

Design Crew

Seven Brands - One Team
Your Home | Your Style | Our Crew

Dear Associate,

Congratulations on being selected to participate in WSI's new Design Crew program. Based on your brand knowledge, design expertise and outstanding sales performance, you have been personally selected to provide professional quality cross-brand design services to some of our top WSI customers.

At WSI, we are constantly looking for ways to fine tune our services to better meet the needs of our customers. The Design Crew program has been developed at the special request of our CEO, Laura Alber. The purpose of the program is to provide our top customers with a high level, internal design resource which taps into the top design talent from across our family of brands. Your personal brand knowledge, along with the expertise of design partners in your local market, will allow our customers access to the best of what WSI has to offer.

As a Design Crew member, you will lead cross brand design projects of varying scale, to meet the design needs of each guest while keeping the business "in the house". In addition to fulfilling requests submitted from customers via the internet, our *Design Crew* service will be offered, free of charge, to platinum tier members of our cross-brand loyalty program, THE KEY.

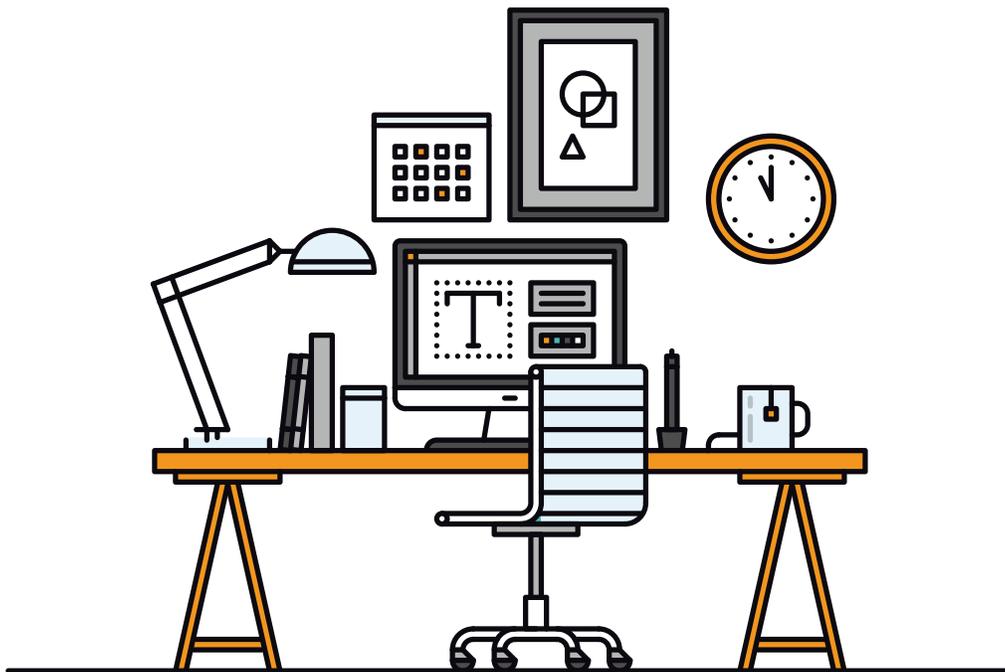
In your role as a Design Crew member, you will be included in an ongoing educational program, designed exclusively for our program participants. The series will offer learning opportunities designed to build your professional knowledge base, increase your exposure to the field of design, and expose you to internal resources which will help you be more successful in role.

Thank you in advance for your dedication to our WSI customers and for your partnership in making our new Design Crew program a success.

Sincerely,

Vicki McWilliams
Executive Vice President, Retail

Brand Aesthetics



WILLIAMS
SONOMA

CALIFORNIA

Brand Truth™



BRAND VISION

To nourish
people's lives



BRAND PROMISE

We welcome,
empower,
and inspire
everyone to
create, connect,
and share

BRAND POSITIONING

We will
always be
driven by an
uncompromising
passion to create
and curate
products and
experiences
designed to
inspire





BRAND ESSENCE

Generous

We are generous in spirit and open in our thinking. We are committed to fostering connection and community.



BRAND ESSENCE

Insightful

We are driven by our curiosity and desire to discover. It ignites our passion to bring creativity, innovation, and inspiration to all.



BRAND ESSENCE

Vibrant

We radiate passion, creativity, and joy for life. Open and optimistic, we believe in good food and good company.



BRAND MANIFESTO

A fresh perspective.
A recipe for innovation.
A commitment to connection.
At Williams Sonoma,
we believe that home is
the heart of everything.
A place where curiosity lives
and generosity is served.
Where lives are nourished
and every day inspires.

**WILLIAMS
SONOMA**
CALIFORNIA

POTTERY BARN

Brands

P O T T E R Y B A R N

PB
teen

pottery barn kids



P O T T E R Y B A R N

MAIN | KIDS | TEEN

One Home

Established in 1949,
we are America's first lifestyle brand,
reflecting an authentically American
way of life through stylish, relaxed,
quality homewares and accessories.

We invented American living.

CREATING NEW TRADITIONS

An open-minded
attitude, shaped by an
independent spirit,
instinct and imagination.

Personal Style & Brand Impression

How guests describe their style
and Pottery Barn overall

OUR CUSTOMERS DESCRIBE THEIR STYLE

A word cloud of customer style descriptors. The words are arranged in a non-uniform, overlapping layout. The largest word is 'Comfortable', followed by 'Clean', 'Inviting', 'Country', and 'Warm'. Other words include 'Timeless', 'Farmhouse', 'Colorful', 'Cozy', 'Traditional-leaning', 'Warm', 'Country', 'European', 'Modern', 'Neat', 'Transitional', 'Classic', 'Pottery Barn', 'Contemporary', and 'Timeless'.

Contemporary Colorful
Farmhouse Clean Neat
Timeless Clean Transitional
Classic Comfortable
Pottery Barn
Cozy Inviting Modern
Traditional-leaning Warm Country
European

OPPORTUNITY GOING FORWARD

Be One Team.

Live in One Home.

One Vision, Mission
& Promise.



Our Brand

OUR INSIGHT

Home creates a canvas where real life happens.

When my home isn't great, it stresses me out. Home design is a challenge and I need some help. But, I don't want it to look like a catalog.





OUR VISION

**To be your
most inspiring
American
home design
resource.**



OUR MISSION

Bringing Inspiration Home

We inspire with new ideas and help put together a home that's right for you.



OUR PROMISE

A home that's
**beautiful to look
at and comfortable
to live in.**

A home you'll love
coming home to.
Your home for life



Bringing Inspiration Home

OUR DIFFERENTIATORS

Inspiration &
Ideas for
Real Life

Enduring
Quality at
Great Value

Design that
Delights
Everyone

Service
that Goes
Above &
Beyond

Commitments
to a Happier
Healthier Home,
Community &
World



The Path Forward

ICONIC ACTIONS



One Home —
Connect the
Whole House



Aesthetic Pillars



HOME



CLASSICS

Sete to the heart of who we are.

Creating a sophisticated and timeless atmosphere is the key to a classic home. Our collection of furniture, lighting, and decor is designed to last, offering a refined and elegant look that will stand the test of time.



CLASSIC





Cuts the clean-cut with a softness and spirit.

WHIMSICAL, LIGHT, FUN

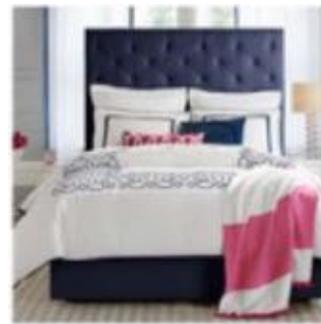
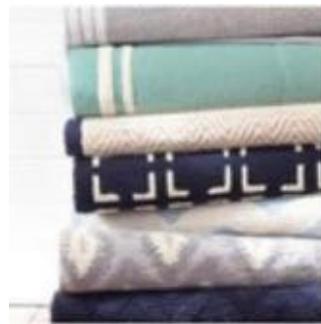
FEMININE, PREPPY

COLORFUL, PRINTS, PATTERNS

MODERN MONOGRAMS

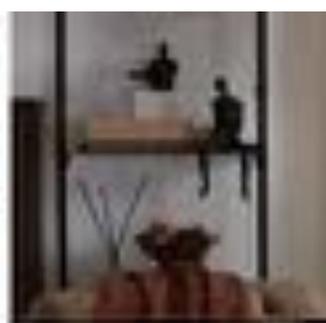
WILLIAMS-SONOMA

IC. CONFIDENTIAL



PREP





FARM HOUSE INDUSTRIAL





Treasures bold patterns and rich textures gathered from around the globe.

ECLECTIC, HANDCRAFTED

FOUND OBJECTS & VINTAGE TEXTILES

POPS OF PATTERN & COLOR

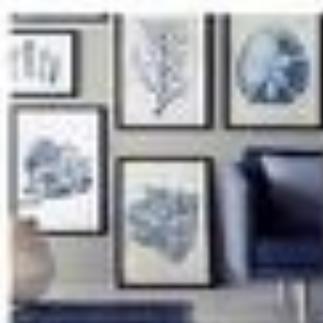
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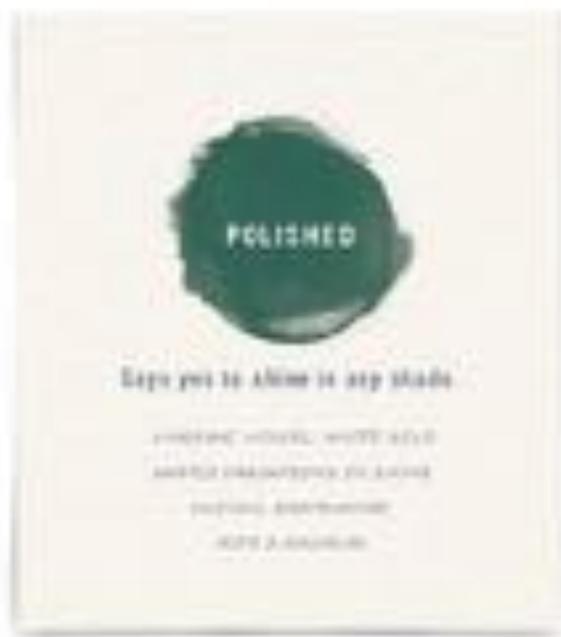
GLOBAL





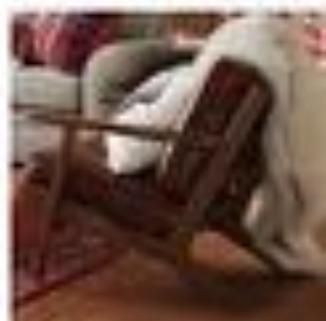
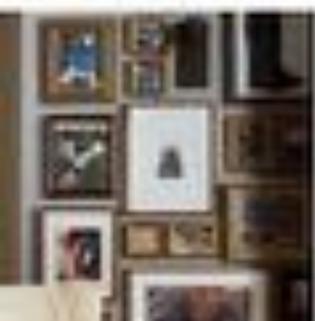
COASTAL





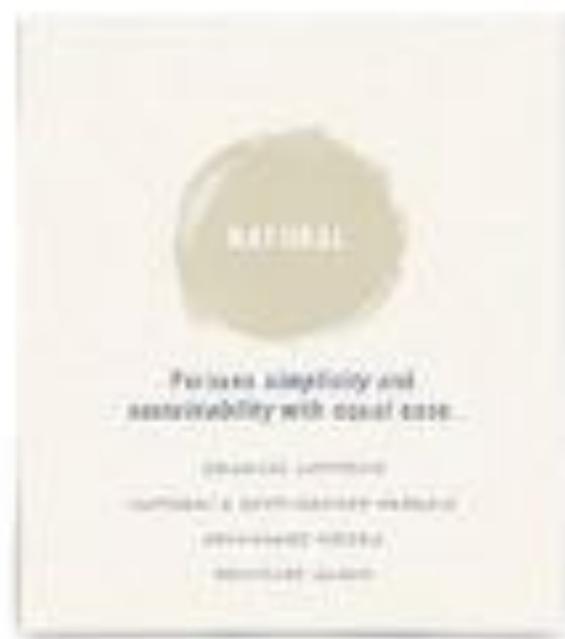
POLISHED





NEW TRADITION





NATURAL





Gaces spaces with *softness*
and a *subtle glow*.

OLD WORLD CHARM

VINTAGE FLOALS

AGED PATINAS & FOUND DÉCOR

SOFT SHADES & NUTTED SHINE

WILLIAMS SONOMA, INC. CONFIDENTIAL



ROMANTIC



west elm



OUR VISION

We inspire you to express your personal style at home.

OUR MISSION

We offer choice in our products and services, build community through connection with customers, collaborators and associates, and focus on consciousness in everything we do, from handcrafted and local products to supply chain transparency and sustainability.

BRAND STRATEGY

Our strategy is to profitably grow the west elm brand by engaging with a broad base of customers through new markets and business expanded product assortments, thoughtful design, inspiring stores, catalog and web experiences and compelling value proposition..

OUR VALUES

We create environments for real life. From the look and lasting style of core pieces to the appreciate for worldwide influences.

We honor creativity and innovation and believe collaboration makes us better.

We support a world of artists, from the culturally rich traditions of global craftspeople to the streamlined sensibility of local artists.

We create strong, connected communities by building deep relationships between our customers, collaborators and associates.

We are a purpose-driven company whose foundation is built on shared and individual purpose. Our share purpose is to empower our customers and our community of shopkeepers, makers and artisans, and to elevate our commitment to consciousness and supply chain transparency. We empower our associate to live their individual purpose in everything they do.

Our MODERN theme captures both the mid century modern and the new modern aesthetics. And we believe many of customers will mix the two in their decor. We see this look to be appealing to all of our customer segments but specifically the “high style urbanites” and “conscious up & comers.”



MODERN

MODERN URBAN HOME



We picture the owners to be a young couple with children, they live in an airy modern urban home.





LOVE ART & GOOD DESIGN

Their home reflects their sophisticated style. They love art and appreciate good design.



MIXED MATERIALS

They love simple polished forms, mixed materials that combine organic and modern





ORGANIC
& MODERN

CLEAN & LIGHT

The surfaces in the home
are clean and light.



PALE WOOD FLOORING

Pale wood flooring and matte soft hued walls,



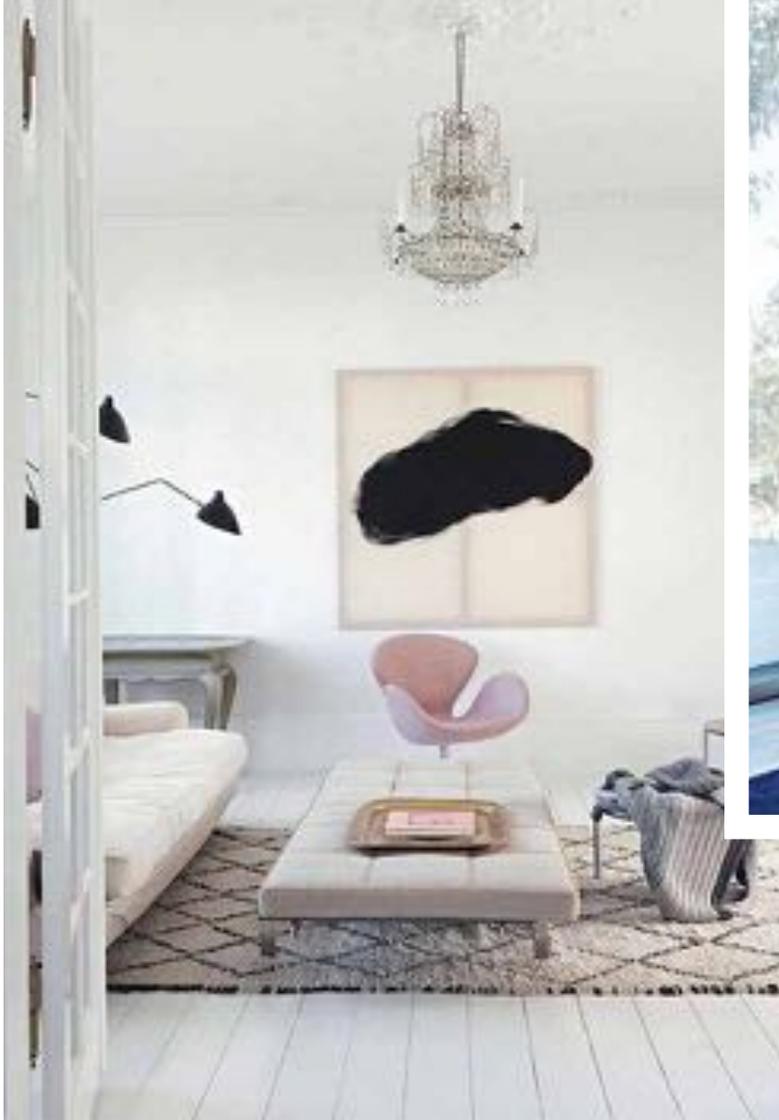


MATTE SOFT
HUED WALLS



MIRRORS AND MARBLE

mirrors and marble add
polished accents



CLEAN LINED WELL DESIGNED FURNITURE

there is lots of light. the furniture is clean lined, well designed, both informed and detailed, and thoughtfully placed



WELL EDITED

The effect is well edited, light and uncluttered.





LIGHT LEATHER, METAL & GLASS

Their modern linear, light leather sofa is paired with metal & glass table handmade by a local designer.



