy from the wholesaler and have it
- 21 delivered to your customer?
- MR. PERRY: It is a mix, Your Honor. So
- 23 to answer your question directly, there are some
- 24 products that Staples --
- 25 JUDGE CHAPPELL: I understand it is not

- 1 100 percent, but is that a significant portion of
- 2 your business that you are going to a third-party
- 3 wholesaler that another company may be using also?
- 4 MR. PERRY: It is a meaningful part. It
- 5 is not the majority of Staples' or Office Depot's
- 6 business. The very, very high volume SKUs, we buy
- 7 directly from vendors and stock in our warehouses.
- 8 But there is a huge long tail of SKUs.
- 9 So we may stock at Staples 50,000 or so products,
- 10 but we may -- we are able to deliver something
- 11 closer to a million products. The reason we do
- 12 that is in reliance and partnership with
- 13 wholesalers, just as an understanding.
- In addition to wholesalers, Your Honor,
- 15 these large customers, in addition to going to
- 16 dealers, go directly to manufacturers. So if we
- 17 call up a Fortune 100 company after this
- 18 transaction and say we're going to raise your price
- 19 of paper, they are going to call the paper company,
- 20 Your Honor. They are just going to call the paper
- 21 company and get it delivered directly.
- We are an intermediary. We don't make
- 23 the paper. We don't have the monopoly on the
- 24 paper. They will get it from another dealer or
- 25 they will go to the paper company.

- 1 There are also, Your Honor, cooperatives
- 2 of independent dealers. And some of these have
- 3 been born and developed even after the 2013
- 4 investigation. And the sole purpose and motivation
- 5 of these cooperatives is to achieve economies of
- 6 scale and serve large multi-regional, national
- 7 customers. That's another option.
- 8 Competitors in adjacent categories, Your
- 9 Honor, so the way this market is so carved up, Your
- 10 Honor, with consumables, you get down to about half
- 11 or less than half of what we sell as part of the
- 12 market, part of the alleged market, and all of that
- 13 other stuff the FTC seems to acknowledge that these
- 14 customers can get somewhere else.
- 15 But those other competitors like Granger
- 16 is a large company that delivers, for example,
- 17 kitchen and break-room products and cleaning
- 18 supplies, those companies also sell paper clips and
- 19 paper and pens.
- 20 So if we raise prices to these customers
- 21 and you are a Fortune 100 company, you step down
- 22 one bay in your loading dock and you tell the next
- 23 company making a delivery, next time throw in paper
- 24 clips and pencils and pens. It is cost-effective
- 25 because they are already delivering to you. They

- 1 are already in your procurement system and doing
- 2 your utilization reporting and all these things
- 3 that Ms. Reinhart mentioned.
- 4 The other thing I will say for just a
- 5 couple minutes, Your Honor, is Amazon Business.
- 6 And Amazon is a significant competitive threat, as
- 7 we will talk about.
- 8 The next two slides, Your Honor, I won't
- 9 spend any time on them other than to say that this
- 10 is a sampling of competitors that they say can
- 11 serve large accounts and have customers in all 50
- 12 states.
- 13 And, Your Honor, to discredit these
- 14 competitors and not take them seriously, you have
- 15 to both believe that the FTC was flat wrong in 2013
- 16 and you have to believe that false advertising is
- 17 just rampant in this industry. I'm sure we would
- 18 hear from the FTC if that were the case.
- 19 But it isn't, Your Honor. These
- 20 competitors are legit. They will show up in
- 21 Staples' and Office Depot's internal documents.
- 22 And they are winning these customers today.
- 23 Briefly, Your Honor, Amazon. I wanted to
- 24 take a step back just for a minute and remind
- 25 ourselves that this is a delivery business. This

