

Allsteel®

2024 ONBOARDING GUIDE

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Welcome to the Allsteel Team!

Congratulations on your new role! We are excited to have you as a partner.

Whether you are new to the office furniture industry, new to Allsteel, or simply new in this role, our goal is to help you to understand and become familiar with Allsteel processes, people, and products.

We look forward to working with you!

Sincerely,



Jason Hagedorn, President



2024 Holiday Schedule

MARTIN LUTHER KING DAY

Monday January 15, 2024

SPRING HOLIDAY

Friday, March 29, 2024

MEMORIAL DAY

Monday, May 27, 2024

JUNETEENTH

Wednesday, June 19, 2024

INDEPENDENCE DAY

Thursday, July 4, 2024

LABOR DAY

Monday, September 2, 2024

THANKSGIVING HOLIDAY

Thursday, November 28, 2020 - Friday, November 29, 2024

WINTER HOLIDAY

Tuesday, December 24 - Wednesday, December 25, 2024

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THE
COMMUNITY

The Community

OVERVIEW

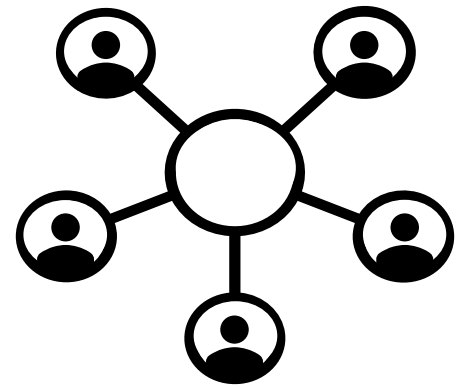
What is the Community?

The Community is a self-service tool that makes it easy for Dealers to request services, check order status, personalize notifications, manage HNI Projects, & more.

Using the Community Functionality

To use the Community, a user must be registered and associated with a Dealer account in our system. Each user will have access to projects and orders associated to their Dealership.

Community Training Module



BENEFITS OF THE COMMUNITY

- Provides great search tools for orders and cases
- Easy to find attachments (shipping documents, order summaries, request files)
- Access to trainings and standard work
- Links to important tools:
 - Compass
 - Bids
 - Enhanced Services
 - Quick Claims
 - Projects
- Personalized setup and notifications for all users
- Integration with HNI's systems to provide high performance stability, and speed

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COMPASS

Compass

OVERVIEW

What is Compass?

Compass is a multi-purpose application that provides quoting and ordering functionality. Compass quoting is available to all Dealers with a login, while the ordering functionality is permission-based for procurement users only.

Compass supports multiple ordering methods, such as electronic xml orders and manual order creation.

CONTACT US

For any issues or questions, please reach out to the Digital Support team:

hnidigitalsupport@hniworkplacefurnishings.com

[Compass My Learning Training](#)



USING COMPASS

- To use Compass, a user must be a registered user, and associated with a Dealer account in our system. Once a quote is created, only the user who created the quote has visibility to it unless their team has opened viewing access.
- To use Compass Ordering functionality, the user must also have the Compass Procurement role. This is managed by our Digital Support team and is added at the request and approval of the Dealer Manager.

BENEFITS OF COMPASS

- Provides great search tool for Dealers and internal users
- Improved display for tag, bid number, and lead-time information
- Procurement users can be set up to see all users in the organization
- Easy to find attachments (import files, contract attachment)
- Convert Quote to Order feature for dealers that don't use a Dealer Operating System

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TAILORED
PRODUCTS

Tailored Products Group

OVERVIEW

The Tailored Products Group (TPG) manages the request, design, and production order management for modifications to standard product.

The TPG group is split into three sub-teams: the **Application Engineering (AE) team**, **Product Engineering (PE) team**, and **Industrial Engineering (IE) team**. A separate COM team handles Fabric/Paint/Stain requests.

- The AE team will evaluate the feasibility of special requests and provide pricing and applicable lead times on approved requests. For requests that cannot be approved, the AE team will help identify alternate solutions, whether standard product or alternate custom modifications.
- The PE and IE teams support the design and production of the specials.



TEAM RESPONSIBILITIES



Applications Engineering Team

Review new requests for approval; Suggest alternatives for denied requests



Product Engineering Team

Generate engineering drawings



Industrial Engineering Team

Part/BOM setup and procurement

*Requests can be submitted via the Community or within CET. Tutorials are available for both options within the "My Learning" section of the Community.



TIPS FOR WORKING WITH TPG

- Contact TPG before submitting if you want to discuss feasibility and options.
- Modification requests have a 72-hour response time goal (24-to-48-hour goal for simpler requests).
- Specials will extend the lead time for mock-ups and regular orders.
- Previously engineered specials and special worksurfaces are effectively automatic approvals.
- Project size factors into approval for requests requiring “new” engineering.
- The sooner you contact TPG regarding expedites, the more likely we will be able to facilitate.
 - Approval Expedites – Contact TPG
 - Pre-order Expedites – Contact TPG
 - Post-order expedites – Contact Customer Support via phone call
- Review communications from TPG carefully as approvals may include important instructions such as: models to be ordered separately, application limitations, minimum order quantities, etc.
- Review sign-off drawings carefully.