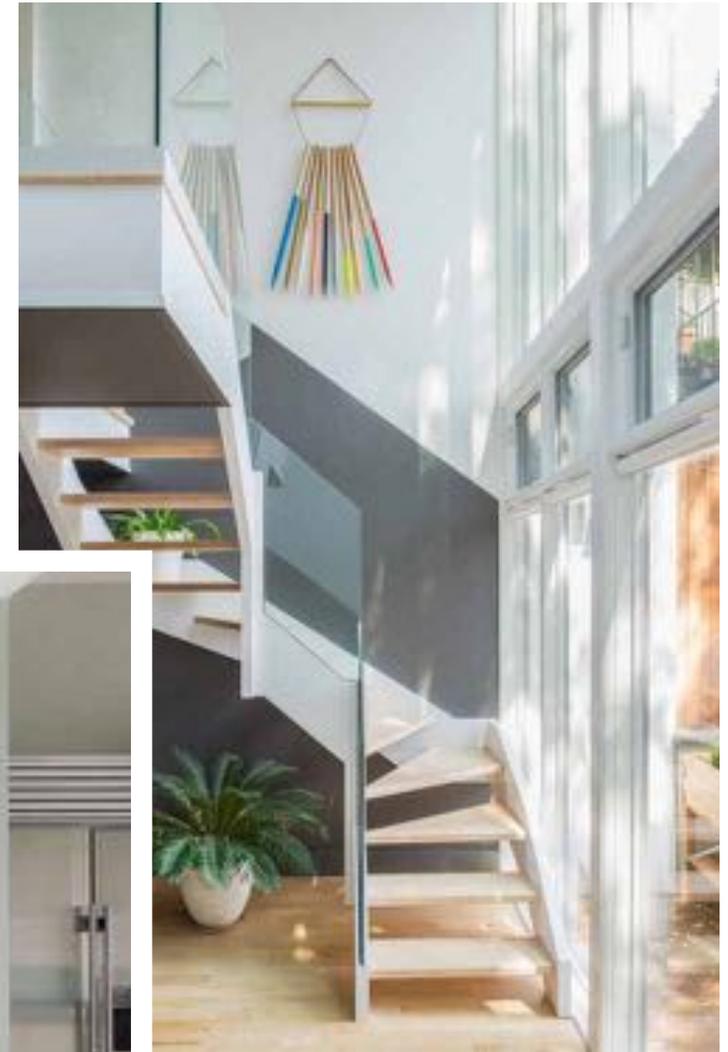


SMART REFINED & LOW KEY

There is a pair of iconic mid-century chairs reupholstered in pale gray wool. Effect is smart, refined and low key.



ARTISTIC AND FUNCTIONAL



The lighting is artistic and functional. Mixed media of brass, glass, wood and marble is elegant and playful They select their lighting carefully. Mix media of glass, marble and brass in a paired back yet playful form, is both artistic and functional.



PLAYFUL
FORMS

CLEAN LINED AND SCULPTURAL

Decorative accessories are
clean lined and sculptural.
Diagonal lines and asym-
metry add interest.





DIAGONAL
AND
ASYMMETRIC

INVITING REFINED TEXTILES

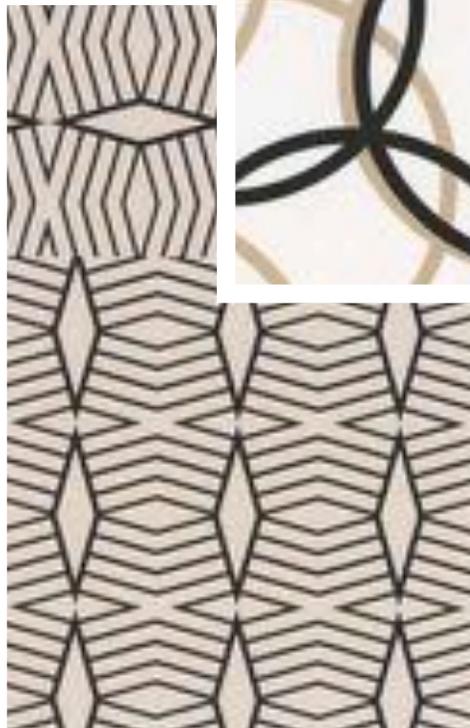


The textiles
are refined and
inviting. Warm
wool and
smooth sateen.



WARM WOOL
& SMOOTH
SATEEN

GRAPHIC PRINTS



Prints in this theme are graphic. Geometric patterns and abstract brushstrokes inspired by contemporary art.



ABSTRACT
BRUSH-STROKES



SOFT PALETTE

The palette is soft and sophisticated. Light neutrals veige, gray, white and tope are paired with delicate pastel huse and ocasional pop.

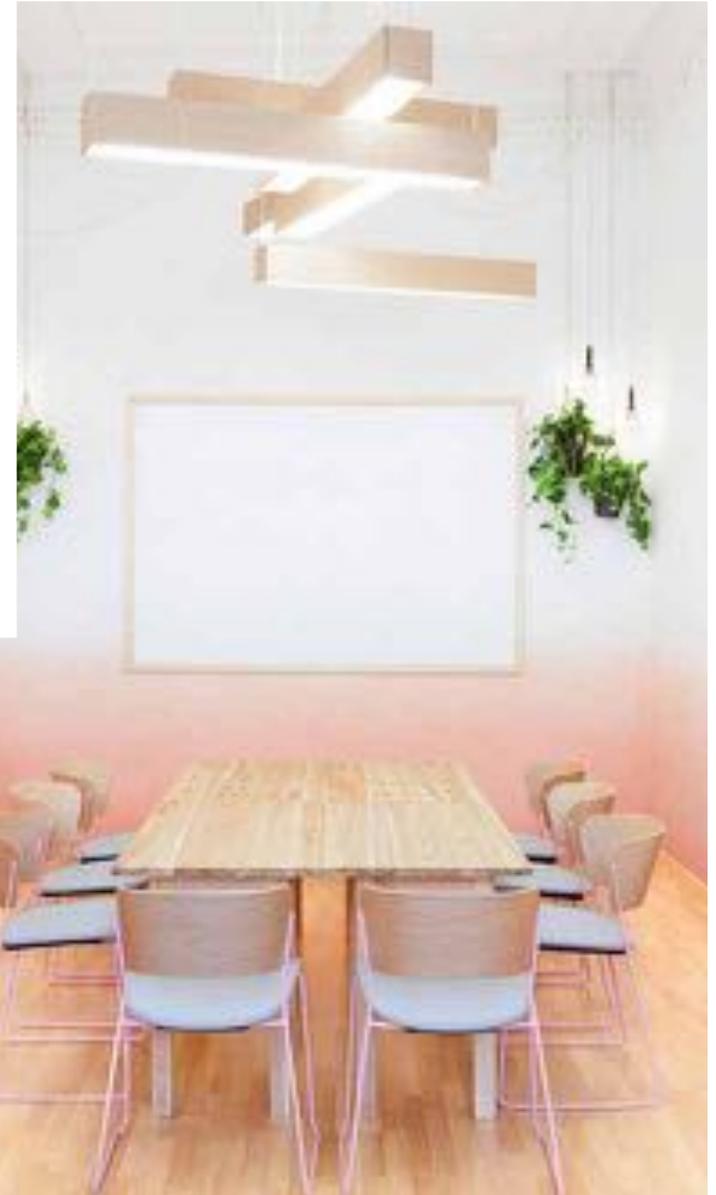


MINT, BLUE
& BLUSH

COPPER & BRASS

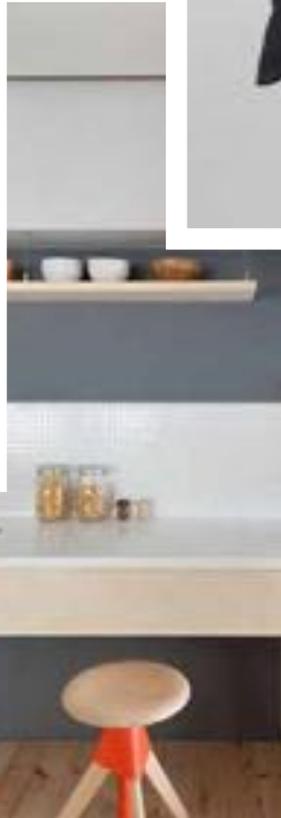
are the favorite metals





TINTED GLASS & ACRYLIC

add a contemporary touch



MATTE & SHINE

Play with mix media, matte
& shine are important

THE
MODERN
HOME



In our second theme we are excited to update our well loved, iconic industrial and organic elements with lighter touches, we are combining them in one theme as they are natural decorating partners. We have named this theme PURE. From our customer segments we feel this aesthetic will specifically capture our “renewers and decorators” but appeal to all of the others as well.

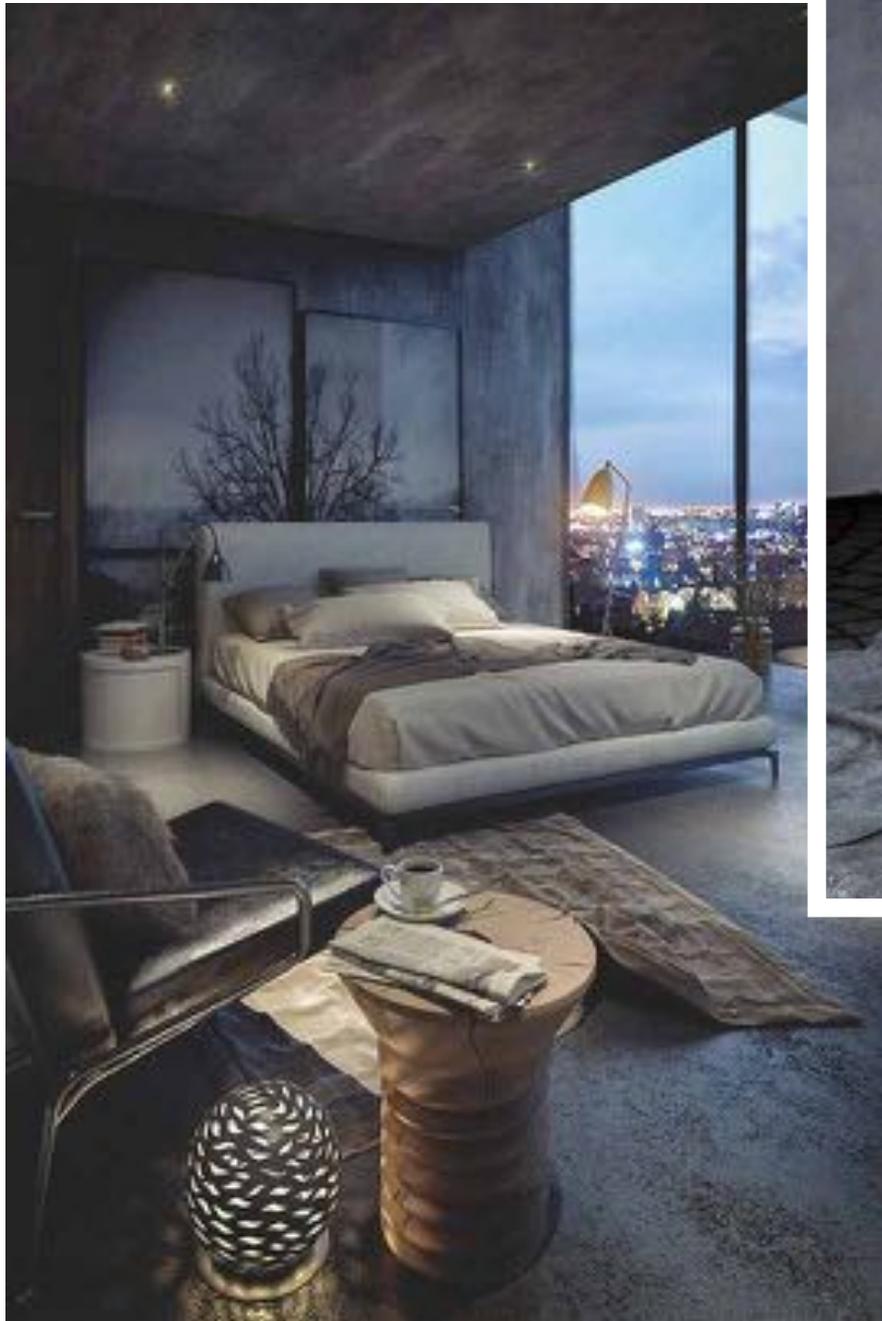
PURE



We can picture a Pure home to be a loft style apartment. The owners of the house maybe a couple with school age kids or professional couple with no kids. Their decorating style is casual, and they appreciate the heritage and natural elements.

CASUAL & NATURAL





TEXTURAL HOME

The surfaces in their home
are textural, calm & neutral

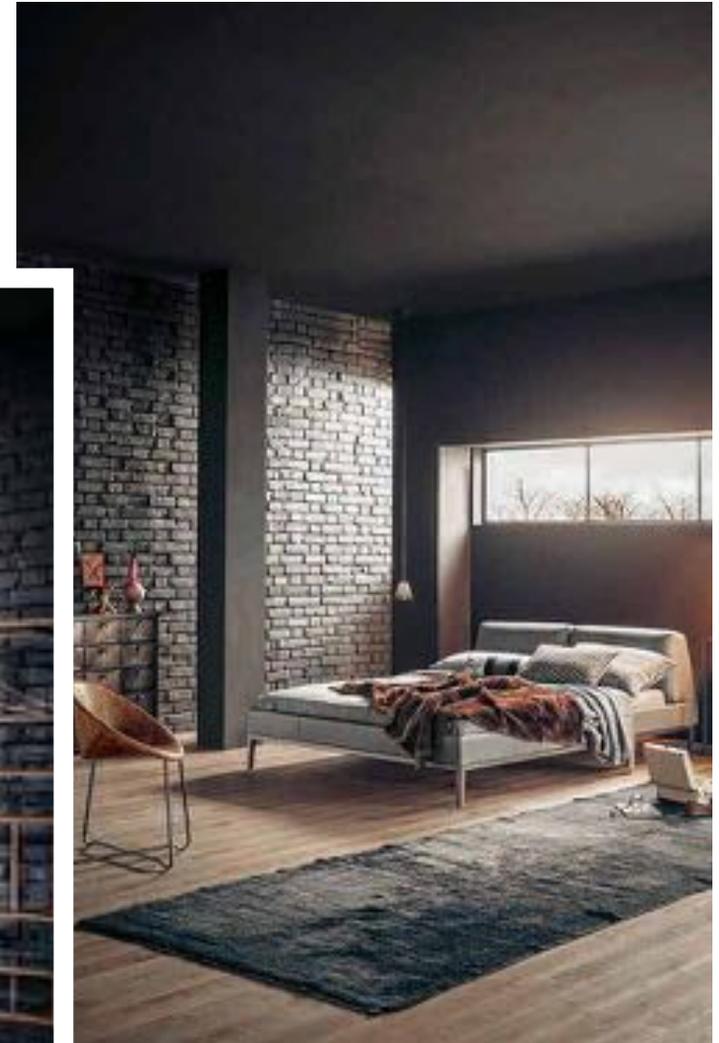
NATURAL WOOD FLOORING

Original wood flooring is left
in its natural color.



EXPOSED BRICK & CEMENT

Brick or cement wall is exposed and complimented by deep matte paint on rest of the walls.



STRONG LINEAR FURNITURE

Their furniture has strong linear lines, a deep linen sofa is paired with a dark metal & wood table.



LEATHER & WOOD



natural leather and solid wood are important accents

LEATHER & WOOD



natural leather and solid wood are important accents





INDUSTRIAL LIGHTING

Their lighting is industrial. Often in darker finish, and playing with scale, making it a distinct focal point to pure decor.





HAND THROWN CERAMICS

Decorative accessories are organic, hand thrown ceramics in reactive glazes.



BLACK & WHITE PHOTOGRAPHY

Black and white photography adds
the perfect artistic contrast.





SOFT LINENS

In the bedroom you will find rumbled and soft linen bedding layered in inviting way on a minimal organic wood bed.

BLACK INDUSTRIAL METAL

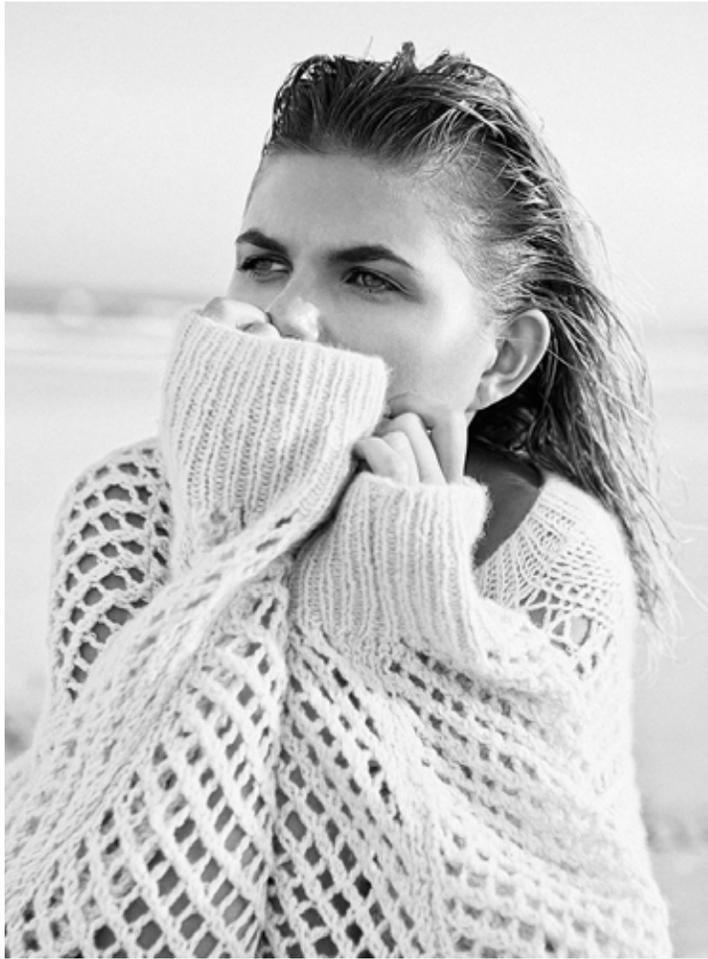


A night stand in thin black industrial metal makes a perfect pairing.

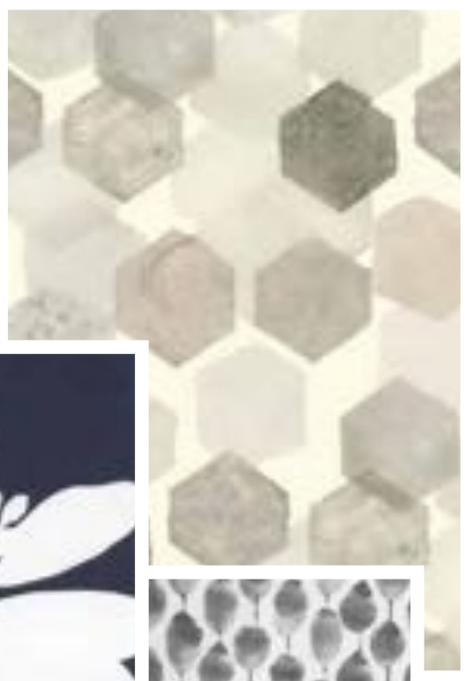


The textiles in this theme are natural, textural and rumpled for a casual lux effect

CASUAL
LUXE



NATURE INSPIRED PATTERN



Print and pattern is minimal
textural non prints, or nature
inspired organic patterns.



