

To aid in prioritizing your essential orders, as defined below, please include in your **Order Markings** field the word COVID19.

We define as essential any client who provides healthcare and other life-sustaining services, as well as any client who is critical in resolving this pandemic crisis. We will prioritize essential business in this order:

1. Orders for hospitals and healthcare organizations
2. Orders to support local, state and federal government Covid-19 response
3. Orders enabling pharmaceutical and medical device companies to accelerate their Covid-19 response
4. Orders enabling food and food distribution companies to ramp-up their capacity to ensure food safety during the Covid-19 crisis
5. Orders enabling other critical infrastructure companies to respond to the Covid-19 crisis, this could include health insurance, utilities, construction, IT or banking companies for example, but only as it relates to their Covid-19 response
6. Orders to support local and national security (e.g., police, military)
7. Orders helping companies support their employees working from home

To access **Order Markings**, from the line summary screen, click on **Options** and then choose *Header Changes > Instructions > Purchase Order*. Click on **Order Markings**.

In addition to adding an **Order Marking** of COVID19, you will need to provide the following to your Steelcase Order Fulfillment Consultant (OFC)

1. Documentation supporting the customer's inclusion in one of the above priorities. See an [example](#) of the documentation we are requiring from a client deeming their projects essential.
2. Acknowledgment that a 65% deposit is required.
3. The delivery date by which product must be received. Please apply delivery groupings through **Global Changes** to your order and also make note of the needed date in your communication to your OFC.

Please note, while it is our goal to be able to produce and deliver by the date needed all orders deemed essential, each essential order must also be reviewed for feasibility of sourcing, manufacturing, and delivering of the specified product. Due to the shelter-in-place mandates across the country some products on these orders may not be available. In these situations, whenever possible, alternatives will be recommended