TPG CONTACT LIST

Allsteel:

- Email: ASITPG@allsteeloffice.com
- Phone: 888-255-7833 – Option 4 – Sub Option 2

Architectural Products:

- Email: APTPG@allsteeloffice.com
- Phone: 888-255-7833 – Option 4 – Sub Option 3

Gunlocke:

- Email: GUNTS@gunlocke.com
- Phone: 888-255-7833 – Option 4 – Sub Option 4

Live Chat:

- Available within the Community

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CUSTOMERS
OWN
MATERIALS

Customers Own Materials

OVERVIEW

COM stands for Customer Own Materials. This allows for increased personalization of a customer's product.

Allsteel offers a wide range of options for COM's, from textiles to paints.

COM's can increase the lead time on product and projects depending on the quantity, material, and availability.

CONTACT US

AllsteelCOMTeam@allsteeloffice.com

GunlockeCOMTeam@gunlocke.com



QUICK FACTS

- HNI has a dedicated team focused on COM requests across material types and brands.
- The COM team strives to turn around requests within 24-48 hours
- The newly implemented Single Search Tool allows for a quick and easy way to see if a COM textile has been approved in the past and on what products
- Custom veneer stains and paints can be accommodated for most of our product lines and can be matched off a base sample chip provided to us
- Custom laminates are available through the Tailored Products Group
- [COM Single Search Tool](#)

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TRAINING

My Learning

OVERVIEW

Learn all you need to know about Allsteel through the My Learning tab on the Community!

Check out individual product training, enroll in a learning plan, or browse our video library.

With My Learning, knowledge is at your fingertips!

CONTACT US

For any issues or questions, please reach out to the training team:

training@allsteeloffice.com

My Learning home page:
<https://hnicorp.my.site.com/s/my-learning>



CATEGORIES

NEW MEMBER



Just getting started? Check out our quick start and deep dive learning plans to get yourself up to speed on everything Allsteel.

CONTINUING EDUCATION



We're always adding new content – stay up to date on the latest with new product, trends, and insights.

VIDEO LIBRARY



Access the video library for all our video content, including recordings of the Allsteel New Product Previews and CET Wednesday Webinar recordings!

Allsteel®

PRODUCT

Seating

We believe seating should unlock a user's productivity the moment they take a seat. The Allsteel seating portfolio is curated to solve for a variety of workplace and ergonomic challenges.

- **Task Seating:** Whether it's an ergonomic chair for your workspace, an office chair for your home office, or a universal task chair for hoteling workstations, Allsteel's portfolio of task chairs are expertly designed to support your every move.
- **Conference:** When it comes to meeting rooms, finding the right conference chair is essential. Comfort and refined design are core components of our conference chair assortment, developed to support you as you collaborate and innovate.
- **Side Chairs:** Comfort and intuitive functionality are essential for guest seating. Allsteel's assortment of side chairs are durable, versatile, and adaptable to respond to the changing needs of the workplace.
- **Stools:** Pull up a seat and take a few minutes for a quick meeting or settle in for an extended conversation. Our collection of bar stools, counter stools, multipurpose stools and work stools are designed to support you wherever you work.
- **Lounge:** Curated ancillary settings create dynamic environments for office, healthcare, and higher education spaces. Our collection of lounge chairs, modular sofas, benches and ottomans provide endless configurations to support teams and individuals.



Workspaces

Comprehensive workplace solutions that successfully address everyday challenges of the modern workplace. From technology to ergonomics to adaptability, Allsteel's workspace solutions are designed to support the work of individuals, teams, and organizations.

- **Desking:** Modular desk systems provide the flexibility and agility necessary in an ever-changing environment. Our modern desk systems with dynamic storage and clean cable management are designed to provide the building blocks to support all the different ways work gets done, from private office to open plan and beyond.
- **Benching:** From solo work to team collaboration, benching solutions are the perfect way to support hybrid work styles and encourage workplace utilization.
- **Panels:** When the needs of our work environment look different every day, a flexible office layout is a must. Our wide range of available panels offer a variety of options to support the team collaborate, innovate, and reach its maximum potential.
- **Private Office:** Curated and uniquely built to meet the many needs of a private workspace, Allsteel private office solutions boast attention to innumerable details while creating an environment fit for the many ways that work gets done.



Tables

What you place your work on and where you spend your time working, eating, or taking a meeting should not be overlooked. The Allsteel portfolio of tables addresses the unique challenges of modern workspaces, designed to tackle any problem, from a lack of power sources to the desired flexibility of table-height, and everything in between.

