

# Introduction

This document contains Frequently Asked Questions(FAQs) about MAPEI's digital storefront, its navigation, managing co-op dollars, and distribution information.

**Q1.** I forgot my password.

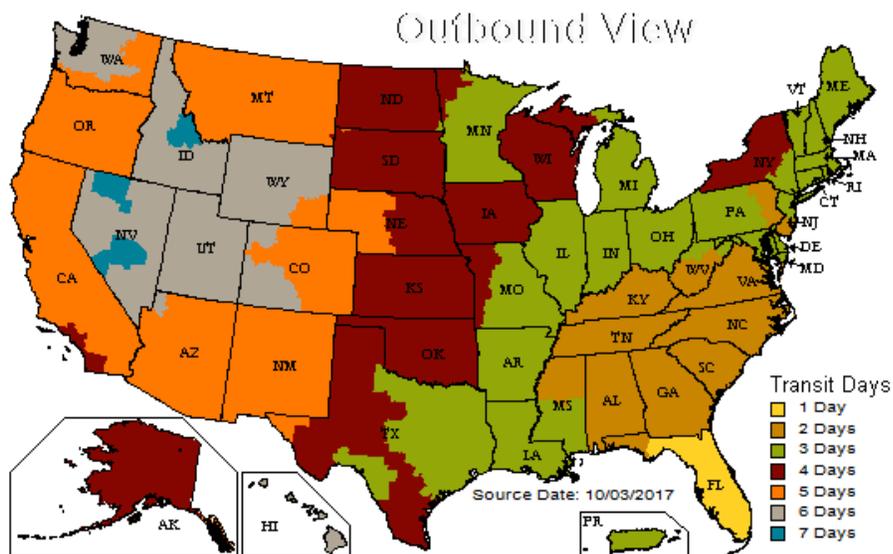
**A.** You can reset your password by clicking on the “Forgot Password?” link on the sign in page. It will prompt you to enter your email address and you will receive a link in your email to reset your password.

**Q2.** What's the best browser to use for navigation of the site?

**A.** We recommend using Chrome, Firefox, or Safari for the best user experience. We do not recommend Explorer. TIP: Make sure pop-ups are enabled for the site so all features and notifications are available.

**Q3.** How long will it take to get my order?

**A.** The fulfillment warehouse is located in South Florida. Orders are shipped within 24 to 48 hours. UPS Ground is standard. Below is a UPS Ground map showing normal transit times for the US. See next page for Canada.





## Transit Days to Canada

Ottawa, Toronto, Quebec City : 3 - 4 Days

Calgary, Edmonton, Montreal, Winnipeg : 5 Days

Vancouver: 6 Days

### Q4. How can I track my order?

- A. When your order is shipped, you will receive an automated confirmation email with a tracking number. Click on the tracking number to check the status. You may also log in to your account, click Account at the top of the page, then Orders. Sort for Closed orders using the dropdown menu. Click on your order number. You can then see the tracking under Shipping Information on the right side of the page.

### Q5. I need my materials by a specific date. How can I request expedited shipping?

- A. Ground shipping is standard, however, to request expedited shipping enter the date your product needs to arrive in the “Expedited Arrival Date” box at checkout. Your request will be shipped using the appropriate expedited service level pending corporate approval. Expedited service charges will then be charged to your account.

#### Additional Information

Expedited Arrival Date

### Q6. I ordered an item that I do not want/need. Can I return it?

- A. Yes. First, request a Return Material Authorization (RMA) number through the Help Desk on the site. Provide your original order number, what you are returning, and why. An RMA # will be sent to your email. Include this as the reference number when you ship the return. Ship returns to the following address.

\*Freight charges for returns will be deducted from your budget.

Southeastern  
Attn: Returns Dept  
1000 SE 8th Street  
Hialeah, FL 33010  
305-885-8707

**NOTE:** The fulfillment center will not accept returns of materials that have been used, partial packages of product, or apparel that has been worn or washed prior to returning.

**Q7.** I'm not clear on how my co-op budgets work. Tell me more.

- A. There are two types of co-op buckets: POS/Literature and Merchandise. Every item on the site is tagged with one of these types. Below is a list of some examples. As you place items in your cart, the system will keep track of the total funds to be deducted from each bucket. When you check out, the funds are removed from your available co-op dollars.

**POS/Literature:** technical and institutional printed material, sales tools, signage, and displays.

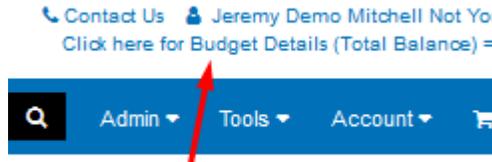
- Examples: catalog, brochure, flyer, datasheet, binder, pocket guide, Réalta magazine, grout cards, fan deck, grout kit, bulk channel, lazy susan, banner, edge lit sign, mock bag, table sock, applied sample

**Merchandise:** customer giveaways and wearables

- Examples: polo, t-shirt, baseball cap, calculator, car charger, agenda book

**Q8.** How can I see my co-op spend history and my current balances?

**A.** You can access this information by clicking on “Click here for Budget Details” in the top right when you are logged-in to the site.



You can see your current budget balances by clicking “View Details” on the right side of the page. The pop-up will show your current balances.

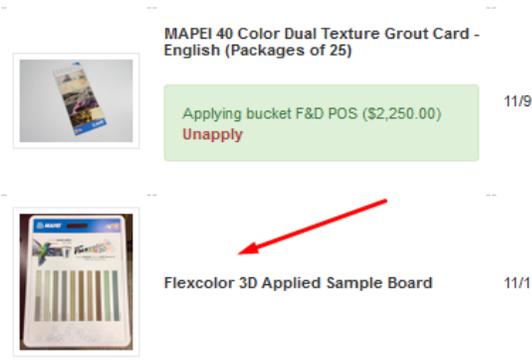


**Q9.** When checking out, I get an error that says “Insufficient Funds”, what next?

**Order Cannot Be Submitted:**  
Insufficient co-op funds to process order

**A.** This indicates that the items in your cart cost more than the available budget. It is frequently limited to a shortage in one particular bucket. For instance, there is not enough in the Merchandise co-op bucket to pay for all of items categorized as “Merchandise” in the cart. To resolve this, remove items from your cart so there are enough funds, or, you can contact your manager and seek approval to move funds from one bucket to another or request additional funds.

NOTE: Those items that do not have enough funds in their corresponding co-op bucket to pay for the item will NOT have a green box next to them when checking out.



**Q10.** I have enough co-op money in total, but one of my buckets is short, can I move funds between buckets?

**A.** You should contact your manager to request fund reallocation between buckets.

**Q11.** How do I determine which co-op bucket funds will be deducted from?

**A.** When you click on the image of a particular product there is a section on the screen that says “Additional Information”, underneath that it says “Item Type”. See screenshot below. For the Flexcolor 3D Grout Kit it says “POS”.



**Q12.** I have a different question. How can I get an answer?

- A.** We recommend sending your question through the Help Desk on the site. Click on the “Contact Us” link in the upper right when logged in to your account. Then click on the button to Log a Help Desk Ticket. Then click, Create New Ticket in the upper right. You may also send a note to the Storefront Customer Service email under “Contact Us” as well.

## Contact Information

<b>Address</b>	950 SE 8th Street Hialeah, Florida 33010
<b>Phone</b>	(305) 885-8707
<b>Fax</b>	
<b>Contact</b>	Storefront Customer Service
<b>General Questions</b>	semiastorefront@seprint.com

[Log a Help Desk Ticket](#)