- 1 is a logistics business. This is about delivering
- 2 pens and pencils and paper clips to large
- 3 companies. There is no company in the world, with
- 4 all due respect to our clients, more sophisticated
- 5 or more capable than Amazon when it comes to
- 6 delivery logistics.
- 7 In office products, in particular, Amazon
- 8 has 6.9 million SKUs under their office products.
- 9 They have 65,000 roller ball pens. I misspeak a
- 10 lot, but I didn't misspeak there. They have 65,000
- 11 roller ball pens.
- JUDGE CHAPPELL: You mean 65,000
- 13 different varieties?
- 14 MR. PERRY: Different varieties,
- 15 different SKUs of roller ball pens. Staples
- 16 doesn't have 65,000 products of anything. They
- 17 have more products, more distribution centers.
- 18 They have next-day delivery, which Ms. Reinhart
- 19 talked about, and they have also same-day delivery
- 20 in 14 markets and same-hour delivery in seven and
- 21 growing markets. And they have highly competitive
- 22 pricing.
- 23 And now, Your Honor, on the point of
- 24 Amazon's market share, and you talked about or the
- 25 FTC crediting not just sales that go through the

- 1 contract but sales that might be through other
- 2 sources, three guys on their coffee break go across
- 3 the street or someone goes on-line, third parties
- 4 have looked at that, Your Honor.
- 5 And in a survey in 2014, they looked at
- 6 Amazon's share of all of that for core office
- 7 products and they found that it was 45 percent,
- 8 that 60 percent, as many as 60 percent of
- 9 Respondents to the survey -- and not Respondents
- 10 us -- have purchased from Amazon in the last 12
- 11 months with usage growing the fastest in larger
- 12 companies.
- 13 And they asked those companies: What
- 14 percentage of you could envision buying all of your
- 15 office products from Amazon? And 46 percent said
- 16 definitely or probably. Definitely or probably.
- 17 Now you fast forward after that survey to
- 18 April of this year. And this year, Amazon launched
- 19 Amazon Business. This is a major new initiative,
- 20 you can tell by its name, specifically targeting
- 21 business customers; adding capabilities, adding
- 22 services, the very same things Ms. Reinhart was
- 23 giving a litany of that are unique to Staples and
- 24 Depot, they are either not unique any more or by
- 25 the week they are being crossed off the list, Your

- 1 Honor, and Amazon is specifically targeting
- 2 Staples.
- 3 And we have been called out by business
- 4 journals. You see one here on the left side of
- 5 slide 17, this is about Amazon entering the real
- 6 B2B market, "the E-marketplace gorilla is now
- 7 officially loose." You will see at the end of
- 8 this, "buckle your seatbelt, especially if you are
- 9 an incumbent distributor like Staples."
- 10 If there is any question about whether
- 11 they are coming after us, Your Honor, they are also
- 12 trying to steal our people. Amazon and its
- 13 recruiters are calling high-level marketing and
- 14 sales execs at Staples and Office Depot and trying
- 15 to steal them away to support this effort.
- 16 And you see their quotes to one of our
- 17 people saying that Amazon's goal is to take over
- 18 the B2B world.
- 19 And at a recent major conference, Your
- 20 Honor, this was in October, the director of sales
- 21 for Amazon Business gets on stage and talks about
- 22 the analysis they have been doing to analyze their
- 23 own presence with business customers.
- 24 And one of the key points he made is that
- 25 they are already serving the Fortune 100-type

- 1 customer.
- 2 And they say they are doing it in every
- 3 industry, Your Honor. Those are the same customers
- 4 at issue here.
- 5 Your Honor, the last point I want to make
- 6 on slide 20 relates to competition and market
- 7 share. I don't know the basis, frankly, for the
- 8 70 percent market share, but it doesn't reflect the
- 9 way competition really plays out. And it doesn't
- 10 reflect the type of contracts that these companies
- 11 have. Here is what I mean by that.
- The customers when they come to us to
- 13 discuss a contract make it clear upfront that they
- 14 are under no obligation to buy anything, anything.
- 15 The contracts literally do not require the
- 16 customers to purchase any products. They can go
- 17 enter as many additional contracts as they want.
- 18 They can go on-line. They can go to other dealers.
- 19 They can go to stores. And they can go direct to
- 20 manufacturers.
- 21 And they do that. And the reason we know
- 22 they do that, Your Honor, is that they continue to
- 23 price-shop throughout the life of the so-called
- 24 contract.
- 25 And as they find lower prices, they come