- **Height-Adjustable:** For highly adaptable and agile needs, our collection of height-adjustable tables help you be your healthiest self throughout your working day. Whether it's for an hour, or all day long, height-adjustable tables provide the flexibility to support teams and individuals.
- **Conference:** The conference room, a space where innovation and the next great ideas are bred. Make sure everyone has a seat at the table with Allsteel's variety of options. Whether your team needs are a standing-height meeting table or a warm and welcoming environment to collaborate in, these conference table options are sure to support your team's unique and various needs.
- **Collaborative:** Tables for many purposes and many more uses, the Allsteel portfolio of collaborative tables are created with innovative teams in mind. Whether it's to gather for a last-minute brainstorm, a spot to relax and bond as a team, or a place to pull together the final touches on a project, the variety of tables in this collection are sure to have your many flexible and adaptable needs met.



Tables Continued

- **Training:** Whether it is flexible solutions for learning environments or an adaptable space for impromptu meetings, training tables are the perfect solution for an environment to be truly multi-functional.
- **Occasional & Side:** Don't get left without a space to land when collaboration takes you beyond your desk or the conference room. Occasional table and side table solutions are the perfect way to support hybrid work styles and encourage collaborative innovation.
- **Cafe:** Whether it's a place to enjoy a meal or relax with a quick cup of coffee, Allsteel's portfolio of café tables will have your team covered and your versatile needs met. From rustic design to simple and sleek, our café tables will support the spirit of innovation in any number of open, social, professional, and collaborative environments.



Storage

For the things we need, but don't need in front of us. Allsteel's collection of storage solutions allows you to customize the right fit to store the important things, while always giving you space to adapt and grow.

- **Lateral Files & Peds:** Whether it's a secure storage space beyond the workstation, or a system to keep the team organized, the Allsteel portfolio of lateral files and pedestals boasts both clean and aesthetically pleasing designs without giving up functionality and dependability.
- **Bookcases & Credenzas:** With creative storage perfect for a multitude of needs and environments, Allsteel's collection of bookcases and credenzas are ideal solutions to store in style. With the capability to handle heavy project filing and the versatility and flexibility in design choices and space planning, there really is no need to settle.
- **Lockers & Towers:** Smart storage, efficient footprints, and the ability to provide added visual privacy in the workspace; lockers and towers are expertly crafted solutions to any number of storage and spacing needs.
- **Shelves & Bins:** Create the environment you need to work productively and comfortably, while keeping clutter or personal belongings out of the way. With uniquely designed components, shelves and bins are the extra storage your office needs, and wants, to keep your team on track, organized, and ready to handle the extra stuff, without having to get distracted with extra stuff.



Architectural

In response to today's modern offices, Allsteel has developed a large collection of architectural solutions, tools, and structures. This allows you to adjust accordingly to new demands and adapt appropriately to today's ever-changing workplace needs.

- **Architectural Walls:** Elegant space solutions that maintain an acoustically private work environment, the functionality of Allsteel's assortment of architectural walls are a perfect, flexible choice. Designed to support your team's changing needs, Allsteel's portfolio of architectural walls are ready to support you through anything the future may bring.
- **Freestanding Walls and Pods:** Make space instead of just dividing it. Freestanding walls and pods are sure to meet the needs of the flexible, collaborative, and ever-changing needs of today's workplace. Create workspaces that enhance and strengthen the workplace, not divide it.
- **Screens and Dividers:** Screens and dividers were created with your unique focus needs in mind. Whether that be creating more private workspace on a large table, helping employees focus their attention, or providing acoustic support to your space. Enhance productivity and wellness with Allsteel's assortment of screen and graphics.
- **Acoustics:** Create a pleasant and acoustically sound environment with our wide selection of expertly designed acoustic solutions. These high-quality sound absorption panels and modules can be mounted or hung in the space in a variety of ways and were developed with extensive analysis and tests to meet international standards and most importantly, your needs.



Accessories

We believe there is no detail too small, or too large, that can be overlooked. For all the extras we need, and the aesthetics we want, there is the expertly curated Allsteel collection of accessories, so that no detail is left untouched.

- **Lighting:** Your next bright idea shouldn't be had in the dark. Our diverse collection of light fixtures are sure to support the various needs of your office, your desk, and your broader workplace.
- **Technological Support:** Whether it's support for your computer, for your next corporate meeting, or for your classroom presentations, the various technological support accessories Allsteel offers are sure to make life just a little easier.
- **Collaborative Boards:** A collaborative work environment needs all the best collaborative tools. That's why our collection of collaborative boards offer a necessary and stylish tool for collective thinking because more minds are better than one.
- **Recycle and Waste Management:** At Allsteel, we feel that you should never have to settle. This includes where you put your waste. Our sleek and modern waste and recycling center options will provide your work environment with low-profile waste collection.
- **Power Access:** Powering up your devices should never be a hassle. Explore our power access solutions so you don't ever have to go searching for an outlet again.
- **Wire Management:** A clean and clutter-free space is what can take an office from good to great. Support the agile needs of your team while keeping the mess of wires and cords out of sight and out of mind with our wire management options.



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BIDS

Allsteel Bid Department

OVERVIEW

Our bid pricing specialists and financial analysts are ready to negotiate win-win deals for both dealers, and HNI.