STATEMENT PRINT

There is an occasional statement
print in sophisticated color.

SOOTHING AND MINERAL TONES

The color palette is made of soothing neutrals. Gorgeous deep mineral tones of teals, charcoals and grays are paired with perfect lighter naturals, flax, sage and amber.





THE
PURE
HOME



GLOBAL

Our last theme is GLOBAL. We feel there is a big opportunity in a modernized global aesthetic and we are excited to take on the challenge. This theme with its more eclectic, curated nature should appeal specifically to the “maturing in style” segment of our customer, but there is elements here for all of our customers. Interestingly enough in our customer survey the “conscious up & comers” selected global as their west elm purchase.



The owners of the global home are curators, they select their items over time, and want every piece to have a meaning, a story. They appreciate handcrafted and are excited to know where things were made.

CURATED
HOME



CONFIDENT DECORATORS

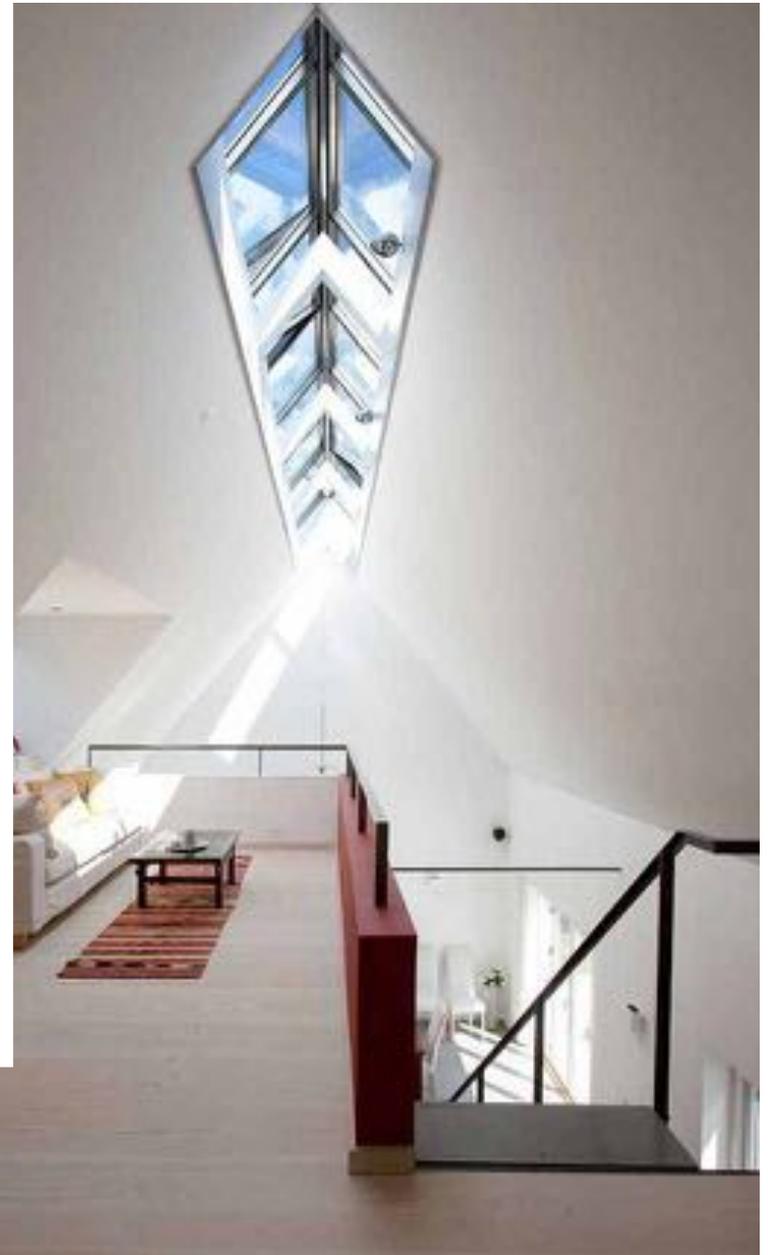
They love art. They keep the overall decor, clean and gallery like to objectify the special pieces. They are confident decorators and not afraid of stronger graphic color or pattern.



LIGHT PATTERN & TEXTURE

The surfaces in their home are contrast of dark light, pattern and texture.





WHITE WALLS

They may have all white walls and light flooring, but accent it with a strong graphic patterned tile or rug.



GRAPHIC
TILE & RUGS

JUSXTAPOSED FURNITURE

Their furniture is carefully curated mix of elegant modern, organic and vintage designer pieces. The owners have a strong personal style, and love to mix juxtaposing elements.





GRAPHIC PRINT BRIGHT ETHNIC ACCENTS

You will find a modern graphic printed sofa, layered with bright ethnic pillows, paired back to solid organic wood table and vintage designed chairs.



MIX OF COLOR PATTERN TEXTURE

The owners are masters of mixing
color pattern texture



STATEMENT RUG

You will find a gorgeous ethnic rug making a striking statement in a otherwise calm and light room. A partect accesory for the home





HANDCRAFTED AND SCULPTURAL LIGHTING

The lighting in their home is artistic, often handcrafted and selected for its sculptural shape.

FOUND AND HANDCRAFTED OBJECTS

Decorative accessories are
found, crafted and art objects.







WALL ART AND CURATED COLLECTIONS

They love wall art and curating walls to showcase their collections.



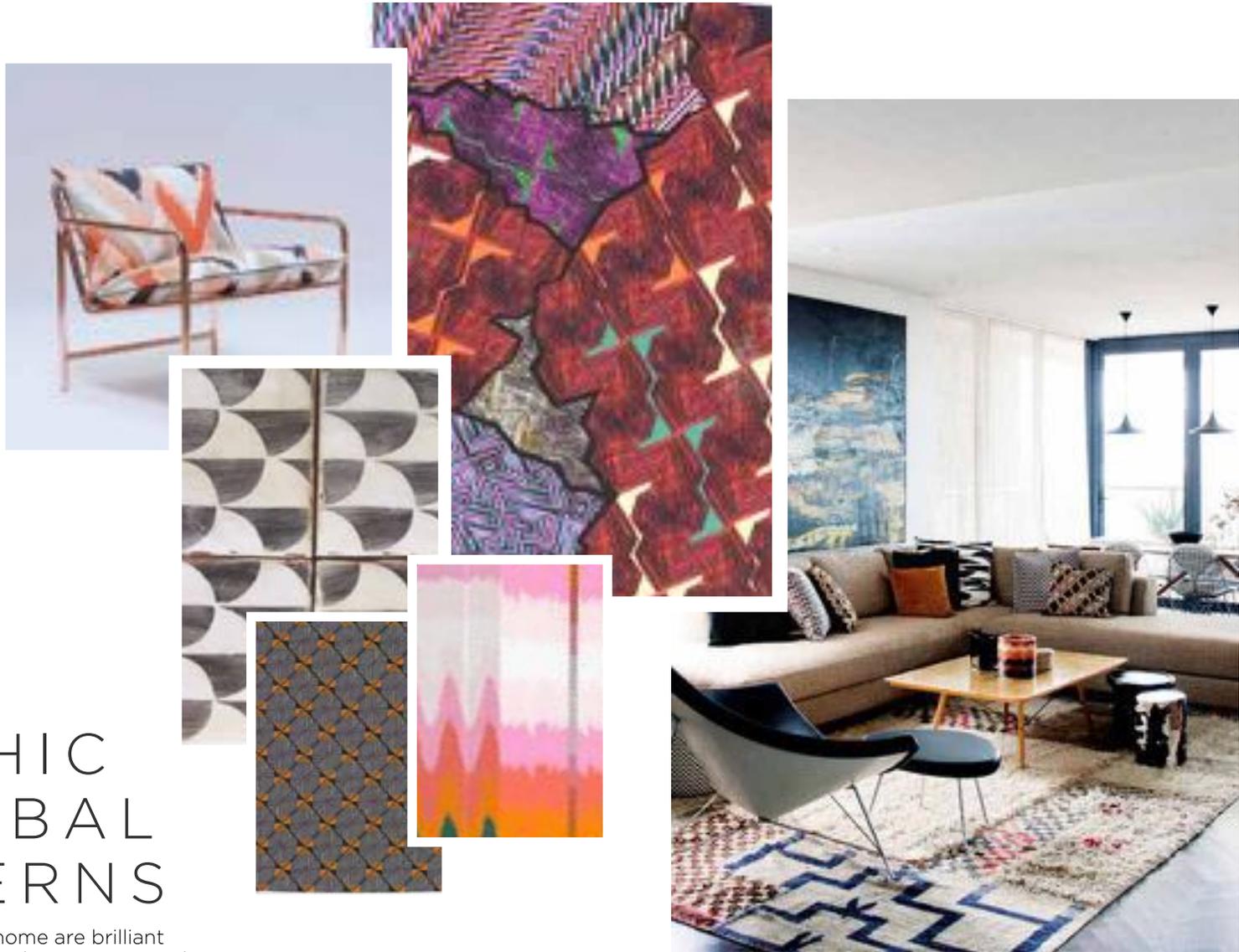
COLORFUL CERAMICS



The kitchen is colorful. Tiled backsplash and hand painted ceramics create an artful play

GRAPHIC & GLOBAL PATTERNS

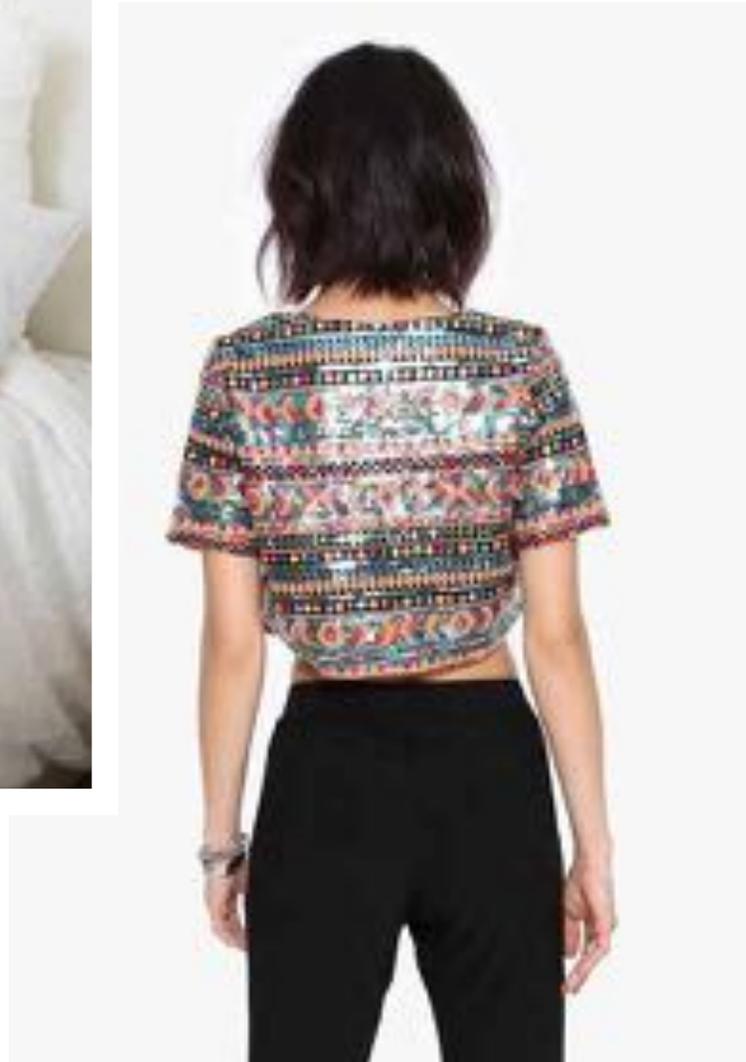
The textiles in a global home are brilliant mix of graphic tile inspired geometrics and modernized ethnic patterns making dynamic accents against white and neutral.





ETHNIC PILLOWS

In the bedroom you may find a soft white linen bedding contrasted with a gorgeous bright ethnic pillow,



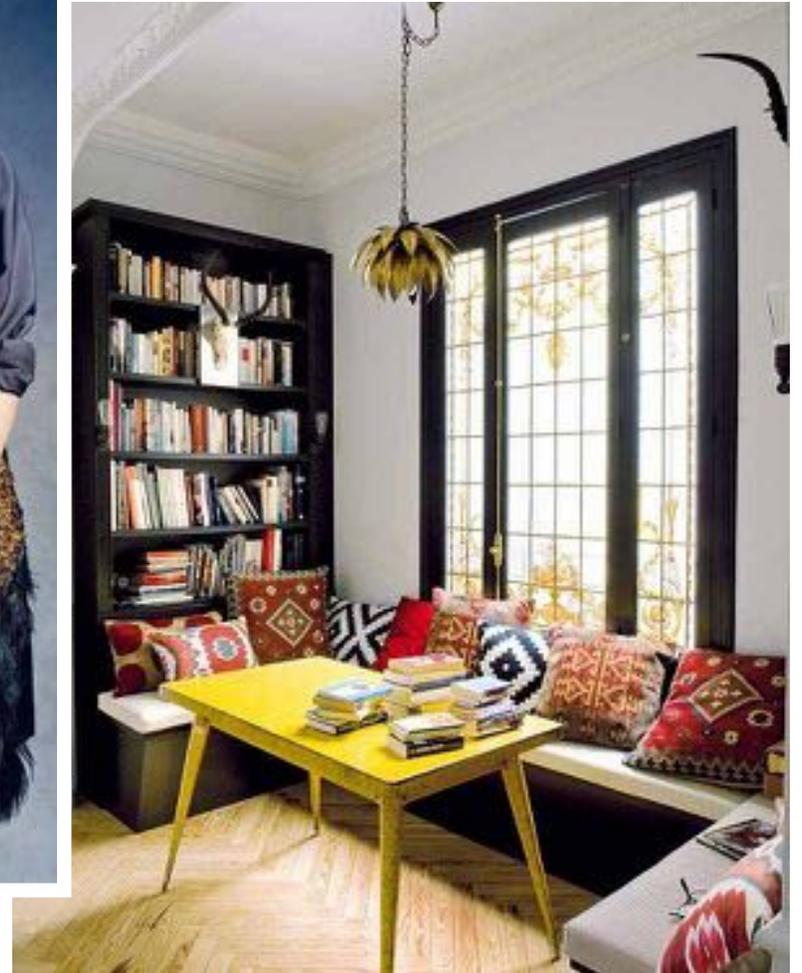


The over all color story in a global home is based on high contrast. Clean white and light neutrals are important base, indigo and soft black graphic effect. Seasonal pops of fashion color, lemon, orange, sapphire and such are layered in allowing us to create a dynamic color crush statements in this theme.

HIGH CONTRAST COLOR



THE
GLOBAL
HOME



REJUVENATION

Brand Aesthetics

REJUVENATION

BRAND AESTHETICS



Northwest Modern

- Form is guided by function
- Understated
- Influenced by bring the outdoors in
- A focus on wood, joinery and craft
- Absence of stains
- Streamlined geometry
- Honest materials



Heritage Modern

- More referential of historical influences
- Higher level of detail & decoration (turnings, connections, moldings, ornamentation etc)
- Curved lines & turned forms
- Warm stains & antique finishes
- Emulating aged qualities from the past



Industrial

- Simple designs, utilitarian
- Form is defined by function
- Absence of decoration
- Emphasized connections, brackets & components
- Geometric patterns
- Powder coated finishes
- Emphasis on metal and mixed materials

Northwest Modern



Northwest Modern



Northwest Modern



Northwest Modern





Heritage Modern

Heritage Modern

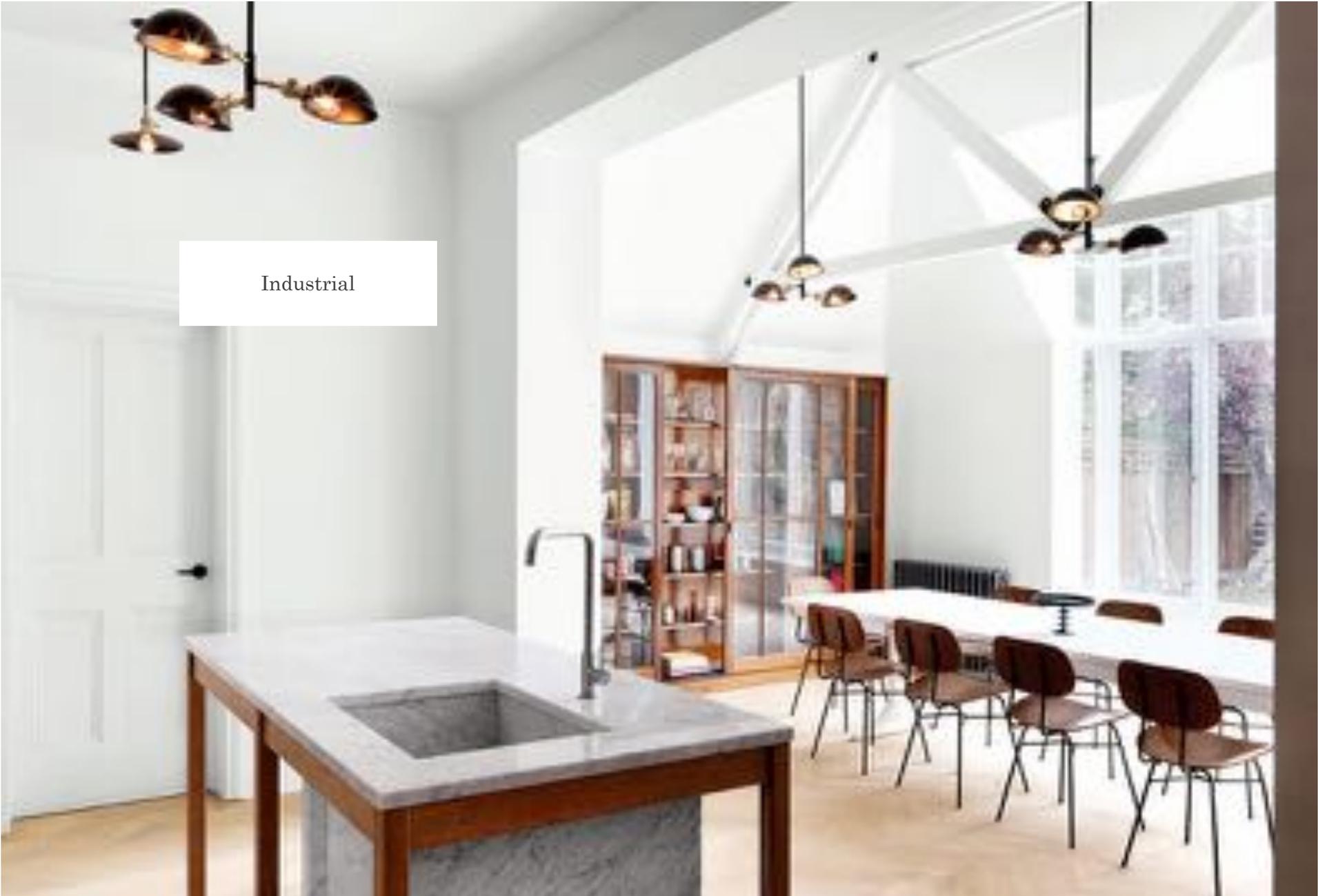


Heritage Modern



Heritage Modern



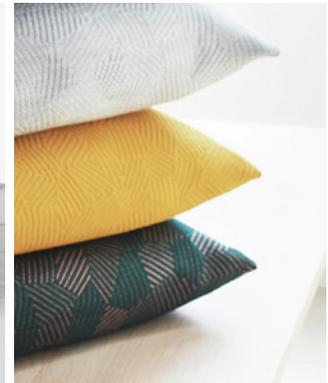
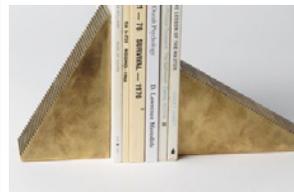
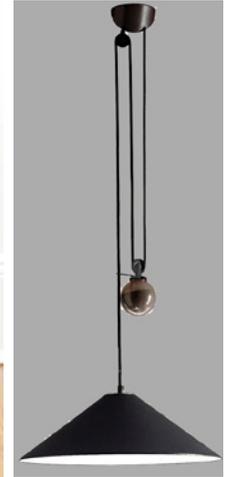


