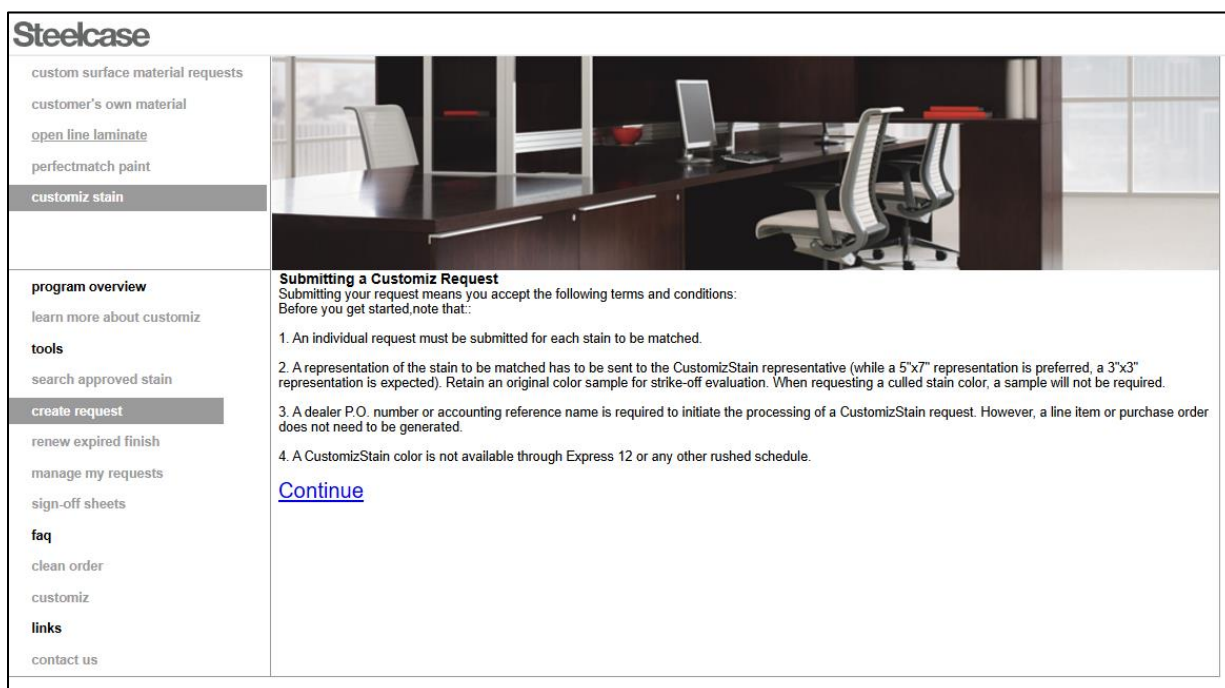


33GD for AIR25W - Customiz Stain Request Instructions

Finish 33GD Clear Coat Flat Cut Oak is the only orderable finish for the exterior panels of the AIR25W product style. 33GD is a Customiz Stain Finish, which requires a request to be submitted to be able to specify it. Please note that there is a \$500 fee charged to the dealer/requester to process each Customiz Stain request.

Please follow the instructions below to submit a request.

1. Go the “Create Request” tab under the “Customiz Stain” option on the Custom Surface Material Requests website. Follow this link to be directed to this point: <https://srh-authenticated.steelcase.com/csrequestintro.aspx>.
2. Your screen should look like this:



- a. Omit #2 – you **do not** need to send in a representation of the stain.
- b. Click “Continue” after reviewing the information.

