Social Spaces Design Your Own – FAQs

Q: What products and brands will be included in the DYO site?
A: The platform will debut with our Social Spaces catalog offering – seating, lighting, outdoor, desks, storage, accessories, and workspaces from the following brands: Haworth, Cappellini, Cassina, BuzziSpace, GAN, JANUS et Cie, Pablo Designs, and Poltrona Frau. Tables are our next priority for the configurator. We are pushing to complete them and add to the site in the near future.

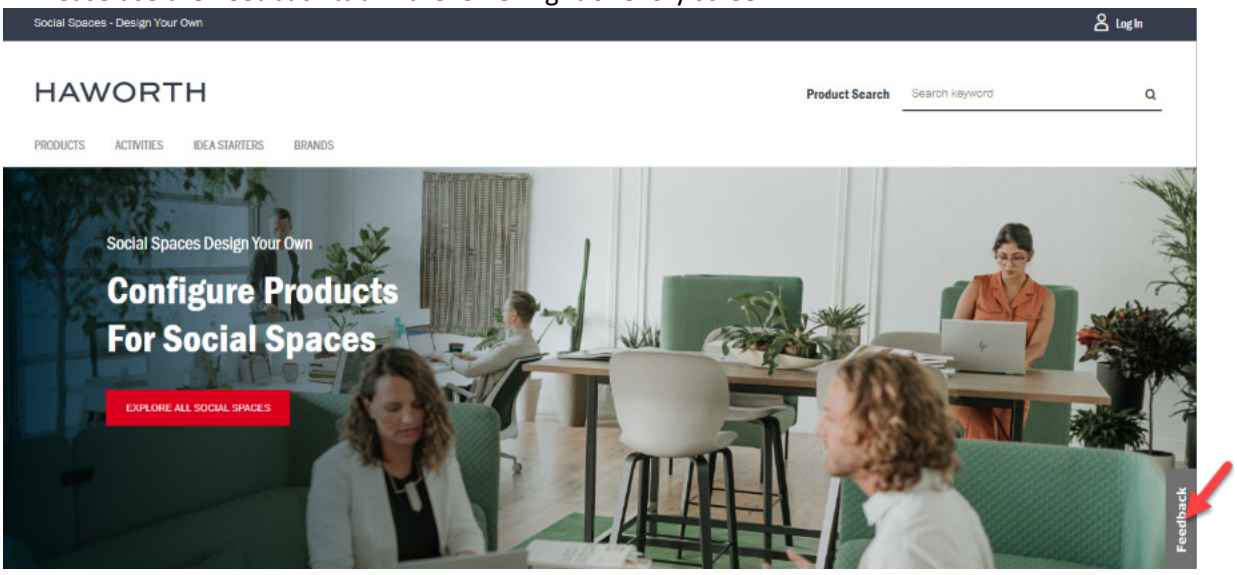
Q: How will updates to the platform happen?
A: Internally, we've built an agile operating model to continually evaluate the voice of our customers, business strategy, and analytics to deliver a platform roadmap aligned to Haworth's business objectives and Dealer satisfaction.

Q: Can I access the site on my tablet or mobile device?
A: Yes. The site is fully responsive.

Q: Is this a public site?
A: Yes. Anyone can access b2b.haworth.com.

Q: Why do I need to log in?
A: By logging in, you can save configurations and add and manage quotes. In addition, for Dealer users, a log-in allows you to save pricing preferences for discounting.

Q: How do I submit feedback?
A: Please use the Feedback tab in the lower right of every screen.



Q: Will customers be able to order directly from the site?
A: No. All orders must be placed through a Dealer.

Q: How is pricing updated?
A: List pricing is pulled directly from SAP.

Q: How are lead times updated? Does lead time include shipping? Can I filter products by lead time?
A: Lead times are pulled directly from SAP and updated in real-time. Lead times do not include shipping. We are working on a future enhancement to sort by lead time.

Q: Are eParts on the site?
A: Not initially; we are starting with the Social Spaces catalog. Depending on priority of the business, user feedback, and dealer requirements, we will add more products and parts over time.

