IWG Design Your Office
Accessing Steelcase Village
EMEA
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What is the Village?

• A password protected site

• Where Steelcase will have details on the deliveries scheduled for your warehouse
Signing Up / Registering

If you have not received a username and password from us, please follow the instructions below to request access.

Step 1: Go to https://register.steelcase.com/#/

Step 2: On the screen below, choose “Other.”

Step 3: On the screen below, fill in the mandatory fields (marked with a *) and click Register.
Signing Up / Registering

If you have not received a username and password from us, please follow the instructions below to request access.

Step 4: If your company have been recognized, please select your company below and proceed to Step 9. If not, go to step 5.
Signing Up / Registering

If you have not received a username and password from us, please follow the instructions below to request access.

Step 5: If your company has not been recognized, you will see this screen below. Please select: “I supply products or services to a dealership.”

Step 6: Fill in the mandatory fields (marked with a *) and click Submit. Please fill in your details. Not IWG. (IWG is shown as an example).
Signing Up / Registering

If you have not received a username and password from us, please follow the instructions below to request access.

Step 7: Select your company, if it appears. If it does not, click “my company is not listed” and follow the instructions from there.

Step 8: Fill out your profile and company details. Click Save. You will receive an email with confirmation of registration. You are finished. Please ignore the next steps.
Signing Up / Registering

If you have not received a username and password from us, please follow the instructions below to request access.

**Step 9:** Enter the email address of [csugrue@steelcase.com](mailto:csugrue@steelcase.com) as your Steelcase reference.

**Step 10:** Fill out your profile and company details. Click Save. You will receive an email with confirmation of registration.
Accessing Delivery Information
This is where you will find all the deliveries scheduled for your warehouse.

Step 1: Go to https://emea.steelcase.com/mydeliveries/#/
We recommend you bookmark this page.

Step 2: Login / authenticate.

About delivery notes:
Please note that these delivery notes are the “expected delivery” overview. The actual delivery may be different after the team loads the container. This can occur because of product being late to manufacture or damage observed upon loading. The paperwork on the actual truck will reflect what is in the container.

If product is late to manufacture or damaged, Steelcase will make arrangements to load that product on to the next available shipment.

Delivery notes are uploaded to the Village 1 week before delivery date.
Accessing Delivery Information
This is where you will find all the deliveries scheduled for your warehouse.

Step 3:  After you have finished logging in, please review the deliveries scheduled for your warehouse.

If necessary: If you have any questions about the delivery or need it to be rescheduled, please contact our delivery support team at DYOEMEA.DeliveryHelp@steelcase.com.
# Steelcase Support

## People & Teams

<table>
<thead>
<tr>
<th><strong>Support they offer</strong></th>
<th><strong>Europe, Middle East, Africa</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Order Support Team (for dealers)</strong></td>
<td>Help with questions on order acknowledgements, Easycom assistance, etc. By email.</td>
</tr>
<tr>
<td><strong>Delivery Support Team (for warehouse partners)</strong></td>
<td>Help with deliveries and scheduling of deliveries. By email.</td>
</tr>
<tr>
<td><strong>Regional Account Leader</strong></td>
<td>Help with concerns or questions about the overall structure of the account, escalations of critical needs, and feedback on performance of team.</td>
</tr>
<tr>
<td><strong>All other queries</strong></td>
<td>Help with quality claims, product questions and/or installation questions</td>
</tr>
<tr>
<td><strong>PO Inbox</strong></td>
<td>Steelcase PO inbox for IWG to cc when sending dealers POs</td>
</tr>
<tr>
<td><strong>Escalation Point – DYO Global Steelcase Leader</strong></td>
<td></td>
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</table>