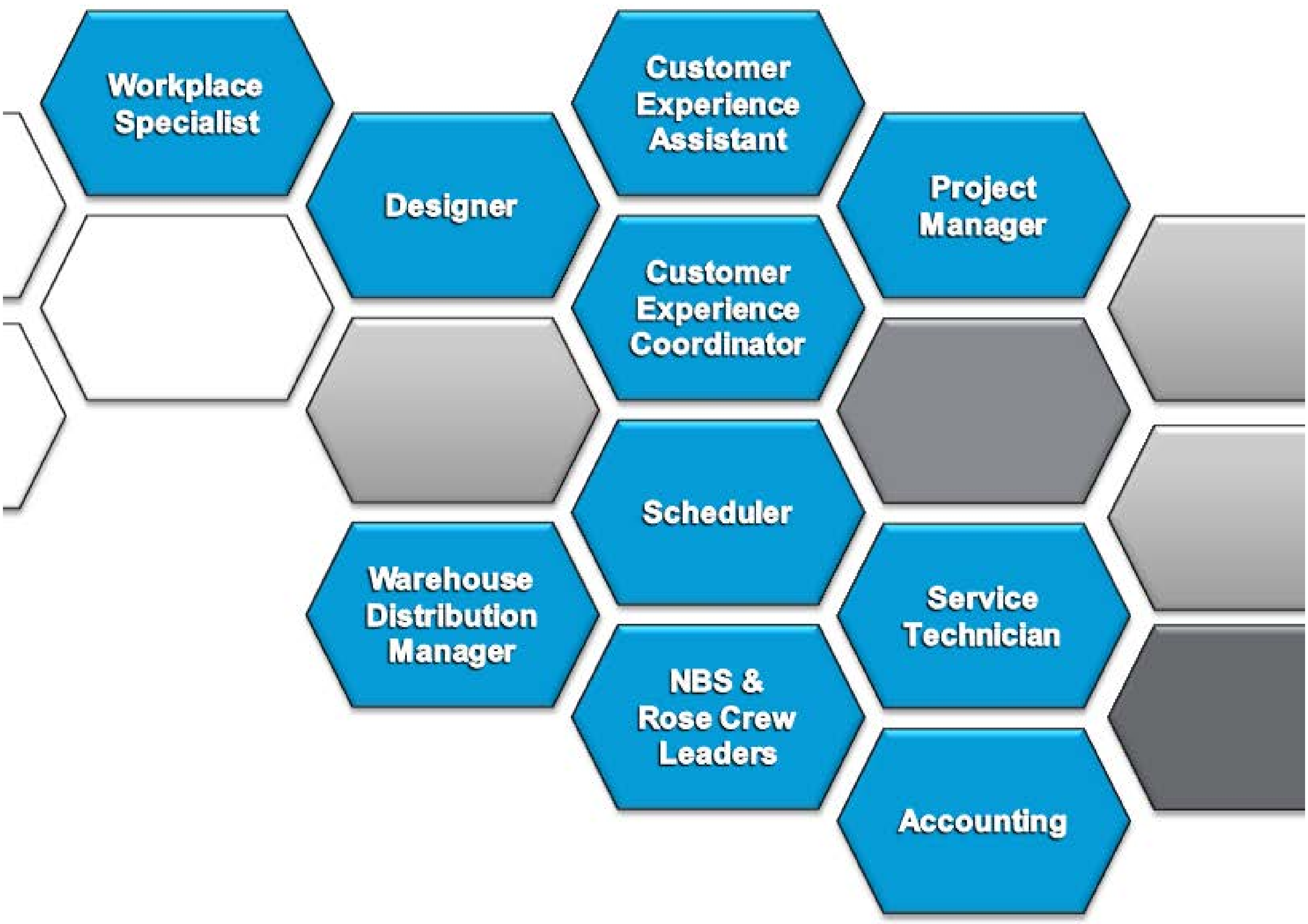
OFP

NBS academy

Furniture

Core Areas of Accountabilities



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Workplace Specialist
Workplace Specialist

Workplace Specialist

1.) Establish, present, and review NBS **Terms and Conditions** (found on the NBS Intranet) with any and all NBS Solutions Quotations (if applicable) for all Order types, as required for **new** customers. Present NBS Solutions Quotations to existing customers as project dictates for approval.

2.) Based upon Order/project, complete a Sales Order Worksheet/template email or a Project Folder. If a Project Folder is needed, see the Step 3.

3.) **Create** Project Folder in Hedberg and complete the **setup** of the Customer Folder on the S:\Drive using the Master Template (do not delete it!). Complete the **GENERAL TAB** in full. Also complete the **SCOPE TAB** only if the Workplace Specialist has completed the initial customer meeting and has obtained Project Scope information – otherwise Design shall complete SCOPE TAB. Send message to Creative Director if a Design Proposal is required.

    If Project Management and/or Move Management Proposal is required, send to the appropriate neighborhood Project Manager for proposal completion. Workplace Specialists **own** the **GENERAL TAB**.

4.) Open Project Folder and forward PROJF Message-type to the neighborhood Design team, or directly to the Designer pre-assigned to the customer, for design involvement. Should the Order require only a Labor Quote and/or Audit, complete the necessary tabs in the Project Folder (GENERAL and LABOR tab) and forward to the appropriate Project Manager. Attach and save any necessary documents relating to the project in the designated subfolders as per the Project Folder protocols.

    NOTE: All other disciplines will be accountable for adding/updating the Project Folder tab information throughout the process as required.

5.) Facilitate with CEC a **New Customer/Vendor** setup or change with Accounting, using forms located on the NBS Intranet.