- 1 back to Staples and Office Depot and force us to
- 2 match or they take their business elsewhere.
- 3 This is the essence of competition. And
- 4 this is what is completely missed if you try to
- 5 calculate market shares or assess this market by
- 6 tallying up contract wins and losses. That is just
- 7 not how this contract, how this market, excuse me,
- 8 works, Your Honor.
- 9 JUDGE CHAPPELL: If this is all correct
- 10 regarding the contracts, why would you enter into
- 11 contracts?
- 12 MR. PERRY: Your Honor, because it
- 13 establishes a relationship with the customer.
- 14 JUDGE CHAPPELL: Sounds like it is no
- 15 more than a business account?
- 16 MR. PERRY: It is a hunting license. It
- 17 is a business account. They get -- we get tied
- 18 into their system. And we hope that if we give
- 19 them good service and great pricing, that they will
- 20 buy from us.
- 21 JUDGE CHAPPELL: Does it guarantee a
- 22 price for the customer?
- 23 MR. PERRY: It locks in a price for the
- 24 customer. And then what happens, unfortunately,
- 25 for our bottom line is that throughout the life of

- 1 that contract, we are forced by those customers to
- 2 lower prices thousands of times per week, millions
- 3 of dollars in price cuts. That's competition.
- 4 If you just tally up who won and pretend
- 5 that competition began and ended with that RFP, you
- 6 missed that. But that's what these companies deal
- 7 with right there.
- Now those lost sales, Your Honor, under
- 9 the contract are what these companies call leakage.
- 10 And you talk about the three guys going to the
- 11 coffee shop. But as I mentioned leakage in many
- 12 cases is 20, 30, 40, 50 percent or higher of a
- 13 customer's purchase.
- 14 The FTC may call it a win and say we own
- 15 that customer but the reality is often they are
- 16 buying more office products from other suppliers
- 17 than they are from us. And we have to compete
- 18 against them.
- 19 And, Your Honor, let me just conclude by
- 20 saying that the purpose and effectiveness of this
- 21 acquisition is not to raise prices. This
- 22 acquisition will lead to lower prices for the
- 23 individuals who shop in our stores and on-line and
- 24 mom-and-pop businesses and businesses of every
- 25 size, including the .1 percent that are at issue

- 1 here.
- 2 This competitive analysis was undertaken
- 3 by the Commission in 2013, and they admitted the
- 4 market was competitive then and it is even more
- 5 competitive today, Your Honor.
- 6 Thank you. Your Honor, that's all I
- 7 have, unless you have additional questions.
- JUDGE CHAPPELL: I have nothing further.
- 9 Thank you.
- 10 MR. PERRY: Thank you, Your Honor.
- 11 JUDGE CHAPPELL: I will ask you to
- 12 respond to his claim that only .1 percent of
- 13 customers are affected. I let him go over time, so
- 14 I will give you some time.
- 15 MS. REINHART: Thank you, Your Honor.
- 16 JUDGE CHAPPELL: I am not asking for
- 17 rebuttal of everything, just the question I asked
- 18 you.
- 19 MS. REINHART: Just that one question. I
- 20 understand, Your Honor.
- 21 I think that the percentage of Staples'
- 22 and Office Depot's business that is in our market
- 23 is much larger than that. I believe that the
- 24 number that Mr. Perry is referring to, whether it
- 25 is accurate or not, something to be seen, but is