The team will work with you to analyze your competitive landscape including:

- Product mix
- Cost breakdown
- Profit margin

CONTACT US

Allsteel Bids:
allsteelbids@allsteeloffice.com

Gunlocke Bids:
gunlockebids@gunlocke.com



QUICK LINKS



COMMUNITY

Click here to view all Bids associated to your company or narrow your search using filters



BID REQUEST INSTRUCTIONS

Learn how to create a bid request via the community.



BID REQUEST STATUS

How to find what the status is of the bid you requested.

Allsteel®

DESIGN
SERVICES

Design Services

SERVICES



Design Services

Professional Design package including 2D plans, renderings, and parts list.



Audit Services

Double check of your drawing and parts list for accuracy



Consultation & Live Design

1:1 meeting to provide expertise on product positioning and specification questions



Proposals

Coordinate company-wide involvement of each department that has input in responding to the proposal.



Showroom Design Assistance

1:1 advisement at key points during your showroom project to provide recommendations on product, application, and brand positioning.



CONTACT US

Allsteel Design:

asidesign@allsteeloffice.com

Gunlocke Design:

gundesign@gunlocke.com

Design Services

Professional Design package including 2D plans, renderings, and parts list.

Billable Design Service:

- \$60 per hour, not to exceed quote

Includes:

- Professional package includes: plans and white sweep renderings
- Bill of Materials (PDF and SIF)
- CET drawing file

Helps By:

- Offering a professional service with a team of product experts
- Creating personalized experiences to meet each unique project objective
- Translation of ideas into actionable recommendations
- Mitigates risk to our Dealer Partners

Requirements:

- Sketches or drawing files
- Detailed notes
- Product series direction



Audit Services

Double check of your drawing and parts list for accuracy.

Includes:

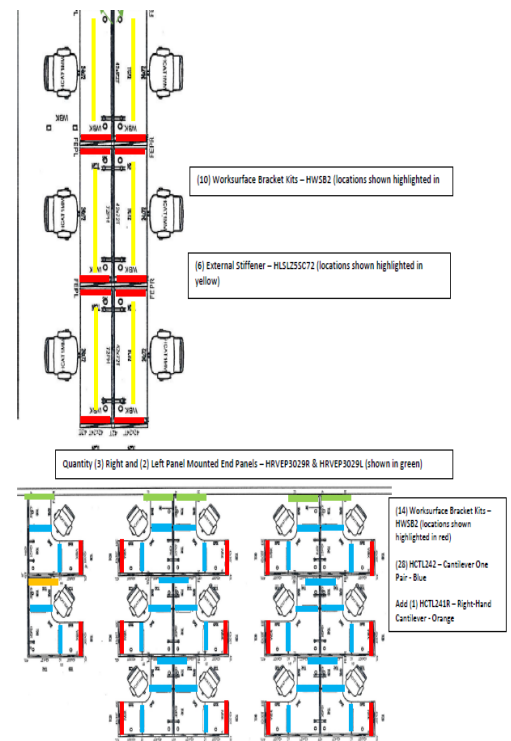
- Verifying component correctness, including model numbers and quantity
- Product application recommendations
- Confirming specification guideline adherence and structural stability
- Detailed notes

Helps By:

- Coaching how to properly specify products and applications
- Preventing costly order errors and field issues
- Suggesting value engineering opportunities

Requirements:

- Working drawing file
- PDF of plan or typicals
- BOM
- Panel elevations (if applicable)



Consultation and Live Design

1:1 meeting to provide expertise on product positioning and specification questions.

Includes:

- Guidance on product position
- Assistance with specification questions
- Recommending value engineering opportunities
- Real-time changes to drawings

Helps By:

- Engaging in a consultative approach to product selection and applications
- Offering suggestions based on experience, insights and research from our team of experts
- Reducing revisions

Requirements:

- Plan or working file
- Scope of project
- Scheduled in advance
- Sales member on call to assist with note-taking



Proposal Services

The proposals team responds to major corporate and government RFPs (*request for proposals*) received through and coordinated with the Allsteel sales team.

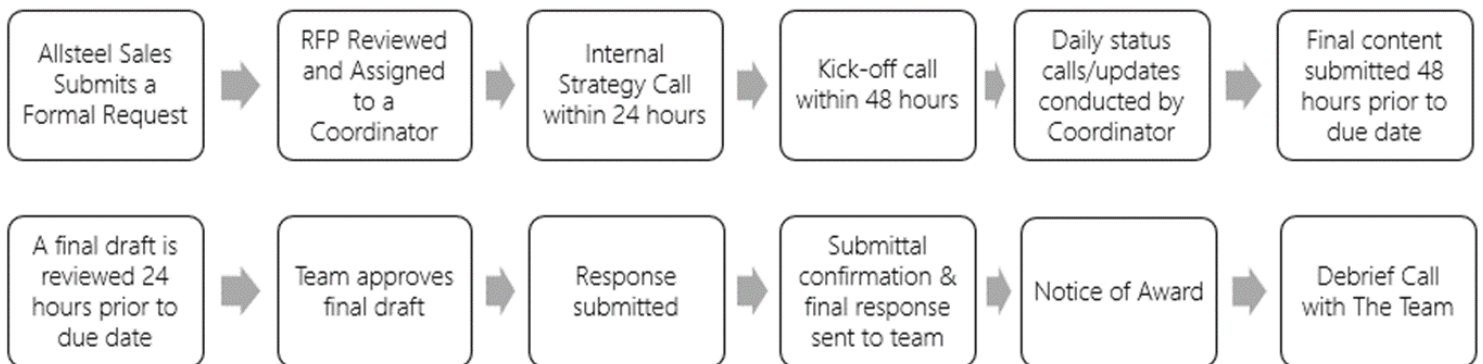
We coordinate company-wide involvement of each department that has input in responding to the proposal, including the bid department, design team, and product managers.