6.) Coordinate a **Pre-Quote Audit** via **PFUPD Message-type** in Project Folders if the situation requires one to be completed. However, if a Designer is involved, they will coordinate.

7.) Participate with the Project Manager to understand who will perform the labor and how the delivery/installation of products will be coordinated. Work to understand what the cost/sell structure will be for quoting to the customer.

Workplace Specialist

8.) Upon Order Entry, Workplace Specialist will provide the following documents and information to the CEC. If project-related, all necessary documents should be attached and saved in the appropriate folders within the Project Folder.

- Sales Order Worksheet/Template.
- Hedberg Quote.
- Contacts for all team members and customers associated with the Order/project.
- AutoPriced Quote.
- CDA Pricing Quotes, Vendor Pricing Approvals, or Pricing Quote Numbers when applicable.
- Customer Purchase Order, Signed Quote, Email Approval, or management sign-off.
- Labor Quote to include taxable vs. non-taxable labor breakout and manpower requirements (e.g., 2 @ 8.)
- Deposit, COD, Paid-In-Full at time of Order placement, Credit Card information.
- Installation drawings and instructions if applicable (if not going through NBS Design.)
- Correct Site Contact name(s), address, phone number(s), and email(s) which should be added via Hedberg Contact database.
- Sales spiff information, for those Vendors requiring.
- **Customer Request Date** (i.e., what are the customer's requirements for the installation timeframe?)

9.) Work to communicate with **CEC** to schedule Deliveries, Installations, Service Work, and special requests with Scheduler per customer’s expectations.

10.) **Assist** CEC with Accounts Receivable efforts in facilitating the completion of tasks required to gain payment.


Designer
Designer

Designer

1.) **Project Folders**: If the customer account is new to NBS, the Workplace Specialist will send a **PROJF Message-type** to the neighborhood Design team for assignment. The team should then assess the timing, **SCOPE TAB**, and output requirements to incorporate into the Design team's workload and therefore assign.

If the customer account has been pre-assigned to a Designer, the Workplace Specialist will send a PROJF Message-type directly to the assigned Designer. Design **<u>owns</u>** the **SCOPE TAB**.

> **NOTE:** Whether an existing customer or not, if an initial scope meeting has not been conducted by the Workplace Specialist, then the Designer is responsible for completion of both the initial scope meeting and the SCOPE TAB, adding pertinent information to the Project Folder to begin the Project Folder communication process.

2.) Setup the project in TDX for time tracking purposes, using the Project Folder # as the Project ID, and indicating the billing method and Customer/Prospect # from Hedberg (as established by the Workplace Specialist on the **GENERAL TAB**.)

3.) Save any documents (i.e., relating to the project) that Design may have obtained in the appropriate folders within the 1_CUST Folder (which is attached to the Project Folder.)

4.) Determine programming information and establish worksetting requirements. Conduct field measurements and furniture inventories as required.

5.) Develop clear and accurate drawings, including details, to convey the project scope and intent per **Design standards**.

6.) Select furniture and products appropriate to the customer's budget and needs. Submit any furniture specials as scope dictates.

7.) Produce accurate specifications (**Direct Link/CET**) for Quotations into Hedberg as required. If design services are being billed with the furniture, alert the Workplace Specialist as to the design hours utilized thus far (or through completion). Create Hedberg Quote for Workplace Specialist to price and present.

Designer

8.) Submit drawings to Project Manager for Pre-Quote Audit as outlined in the Project Folder process. Upon Audit completion, update CET file with changes and update the link to Hedberg with any changes from the Project Manager. Upon completion of updating, resubmit to the Project Manager for Final Audit, as required.

9.) Upon Final Audit, advise Workplace Specialist via PFUPD Message-type in Project Folders so they can finalize the Quote for presentation to customer for approval or any revisions.

10.) Monitor My Hedberg Views daily for any Project Folders, Quotes, Orders, and/or Open Issues (Punch) updates.

11.) CEC to send **DRWGS Message-type** via Project Folders to Designer to produce and attach **Final** Installation Documents indicate the due date for drawings per OFP guidelines:

- **Quick Ships:** 5 working days after the Order is placed.
- **Standard Lead-Times:** 10 working days after the Order is placed.
- **Reconfigurations:** 5 working days.
- **Rentals:** 2 working days.

NOTE: Final installation drawings should reside in the Project Folder, under 1_Design_File in the INSTALLS folder, and be **linked/attached** to the appropriate Hedberg Order Files Link via the Project Folder or through Orders in Hedberg. Check the **MOBILE HEDBERG** box to ensure access by Operations in the field. Provide (3) printed, scaled copies of the **Final** Installation Documents to the NBS or Rose Scheduler for the installation crew.

12.) Conduct installation site visit when appropriate per OFP guidelines.

13.) Archive Design documents/purging of Design File on the S:\Drive per Design protocols.

14.) Designer shall complete all tasks/phases of Design associated with a written estimate or customer proposal in an efficient and timely manner to comply with the estimated proposal costs. If the scope changes from the original proposal, it is the Designer's responsibility to administer an addendum (i.e., "**Authorization for Design Services-Change Of Scope**" form.) This form must be submitted to the Design Director prior to the completion of the work.


CEC
Customer Experience Coordinator
Customer Experience Coordinator

CEC – Customer Experience Coordinator

1.) Review Quote documents prior to converting to Order(s).
   - Review **Project Folder** for documents and information required to place Order(s) as it relates to a project or labor-only orders.
   - **No Audit, no Order placement! CEC to look in Project Folder for AUDIT Message-type, indicating Final Audit, ready to order. Order(s) will <u>not</u>** be placed by the CEC without.
   - Verify **CONTACTS**, making sure all NBS and/or customer Contacts are added accordingly for Hedberg communications.
   - Assist Workplace Specialist in gathering customer required information for Order placement (e.g., New Customer Applications, Terms and Conditions, Signed Quote, Purchase Order, Deposit, etc.)