Industrial

Industrial



Industrial



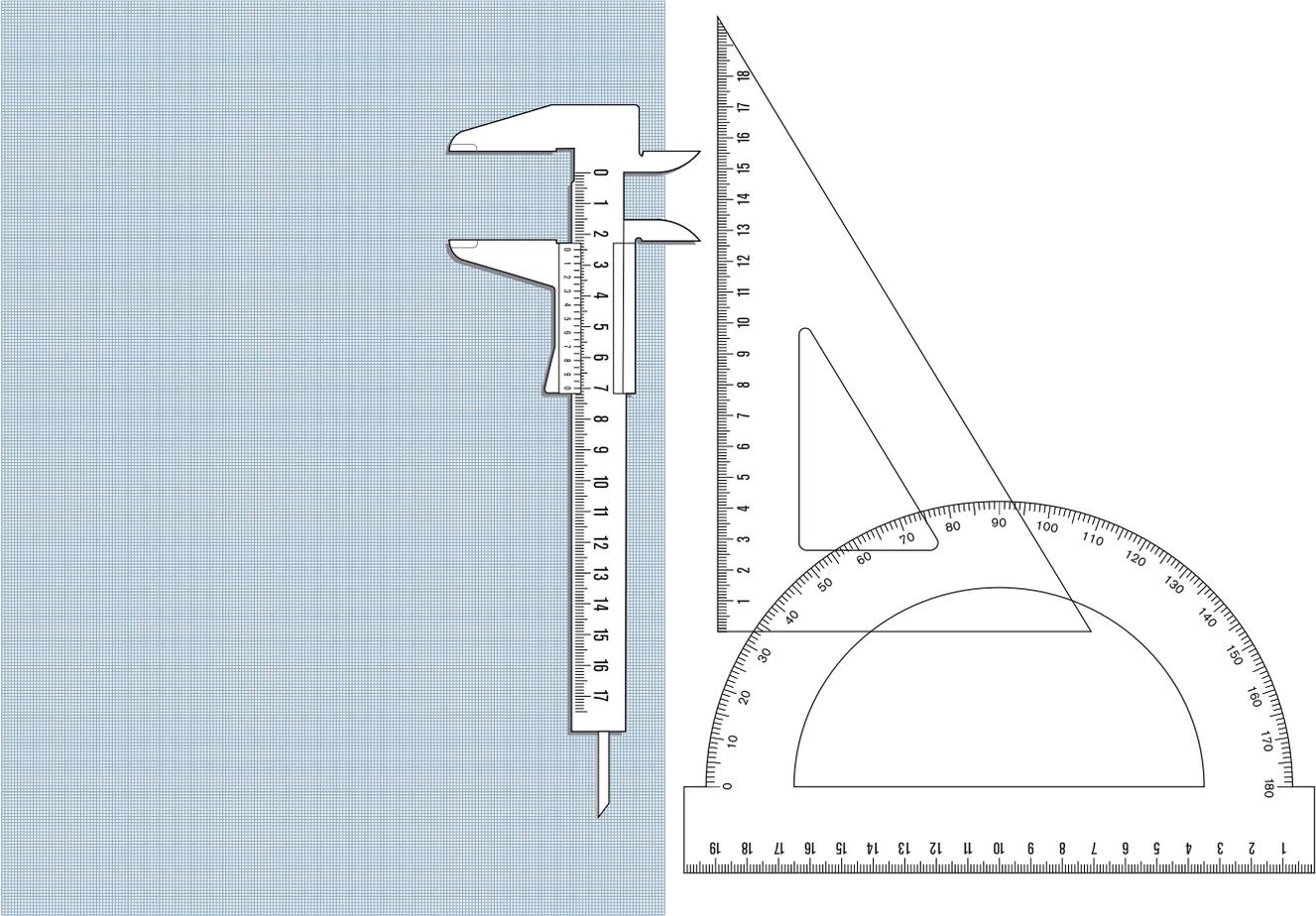
Cross Brand Selling



WSI FURNITURE ASSORTMENT

BRAND		Pottery Barn	pottery barn kids	Pbteen	Rejuvenation	west elm	Williams Sonoma	TOTAL
Bedroom	Beds	70	72	57	5	70	28	302
	Dressers	60	49	27	10	48	10	204
	Nightstands	48	30	20	5	49	12	164
	Armoires	6	1	4	X	5	X	16
	End of Bed	17	6	2	7	15	9	50
Dining	Tables	28	X	X	2	60	26	116
	Chairs	36	X	X	50	40	32	158
	Benches	6	1	4	X	12	1	24
Home Office	Desks	38	16	43	30	41	9	177
	Desk Chairs	17	8	25	40	27	21	138
	Bookcases	41	26	33	6	27	5	138
Living Room	Sofas	27	2	x	16	18	17	80
	Sectionals	29	0	5	2	17	9	62
	Settees	15	2	3	3	6	4	32
	Chairs	46	21	28	29	71	48	243
Occ. Tables	Coffee	46	X	4	10	79	25	164
	Console	25	X	X	4	23	24	76
	Side	34	12	13	29	76	30	194
	Play tables	X	18	X	X	X	X	18
Outdoor	Dining	30	X	X	4	10	7	51
	Lounge	16	3	X	1	14	12	46
Storage	Benches	12	4	4	1	5	0	26
	Cabinets	24	26	24	2	21	6	103

Design Tools





west elm
DESIGN SERVICES

FOR:

Client Name Goes Here

September 24 . 2017



west elm
DESIGN SERVICES

FOR:

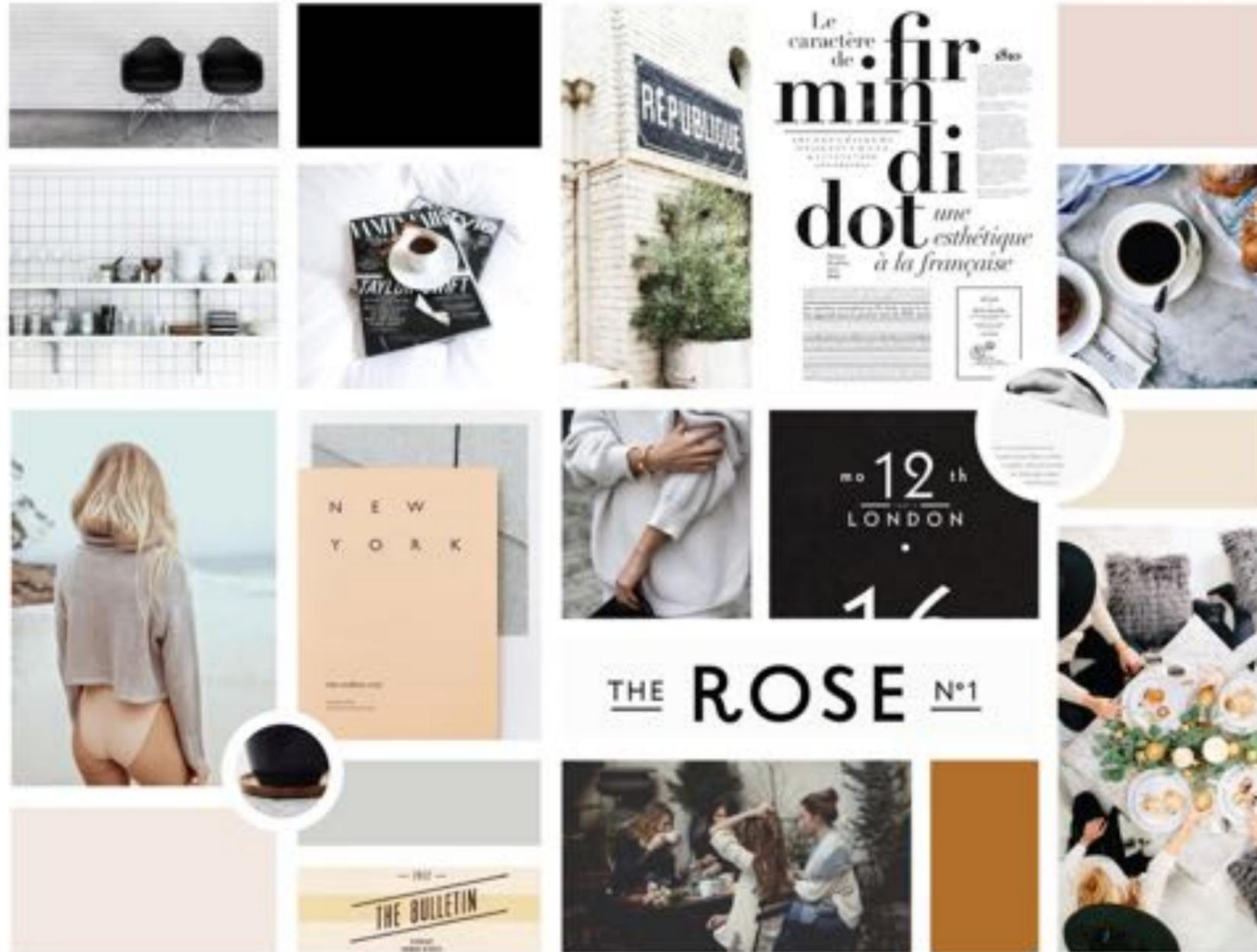
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September 24 . 2017

INTRO / INSPIRATION

Calm Cool + Collected

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SECTION / ROOM NAME GOES HERE

Simple + Sophisticated

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Mid-Century 6-Drawer Dresser (Acorn)

SECTION / ROOM NAME GOES HERE

Simple + Sophisticated

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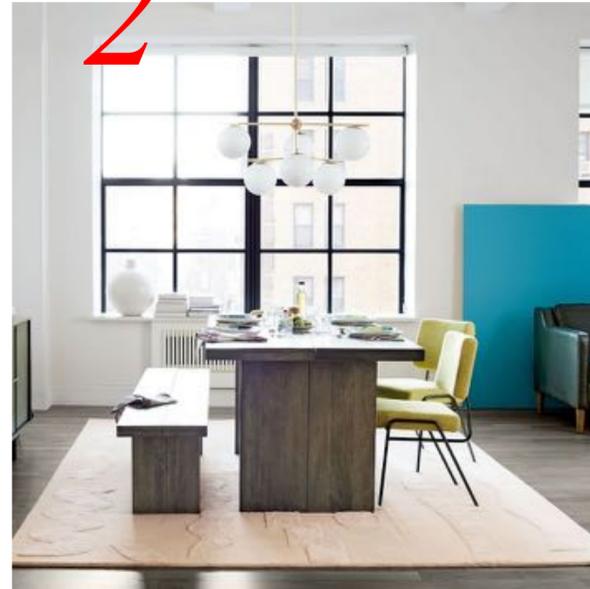
Mid-Century 6-Drawer Dresser (Acorn)

ROOM NAME GOES HERE

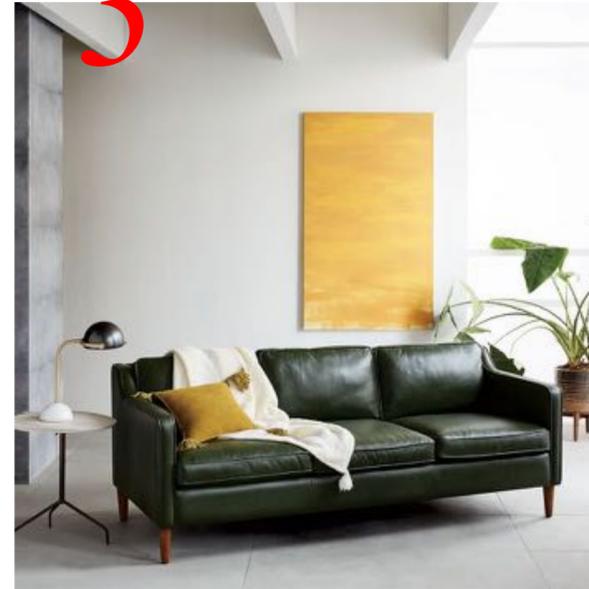
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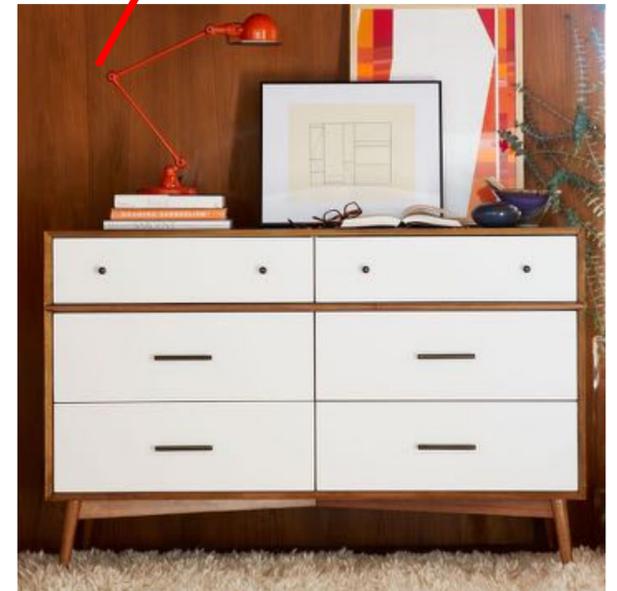
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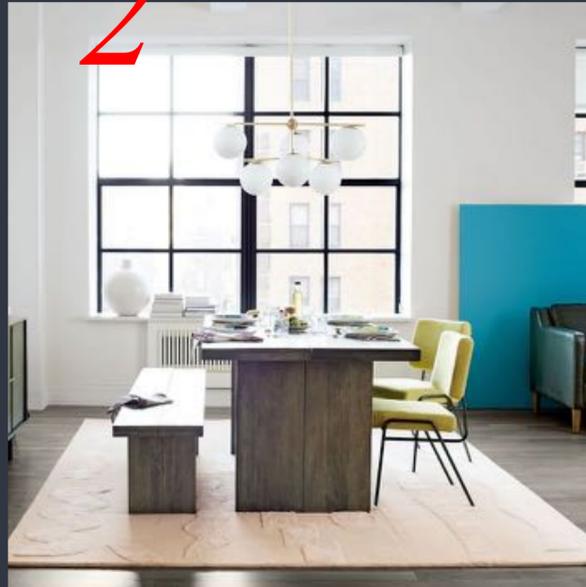
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ROOM NAME GOES HERE

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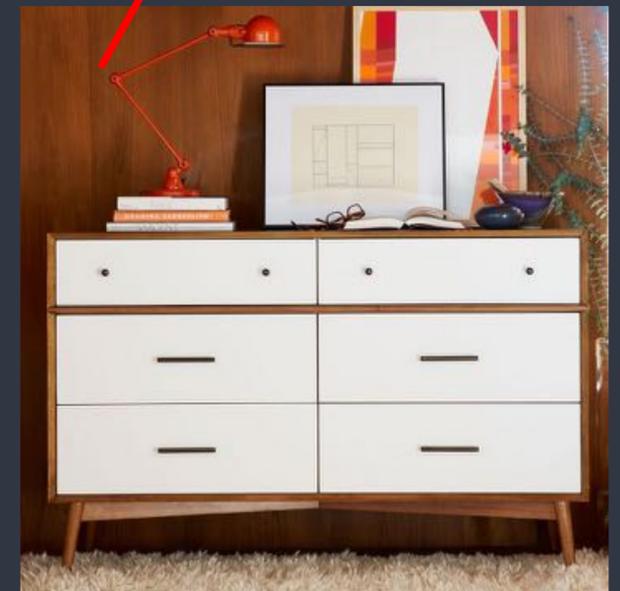
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ROOM NAME ESTIMATE

ITEMS	QTY	PRICE
Candleholders for bar counter	4	\$48
Colored Mercury Installation above bar	12	\$1000
Styled Vignettes above bar	1	\$420
Air plants	23	\$144
MERCHANDISE TOTAL		\$1,612
DISCOUNT 40%		- \$644
SHIPPING COST		\$50
TAX		\$49.62
INSTALLATION		\$258
TOTAL		\$1,338.77