- 1 the actual number of companies.
- 2 Staples and Office Depot sell to lots of
- 3 business companies. I think he had the number on
- 4 his slide. It is a small portion of those business
- 5 companies that account for a large portion of the
- 6 revenues on the B-to-B side.
- 7 And so our market is not .1 percent, it
- 8 is -- I would hesitate to give you a percentage
- 9 today, but it is something in the neighborhood of
- 10 between 20 or 20 plus percent.
- 11 JUDGE CHAPPELL: Of their revenues?
- 12 MS. REINHART: Of their B-to-B revenues,
- 13 putting aside the retail, Your Honor. And I should
- 14 also add that --
- 15 JUDGE CHAPPELL: Go ahead. Go ahead.
- MS. REINHART: Pardon me, Your Honor. It
- 17 is a significant business as seen in their ordinary
- 18 course documents and the words of their own
- 19 executives. In other words, they track the large
- 20 B-to-B customers. They sell to them specifically.
- 21 And one of the large reasons for that is
- 22 as the retail business is migrating away from
- 23 Staples and Office Depot to other providers, like
- 24 Walmart, the large B-to-B customers are not
- 25 migrating away. They need the services. They need

- 1 the pricing.
- 2 JUDGE CHAPPELL: And what about the
- 3 apparent claim that Respondents are using the FTC's
- 4 own words from the OfficeMax merger as a template
- 5 for how to complete a legal merger?
- 6 MS. REINHART: Your Honor, your questions
- 7 from the bench were spot on regarding Staples.
- 8 Staples was in the market, was not part of that
- 9 deal. And, in fact, the evidence will show that
- 10 back then, as today, Staples is the closest
- 11 competitor to Office Depot. It was true back then.
- 12 In other words, Office Depot and OfficeMax were not
- 13 each others' closest competitors.
- 14 JUDGE CHAPPELL: But the non-super store,
- 15 are there more of those today than there were in
- 16 2013 or less or about the same?
- 17 MS. REINHART: As it pertains to the large
- 18 B-to-B customers, Your Honor, I believe it is fair
- 19 to say that the predictions were not borne out. In
- 20 other words, companies that looked to be growing
- 21 have not grown. We will be able to show that the
- 22 third best supplier, the distant third, only has a
- 23 small portion of the large B-to-B business. That
- 24 has not changed.
- 25 JUDGE CHAPPELL: All right. Thank you.

- 1 Any quick reply to what she just said?
- 2 MR. PERRY: No, Your Honor. If there is
- 3 anything you want to hear, I am happy to say it.
- 4 The only thing I would add to what I mentioned is
- 5 it is not fair to say that the Commission's 2013
- 6 statement, the words were that these competitors,
- 7 not Staples, put them to the side because the
- 8 Commission had, already provide strong competition
- 9 for these customers and have demonstrated the
- 10 ability -- demonstrated, past tense -- the ability
- 11 to win these accounts. Those aren't predictions.
- 12 That is a fact that was put out by the Commission
- 13 and it remains true today, Your Honor.
- JUDGE CHAPPELL: Well, I'm sure that's
- 15 going to be aired out in the District Court and, if
- 16 necessary, here as well.
- 17 MR. PERRY: I am sure you are right, Your
- 18 Honor.
- 19 Thank you.
- JUDGE CHAPPELL: Anything further?
- 21 MR. PERRY: Nothing for Respondents, Your
- 22 Honor.
- 23 MR. REILLY: Nothing more, Your Honor.
- 24 JUDGE CHAPPELL: Hearing nothing further
- 25 until we meet again, we are adjourned.

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              (Whereupon, at 3:07 p.m., the hearing
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    adjourned.)
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1 CERTIFICATION OF REPORTER 2 DOCKET/FILE NUMBER: Docket 9367 3 CASE TITLE: STAPLES/OFFICE DEPOT DATE: January 4, 2016 I HEREBY CERTIFY that the transcript contained 7 herein is a full and accurate transcript of the 8 notes taken by me at the hearing on the above cause 9 before the FEDERAL TRADE COMMISSION to the best of 10 my knowledge and belief. DATED: January 11, 2016 KAREN BRYNTESON, RPR, RMR, CRR, FAPR