2.) Assist Workplace Specialist in completing Vendor mockup forms within The Village (Steelcase website) when applicable.

3.) Check Order header for Site ID #, and if it is missing or needs updating, advise Accounting team.

4.) Release Purchase Orders for emailing or faxing to Vendors.

5.) Send automatic "**Thank You**" email to customers upon Order release. Send email for all new customers, project-related Orders, and as appropriate.

6.) Update Order Acknowledgements daily in Hedberg. Check acknowledgement for any discrepancies in product, pricing, etc. Review customer request date and update upon acknowledgement of the Vendor. Use My Hedberg Views to review any Steelcase/SDP Order exceptions.

7.) Update customer accordingly of the ship dates and/or arrival dates via email, phone, or fax as to the status of their Order. Use appropriate Signature Templates via email for a more efficient communication to the customer. NBS Order Status Template Reports and Crystal Reports can and should be used, mainly on larger projects or as the Workplace Specialist dictates.

8.) Update Delivery Tickets in Hedberg daily or as **required**, verifying the service line, Time and Materials hours, and any Change Of Scope involving the work or product delivered.

CEC – Customer Experience Coordinator

9.) Process warranty/quality paperwork as service call requires. Submit warranty/labor reimbursements on The Village (Steelcase website) using their LASER process, and follow the NBS internal process for reimbursement credits. Process non-Steelcase vendor warranty/quality claims accordingly as their vendor processes dictate.

10.) Prepare check requests as required for Vendors that require either a deposit or to be paid-in-full at time of Order placement. Forward to management for approval prior to submitting to Accounting.

11.) Coordinate delivery requests, scheduling requests, and/or issues given by the Workplace Specialist via Hedberg Soft Scheduler. Soft Schedule at time of Order placement or upon receipt of Vendor Order Acknowledgements. Follow up with Scheduler on any issues that need immediate attention.

CEC is the communicator between the Workplace Specialist and the Scheduler, and works in conjunction with appropriate Rose team members to help schedule the deliveries/installations that Rose will be performing.

12.) Soft Schedule any Orders ready to be scheduled via Hedberg Scheduler Module. Enter manpower requirements to assist Scheduler, using the information provided in the Project Folder or in the labor quote provided by the Project Manager (e.g., 2 @ 4.)

13.) Create **Hedberg Order Folder** on the S:\Drive which will include all appropriate Order documents. Move any Quote Folder and/or Project Folder documents (i.e., that relate to the Order) to the Order Folder, and rename the documents accordingly. Continue to add all necessary documents throughout the OFP process.

Should a manila job folder be created, write the Order # and Customer name on the tab. Upon completion, place the manila job folder in the appropriate area for scanning to the S:\Drive.

14.) Send **DRWGS Message-type** via Project Folders after Order placement to the assigned Designer. Indicate the due date for installation documents on all project-related Orders, or whenever a Designer is involved.

CEC – Customer Experience Coordinator

15.) Take ownership of Punch resolution as stated in the **Reorder and Recovery OFP Process**. Punch resolution to take place within 48 hours of CEC receiving the Punch Report from Operations. Contact customer upon placement of Punch Order to advise them on the status of their Punch resolution.

Upon entry of the Punch Order, CEC is responsible for entering the resolution into the **Hedberg Open Issue Management** module. CEC to work with Workplace Specialist on the disposition of all goods returned to NBS as required, unless there is a freight claim or the product is to be returned to the Vendor.

16.) Upon job completion, review the overall Order in Hedberg, making sure that all fields are completed (i.e., all lines are Received, Delivered, and Invoiced.)

17.) Contact customers with Invoices outstanding 45 days to determine when payment can be expected. Document all discussions with customers and Workplace Specialists in Hedberg A/R Notes. Add notes consistently on all 90-120 day A/R's.

CEC to participate in an A/R Blitz twice monthly. Reach out to Workplace Specialist and others as appropriate to resolve any A/R issues as required.

18.) Create and provide any AIA billing documents for projects requiring. Submit the documents as contract dictates, along with any necessary waivers and contractor-required documents.

19.) Process any Orders that require a credit card transaction via SkipJack software. Attach a .pdf of the credit card receipt to the Order folder within Hedberg, and email the customer contact the credit card receipt for their records.

20.) CEC is responsible for the appropriate management of the following reports as required:

- Project Billings Report – monthly.
- A/R Report – daily (reviewing throughout the month, for use on A/R Blitz days.)
- Customer Status Reports – as required.
- Crystal Reports – as require.
- Orders Waiting For Action Report – monthly.
- Cost Verified Not Invoiced – monthly.

21.) Close out the Open Issues and Project Folders as required. Closing items within these two modules only inactivates them—it does not delete them from Hedberg.


CEA
Customer Experience Assistant
Customer Experience Assistant

CEA – Customer Experience Assistant

1.) Process Delivery Tickets in Hedberg daily updating product and labor lines accordingly to generate invoicing.

2.) Generate and send via email Customer Status Reports as directed by CEC's.

3.) Follow up with Vendors on Order Status and update Orders and CEC's accordingly. Provide tracking information on products shipped.

4.) Update Order Acknowledgements in Hedberg daily, and address any discrepancies against the NBS Purchase Order with CEC's.

5.) Process credit card payments in Skipjack as required. Save the receipt to the Order Folder and email the receipt to the customer.