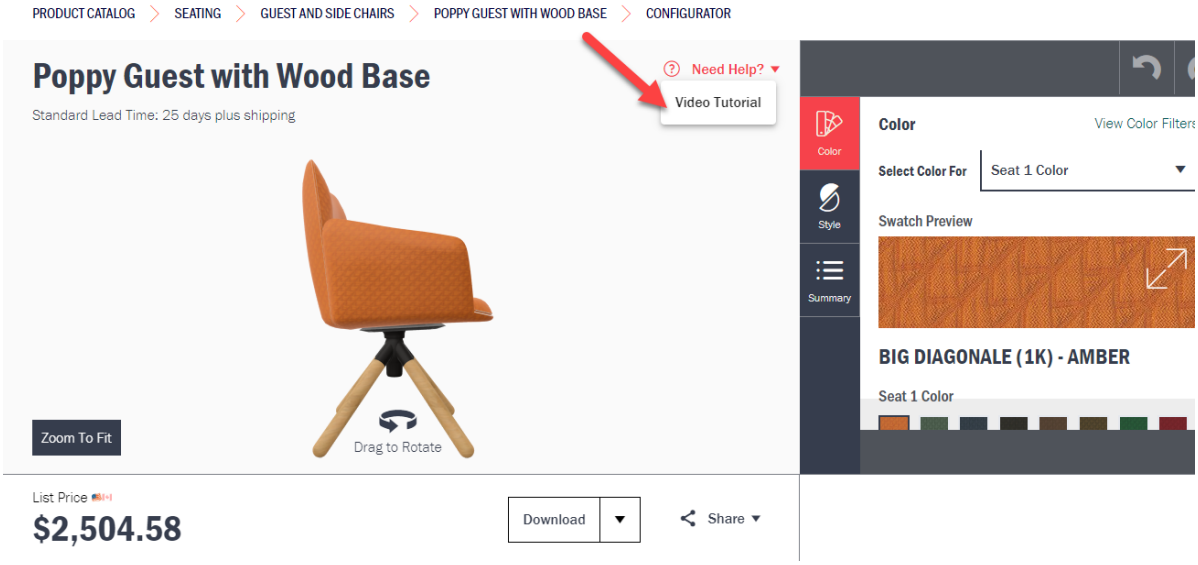
Q: Are COMs included in material options?
A: No, only graded-in standard and alliance fabrics are included on the site. We are working on a future solution for COMs.

Q: Can I filter by fabric grade in the configurator?
A: Yes.

Q: Can I search by fabric name in the configurator?
A: Yes.

Q: Can I filter products by price?
A: No, not yet. We are working on a future solution.

Q: How do I use the configurator?
A: For assistance, please see the Need Help dropdown in the configurator to view the Video Tutorial.



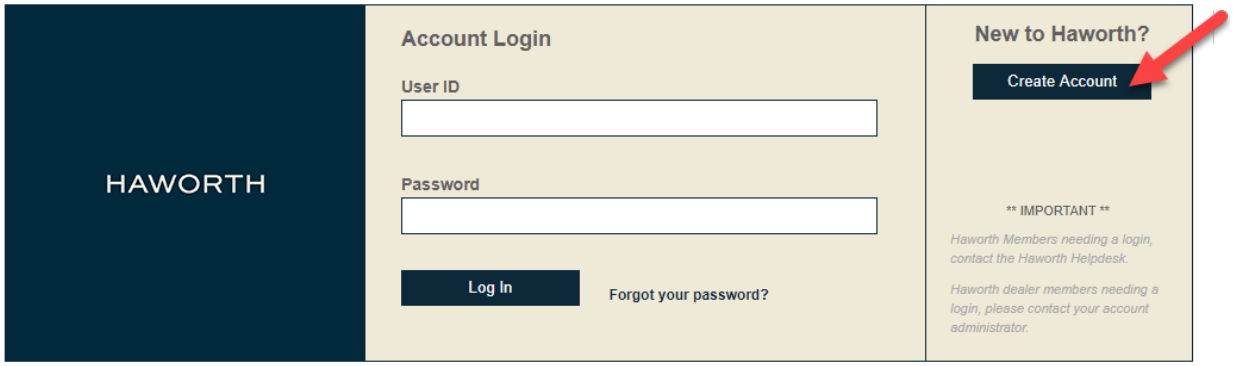
Q: Can I import my configuration into CET/CANVAS?
A: Yes, you can import a catalog code from the SIF file, but Canvas cannot translate the configured graphic. It can be added as a line item in your project but not a fully configured graphic. We are looking into a potential future solution with CET.

Q: Can I download a Revit symbol?

A: Some products are available with Revit symbols. We are working through the Social Spaces product offering to add Revit symbols and will add symbols for each product when available.

Q: Can I download a cut sheet of my exact configured product?
A: Yes. Dealers can also choose whether to include the list price, net price, both prices, or no price at all on the cut sheet.

Q: Can A&D users create accounts and save items?
A: Yes. Click on the Log-In icon in the upper left and create a new account.



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