** Please note, substitutions may be required as available inventory constantly fluctuates.*

ROOM NAME ESTIMATE

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Colored Mercury Installation above bar	12	\$1000
Styled Vignettes above bar	1	\$420
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MERCHANDISE TOTAL		\$1,612
DISCOUNT 40%		- \$644
SHIPPING COST		\$50
TAX		\$49.62
INSTALLATION		\$258
TOTAL		\$1,338.77

** Please note, substitutions may be required as available inventory constantly fluctuates.*

Thank you.

west elm
DESIGN SERVICES

Contact

123 . 456 . 7890

abcd.efghi@westelm.com

Thank you.

west elm
DESIGN SERVICES

Contact

123 . 456 . 7890

abcd.efghi@westelm.com

Alternate layout options & placeholder slides



ALT LAYOUT OPTION

Calm Cool + Collected

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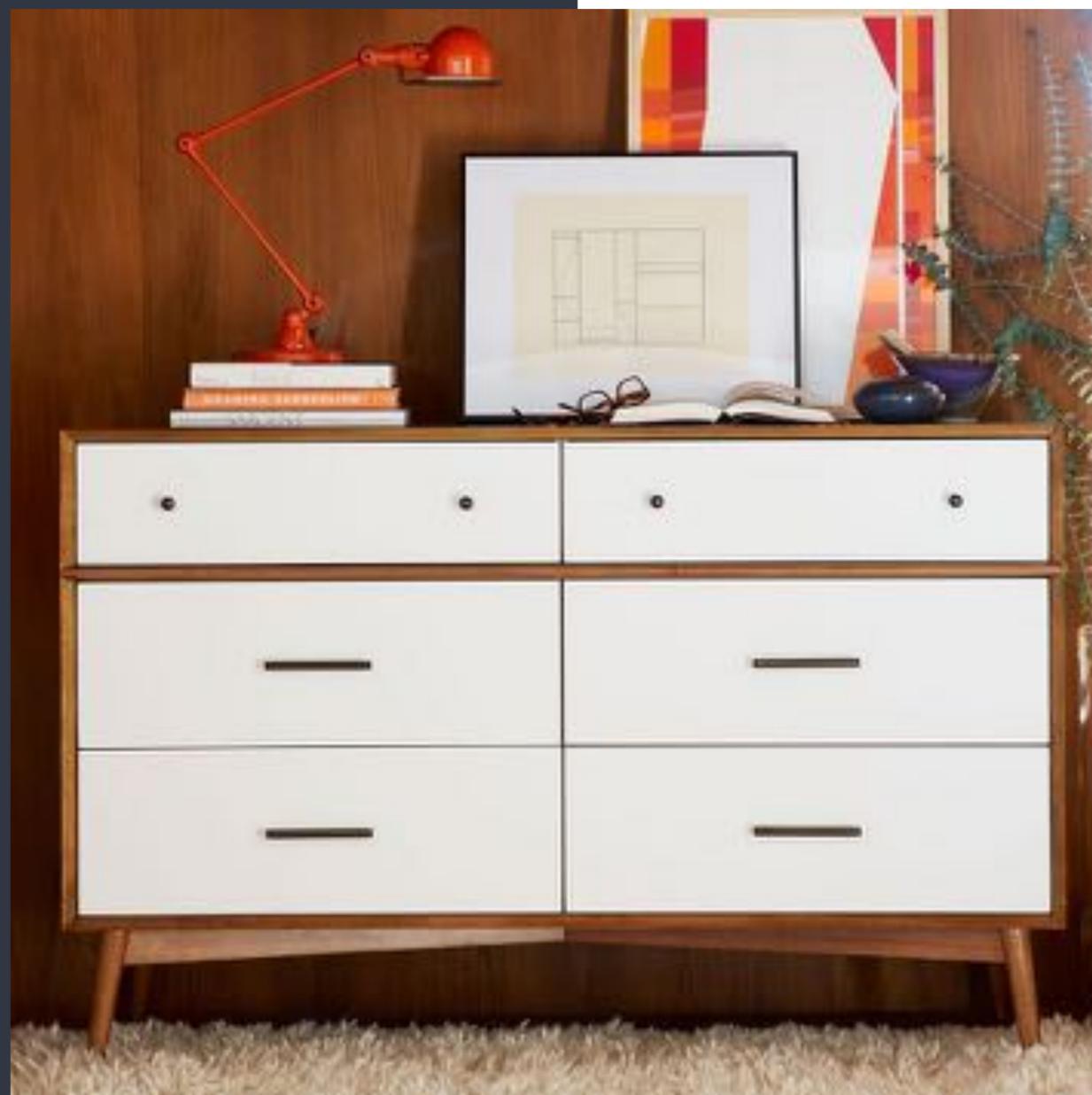




ALT LAYOUT OPTION

Calm Cool + Collected

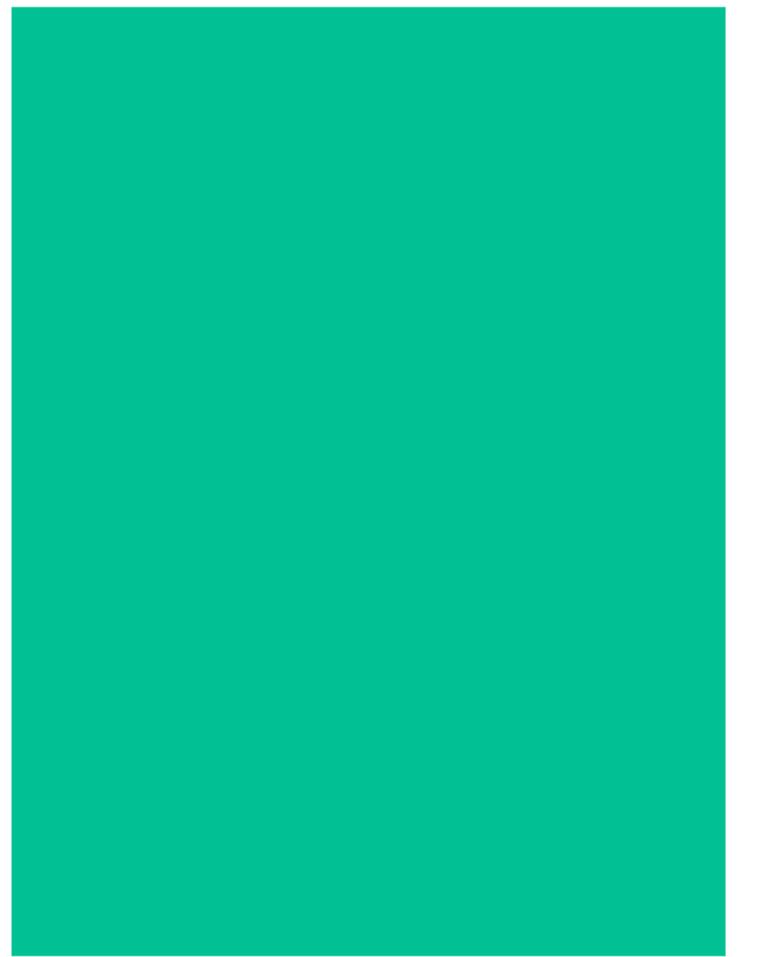
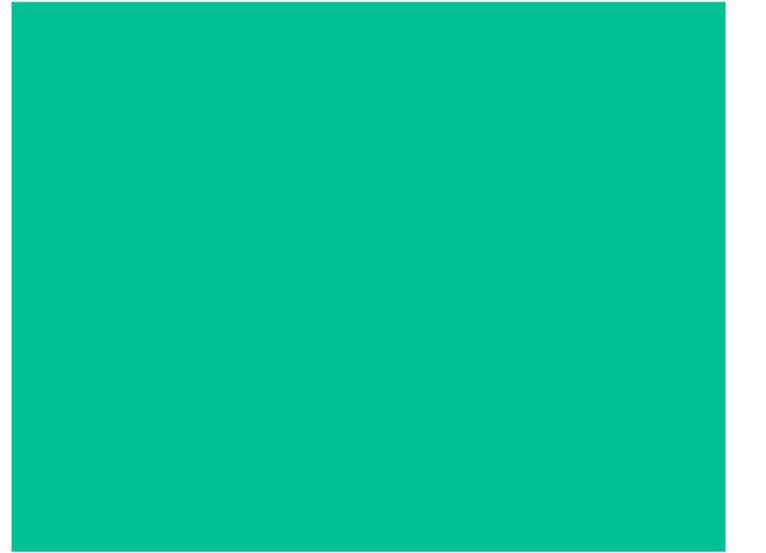
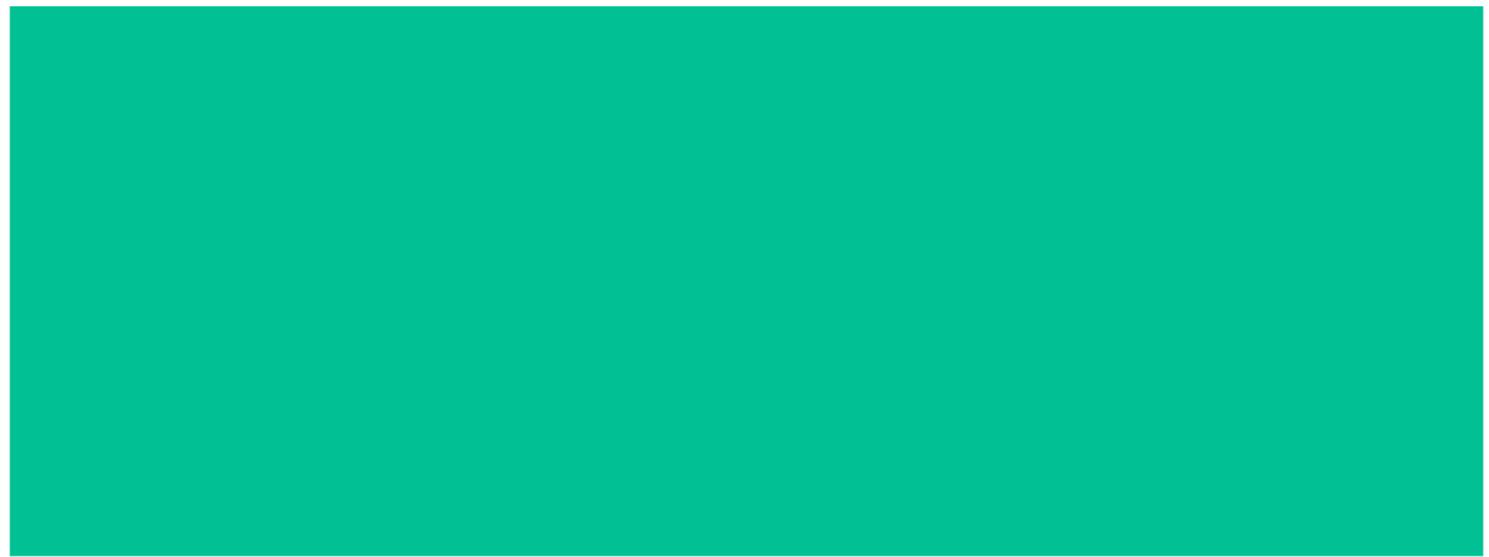
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Calm, Cool + Collected

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Delivery



Cranbury (CRB) Furniture Hub Contact List - Store Quick Reference

****CRB Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
Fast Response	fastresponse@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist		
CSC Associates	CSCAssociates@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to sc		
CRB OPS	CRBHub@wsgc.com	Used For: Issues NOT related to Delivery Drivers or Customer Scheduling		
CRB Scheduling				
Name	Title	Office	Email	Contact For...
Fast Response		n/a	fastresponse@wsgc.com	All store scheduling requests
Kristopher Johnson	Customer Service Coordinator	866-780-9456	kijohnson111@wsgc.com	High Profile Orders
Ana Cuesta	Administrative Asst.	732-992-2276	amcuesta@wsgc.com	All Furniture Medic/In-Home Damages
Debra Howard	Customer Service Rep 2	844-651-0617	dahoward1@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Lois Grygotis	Customer Service Rep 2	844-651-0617	lgrygotis@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Cindy Borjas	Customer Service Rep 2	844-651-0617	cborjas@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Sammy Essumang	CSC Lead	732-992-2244	sessumang@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Sonja Snordon	CSC OPS Manager	732-992-2184	ssnordon@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations
CRB Hub Operations				
Name	Title	Office	Email	Contact For...
Ana Cuesta	Administrative Asst.	732-992-2276	amcuesta@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets - Missing RTL Units
Pabel Lizardo	Returns OPS MGR	732-992-2154	plizardo@wsgc.com	CRB Ops Manager (Oversees All Floorsets) - RTL Inquires
Joseph Halter	AGM CRB Hub	732-298-1475	jhalter@wsgc.com	All Escalated CRB Related Operations, Concerns, Questions, Issues, Etc...
Jason Jaramillo	ROM Northeast	732-992-2273	jmjaramillo@wsgc.com	Major Escalations / Customer Holds & Partial / Issues not being handled in a timely manner.
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
Joseph Halter	AGM CRB Hub	732-298-1475	Escalations / Store Inquires / Etc.	
Jason Jaramillo	ROM Northeast	610-772-0796	Escalations / Store Inquires / Etc.	

Boston (BMA) Furniture Hub Contact List - Store Quick Reference

****BMA Furniture Hub is a Tuesday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
BMA Logistics	BMALogistics@wsgc.com	Used For: 3rd Party Fidelitone (Routing, Cancelations, Truck Tracking, Add-On Requests, and anything delivery driver related)		
BMA Scheduling	BMAScheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, and anything related to scheduling customers)		
BMA OPS**	BMAOPS@wsgc.com	Used For: Issues NOT related to Fidelitone/Delivery Drivers or Customer Scheduling		
BMA Carrier/Deliveries: Fidelitone Final Mile				
Name	Title	Office	Email	Contact For...
Dispatch	Main Dispatch Number	508.553.7710		Main Dispatch - Truck/Delivery Team Related Questions/Issues
Ana Martins	Dispatch Supervisor	508.553.7708	amartins@fidelitone.com	Updates on trucks, PODs, time windows
Kaitlyn McLaughlin	Operations Manager	508.553.7707	kmclaughlin@fidelitone.com	Dispatch issues, Routing/add-ons, Delivery Issues
Shawn Foley	General Manager	508.553.7709	sfoley@fidelitone.com	Add-ons, Driver issues, Escalations, In-home damages, All Carrier Related Issues
Lorna Scullin	Furniture Medic Dispatch	781.316.6174	BMAFurnitureMedic@fidelitone.com	All Furniture Medic / In-Home Damages less than 30 days old. All Damages/Defects Requests that occur/noticed after 30 days in home must first be emailed to WSIDQT@wsgc.com
BMA Scheduling (On-site Scheduling at the Franklin, MA Facility)				
Name	Title	Office	Email	Contact For...
BMA Scheduling		844.651.0616	bmascheduling@wsgc.com	All Customer Scheduling. Mon-Sat 8am - 6pm EST **Mondays, Tue-Sat 4:30pm-6:00pm, and overflow handled by New Jersey**
Jessica McCully	Customer Service Rep 2	508.553.7709	jmmccully@wsgc.com	On-Site Customer Care Rep - Handles Replacements, Comp, Escalations
Kerri Jackson	Customer Service Rep 2	508.553.7719	kejackson2@wsgc.com	On-Site Customer Care Rep - Handles Replacements, Comp, Escalations
BMA Hub Operations				
Name	Title	Office	Email	Contact For...
Steve Kunkel	Admin - STS / Receiving	508.553.7714	Skunkel@wsgc.com	Ship to Store Cartons, Scheduling of STS Cartons, Floorsets, Inbound Rec
Rich Heinricher	Lead - Outbound	508.553.7716	Rheinricher@wsgc.com	Status updates on Outbounds, Customer Piece Research
Jim Haworth	Lead - Inbound	508.553.7705	jhaworth@wsgc.com	Status updates on Returns, Reschedules, Consumed, and Repair
Matt Mckenna	Hub Operations Manager	508.553.7703	mmckenna1@wsgc.com	All BMA Related Operations, Concerns, Questions, Issues, Etc...
Andy Ray	Hub General Manager	508.553.7701	jaray@wsgc.com	Major Escalations / Customer Holds & Partial / Issues not being handled in a timely manor. Best contact method is Email
After Hours Dispatch Calling Contact List				
Contact Order	Name	Cell	Contact For...	
1	Ana Martins	617.413.3532	After hours dispatching - (updates on trucks, PODs, time windows, etc) - Please leave message if no answer	
2	Kaitlyn McLaughlin	978.408.3908	Please Reach out to Kaitlyn if no response from Ana	
3	Shawn Foley	617.413.9524	Please Reach out to Shawn if no response from Kaitlyn	
4	Matt Mckenna	508.406.8537	All BMA Related Operations, Concerns, Questions, Issues, Etc... that can not wait until next business day	
5	Andy Ray	901.730.4298	Major Escalations that can not wait until next business day	

NGA Furniture Hub Contact List - Store Quick Reference

****NGA Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES

Distro Email Name	Distro Email Address	Distro Defined Usage
NGA Customer Service	ngacustomerservice@wsgc.com	Store issues, escalations, and customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)

NGA Scheduling

Name	Title	Office	Email	Contact For...
NGA Customer Service		n/a	ngacustomerservice@wsgc.com	All store scheduling requests
Brandon Denton	Customer Service Rep 1	866-205-1494	bpenton@wsgc.com	All Furniture Medic/In-Home Damages
Amelia Cash	Customer Service Rep 1	866-205-1494	acash1@wsgc.com	Handles Replacements, Customer Service Issues, and Delivery Issues
Tony Williams	Customer Service Rep 1	866-205-1494	twilliams7@wsgc.com	Handles Replacements, Customer Service Issues, and Delivery Issues
Willie Harris	Customer Service Lead	866-205-1494	wharris@wsgc.com	Handles Customer Service Escalations, Customer Comp, Replacements, and High Profile Orders
Justin Smith	OPS Manager	470-447-4928	jasmith4@wsgc.com	On site Operations Manager - Handles Higher Level Customer Escalations

NGA Hub Operations

Name	Title	Office	Email	Contact For...
Brandon Denton	Customer Service Rep 1	866-205-1494	bpenton@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Willie Harris	Customer Service Lead	866-205-1494	wharris@wsgc.com	Delivery Delays, Driver Issues, and Driver Routes
Justin Smith	OPS Manager	470-447-4928	jasmith4@wsgc.com	All Escalated NGA Related Operations, Concerns, Questions, Issues, Etc...
Luis Parilla	OPS Manager	470-447-4939	lparilla@wsgc.com	All Escalated NGA Related Operations, Concerns, Questions, Issues, Etc...
Richard McDonald	ROM Southeast	828-459-5563	rmcdonald@wsgc.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner.