6.) Upload inbound EDI information per schedule set with the Director of Customer Experience (i.e., Mondays, Wednesdays, and Fridays.)

7.) Process warranty and quality claims with Vendors as required, including the use of LASER via the Steelcase Village website.

8.) Distribute invoices daily to all CEC's, and mail, email, or fax invoices as directed by CEC's.

9.) Scan documents into Hedberg folders. CEC to provide documents to CEA that need to be scanned.

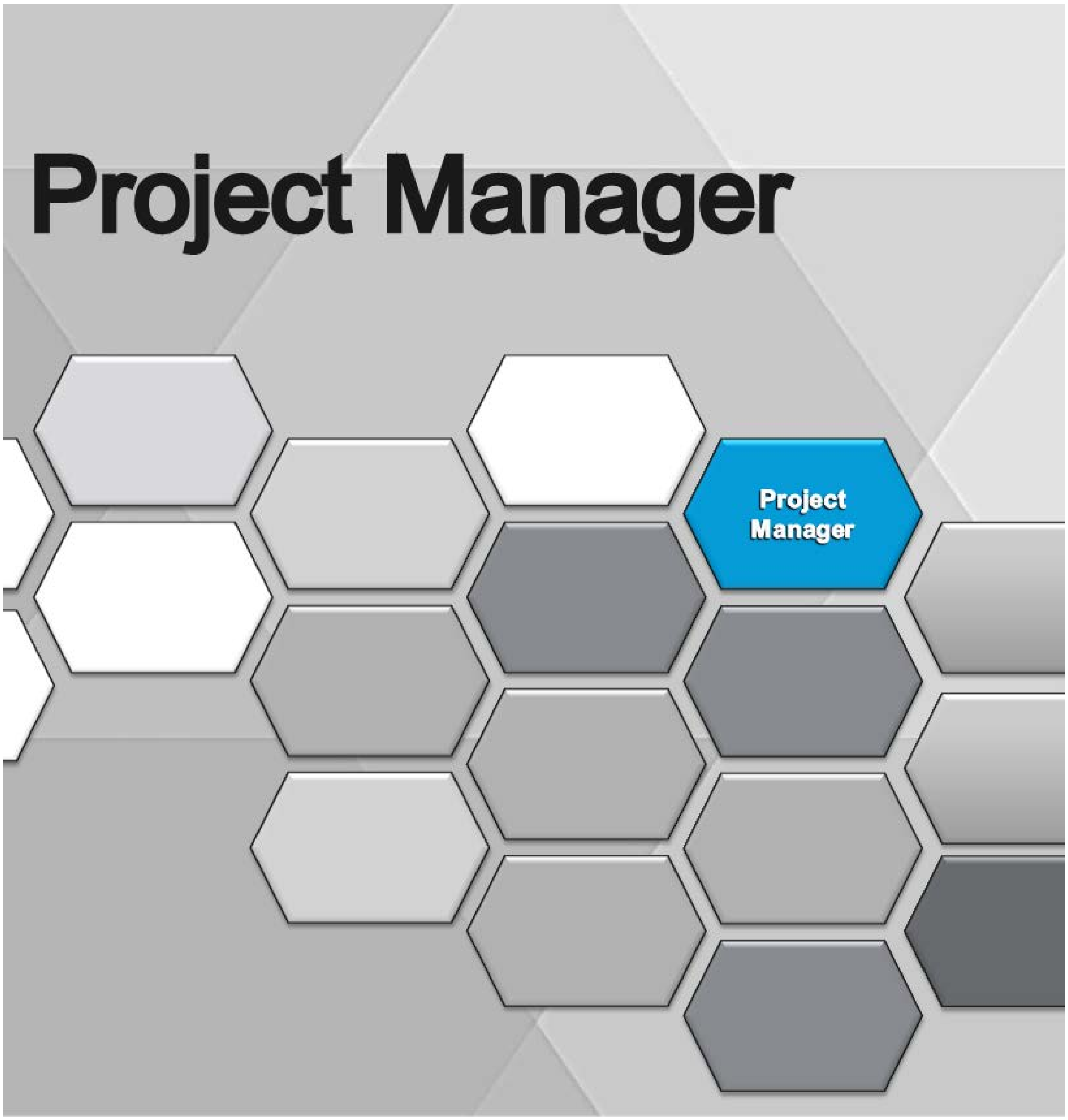
10.) Input customer invoices into their billing systems.

11.) Provide daily phone relief for Front Desk Receptionist during lunch and any other special circumstances.

12.) Work on special projects as directed by CEC's.

13.) Process NBS Demo Chair Orders as directed by CEC's.

14.) Assist in the NBS Resource Center by putting literature and samples away as needed.


Project Manager
Project Manager

Project Manager

1.) Review any and all tabs within the **Project Folder** for necessary information as it relates to Project Manager protocols for project-type Orders. Project Managers **own** the **AUDIT** and **LABOR TABS**.

2.) Assist Design and Workplace Specialist in developing accurate specifications for products and related services.

3.) Review and complete Audit within 48 hours of receipt, per Project Folder protocols.

Audits are required for:

- One or more workstations.
- $10K List price of product or more.
- Mockups.
- Reconfigurations.

4.) Work in conjunction with Design to review opportunities for product application improvements and/or specification errors.

5.) Perform Project Management activities as required and update Project Folders with any information pertinent to a specific project.