Proposal Criteria:

- \$500k Net+
- National / Global Potential
- HNI Global Strategic Accounts
- HNI Held Public Sector Contracts
- Dealer Support
- Consult dealers on targeted content and overall response presentation
- Develop and publish content for dealers to utilize

Proposal Process:



Contact Us: proposals@allsteeloffice.com

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PARTNERSHIPS

Partner Brands



Bigger than one brand, Allsteel ensures that a range of needs and aesthetic desires can be satisfied—now and looking forward. Each of our brand partners—Normann Copenhagen, Corral, and Zilenzio—brings something unique to the table, including different styles, stories, and solutions. These brands compliment the already robust performance driving solutions in the Allsteel portfolio.



Together, we make it easier than ever before to solve even the most complex workplace challenges.

Normann Copenhagen > [Learn more](#)

- Minimalist, yet intentional. Danish design that brings a residential feel to the workplace. Normann Copenhagen is a Danish design company with the mission to create original and innovative products in a simple and contemporary design that withstands the test of time.



Zilenzio > [Learn more](#)

- Sound absorbing solutions to enhance the acoustical performance of space. Zilenzio develops and delivers high-quality sound absorption solutions based on years of experience in sound design, analysis of office spaces and tests carried out following international standards.



Corral > [Learn more](#)

- Hip American furniture design and innovative space division. Corral products riff on this creative ethos by blending beauty, utility and craft. Casual instead of formulaic. Crafted without looking crafty. Well-engineered without feeling technical. As honest as they are clever.

Allsteel®

DEALER PROGRAMS

Dealer Showroom

The goal of the Dealer Showroom Program is to make it easy for you to exhibit a variety of workplace displays and product options that demonstrate the quality and versatility of Allsteel. It's easier to sell end users and industry influencers on the superiority of our brand when they can experience our products firsthand in a thoughtfully designed and realistic configuration. Please note that de-emphasized or discontinued products do not qualify for the program.

Don't miss an opportunity to make a great first impression with potential customers. A showroom that reflects professionalism and quality goes a long way in increasing sales, building your business, and elevating the Allsteel brand.

Dealer Showrooms Discounts:

- 75 percent off current list for Clarity®, Co|Ho, Social Collaborative, Townhall™ collection
- 75 percent off Architectural Products
- 85 percent off Eligible Allsteel Systems Product
- 80 percent off current list for all other Allsteel Products
- 80 percent off current list price for Gunlocke Product

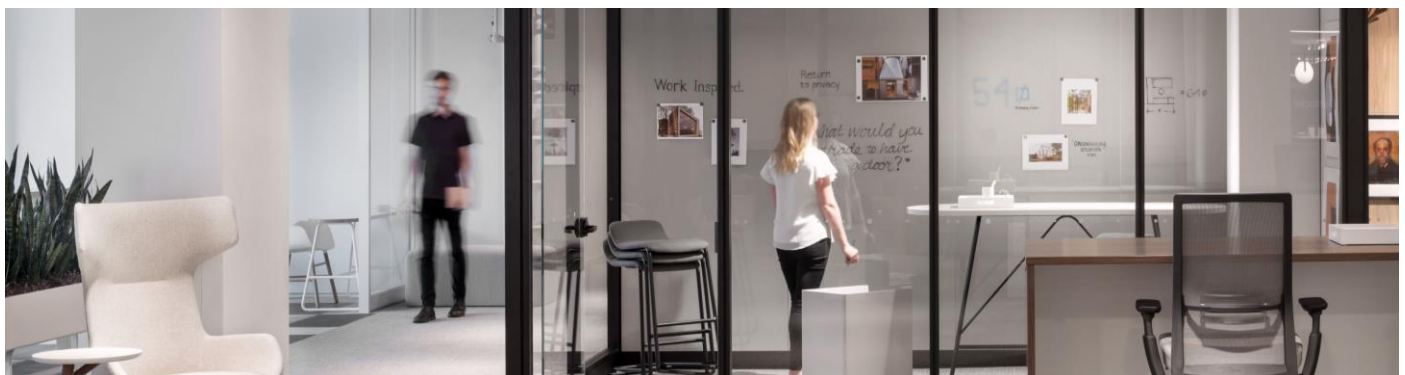
Eligibility:

- All Allsteel and/or Gunlocke products are eligible for purchase under the 2024 Dealer Showroom Program.
- This program is eligible for 100 percent reimbursement under the Dealer Investment Fund

Terms:

- Orders must be labeled "Showroom" and include contract code B275 (1496 for AK/HI dealers) for standard Allsteel product and contract code 0045 or A886 for Gunlocke Product.
- Standard terms apply. COM requests are subject to extended lead times.
- No sales tax will be charged provided the dealer has completed and faxed its sales tax-exempt certificate to Allsteel | Gunlocke, declaring its intent to resell showroom purchases.