After Hours Dispatch Calling Contact List

Name	Title	Cell	Contact For...
Justin Smith	OPS Manager	731-514-6253	(Contact 1st) Escalations / Store Inquires / Etc.
Luis Parilla	OPS Manager	470-298-4004	(Contact 2nd) Escalations / Store Inquires / Etc.
Ben Thomas	General Ops Manager	256-426-6447	(Contact 3rd) Escalations / Store Inquires / Etc.
Richard McDonald	ROM Southeast	828-292-8002	(Contact 4th) Escalations / Store Inquires / Etc.

Hickory (HNC) Furniture Hub Contact List - Store Quick Reference

****HNC Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
HNC Customer Service	HNCCustomerService@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist		
HNC Hub Delivery	HNCHub-Delivery@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)		
HNC Scheduling				
Name	Title	Office	Email	Contact For...
HNC Customer Service		n/a	HNCCustomerService@wsgc.com	All store scheduling requests
Amber Hollar	Customer Service Rep 1	828-459-5654	abuckner@wsgc.com	Handles Replacements and All Furniture Medic/In-Home Damages
Veronica Cavanaugh	Customer Service Rep 1	828-459-5623	vcavanaugh@wsgc.com	Handles Replacements, Customer Service Issues, and Delivery Issues
Britney Benfield	Customer Service Rep 1	828-459-5646	bbenfield@wsgc.com	Handles Replacements, Customer Service Issues, and Delivery Issues
Amanda Kiser	Customer Service Coordinator	828-459-5640	afkiser@wsgc.com	Handles Customer Service Escalations, Customer Comp, and High Profile Orders
Chris Keller	OPS Manager	828-358-8931	ckeller@wsgc.com	On site Operations Manager - Handles Higher Level Customer Escalations
HNC Hub Operations				
Name	Title	Office	Email	Contact For...
Donna Brown	Customer Service Rep 1	828-459-5568	dbrown3@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Trudie Rainwater	Dispatch Lead (NC and SC Deliveries)	828-459-5650	trainwater@wsgc.com	Delivery Delays, Driver Issues, and Driver Routes
Mark Shook	Dispatch Lead (NC and SC Deliveries)	828-459-5573	mashook@wsgc.com	Delivery Delays, Driver Issues, and Driver Routes
Chris Keller	OPS Manager	828-459-5566	ckeller@wsgc.com	All Escalated HNC Related Operations, Concerns, Questions, Issues, Etc...
Richard McDonald	ROM Southeast	828-459-5563	rmcdonald@wsgc.com	Major Escalations / Customer Holds & Partial / Issues not being handled in a timely manner.
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
Chris Keller	OPS Manager	828-358-8931	(Contact 1st) Escalations / Store Inquires / Etc.	
Mark Shook	Dispatch Lead (NC and SC Deliveries)	704-682-3248	(Contact 2nd) Escalations / Store Inquires / Etc.	
Trudie Rainwater	Dispatch Lead (NC and SC Deliveries)	828-409-6193	(Contact 3rd) Escalations / Store Inquires / Etc.	
Richard McDonald	ROM Southeast	828-292-8002	(Contact 4th) Escalations / Store Inquires / Etc.	

Lakeland FL (LAK) Furniture Hub Contact List - Store Quick Reference

****LAK Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES

Distro Email Name	Distro Email Address	Distro Defined Usage
LAK HUB	lakelandhub@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist
LAK Scheduling	lakhubscheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customer

LAK Scheduling

Name	Title	Office	Email	Contact For...
LAK Scheduling		n/a	lakhubscheduling@wsgc.com	All store scheduling requests
Jennifer Echols	Administrative Asst.	863-686-9193	jechols@wsgc.com	Replacements and All Furniture Medic/In-Home Damages
Laura Sanchez	Customer Service Rep 1	844-651-0615	lsanchez@wsgc.com	Handles Replacements, Customer Service Issues, and High Profile Orders
Valessa Claude	Customer Service Rep 1	844-651-0615	vclaud@wsgc.com	Handles Replacements, Customer Service Issues, and High Profile Orders
Cassandra Williams	Customer Service Rep 1	844-651-0615	cwilliams3@wsgc.com	Handles Replacements, Customer Service Issues, and High Profile Orders
Jim Wortman	OPS Manager	863-686-9193	jbwortman@wsgc.com	On site Operations Manager - Handles Higher Level Customer Escalations

LAK Hub Operations

Name	Title	Office	Email	Contact For...
Frances Lamantia	Administrative Asst.	732-992-2200	flamantia@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Julia Bellino	OPS Manager	732-558-5070	jbellino@wsgc.com	All Escalated LAK Related Operations, Concerns, Questions, Issues, Etc...
Jim Wortman	OPS Manager	863-686-9193	jbwortman@wsgc.com	All Escalated LAK Related Operations, Concerns, Questions, Issues, Etc...
Richard McDonald	ROM Southeast	828-459-5563	rmcdonald@wsgc.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner.

After Hours Dispatch Calling Contact List

Name	Title	Cell	Contact For...
Jim Wortman	OPS Manager	863-686-9193	(Contact 1st) Escalations / Store Inquires / Etc.
Julia Bellino	OPS Manager	732-558-5070	(Contact 2nd) Escalations / Store Inquires / Etc.
James Adams	OPS Manager	954-513-8098	(Contact 3rd) Escalations / Store Inquires / Etc.
Richard McDonald	ROM Southeast	828-292-8002	(Contact 4th) Escalations / Store Inquires / Etc.

Pompano FL (FLL) Furniture Hub Contact List - Store Quick Reference

****FLL Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
FLL Hub Scheduling	filhubscheduling@wsgc.com	Store issues, escalations, and Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling cust		
FLL Scheduling				
Name	Title	Office	Email	Contact For...
FLL Hub Scheduling		n/a	filhubscheduling@wsgc.com	All store scheduling requests
Laura Sanchez	Customer Service Rep 1	844-651-0615	lsanchez@wsgc.com	Handles Replacements and All Furniture Medic/In-Home Damages
Valessa Claude	Customer Service Rep 1	844-651-0615	vclaude@wsgc.com	Handles Replacements, Customer Service Issues, Delivery Issues, and High Profile Orders
Cassandra Williams	Customer Service Rep 1	844-651-0615	cwilliams3@wsgc.com	Handles Replacements, Customer Service Issues, Delivery Issues, and High Profile Orders
James Adams	OPS Manager	954-513-8098	jeadams@wsgc.com	On site Operations Manager - Handles Higher Level Customer Escalations
FLL Hub Operations				
Name	Title	Office	Email	Contact For...
Alex Phinn	Operations Coordinator	954-984-2940	aphinn@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Chuck Freeman	OPS Manager	954-978-1860	crfreeman3@wsgc.com	All Escalated HNC Related Operations, Concerns, Questions, Issues, Etc...
James Adams	OPS Manager	954-513-8098	jeadams@wsgc.com	All Escalated HNC Related Operations, Concerns, Questions, Issues, Etc...
Richard McDonald	ROM Southeast	828-459-5563	rmcdonald@wsgc.com	Major Escalations / Customer Holds & Partial / Issues not being handled in a timely manner.
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
James Adams	OPS Manager	954-513-8098	(Contact 1st) Escalations / Store Inquires / Etc.	
Chuck Freeman	OPS Manager	561-504-7490	(Contact 2nd) Escalations / Store Inquires / Etc.	
Richard McDonald	ROM Southeast	828-292-8002	(Contact 3rd) Escalations / Store Inquires / Etc.	

Columbus Hub (CMH)

****CMH Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES

Distro Email Name	Distro Email Address	Distro Defined Usage		
Fast Response	ecunningham@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist		
CSC Associates	CMHCSRs@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to schedule)		
CMH OPS	columbushub@wsgc.com	Used For: Issues NOT related to Delivery Drivers or Customer Scheduling		
CMH Scheduling				
Name	Title	Office	Email	Contact For...
Erica Cunningham	Administrative Asst.	614-871-7154	ecunningham@wsgc.com	All store scheduling requests
Mallory Williams	CSR2	614-871-7161	mwilliams6@wsgc.com	High Profile Orders
Mallory Williams	CSR2	614-871-7161	mwilliams6@wsgc.com	All Furniture Medic/In-Home Damages / Handles Customer Service Escalations
Mallory Williams	CSR2	614-871-7161	mwilliams6@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Shay Northup	CMH HUB OPS Manager	614-801-4044	snorthup@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations
CMH Hub Operations				
Name	Title	Office	Email	Contact For...
Erica Cunningham	Administrative Asst.	614-871-7154	ecunningham@wsgc.com	Scheduling of Store Cartons & Floorsets
Nicholas Spencer	Team Lead	614-871-7158	nspencer1@wsgc.com	Inbound Hub
Michael Gallion	Team Lead		mgallion@wsgc.com	Outbound Hub
Shay Northup	Hub OPS MNGR	614-801-4044	snorthup@wsgc.com	All Escalated CMH Related Operations, Concerns, Questions, Issues, Etc...
Eric Guiliano	Hub OPS MNGR	614-801-4048	eguiliano@wsgc.com	All Escalated CMH Related Operations, Concerns, Questions, Issues, Etc...
Jake Burger	ROM Central	614-871-7150	JBurger@WSGC.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner.
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
Shay Northup	CMH HUB OPS MNGR	949-813-2194	Escalations / Store Inquires / Etc.	
Eric Guiliano	CMH HUB OPS MNGR	719-661-4132	Escalations / Store Inquires / Etc.	

Dallas (DTX) Furniture Hub Contact List - Store Quick Reference

****DTX Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES

Distro Email Name	Distro Email Address	Distro Defined Usage
DTX Retail	dtxretail@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist
DTX Scheduling	dtxhubscheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customer
DTX HUB Ops	dtxops@wsgc.com	Used For: Issues NOT related to Delivery Drivers or Customer Scheduling

DTX Scheduling

Name	Title	Office	Email	Contact For...
DTXRetail	Retail Line	844-833-2675	dtxretail@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist
Courtney Lockridge	Administrative Asst.	682-218-5609	clockridge@wsgc.com	High Profile Orders
Jocelyn Lopez	Administrative Asst.	844-294-6205 ext 3013	JLopez8@wsgc.com	High Profile Orders
DTX CSRII	Customer Service Rep 2	844-651-0619	rapidresponsedtx@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Ronaldi Brashear	Customer Service Rep 2	844-651-0619	Rbrashear@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Sandra Mosby	Customer Service Rep 2	844-651-0619	Smosby@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Zulien Ruiz	CSC Lead	682-218-5587	Zruiz@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Chris Battie	CSC Lead	682-218-5584	Cbattie@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Richard Rave	CSC OPS Manager	682-218-5560	Rrave@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations

DTX Hub Operations

Name	Title	Office	Email	Contact For...
DTX Retail	Retail Line	844-833-2675	dtxretail@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Zachary Paul	Hub Ops Manager	682-218-5553	Zpaul@wsgc.com	DTX Ops Manager
Arturo Almazan	Hub Ops Manager	682-218-5631	Aalmazan@wsgc.com	DTX Ops Manager
Chiquita Saulsberry	AGM DTX Hub	682-218-5589	Clsaulsberry@wsgc.com	All Escalated DTX Related Operations, Concerns, Questions, Issues, Etc...

After Hours Dispatch Calling Contact List

Name	Title	Cell	Contact For...
Chiquita Saulsberry	AGM DTX Hub	9016207378	Escalations / Store Inquires / Etc.

Houston (HSA) Furniture Hub Contact List - Store Quick Reference

****HSA Furniture Hub is a Monday - Saturday Facility****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
Houston Customer Service	houstonhub@wsgc.com	All Customer Service and RTL Inquiries		
Scheduling	dtxhubscheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)		
HSA Hub Operations				
Name	Title	Office	Email	Contact For...
Donyue Turner	Operations Manager	1205009	Dturner2@wsgc.com	Escalations/Store Inquiries/Etc.
Marie Harper	Outbound Lead	1205002	MAHARPER1@WSGC.COM	Outbound functions, Medic Repairs, Dock Search
Iraida Rosado	Admin Clerk	1203015	lrasado@wsgc.com	Store issues, floor sets
Larry Flournoy	Admin Clerk	1205003	LDFLOURNOY@WSGC.COM	Inbound, returns, OSD, Redirects
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
David Robledo	MXD manager	713.898.7325	All routing dispatch issues	
Cedric Henderson	MXD manager	832.570.3358	All routing dispatch issues	

San Francisco (SFO) Furniture Hub Contact List - Store Quick Reference

****SFO (based out of Richmond, CA) Furniture Hub is a Monday - Saturday Facility, with CS coverage on Sunday****

HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES

Distro Email Name	Distro Email Address	Distro Defined Usage		
SFO Hub Escalations	SFOHub.Escalations@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist		
CSC Associates	SFOHubCustomerService@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)		
SFO Scheduling	SFOHubScheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)		
SFO Scheduling				
Name	Title	Office	Email	Contact For...
Edward Davies	Retail Admin	510-669-8612	edavies@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Deisy Valdivia	Retail clerk		dvaldiviaornelas@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Dorothy Guess	Customer Service Rep 2	510-669-8600	dguess@wsgc.com	On-Site Customer Care Rep
Liz Iwata	Customer Service Rep 2	510-669-8618	tiwata@wsgc.com	On-Site Customer Care Rep
Pamela Clark	Customer Service Rep 2	510-669-8620	pclark1@wsgc.com	On-Site Customer Care Rep
Sheri Johnson	Customer Care Admin.	510-669-8617	snjohnson4@wsgc.com	On site CSC Lead - Handles Customer Service Escalations and High profile orders
Jennifer Martinez	CSC Lead	510-669-8610	jmartinez@wsgc.com	On site CSC Lead - Handles Customer Service Escalations and High profile orders
Adam Smith	CSC OPS Manager	510-669-8633	asmith11@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations
SFO Hub Operations				
Name	Title	Office	Email	Contact For...
Kay Manning	Administrative Asst.	909-468-0231	kmanning@wsgc.com	Partials, Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Christopher Madrid	Returns lead		cmadrid@wsgc.com	
Kao Saechao	Outbound lead		ksaechao@wsgc.com	
Luis Echeverria Landa	Outbound lead		lecheverrialanda	
Eldridge Johnson	Inbound lead		eijohnsonir@wsgc.com	
Jason Moll	ROM West	510-426-3930 cell	jmoll1@wsgc.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner (2nd requests after the GM has been alerted on previous requests and/or major escalations).
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
Marqus Coleman	SFO GM		Escalations / Store Inquires / Etc.	
Jason Moll	ROM West	510-426-3930	Escalations / Store Inquires / Etc.	

City of Industry (COI) Furniture Hub Contact List - Store Quick Reference

****COI Furniture Hub is a Monday - Sunday Facility****

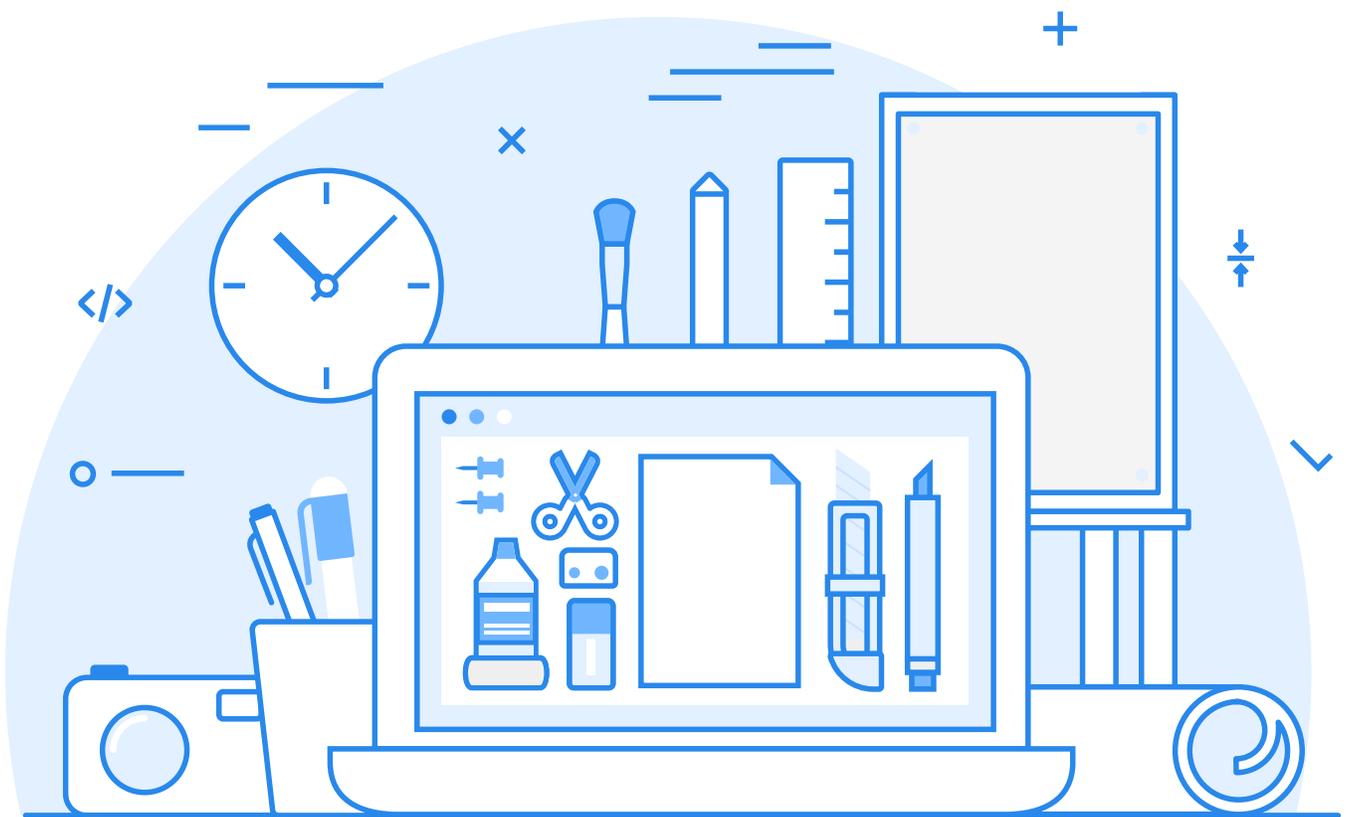
HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
Home Delivery Solutions	DeliverySupportTeam@wsgc.com	Post Home Deliver, Store issues and escalations. Emails will be routed to the appropriate specialist		
CSC Associates	COIHubScheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, and anything related to scheduling customers)		
HD Routing & Service	WCHubsRouting@wsgc.com	Used For: All routing requests for TF, Add-ons, special routing needs		
COI Scheduling				
Name	Title	Office	Email	Contact For...
Ken Gable	CSC OPS Manager	909-468-0281	kgable@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations
Fernando Ravega	CSC Lead	909-468-0217	rravega@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Mayra Ramirez	CSC Lead	909-468-3015	mramirez@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Blanca Guzman	Customer Service Rep 2	844-833-2671	blguzman@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Deserie Barron	Customer Service Rep 2	844-833-2671	dbarron@wsgc.com	On-Site Customer Care Rep - Handles Replacements and Customer Comp
Janet Garza	Customer Service Rep 2	844-833-2671	jgarza1@wsgc.com	On-Site Customer Care Rep - DQT
Mayra Herмосillo	Customer Service Rep 2	844-833-2671	mhermosillolopez@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Michele Cortinas	Customer Service Rep 2	844-833-2671	mcortinas@wsgc.com	On site CSC Lead - Handles Customer Service Escalations
Christina Hernandez	Routing & Service	909-468-0224	chernandez3@wsgc.com	Home Delivery Service/Routing - COI & Den
Angel Ramos	Routing & Service	909-468-0228	aramos5@wsgc.com	Home Delivery Service/Routing - SFO
COI Hub Operations				
Name	Title	Office	Email	Contact For...
Kay Manning	Administrative Asst.	909-468-0231	kmanning@wsgc.com	Partials, Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Jorge Alcantar	Outbound OPS MGR	909-468-0270	jalcantar@wsgc.com	CRB Ops Manager (Outbound)
Gypsy German	Inbound OPS MGR	909-468-2560	ggerman@wsgc.com	CRB Ops Manager (Inbound, Returns, IC)
Regino Silva	Hub Lead	909-468-0239	rsilva@wsgc.com	
Jason Moll	ROM West Coast	925-726-7086	jmoll1@wsgc.com@wsgc.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner.