Activities may include:

- Review and Audit Quotes and appropriate drawings for accuracy.
- Verify and monitor site conditions, critical dimensions, and project progress.
- Building interface communication – information on how the NBS products integrate and attach to the building structure.
- Trade coordination – timing and phasing coordination with other trades on a project site, including but not limited to cable personnel, carpenters, electricians, movers, and plumbers.
- Customer interface – in conjunction with the Workplace Specialist and Crew Leader. Work to develop an integrated customer and NBS project communication plan that includes progress updates, Change Of Scope issues, and general information.
- Perform or attend contractor meetings as necessary.
- Punch List – perform and document a Punch List walkthrough at completion of project installation. Offer assistance to customers, CEC's, Crew Leaders, and the Workplace Specialist as necessary for a timely Punch resolution.

Project Manager

- Develop site contingency plans when necessary for building conditions and timing issues.
- Secure appropriate permits to complete the NBS scope of work.
- Coordinate and attend pre-installation meetings as required.

6.) Develop labor quotes within Project Folders at time of Audit and as requested by Workplace Specialists or other disciplines. Break out labor as taxable vs. non-taxable for appropriate quoting to customers. Also indicate manpower requirements (e.g., 2 @ 6.)

7.) Develop a delivery/installation plan for appropriate projects, and work with CEC to establish the plan at time of Order entry. Use the Delivery Planning Report on The Village (Steelcase site) to help determine truck schedule timing, truckloads, etc. Activities may include:

- Timelines for work to be accomplished.
- Personnel requirements.
- Equipment requirements.
- Contingency plans for unexpected jobsite conditions.

8.) Work in conjunction with Workplace Specialist to define Change Of Scope field conditions and associated costs for customer approval should project dictate.

9.) Monitor the performance of the delivery/installation services provided by NBS or through other installation subcontractors, such as Rose Moving & Storage, GDY, or R&K.

10.) Monitor My Hedberg Views daily for any updates as it relates to the Project Folder, Quotes, Orders, and/or Open Issues (Punch.)

11.) Track all billable Project Management time in TDX. Should a Project Folder be used, the Project Folder # should be used for tracking time within TDX.


Scheduler
Scheduler

Scheduler

1.) Send Hard Schedule email to customers 1-2 weeks prior to the delivery/installation date, providing notice that their Order/project has been scheduled, awaiting their confirmation. Following the **Scheduler Check List**, confirm with customer 48 hours prior on **all** NBS delivery/installation scheduled dates via email or phone.

2.) Obtain (3) printed copies of the installation documents from Design (now attached to Hedberg Order Files for access via Hedberg Mobile).

If the customer **does not** confirm the delivery/installation date and/or final Installation Documents are **not** received in an appropriate time frame, then the delivery/installation may be **canceled** at the Scheduler's discretion. Workplace Specialist and/or CEC **will be** notified via email or in person and work to reschedule accordingly.

3.) Review Hedberg to ensure **all** scheduled product has been received and Delivery Tickets have been printed. Follow up with Warehouse Manager and/or CEC on any potential issues relating to product.

4.) Maintain an effective **Master Schedule** of all NBS Deliveries, Installations, and Service Work via Hedberg Scheduler.

5.) Conduct daily review of Scheduling Reports to monitor Order Soft Schedule dates. Look for any **critical** dates entered by CEC. Use Scheduling Reports to assist with Hard Scheduling and manpower requirements.

6.) Update **Hedberg Scheduler** daily with Hard Schedule dates for NBS scheduled deliveries.

7.) Print **all** Delivery Tickets and distribute daily (e.g., warehouse, direct ship, customer pickup, etc.)

8.) Assign a designated Crew Leader, and assemble NBS installation crews based on criteria required (i.e., Deliveries, Installations, or Service Work.) If supplementing with subcontractors, contact the provider accordingly to secure and confirm the manpower requirements.

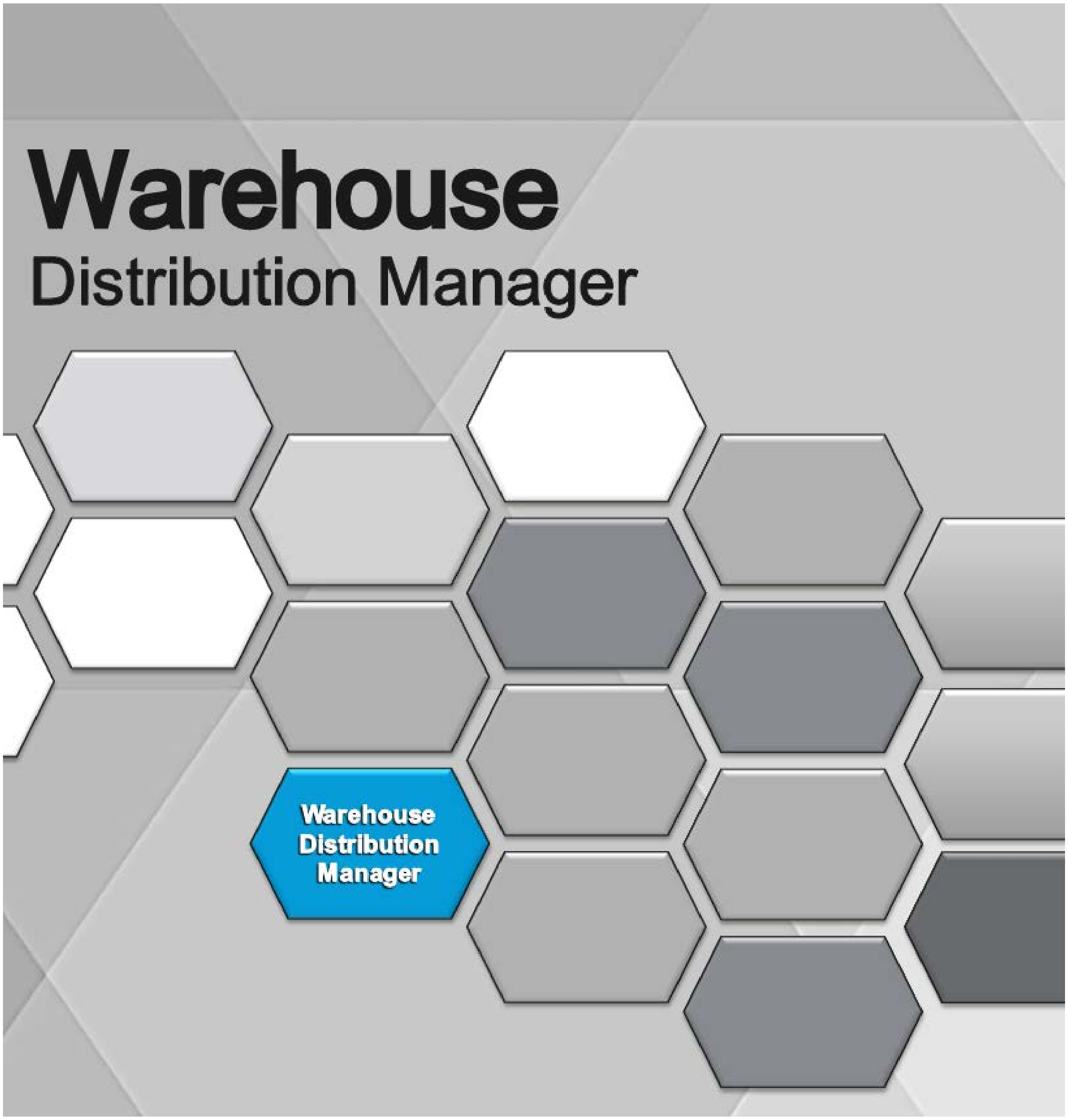
9.) Use Project Folders in Hedberg as a reference should any questions arise relating to a specific Order/project (e.g., phased installation, stair carry, manpower, etc.)