Architectural Products are available for purchase by Architectural Products certified dealers. Factors considered prior to reimbursement include, but are not limited to, dealer certification including maintaining an Architectural Products-certified DSR, dealer compliance with Architectural Products Project Registration Procedures (Salesforce registration), and other goals and restrictions set forth by Allsteel.





A&D and Real Estate

The purpose of the A&D and Real Estate Program is to promote and encourage specification of Allsteel product with influencers such as Real Estate Firms, Architect & Design Firms, and General Contractors by offering a discount for 'own use' situations sold through Allsteel dealers.

Dealer Showrooms Discounts

- 65 percent off current list for Clarity®, Co|Ho, Social Collaborative, Townhall™ collection
- 75 percent off Architectural Products
- 75 percent off Eligible Allsteel Systems Product
- 80 percent off current list for all other Allsteel Products
- 80 percent off current list price for Gunlocke Product (A&D Own Use)
- 70 percent off current list price for Gunlocke Product (Real Estate Own Use)

Terms

- Orders must be labeled "A&D/Real Estate Own Use" and include contract code 1385 (1498 for AK/HL dealers) for all Allsteel furniture products, contract code B067 for Architectural Products, contract code A264 for Gunlocke A&D own use, and contract code A763 for Gunlocke Real Estate own use.
- Orders are stand-alone.
- Allsteel Region Manager approval and signature are required for all orders.
- Standard terms apply. COM requests are subject to extended lead times.

Eligibility

- All Allsteel and/or Gunlocke products are eligible for purchase under the 2024 A&D and Real Estate Own Use Program.
- This program is not eligible for reimbursement with Dealer Investment Funds.

For any questions, please reach out to programs@allsteeloffice.com



Everyday Advantage

Developed to simplify the sales process, Everyday Advantage offers enhanced, day-to-day pricing on Allsteel's most popular products — without needing to submit for bid pricing. All Everyday Advantage products earn 1% payout through the Inside Edge program.

Discounting:

- 57% off Social Collaborative Seating
- 63% off Silea Wood
- 65% off Silea Laminate, Accessories
- 67% off Seating
- 70% off Tables
- 72% off Storage
- 76% off Systems, Height Adjustable Tables, Private Office
- 83% off Quip

Contract Codes:

- 0125 (United States)
- 0127 (Canada)
- 1499 (Alaska/Hawaii)

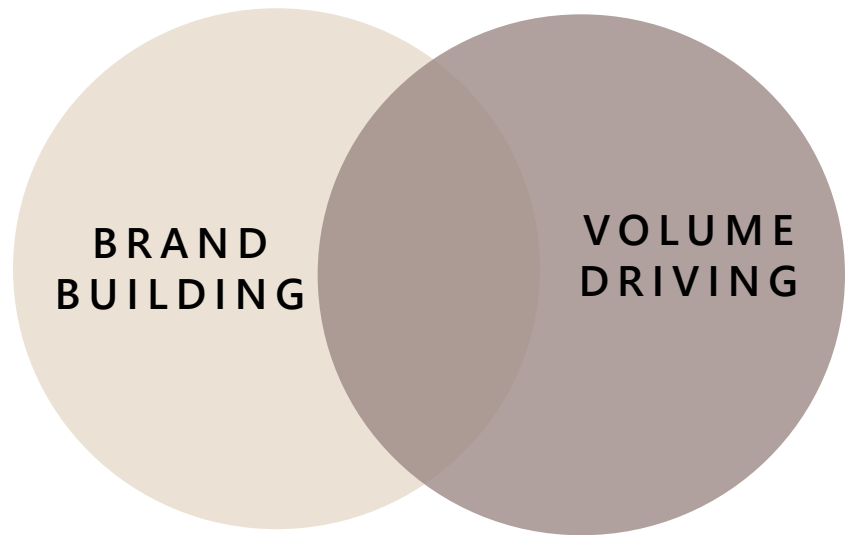
[Everyday Advantage Brochure](#)

For any questions, please reach out to programs@allsteeloffice.com

Allsteel®

WORKPLACE
ADVISORY
(WPA)

Workplace Advisory



OVERVIEW

Our Workplace Advisory team serves two primary functions: to build the Allsteel brand, and to drive volume with our selling team.

Our brand building efforts evolve around staying informed on where the market is going and learning from the industry at large.

RELEVANT. COMPELLING. ACCESSIBLE.