Denver (DEN) Furniture Hub Contact List - Store Quick Reference

****DEN Furniture Hub is a Monday - Saturday Facility****

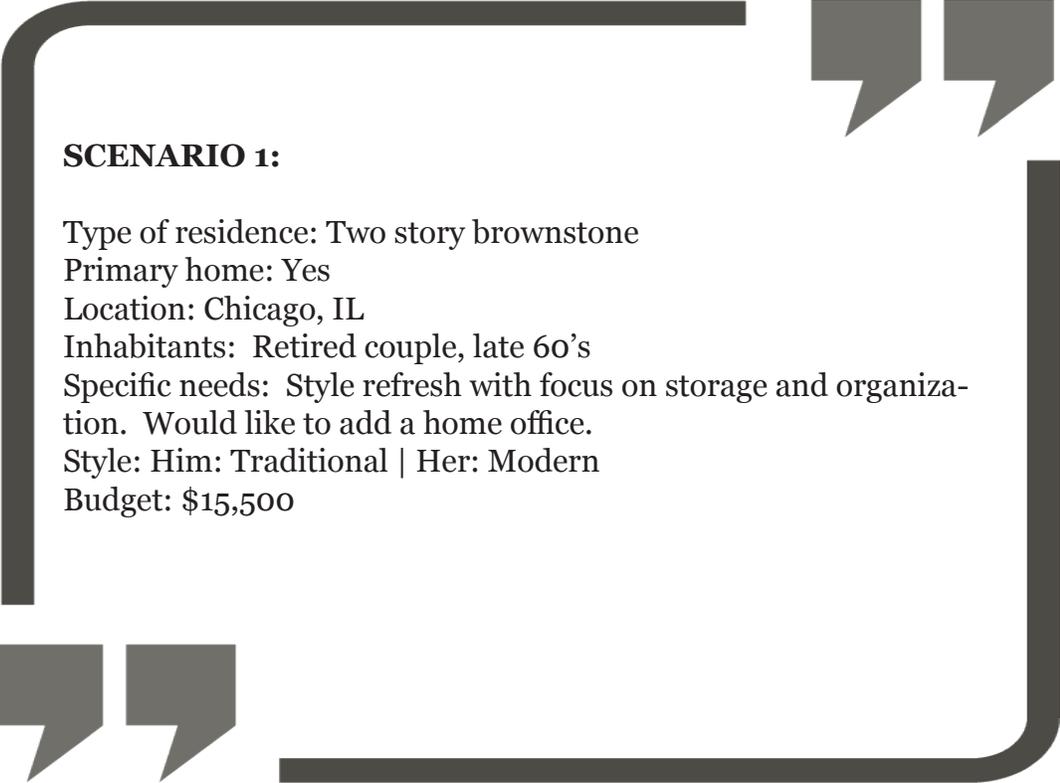
HUB OPERATIONS MANAGER AND HUB GENERAL MANAGER MUST BE COPIED IN ON ALL EMAILS FROM STORES				
Distro Email Name	Distro Email Address	Distro Defined Usage		
Escalations	denverhub@wsgc.com	Store issues and escalations. Emails will be routed to the appropriate specialist		
CSC Associates	denhubscheduling@wsgc.com	Used For: Customer Scheduling (Delivery, Pick Ups, Assembly, Cancellations, Add-On Requests, and anything related to scheduling customers)		
CRB OPS	denverhub@wsgc.com	Used For: Issues NOT related to Delivery Drivers or Customer Scheduling		
DEN Scheduling				
Name	Title	Office	Email	Contact For...
Inbound		n/a		All store scheduling requests
Customer Service	Customer Service Coordinator		denverhub@wsgc.com	High Profile Orders
Escalations	Administrative Asst.		denverhub@wsgc.com	All Furniture Medic/In-Home Damages
	Customer Service Rep 2			On-Site Customer Care Rep - Handles Replacements and Customer Comp
	Customer Service Rep 2			On-Site Customer Care Rep - Handles Replacements and Customer Comp
	Customer Service Rep 2			On-Site Customer Care Rep - Handles Replacements and Customer Comp
	CSC Lead			On site CSC Lead - Handles Customer Service Escalations
Brad Smith	CSC OPS Manager	720-683-3114	bsmith2@wsgc.com	On site CSC Operations Manager - Handles Higher Level Customer Escalations
DEN Hub Operations				
Name	Title	Office	Email	Contact For...
Ahsali Hamlet	Administrative Asst.	303-307-1817	ahamlet@wsgc.com	Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
Brett Snodgrass	Administrative Asst	682-218-5598	bsnodgrass@wsgc.com	
Kay Manning	Administrative Asst.	909-468-0231	kmanning@wsgc.com	Partials, Ship to Store Cartons, Scheduling of Store Cartons, Floorsets
	Returns OPS MGR			DEN Ops Manager (Oversees All Floorsets) - RTL Inquires
	Outbound OPS MGR			DEN Ops Manager (Outbound)
	Inbound OPS MGR			DEN Ops Manager (Inbound)
DENVER HUB		n/a	denverhub@wsgc.com	All Escalated CRB Related Operations, Concerns, Questions, Issues, Etc...
Jason Moll	ROM West	510-426-3930 cell	jmoll1@wsgc.com	Major Escalations / Customer Holds & Partials / Issues not being handled in a timely manner (2nd requests after the GM has been alerted on previous requests and/or major escalations).
After Hours Dispatch Calling Contact List				
Name	Title	Cell	Contact For...	
Brad Smith	Ops Mgr	303-919-9708	Escalations / Store Inquires / Etc.	
Keith Lilley	ROM West	(619)955-3659	Escalations / Store Inquires / Etc.	

Design Practice



Practice your design skills:

Focusing on your cross-brand design partnerships, create a complete design presentation for your assigned clients. As a reminder, we should focus on the customer's style and home, allowing their personal preferences guide your final presentation. (not what styles you have in your brand.)

A rectangular text box with a thick dark border. The top right and bottom left corners are rounded. Large grey quotation marks are positioned at the top right and bottom left of the box.

SCENARIO 1:

Type of residence: Two story brownstone

Primary home: Yes

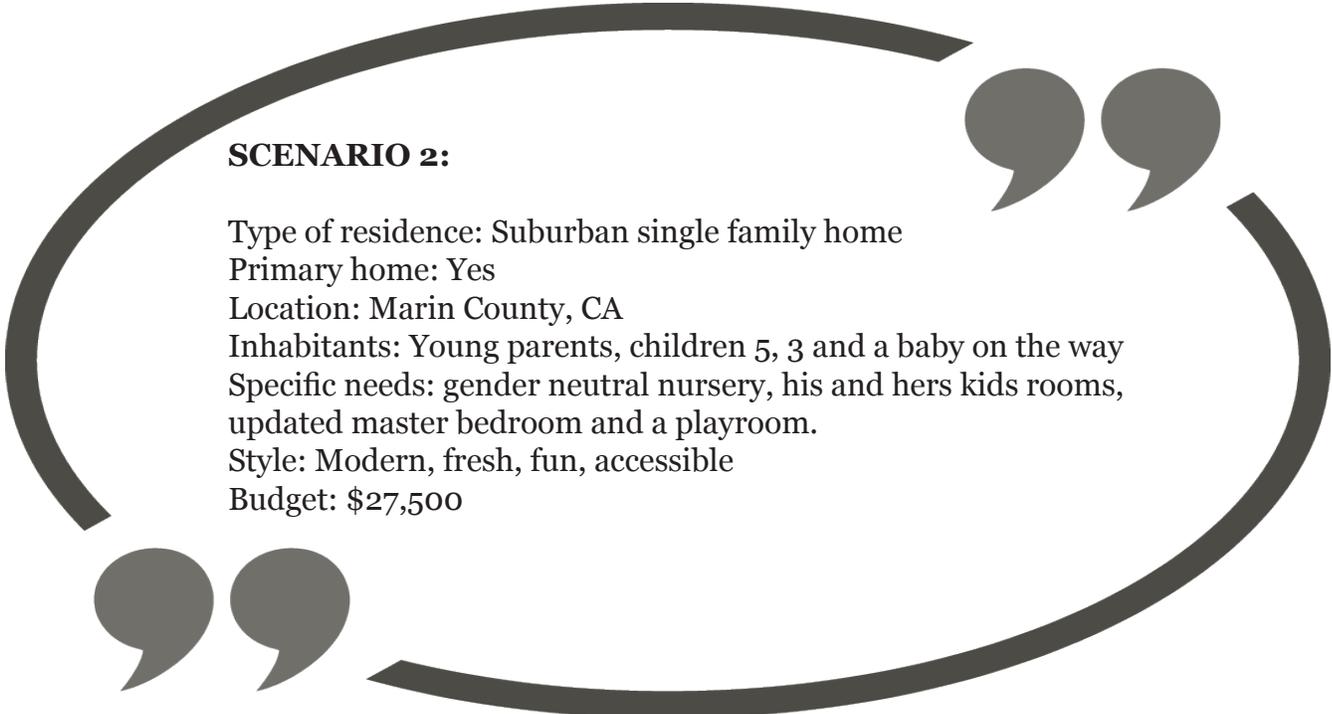
Location: Chicago, IL

Inhabitants: Retired couple, late 60's

Specific needs: Style refresh with focus on storage and organization. Would like to add a home office.

Style: Him: Traditional | Her: Modern

Budget: \$15,500

A large, rounded, speech-bubble-like text box with a thick dark border. Large grey quotation marks are positioned at the top right and bottom left of the box.

SCENARIO 2:

Type of residence: Suburban single family home

Primary home: Yes

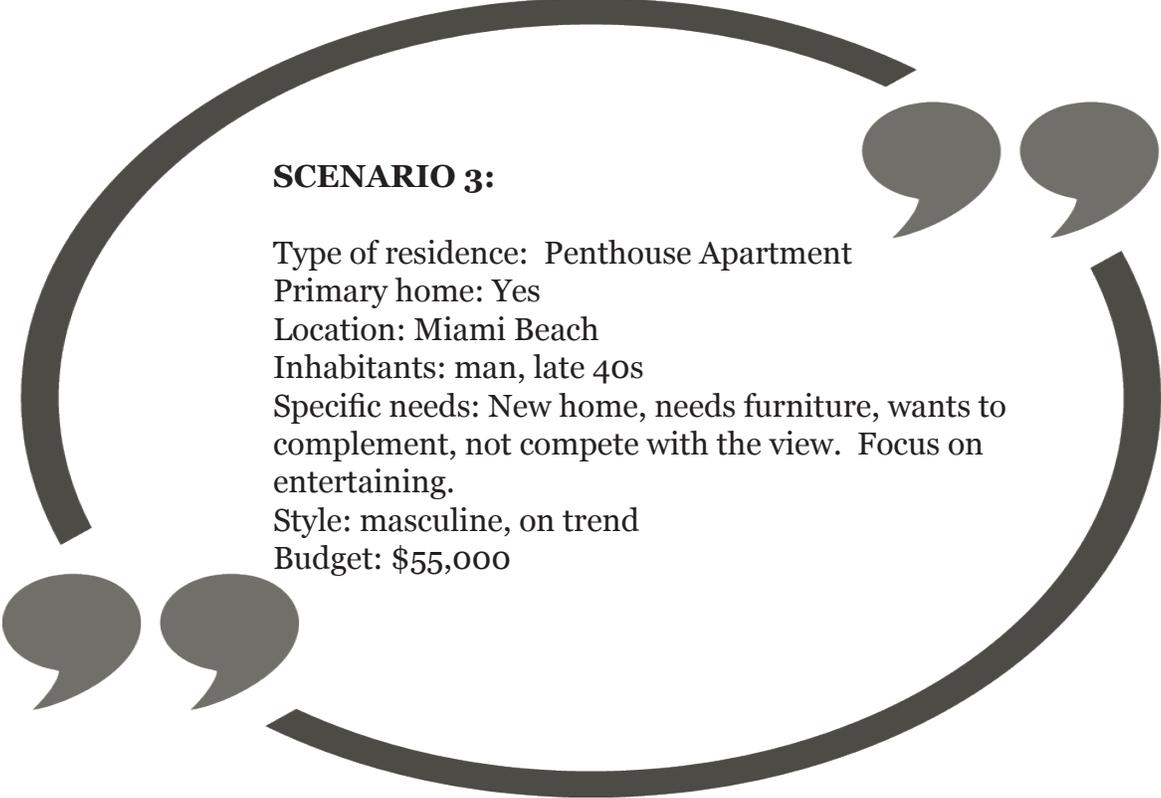
Location: Marin County, CA

Inhabitants: Young parents, children 5, 3 and a baby on the way

Specific needs: gender neutral nursery, his and hers kids rooms, updated master bedroom and a playroom.

Style: Modern, fresh, fun, accessible

Budget: \$27,500



SCENARIO 3:

Type of residence: Penthouse Apartment

Primary home: Yes

Location: Miami Beach

Inhabitants: man, late 40s

Specific needs: New home, needs furniture, wants to complement, not compete with the view. Focus on entertaining.

Style: masculine, on trend

Budget: \$55,000



SCENARIO 4:

Type of residence: warehouse space converted to apartments

Primary home: Yes

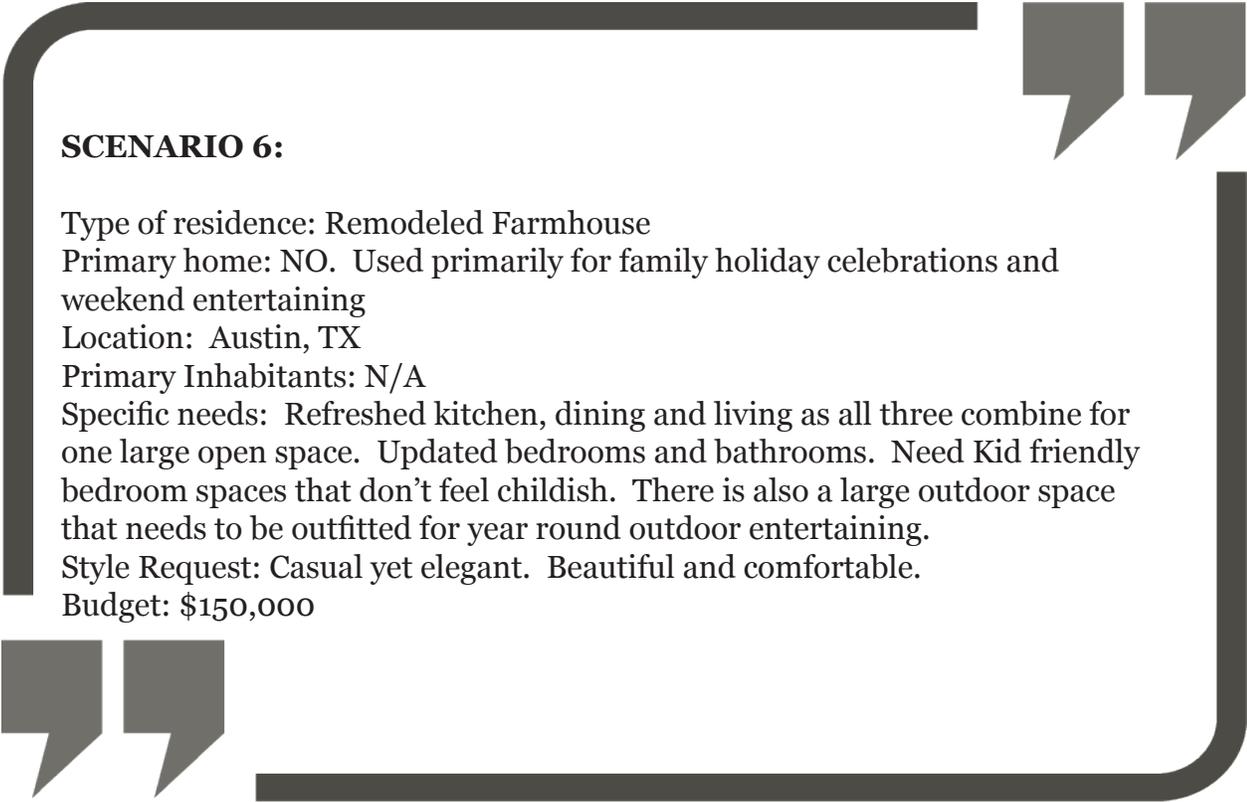
Location: Atlanta, GA

Inhabitants: a couple 30's

Specific needs: New home, looking for a full home design. Need some delineation for the large, open space.