Scheduler

10.) Email daily Delivery Schedule Report to Crew Leaders for review via iPad. Troy/Toledo to receive them 1 day prior, and Lansing/Bay City to receive them 3 days prior.

11.) Assemble NBS delivery/installation packets containing the following:
- Delivery Tickets for **all** Orders and/or labor being completed per Delivery Schedule Report.
- (3) sets of final installation documents from NBS Design. Drawings are also attached for access via Hedberg Mobile.
- Other installation drawings as provided to Scheduler via Workplace Specialist or CEC (i.e., should NBS Design not be involved.)
- Delivery Schedule Report, including the day, times, and any notes with special instructions.

12.) Provide any updated Order information received after the paperwork has been printed to the installation crew via email or noted on the Delivery Schedule Report.


Warehouse
Distribution Manager
Warehouse Distribution Manager

Warehouse Distribution Manager

1.) Responsible for directing and coordinating the receipt of products, including:
- The inspection of products, and advising CEC's of any damages or issues with products received.
- The verification of packing lists.
- The unloading and loading trucks safely.

2.) Responsible for receiving product into Hedberg, via bar-coding/scanning or manual entry, within 24 hours of offloading.

3.) Responsible for incoming and outgoing shipments.

4.) Responsible for insuring all physical products in customer storage and inventory programs within the NBS facilities area managed to NBS guidelines. Submit monthly storage charges to the Director of Customer Experience for billing each month.

5.) Assist in the maintenance of the NBS facility, including cleanliness, structure, and grounds, as directed by the Director of Operations.

6.) Maintain all equipment assigned to the Operations department.

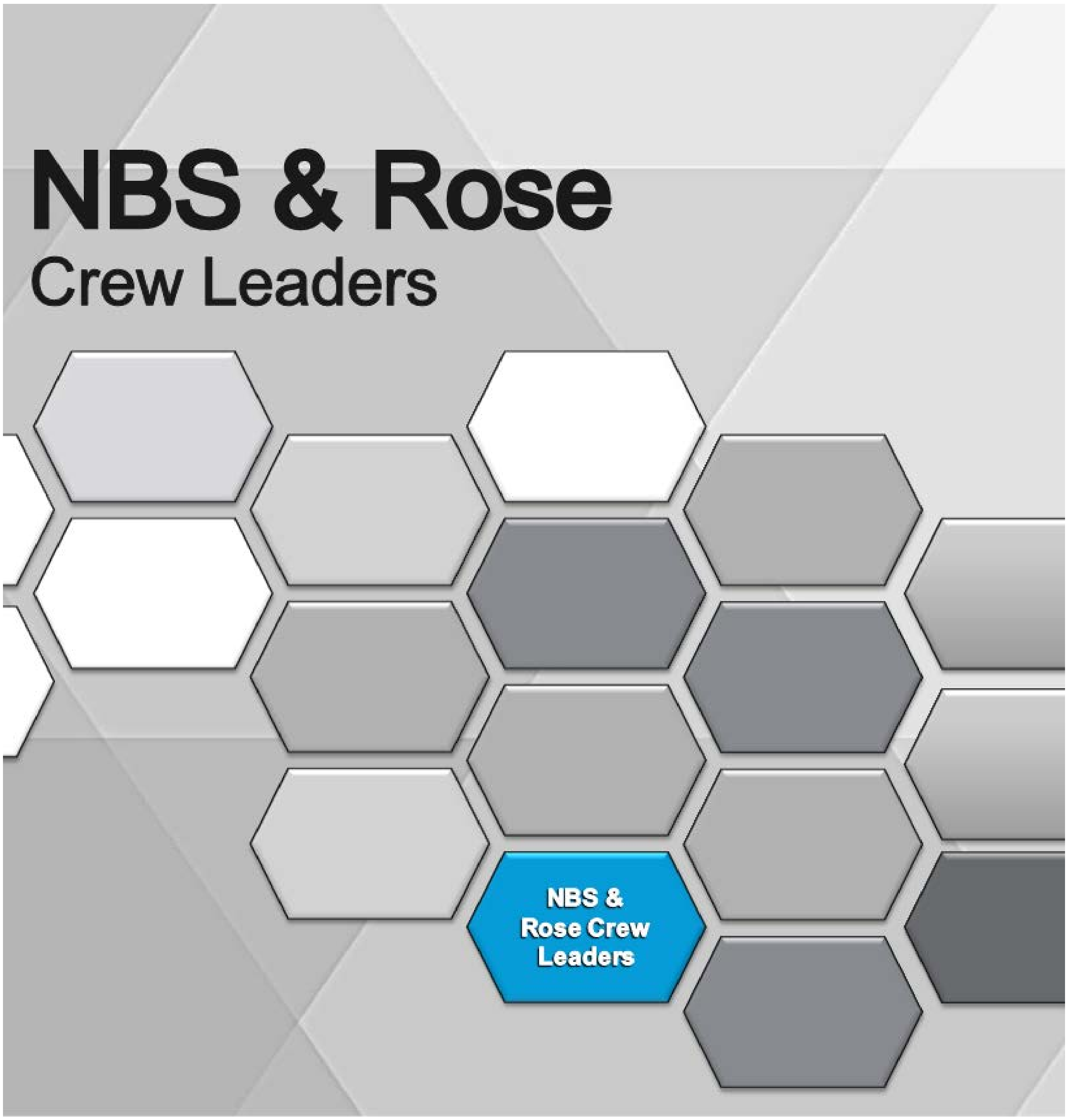
7.) Maintain locating system for the following:
- Delivery Product
- Storage Product (Customer & NBS)
- Returned Goods Area
- Service Technician Area

