



## FAQs: Steelcase Powerstrip Intro-Data Error Version 1: August 21, 2023

This document is designed to answer anticipated questions about the data error that occurred on Powerstrip Intro (DSPINTRO) with the power configuration of two power outlets with one USB-A and one USB-C intelligent 20W.

### This FAQ document covers:

- Overview
- Customer Implementation
- Impact on Orders
- Who to Call

### Overview

<b>What is the product data error issue for Powerstrip Intro?</b>	<p>ECAT contains a product pricing data error for the Powerstrip Intro (DSPINTRO) with the two power outlets with one USB-A and one USB-C intelligent 20W option and has not included the +\$123 upcharge.</p> <p>The upcharge will be applied to <b>NEW orders</b> on this configuration under style DSPINTRO beginning September 11, 2023.</p> <p><b>Existing orders</b> placed on or before September 10, 2023, are not impacted by this adjustment.</p>
<b>What happens to existing quotes that are waiting to convert to orders?</b>	<p>In your Hedberg System, for:</p> <p>Any existing quotes waiting to be converted to orders must be converted to an order and transmitted to Steelcase on or before September 10, 2023 with no impact to the cost.</p> <p>Any existing quotes that will not be converted to orders and transmitted to Steelcase prior to September 11 must be Re-Autopriced using an effective date of September 11, 2023 (or later) to reflect the correct cost before quoting to your customer.</p>
<b>When will these changes be reflected in the ECAT?</b>	<p>The +\$123 upcharge will be effective September 11, 2023.</p>
<b>What about new lines that I add to quotes in Hedberg between now and September 11, 2023?</b>	<p>Lines specified in Hedberg between now and September 11, 2023, will include this informational message. "Beginning 9/11, a change to correct pricing on the 2 Power A + C option will be made and effective on all orders."</p>

<b>What time zone are you referencing on your dates?</b>	Americas Eastern Time Zone
<b>Are the EMEA and APAC regions impacted?</b>	No, Powerstrip Intro is only available in AMER and is therefore the only region impacted.

## Customer Implementation

<b>How can I update an existing quote to reflect the correct price to my customer?</b>	In your Hedberg System, Re-AutoPrice any open quotes and orders (not yet transmitted to Steelcase), using an effective date of September 11, 2023 (or later), to reflect the correct cost before quoting to your customer.
<b>How will customers be informed?</b>	A customer notification template letter has been created to help you communicate this correction to your customers with outstanding quotes. <a href="#">Download the template here.</a>
<b>What resources are available from Steelcase to help me communicate the data error and implementation of the upcharge?</b>	Please visit the <a href="#">Village Pricing + Offers</a> page for more information.

## Impact on Orders

<b>Will my existing order be updated to include the upcharge if shipping on/after September 11?</b>	No, orders that are already placed will not be impacted.  <b>ONLY</b> quotes converted to orders on/after September 11, or new orders placed on/after September 11, will be impacted by this update.
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## Who to Call

<b>Product Questions</b>	Ellen Petersen-Allen, <a href="mailto:epeterse@steelcase.com">epeterse@steelcase.com</a>
<b>Autopricing Questions</b>	Autopricing team, <a href="mailto:autopr@steelcase.com">autopr@steelcase.com</a>
<b>Customer Questions</b>	Contact your Steelcase Sales Representative
<b>Order Questions</b>	Contact the order fulfillment group specific to your region.