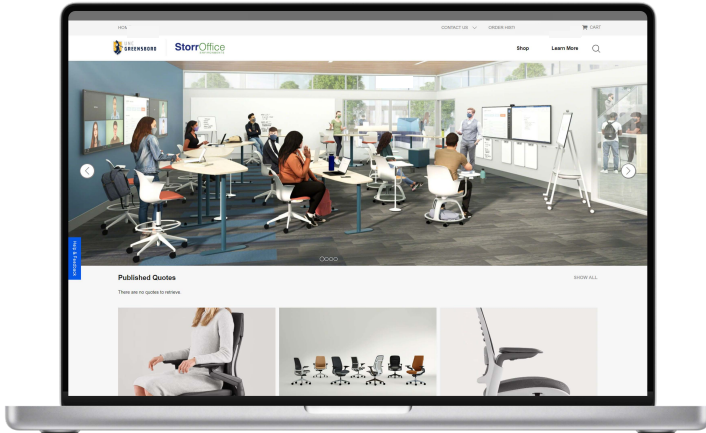


University of North Carolina Greensboro



Purchase all your furniture needs directly from your dealer, and request and process quotes in a **fast, easy and efficient way**

Log into your SpartanMart purchasing system and access your customized site

Benefits

- **24/7 Availability:** Shop, purchase, access reports, and access your order history, anytime
- **Control spending + Reduce Administrative Purchasing Costs:** Buy preapproved products at contract pricing
- **Standards:** Select standardized products by location or user groups
- **Financial Integration:** Benefit from automation from PO through invoice
- **Reporting:** Purchase Order Status, Delivery Schedules, Invoice and Payment Details, and Historical Spend
- **Electronically Process Large Quotes**

Also **contact your dealer directly** from your site for:

- Request for Project or Quote
- Request an Ergonomic Assessment
- Service and Warranty Needs

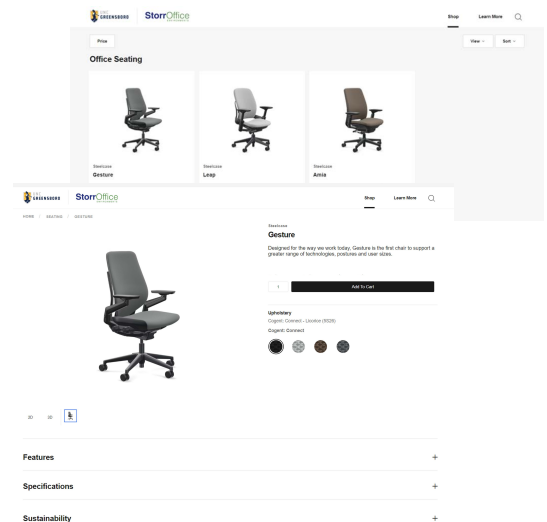
Getting Started

How to Access your Exchange Site

1. To get to your Exchange site, you will need to punch out to the site from your eProcurement system. Chrome, Safari or Edge are preferred browsers
2. Once you land on your site's home page, navigate to the “Shop” menu to start adding products to your cart

Adding Products to your Cart

1. Select the product category from the Catalog Navigation Menu and choose the product of your interest
2. Click on the product to see more details. If your curated catalog allows it, customize your product by selecting the finishes, material and other available options on the right side of the screen
3. To preview your selection, use the 2D and 3D visualization tools to see the product details in 360°
4. Once the product is customized, select the quantity required. **Click “Add to Cart”**



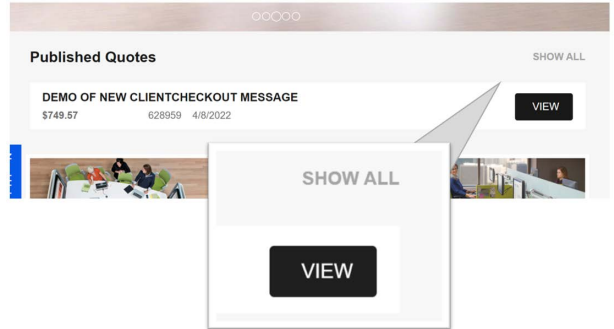
Cart Summary + Checkout

1. **Click on “Cart” to begin the checkout process.** A detail of your selected products will be listed on the cart summary page. Review and edit your items as needed.
2. **Click “Checkout”**
 - a. Do not close out of this page, it could take a few minutes to transfer your cart to your eProcurement system
 - b. Once your cart is transferred to your eProcurement system, you will automatically be brought back to your eProcurement system
3. Follow your internal processes to submit your purchase order

Review your Published Quotes

On the “Published Quotes” section of the site, you will find the 10 most recent quotes published to you as shopper. If you have access to other shoppers’ quotes, **click “Show All”** to review the complete list of published quotes