8.) Assist in the pulling of product, loading of trucks, and assembly of furniture prior to delivery as required in conjunction with Crew Leaders.

9.) Determine the disposition of **Returned Goods**, left in the Returned Goods Area over 30 days, if **NO** disposition has been determined. Any desk, chair, or file will be placed into NBS Inventory. All other product will be disposed of.

Product being put into NBS Inventory needs to have a Warehouse Location determined, and a Warehouse Location Tag printed up. Work with Director of Customer Experience to update the NBS Inventory in Hedberg accordingly and to tag the product.

10.) Assist with keeping the NBS Demo Chair program current.


NBS & Rose
Crew Leaders
NBS & Rose Crew Leaders

NBS & Rose Crew Leaders

1.) Review daily truck schedule via iPad (for NBS installation crews) and paperwork for the day's deliveries. Pull and verify **ALL** product from Warehouse Location as paperwork dictates. Assemble products, gather any required tools and materials, and appropriately place in assigned vehicle(s) with assistance from assigned crew.

2.) Coordinate all truck offloading functions, including staging areas, packing slips, bill of ladings, etc.

3.) Perform customer walkthrough. Prepare and complete the **NBS Punch List with pictures** with the customer after the product or phase is completed. This action starts the **Reorder/Recovery Process**.

4.) Utilize the Steelcase Village website to gather information on Punch product part numbers. If the Punch part number cannot be determined or if the product is non-Steelcase, indicate on the Punch Report what exactly needs to be ordered so that the Punch is resolved. Provide pictures of Punch item(s) as required.

5.) Keep accurate records of the project, including:
- Delivery Tickets – **SIGNED & DATED**, with T&M hours noted accordingly.
- Returned Goods Form – **SIGNED & DATED**.
- Change Of Order – **SIGNED & DATED**.
- Punch List Form w/ pictures – **SIGNED & DATED**.
- DSR Form – **SIGNED & DATED**.
- Installation Documents – Punch information noted accordingly.
- **NBS Survey Card** – leave behind at customer site upon project completion.

6.) Act as the "communications center" for project details, and the representative for NBS, while onsite.

7.) Help resolved onsite installation and manpower issues.

8.) Assist the Scheduler with coordinating NBS resources for projects and deliveries.

9.) Instruct and train Installers in the correct methods of installing office furnishings.

10.) Participate as a "working member" within the Installations team.

11.) Assist and perform pre-installation meetings as required.

12.) Provide any updated site information, e.g. site address, room number, etc., to the CEC's via delivery paperwork.


Service Technician
Service Technician

Service Technician

1.) Perform onsite service of customer's and NBS' products as required, including:
- Metal paint touchup.
- Minor wood touchup.
- Replacement part installation.
- Lock and cylinder repair.
- Chair repair, including controls, pneumatic cylinders, etc.
- Minor upholstery repair and panel refabrication.
- Miscellaneous repair on non-Steelcase products.

2.) Utilize the Steelcase Village website to gather information on replacement parts and/or replacement products for Order replacement as required.