3. You will be taken to the “Step One: Requester Information” page. Looks like this:

The screenshot shows the Steelcase website's 'New Customiz Stain Request' page. The left sidebar contains a navigation menu with categories: 'custom surface material requests', 'customer's own material', 'open line laminate', 'perfectmatch paint', 'customiz stain' (highlighted), 'program overview', 'tools', 'faq', and 'links'. The main content area is titled 'New Customiz Stain Request' and 'Step One: Requester Information'. It contains several input fields: 'Dealer/Designer', 'First Name', 'Last Name', 'Email Address', 'Mailing Address', 'City', 'State', 'Zip', 'Phone Number', 'CostCenter Number', and 'CostCenter Description'. There are also 'Cancel' and 'Continue' buttons at the bottom.

- a. Fill out your information and press “Continue” once complete.

4. You should now see this screen: “Step Two: Your Customer Information”

The screenshot shows the Steelcase website's 'New Customiz Stain Request' page, Step Two: Your Customer Information. The left sidebar is identical to the previous screenshot. The main content area is titled 'New Customiz Stain Request' and 'Step Two: Your Customer Information'. It contains a 'Helpful Hint' section, a 'Navigation path' section, and a 'Customer Site ID' input field with a 'Verify/Search' button. Below this are input fields for 'Project/Customer', 'Address', and 'Phone'. At the bottom, there are 'Back' and 'Continue' buttons.

- a. Enter the “Customer Site ID”
- i. If you are unsure of the Site ID, click “Verify/Search” to find it.

- b. Once information is filled in, click “Continue.”
5. The screen should now show: “Step Three: Request Details”

The screenshot displays the Steelcase website's 'New Customiz Stain Request' form. The left sidebar contains navigation links: 'custom surface material requests', 'customer's own material', 'open line laminate', 'perfectmatch paint', 'customiz stain' (highlighted), 'program overview', 'learn more about customiz', 'tools', 'search approved stain', 'create request' (highlighted), 'renew expired finish', 'manage my requests', 'sign-off sheets', 'faq', 'clean order', 'customiz', 'links', and 'contact us'. The main content area is titled 'New Customiz Stain Request' and 'Step Three: Request Details'. It features three sections: 'Request Details - Desk/Work Surface Products' with a question 'Is this request for a desk/work surface product line?' and radio buttons for 'Yes' and 'No' (selected); 'Request Details - Seating Products' with a question 'Is this request for a seating product line?' and radio buttons for 'Yes' and 'No' (selected); and 'Request Details - Processing Information' with a text input for 'Enter your purchase order number or invoicing cross-reference number below.', a checkbox for 'This request is for a mock-up order', a text input for 'Enter your estimated job size below.', and a large text area for 'Comments'. At the bottom are 'Back' and 'Continue' links.

- a. Leave both questions clicked on “No”.
- b. Fill out the two blanks under “Request Details – Processing Information” accordingly.
- c. Under “Comments”, enter “Stain 33GD Clear Coat Flat Cut Oak.”
- d. Then click “Continue”
6. You should be on “Step Four: Billing & Shipping Addresses”
- a. Ensure the billing and shipping information is correct
- b. Then click “Continue”

7. You should now see a screen that shows your Requester Information, Billing Information, Customer Information, Shipping Information, Request Detail, PO Number, and Estimated Job Size. This screen allows you to review all the information you've input. If anything needs to be changed, click on "edit" next to the section that needs changes.
 - a. Note: You will not be able to make changes after this point. The next screen allows you to "Submit" or to "Cancel", which will require you to restart.
 - b. Once everything looks correct click "Continue"
8. The last step for the request itself is to click "Submit".
9. After submitting, you should receive an email from srh@steelcase.com with your Request ID, and Date/Time your request is received.
 - a. Remember, you **do not** need to ship in a sample of the finish stain.

Since this finish is a Customiz Stain, there is also a Sign-Off sheet required.

1. Please find "33GD Sign-Off Sheet for AIR25W" in the Village Resources Section of the Air³ Product Page or [click here](#).
2. Download the file and fill out the information requested.
3. Once complete, email the sign-off sheet to FinishLab@Steelcase.com or mail it to the following address:

Steelcase Inc.
Finish Technology Lab
4100 68th Street
Caledonia, MI 49316