Ergonomics. Well-being.
Inclusive design
Sustainability. Change management.
Facilities management. Spatial kit of parts.
Activity Based Planning.
Continuous Improvement. Client solutioning. Vertical Markets.

SAMPLING OF ENGAGEMENTS

CEU +
Upskill

Insight
Driven
Event

Topical
Expertise

Develop
Planning
Strategies

Client
Workshop

Allsteel®

ALLSTEEL SHOWROOMS

Allsteel Showrooms

OVERVIEW

Allsteel showrooms are a physical representation of the Allsteel brand that serves as a hub for client interaction and engagement.

Allsteel encourages clients and influencers visit our spaces to view new products, select finishes from the library and take in the full Allsteel brand experience.

To schedule your showroom visit, please contact the showroom manager.

Take a virtual tour of each showroom below:

- [Boston](#)
- [Chicago](#)
- [Los Angeles](#)
- [New York City](#)
- [San Francisco](#)

New York City



Los Angeles



San Francisco



Boston



Chicago



Allsteel®

INSIDE EDGE

Inside Edge Program

OVERVIEW

Inside Edge is a program designed to gain DSR mindshare and reward DSRs for their Allsteel and Gunlocke volume.

HOW TO EARN

Enrollment: To enroll in the Inside Edge program, your Dealer Principal or Program Manager will need to send a message to the Inside Edge email below requesting your enrollment. Once approved by Dealer Management, the Inside Edge team will complete your enrollment.

Accessing Rewards: Once you hit \$100 in earnings, your Inside Edge Visa® Prepaid Card will be mailed to you at the address within your profile.



ACCESSING INSIDE EDGE

- Log in to AllsteelOffice.com using your sign on credentials
- Locate the Inside Edge icon within the My Tools section.
- For easy access, add Inside Edge to your 9-box navigation.

PROGRAM OVERVIEW

- Allsteel Seating, Tables, and Accessories sold at 78% or less earn a 1% payout
- All eligible Gunlocke Product sold at 65% or less earns a 1% payout
- **[Program Overview PDF](#)**

CONTACT US

insideedge@allsteeloffice.com
(563) 299-0534

Allsteel®

ALLSTEEL ENGAGE TRIP

Allsteel Engage Trip

OVERVIEW

The Allsteel Engage trip is an opportunity to come together, build strong relationships, and create memories with Allsteel leaders and our dealer partners. Each year criteria is set to determine eligibility for our dealer sales representatives. Enjoy well-deserved recognition, relax, network, and catch up with friends!

HOW TO EARN ENGAGE 2025

- Top 25 Large Market sellers: must hit \$840,000 seating & tables mix
- Top 15 Small Market sellers: must hit \$490,000 seating & tables mix

Engage 2025 destination will be announced soon!

CONTACT

Inside Edge Email Box:
insideedge@allsteeloffice.com

2024 ENGAGE TRIP

Location: Ojai Valley Inn

Dates: September 22nd – 26th, 2024

[Explore Ojai Valley Inn](#)



Allsteel®

CUSTOMER
SUPPORT

Our Commitment to Quality Service

Customer Support at Allsteel is housed in the HNI Customer Experience Center, co-located with an extensive team of cross-department support. This team forms a community of empowered members on a mission to provide the best possible customer experience, which is the foundation for our post-sale support. Members are connected, they strive for convenience, they take a proactive approach to anticipate needs, with an objective of being your trusted advocates. The team has shared goals and performance metrics tied to actions that drive customer satisfaction.

Typically, we measure three key areas to ensure client service satisfaction:

- **Target Response Time:** Allsteel target response time to customer inquiries is 60 seconds by phone and 8 business hours by email. We measure our performance to the target and adjust staffing and overtime where appropriate.
- **Complete and On-Time Performance:** We monitor Complete and On-Time shipments and delivery and report results to leadership on a daily basis. We maintain a 99% complete shipment result and a 96% on time performance metric.
- **Warranty Performance:** Warranty replacement orders are processed within 24 hours of receipt. Allsteel tracks warranty complaint rates and trends, implementing corrective action immediately and where appropriate.

We offer multiple valued services with you in mind. General inquiries and warranty claims are processed by a team of service professionals following a 'Quick Claim' process. Orders greater than \$500k list are assigned to a project coordinator to streamline order entry, align production and delivery schedules based on your requirements, and monitor for speedy punch resolution. The dedicated project coordinator maintains close contact with the servicing dealer from time of award until completion, supporting the planned installation timeline.

We manage performance daily through a series of success criteria that include lead time consistency, lead time compliance to the standard, on time shipment and delivery, backorder prevention, and quality monitoring. We also measure and adjust resources to make sure we are responding within our target service level response times. If there are specific success criteria important to you, please share them with us – we're listening, and devoted to meeting your needs. If it's important to you then it's important to us.

With Allsteel you get the service and responsiveness you deserve, without extra effort. It's more than service, it's the experience that matters.