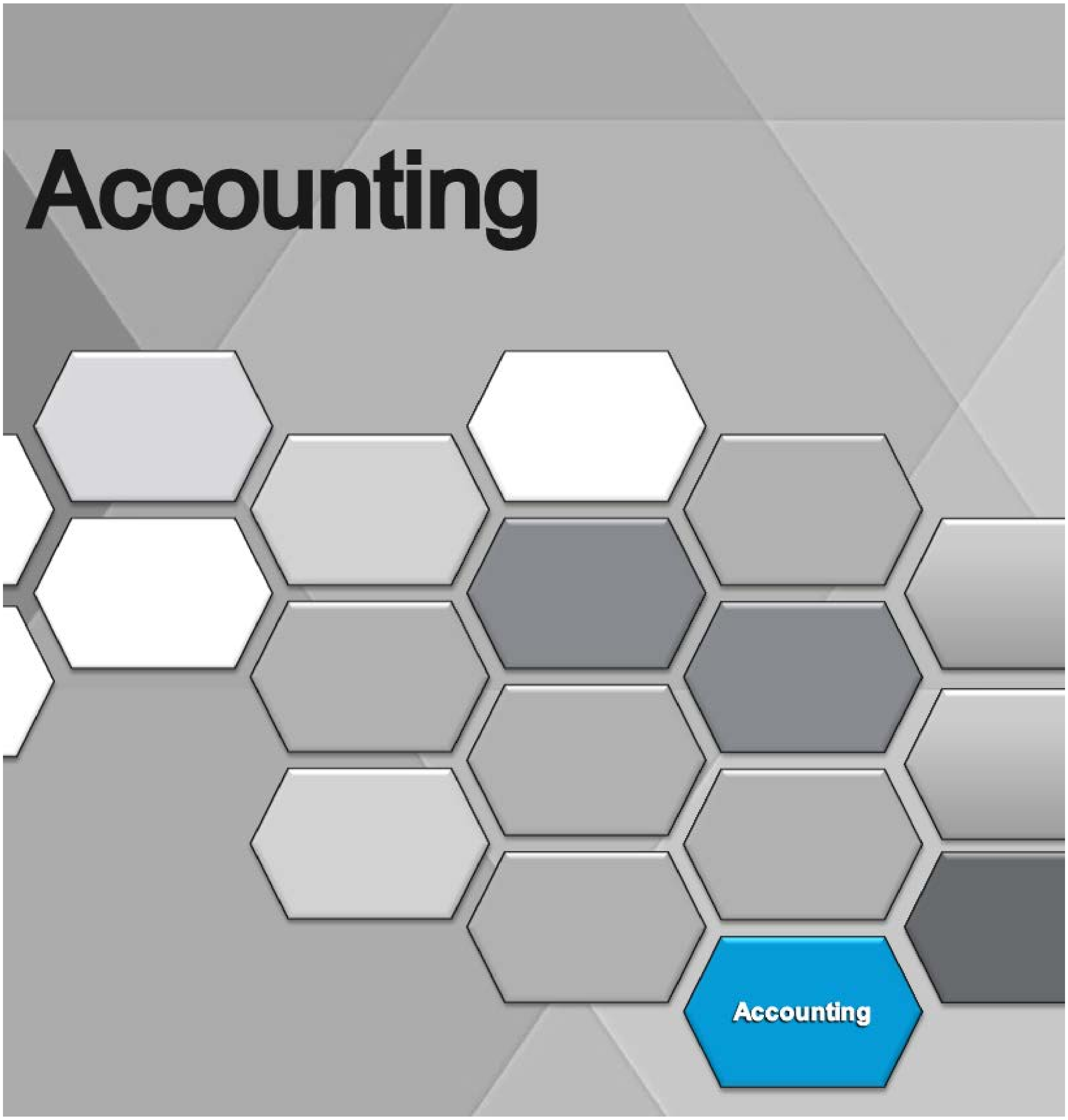
3.) Work with CEC's and Installation crews to support the **Punch Reorder/Recovery Process**.

4.) Assist service-related customers, Workplace Specialists, and CEC's in problem-solving and parts ordering.

5.) Maintain parts inventory, and reorder as necessary.

6.) Complete Delivery Tickets and DSR Form paperwork upon completion of service calls. Forward paperwork to appropriate CEC for completion via LASER process. Provide pictures as required for any warranty or quality-type issues for more efficient resolution.

7.) Work in conjunction with customers and NBS team members on furniture repair and touchup as needed.


Accounting
Accounting

Accounting

1.) AP to cost verify and pay Vendor invoices. If there is an exception in pricing greater than $10 for the total Order, AP will email the appropriate CEC for approval. CEC to advise Workplace Specialist should there be a substantial price discrepancy on a Vendor invoice.

2.) AP to process check requests for Vendor deposits, bid bonds, and permits as requested by the CEC, Workplace Specialist, and/or Operations.

3.) AP to set up new Vendors as requested by CEC and/or Workplace Specialist. AP to obtain Form W-9 from Vendor for purposes of determining in the Vendor needs a Form 1099 at year end.

4.) AP to maintain and update Vendor Master in Hedberg in conjunction with information product by NBS team members.

5.) Work in conjunction with Workplace Specialist & CEC on **"Lease Agreements" (SFSI)**. **Forward ALL** Lead Delivery Notifications/Paperwork to the CEC to ensure that the Order is entered as a Lease. Assist in following up with the leasing company to ensure payments.

6.) Accurately **track** and **post** customer deposits and payments to Orders daily. Assist Workplace Specialist and/or CEC's with AR questions regarding receipt of payments and deposits.

Copy and advise Workplace Specialist/CEC should a deposit be received directly by AR, or should any short or overpayment be made. Update AR notes in Hedberg accordingly. Should a payment be received not knowing where to apply, contact the customer directly to resolve. Enter any appropriate notes in the AR notes field in Hedberg for all to review as needed.

7.) Establish new customers in Hedberg based on completed applications provided by customers and Workplace Specialist. Perform credit checks as necessary and inform Workplace Specialist and Principal of potential issues with customer credit. Determine minimum deposit required for new, potentially slow-paying customers. Retrieve Customer Side ID information from the Steelcase Village website and enter accordingly in Hedberg against the Customer Number setup.