

What if my order exceeds \$1,000?

Orders over \$1000 require approval. You will be notified by e-mail when your order has been approved. If your approver does not respond in time to meet your needs, please contact him/her. The name of your approver will be shown on the checkout screen of your order. If you require additional assistance, please contact Proforma at the email or phone number provided on the store’s home page.

What if my approver is on PTO?

If your approver (name shown on checkout screen of order) does not respond in time to meet your needs, please contact Proforma at the email or phone number provided on the store’s home page.

What if I need expedited shipping?

Expedited shipping always requires approval. When you place such an order, an approval request goes to your approver as well as the head of your team/department/function. For example, if an inventory controller orders expedited shipping, his/her executive director and general manager will get an approval request at the same time; however, only one response is required to release the order. You will be notified by e-mail when your order has been approved.

How do I order business cards?

Visit the STATIONERY section of the store.

Where is my order?

When your order shipped, you will received an email which will include a tracking number. You can track order status at any time in your order’s detail on the web store site. If you need further help, contact Proforma at the email address or phone number provided on the home page.

What’s different from the old store?

- Access and operation via phone or tablet	- Logical structure based on function and business line
- Search capability	- “Save” feature for customized items
- Shipping notification and tracking	- Saved and re-order capability to simplify repeat orders
- Expedited shipping option	- No back-up/secondary approver for orders > \$1,000