Order Process

Order Process

HNI and the Dealership will work with your team to establish a milestone date for receipt of Purchase Order to ensure a timely order process. All orders will be processed through Compass. HNI Customer Support will then work directly with the Dealership to review the order and group product to achieve the shortest lead-time and easiest customer experience. Once specifications are established and we've received approval from the client, the order is then processed by the Dealership and sent to HNI for order management and production. The Project Management team coordinates receipt, delivery, and installation. Sign off is completed after a punch list walk through.

Order Tracking

HNI tracks each product using a unique barcode serial number that is tied to production date and time, as well as original sales history. Barcode labels provide a permanent record of order data and are readable Asset Management systems. This information facilitates add-on orders, tracking repairs as well as utilization of HNI's Lifetime warranty. Data captured through the use of serialized product is made available for client use in xls/csv format.

Issue Resolution

The dealership will replace any item under warranty and will evaluate items if a user issue is reported; The dealership is willing to work with the client in any circumstance.

Order Process Continued

Returns

Requests for returns due to reasons other than HNI error are typically not accepted and must be specifically authorized in advance by HNI on a Returned Goods Authorization Form furnished by Customer Support. Returns are subject to a minimum processing fee of 45% of the invoiced amount. If approved at HNI's sole discretion, merchandise must be returned in original shipping cartons, with proper inner packing, and are subject to inspection upon return before acceptance. The product must be forwarded with transportation charges prepaid by the Dealership.

Requests for returns due to Company error must be made within 30 calendar days of receipt of erroneous shipment. If approved, the product must be forwarded with transportation charges prepaid by the Dealership.

Change Orders

HNI will work with you to ensure orders that are changed or canceled prior to the purchase of raw materials are handled with minimal disruption or expense to the client. Order changes and cancellations for standard product that can be reassigned to existing orders for the client will be accommodated at no charge. On the rare occasion where an order is changed or cancelled resulting in unavoidable and unrecoverable costs to HNI or our Supply Chain Partners, those costs will be passed on.

Warranty

Claim Process

- Warranty replacement orders are processed within 24 hours of receipt. Allsteel tracks warranty complaint rates and trends, implementing corrective action immediately and where appropriate.
- General inquiries and warranty claims are processed by a team of service professionals following a 'Quick Claim' process. Orders greater than \$500,000 list are assigned to a project coordinator to streamline order entry, align production and delivery schedules based on your requirements, and monitor for speedy punch resolution. The dedicated project coordinator maintains close contact with the servicing dealer from time of award until completion, supporting the planned installation timeline.
- We manage performance daily through a series of success criteria that include lead time consistency, lead time compliance to the standard, on time shipment and delivery, backorder prevention, and quality monitoring.
- We also measure and adjust resources to make sure we are responding within our target service level response times. If there are specific success criteria important to you, please share them with us – we're listening, and devoted to meeting your needs. If it's important to you then it's important to us. With Allsteel you get the service and responsiveness you deserve, without extra effort. It's more than service, it's the experience that matters.

Dealer Mock-Up Program

Individual products, photographs, and diagrams can only go so far to demonstrate to potential customers how Allsteel and Gunlocke can fit into their proposed project. Seeing real products in proposed configurations can tip the scales in your favor.

We are pleased to offer the Dealer Mock-up Program to help you deliver on RFP project requirements and customer product trials. Providing you with actual Allsteel and Gunlocke products enables you to demonstrate to potential clients not just discuss the quality, ease of installation, functionality, aesthetics, and other specific features that fit their requirements.

The goal of the Mock-up Program is to provide you with the tools you need to increase the number of projects you are awarded. The program is intended for product samples and reasonably sized workstation typicals. **Please note that deemphasized or discontinued products do not qualify for the program.**

Discounting	Lead Times	Documentation
<ul style="list-style-type: none"> 75% off currently list price Clarity, Social Collaborative Collections 75% off current list price Architectural Products 80% off list price all other Allsteel Product 85% off current list price all Systems Product 	<ul style="list-style-type: none"> Standard Mock-Up Leadtime = 3 weeks Complex specials may take longer, inquire with the mock-up team for further details. 	<ul style="list-style-type: none"> Mock-up form, SIF file, PDF of SIF file, 2- and 3-D drawings and tile elevation must be included at the time of order submission in the Community. Order will not be processed without these documents where applicable. HNI Paid Freight for standard transit delivery and payment terms apply. Dealer will be assessed applicable expedite fees

Mock-Up Form: [HNI Mockup Form.pdf](#)

Contact Us: mockups@hniworkplacefurnishings.com

Projects

Project Services:

Our team of skilled project coordinators and specialists assist throughout all phases of the project to provide a seamless order, delivery, and installation experience.

Services Include:

- Targeted order dating based on install need
- Management of delivery schedule
- Dedicated point-of-contact from order inception through installation

Threshold:

One single branded PO, \$500,000 list and above or multiple PO's for a single brand for one install location totaling \$500,000 list or above. Orders must be marked managed upon order entry to avoid standard order progression.

Project Information Form:

Must be submitted via the Community within 24 hours of order placement.

Contact Us:

projects@hniworkplacefurnishings.com

Allsteel®
ALLSTEELOFFICE.COM

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