1. Once you located the published quote you are looking for, **click on “View”** to review it

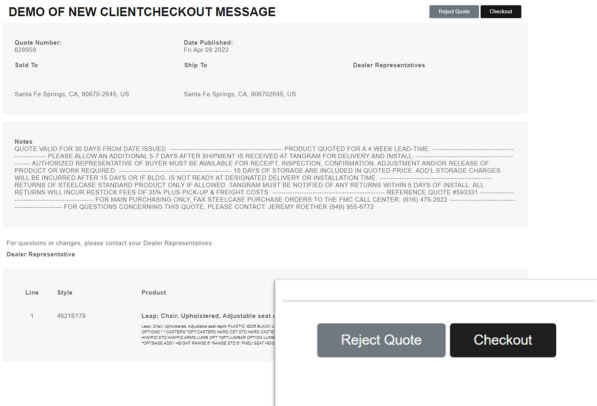


Accept or Reject your Quote

Once you reviewed your published quote, you can accept it and checkout or reject it

1. If you want to accept your quote, **click on “Checkout”** and follow your internal processes to submit your purchase order

 - If you want to reject the quote, **click on “Reject Quote”** and fill out the form



Order History

Once your order has been submitted (after 2-5 business days), you can review order details, status and other relevant information on the "ORDER HISTORY" section of the site.

How to Check Order Status

1. To access your Order History list, navigate to the site's main menu and click on "ORDER HISTORY". A new page, with a list of all your orders, will show. This list contains information about your order number, date, purchase order, estimated delivery date, and total of all your orders.

Order Details

Quote Number: 200405
Quote Title: CUSTOMER ORDER
Order Number: 434522
Order Entry Date: 09/15/2020
Estimated Delivery Date: 10/18/2020

Today's Date: 02/07/2023
PO Number: 50298455 CC PP
PO Date: 09/15/2020

PROCESSING MANUFACTURING DELIVERY INVOICE

Sold to: SANTA FE SPRINGS, CA, 90670246, US
Ship to: PASADENA, CA, 91103240, US

Line	QTY	Item	Description	Unit	Total	
1	1	46216179	Leap Chair, Upholstered, Adjustable seat depth	\$ 900	\$ 900	\$ 900
3	1	FEE			\$ 100	\$ 100

Subtotal: \$991.93
PASADENA, CITY OF: \$7.44
LOS ANGELES, COUNTY OF: \$24.72
CALIFORNIA, STATE OF: \$59.52
Grand Total: \$1,093.61

2. Click on the specific order number for detailed information and status. A new page, with your specific Order Details, will show. This page contains detailed information regarding your order:

- **ORDER INFORMATION:**

Quote Number and Title, Order Number and Title, PO Number and Date, Order Entry Date

- **ORDER STATUS**

Processing - The Purchase Order has been received and the Order is being processed

Manufacturing - The Order has been sent to and acknowledged by the Manufacturer

Delivery - Item has been delivered

Invoice - The Purchase Order has been invoiced

- **ESTIMATED DELIVERY DATE**

Your estimated delivery date is based on when your product is expected to arrive to your Dealer. Once your Dealer receives your order, they will reach out to you to schedule an appointment. This date is subject to change. Please reach out to your dealer if you have any questions regarding the status of your order

- **SOLD/SHIP TO**

You can confirm your order's Sold and Ship To information

- **PRODUCTS ORDERED**

You will see a list of the products ordered. Click on the green "+" to see the product specifications

"Learn More" Resources

Click on "Learn More" to access insights, additional services, and Frequently Asked Questions provided by your dealer:



Shop

Learn More



Learn More

About Storr Office

FAQs

Ergonomics

Sustainability

Flooring & Cleaning Services

Product Sustainability

Benefits Of Steelcase Products



Orders and Shipping

Quick answers to the most common questions we get asked.

Can't find the answer you're looking for? Please **contact our team**.

How long will it take for my product to be delivered?

Typical lead times are 4-8 weeks long. Be mindful that some products may take longer. The account manager and / or project manager will contact you to schedule an installation date once they know when the product is expected to arrive.

What if I don't see something on the website I am looking for (different finishes, slight modification to style, or a non-featured product)?

You can either reach out directly to the account manager or fill out the project/quote request form on the home page which will go right to them. Keep in mind what is shown is only a small part of the Steelcase offering, and Storr works with over 200 vendors to support most any request you have.

Are there any special discounts for UNCG?

Storr works with the UNCG purchasing team to ensure all products sold are on a pre-negotiated contract, whether state contract or another purchasing cooperative, to ensure you are receiving the best price possible.

Who do I contact for any questions related to my order (order changes, address or contact information changes, etc.)?

Please reach out to the Sales Executive Rick Holt at rholt@storr.com

Can I return product once ordered and/or delivered?

All product is made to order and cannot be returned. Please refer to **Storr's Terms and Conditions** listed below. This is noted on the last page of any published quote.