Style: Industrial

Budget: \$115,000



SCENARIO 6:

Type of residence: Remodeled Farmhouse

Primary home: NO. Used primarily for family holiday celebrations and weekend entertaining

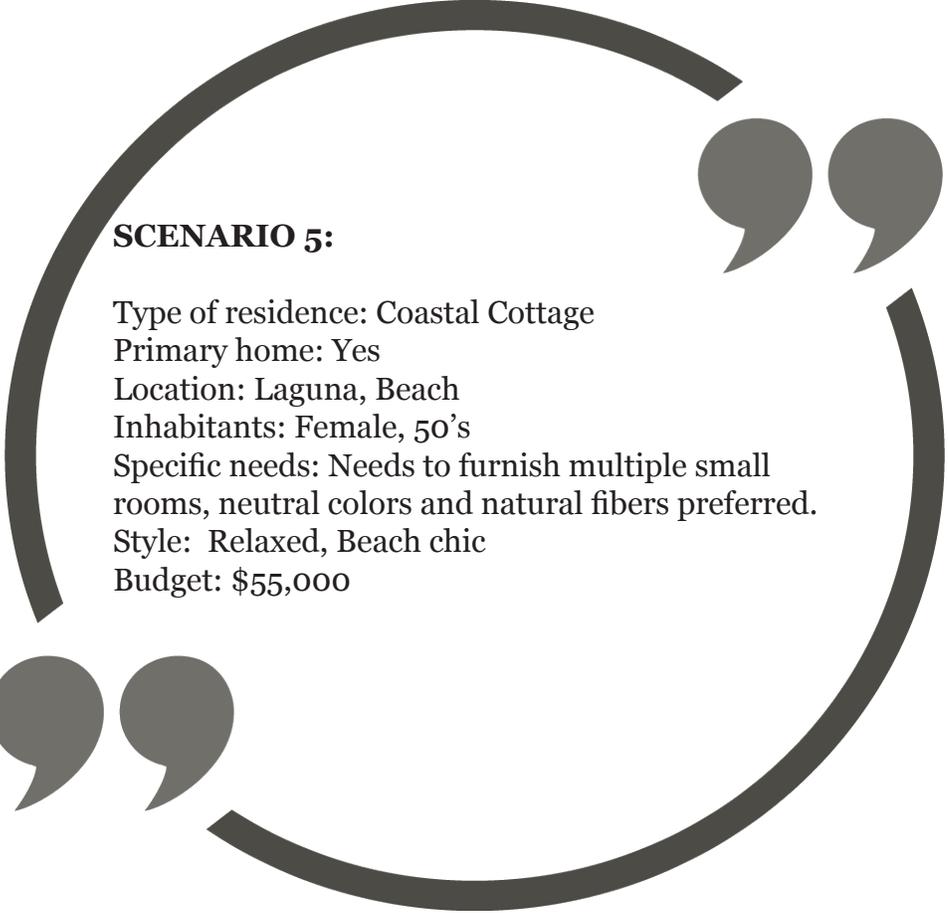
Location: Austin, TX

Primary Inhabitants: N/A

Specific needs: Refreshed kitchen, dining and living as all three combine for one large open space. Updated bedrooms and bathrooms. Need Kid friendly bedroom spaces that don't feel childish. There is also a large outdoor space that needs to be outfitted for year round outdoor entertaining.

Style Request: Casual yet elegant. Beautiful and comfortable.

Budget: \$150,000



SCENARIO 5:

Type of residence: Coastal Cottage

Primary home: Yes

Location: Laguna, Beach

Inhabitants: Female, 50's

Specific needs: Needs to furnish multiple small rooms, neutral colors and natural fibers preferred.

Style: Relaxed, Beach chic

Budget: \$55,000

Things to know...



Client Consultations Off-Site

As a Design Consultant, the need to conduct business with a client outside of a Williams-Sonoma Home store may occur from time to time. In these situations, the following WSI guidelines are provided.

Personal Safety

When conducting business away from the store, your personal safety is your top priority. You should be guided by your instincts. If the situation (location, person) at any point makes you feel uncomfortable, do not proceed; leave immediately.

Carrying a cell phone will enable you to advise a colleague of your arrival in the presence of the client.

The following information must be logged prior to leaving the store: time of departure, location and nature of business, the client's contact information, the estimated time of your return and the time you returned (contact store via phone if not returning to work).

Personal Vehicles Used for Company Business

This position requires the use of your personal vehicle for business purposes. Taking the wheel of an automobile is a significant responsibility; the driver is accountable for his or her actions. Please review the following:

- A chargeable accident will impact your driving record and probably will affect your insurance premium.
- State laws may vary on requirements for auto liability insurance; however, Williams-Sonoma, Inc. **requires** you to have liability insurance when operating your personal vehicle for company business.
- You are responsible for obtaining auto physical damage (property) insurance for your personal vehicle. Your property insurance will cover damage to your property. If you choose not to carry property insurance, you may pursue a liable third party to recover repair costs. Williams-Sonoma Inc. is not responsible for damage to your auto, unless the damage is caused by Williams-Sonoma's negligence.

Note: If your vehicle is damaged while driving on Company business, WSI will reimburse your deductible up to \$500. You will not be reimbursed if the damage is caused by your use of alcohol or drugs, reckless driving or other serious driving violation.

For your protection, WSI recommends the following minimum liability limits:

Bodily Injury	Per Person	\$100,000
	Per Accident	\$300,000
Property Damage	Per Accident	\$ 50,000

- If you are responsible for an accident while driving your own car on company business, your insurer will defend you and the company.
- If you are injured while driving a vehicle on company business (i.e. meetings or travel, etc.), your injuries may be covered under workers' compensation.
- If a co-worker is injured while riding with you in your auto on company business, that person may be covered under workers' compensation. You may, however, be personally liable to any passengers if their injuries result from your negligence.
- A mileage allowance is provided with the intention to cover your cost of operating your vehicle on company business, including the cost of insurance and maintenance (including gas) and the cost under any deductible you have chosen.
- Track miles and complete expense reports on a regular basis.
- Never drive a vehicle when you are impaired (very tired, drinking, drugs, sick) in any way.

- If you are charged with a serious driving violation for example: reckless/careless driving; leaving the scene of an accident; hit and run driving; driving with an expired or suspended drivers' license while driving on company business, you will be subject to progressive counseling up to and including termination.

Safe Cell Phone Usage in a Vehicle

Talking on a cell phone while driving is a distraction and WSI strongly discourages it. Always comply with local laws related to cell phone usage in a vehicle. When driving for company business, use the following precautionary measures regarding cell phone usage.

- Refrain from placing or receiving unnecessary calls. Allow voice mail to handle your calls and return them when it is safe and convenient.
- Place calls when car is stopped or pull over to the side to the road if necessary. Never dial while vehicle is in motion.

If it is necessary to answer a call while the car is in motion:

- Keep any necessary conversations brief.
- Always use hands-free devices, such as ear/mike accessory and phone cradle.
- Suspend conversations during hazardous situations, including high pedestrian traffic, congested traffic or severe weather conditions.
- Actively compensate for the potential distraction created by mobile phone use, move to slower travel lanes, increase your following distance and frequently check your mirrors to assess the immediate driving situation.

Procedures for Expenses and Reporting Incidents/Accidents

Williams-Sonoma, Inc's policy and procedures for Travel, Reimbursable Expenses and Incidents/Accidents should be followed. Refer to the Travel Policy and Operations Manual for specific details.

Once the designer determines the mileage using mapquest, the design consultant should complete an Expense Report for all expenses incurred and turn into a manager. The manager will process a PAID OUT through the POS, using the "mileage" reason code. The Expense Report should then be attached to the PAID OUT slip and filed with the Daily Media.

Associate Name

Associate Signature

Date

WILLIAMS-SONOMA, INC.

GLOBAL TRAVEL POLICY

May 2016

WILLIAMS-SONOMA, INC.

POTTERY BARN POTTERY BARN KIDS PBTEEN WILLIAMS-SONOMA WILLIAMS-SONOMA HOME WEST ELM MARK AND GRAHAM REJUVENATION

TABLE OF CONTENTS

STATEMENT OF PURPOSE	1
GENERAL INFORMATION.....	1
<i>Policy Information.....</i>	<i>1</i>
<i>Agency Affiliation.....</i>	<i>1</i>
<i>Expense Reporting.....</i>	<i>2</i>
IMPORTANT CONTACT INFORMATION.....	3
FREQUENTLY USED TERMS	5
PROCEDURES.....	6
<i>Travel Profiles.....</i>	<i>6</i>
<i>Booking a Reservation.....</i>	<i>6</i>
<i>Trip Authorizer.....</i>	<i>7</i>
<i>Changes/Cancellations.....</i>	<i>8</i>
<i>Itinerary/Invoice.....</i>	<i>8</i>
<i>Refunds/Credits.....</i>	<i>8</i>
AIR TRAVEL	9
<i>Booking Flights.....</i>	<i>9</i>
<i>Status / Upgrades.....</i>	<i>10</i>
<i>Frequent Flyer Travel Miles.....</i>	<i>10</i>
<i>Non-Reimbursable Flight Charges.....</i>	<i>11</i>
<i>Spouse/Domestic Partner & Dependent Travel.....</i>	<i>11</i>
HOTELS & LODGING	13
<i>Rates and Reservations.....</i>	<i>13</i>
<i>Charges and Billing.....</i>	<i>13</i>
<i>Cancelling a Reservation.....</i>	<i>14</i>
<i>Non-Reimbursable Hotel Charges.....</i>	<i>14</i>
GROUND TRANSPORTATION	15
<i>Ground Transportation, Automobile Rental, & Airport Parking.....</i>	<i>15</i>
<i>Rental Cars.....</i>	<i>15</i>

WILLIAMS-SONOMA, INC.

Rental Car Insurance 16

Traffic Violations 16

Billing 16

Guidelines for Operating Rental Vehicles 16

Parking 17

Car Service and Van Share 17

Taxis 18

Business Use of Personal Automobile 18

Guidelines for Business Use of a Personal Auto 18

CORPORATE TRAVEL AND ENTERTAINMENT CARD 20

T&E Card 20

Reimbursement 20

MEALS AND ENTERTAINMENT 21

Meals Documentation 21

Meals and Entertainment Criteria 22

TELEPHONE USE 23

International Travel Telephone Reimbursement 23

TIPS While Traveling Internationally 23

Domestic Travel Telephone Use 23

TRAVEL RELATED EXPENSES 24

Tips 24

GIFTS 26

GIFT, TRAVEL OR ENTERTAINMENT FOR FOREIGN OFFICIALS 27

GROUP TRAVEL AND MEETINGS 28

INSURANCE AND TRAVEL ASSISTANCE 29

Business Travel Accident Insurance 29

Workers Compensation 29

International SOS 29

INTERNATIONAL TRAVEL AND SAFETY TIPS 32

WILLIAMS-SONOMA, INC.

Restricted Travel..... 32

Documentation..... 32

Passport & Visa Information 32

Healthcare 33

Safety Best Practices..... 33

General 34

WAR RISK COUNTRIES 35

FOREIGN CURRENCY 37

IN-MARKET TRAVEL..... 38

CONTRACTORS AND CONSULTANTS..... 40

STATEMENT OF PURPOSE

The following Travel Policy is intended to provide guidelines, policies, procedures and information for Williams-Sonoma, Inc. (WSI) associates who travel or incur expenses for business purposes. This Policy applies to all U.S., Canadian and Global associates as well as suppliers and consultants who incur travel expenses that are charged to Williams-Sonoma, Inc. (Exception: Only associates of WSI may utilize our rental car contract). It is our intention to implement a successful travel program, which will provide quality services and high standards for the traveler while maintaining profitability for the Company. By providing the proper information and assistance to each traveler, we will maximize efficiency while minimizing expenses. This Travel Policy also answers questions relating to travel expense and reimbursement.

Understanding and adhering to these policies and procedures is the responsibility of all WSI associates who travel. It is the responsibility of WSI managers to ensure that their direct reports comply with this Policy.

Williams-Sonoma Global Office's (WSGO) may also have local policies in effect. Please refer to your local policy for specifics.

GENERAL INFORMATION

Policy Information

The Travel Policy is administered by the Travel department and Senior Vice President, Bud Cope. It is the responsibility of the Senior Vice President, and the Corporate Accounts Payable and Travel departments to maintain, revise, and monitor the policies and procedures outlined in this document. It is the responsibility of Corporate Accounts Payable in the U.S. and Canada to review and process all reimbursements and to monitor the accuracy of expense reports in compliance with policy. Williams-Sonoma global offices will follow their current local expense procedures. The Travel Policy, as well as copies of all forms, can be found on Homefront at the following link: <http://homefront.wsgc.com/content/homefront/Finance/Travel.html>.

Agency Affiliation

WSI has contracted with BCD Travel (BCD) as the designated corporate travel agency. All travelers will need to create an online travel profile before booking any travel. Travel profiles are created and edited through Concur (U.S./Canada) or TSPM (Global), BCD's online booking tools, details of which can be found on *Homefront*.

WILLIAMS-SONOMA, INC.

It is important that profiles are reviewed periodically by all associates to ensure the correct information is being used. If you have moved to a different department, you will need to update your profile to reflect this. Contractors, please see the Consultants/Contractors Travel Policy at the end of this document.

NOTE: All business travel must be booked through BCD.

Expense Reporting

Information regarding the submission of forms and the policies associated with travel and entertainment expenses can be found on *Homefront*.

Expense reports should be submitted within 30 days from the date of travel. Expense reports more than 30 days past due must be approved by an Executive Committee member.

Itemized receipts will be required for all transactions unless otherwise stated.

It is the responsibility of the manager approving expenses to review the entire report and ensure that all required backup is included prior to approving. Failure to do so may result in disciplinary action.

For out of policy reimbursement requests/exceptions, detailed specifics need to be sent by email to both the Senior Vice President and the Travel department at WSI-Travel@wsgc.com. This email needs to include email verification from BCD and any other back-up documentation. Certain exceptions will also require Brand President or Executive Committee Member approval.

Global associates will follow their current local expense procedures.

IMPORTANT CONTACT INFORMATION

BCD Travel

Canada

(855) 863-2241- Toll Free
(905) 507-7948 - Local
williams-sonoma.ca@bcdtravel.com
Mon-Fri: 0800-2000 *

China

PENDING

India

+91 (0) 11 43685000
Mon-Fri: 0930-1800

Indonesia

+62 21 3806330
bcdteam1@bcdtravel.web.id
Mon-Fri: 0830-1700 *

Italy

+39 0422693929
wsonoma@bcdtravel.it
Mon-Fri: 0830-1930 *

Philippines

+63 2 669 2118 - Domestic
+63 2 669 2107 - International
williamssonoma.intl@bcdtravel.ph
Mon-Fri: 0900-1700

Portugal

+351 21 836 62 04
amesterdao@bcdtravel.pt
Mon-Fri: 0830-1930 *

Singapore

+65 6215 6581
starteam2@bcdtravel.sg
Mon-Fri: 0900-1800 *

Thailand

+66 (0) 2106 7676
corpbcd@bcdtravel.in.th
Mon-Fri: 0830-1700 *

Turkey

+0090216 554 37 28
ticket@bcdtravel.com.tr
Mon -Fri: 0900-1800 *

United States

1-866-999-1904 - Toll Free
1-818-238-4487 - Collect
Williams-Sonoma@bcdtravel.com
Mon-Fri: 0500-1700 *

Vietnam

+(84) 8 3821 2288
vnteam@bcdtravel.vn
Mon-Fri: 0800-1800 *
Sat: 0800-1200 *

** If you need to call outside of the standard business hours, after-hours agents will be available to assist you. Additional fees apply.*

Concur

<https://www.concursolutions.com>

Trip Source Profile Manager (TSPM)

<https://profilemanager.bcdtravel.com>

International SOS (ISOS)

From: US, Mexico, Central or South America Europe, CIS, Africa or Middle East Asia, Australia or the Pacific Rim.

Please note that this is an emergency assistance program, not an insurance policy.

<http://www.internationalsos.com>

(215) 245-4707
44-20-8762-8008
65-6338-7800

WSI Member #: 11BCPS000151

Transportation Security Administration

<http://www.tsa.gov/traveler-information>

CIBT (Zierer) Passport and Visa Services

<http://cibtvisas.com>
(800) 929-2428
Company Code: 70033

Travisa Passport and Visa Services

<http://www.travisa.com/S5B4Z6X7V1>

Company Code: CC3250

US Bank – Travel and Entertainment

T&E Card Customer Service

(800) 344-5696

WSI Contacts

Travel Department
Telecommunications: Sam Chambers
Risk Management: Marina Cronk
Corporate Accounts Payable
Restricted Travel & Insurance: Vicki Ebere
Benefits Resource Center

WSI-Travel@wsgc.com
(916) 435-4505
(415) 616-8716
ap_corporate@wsgc.com
(415) 616-8512
(800) 413-1444

FREQUENTLY USED TERMS

BCD Travel	WSI's contracted Travel Agency. You can book online through the BCD Portal and Concur, by calling the agents, or emailing them directly.
Concur	WSI's online travel booking tool for U.S. and Canadian based associates
TSPM	Trip Source Profile Management tool for Global associates.
Lowest Logical Airfare	One-stop or connecting flights are required if they present a lower fare of US\$300 or more (round trip) with an elapsed travel time not extended by more than three hours in either direction. Example of savings: Non-stop flights from SFO to Newark US\$2,197 compared to US\$447 for a flight with one-stop (domestic only).
Frequent International Traveler	An associate must have taken at least three international roundtrip flights, including the corporate jet, within the previous twelve months. For U.S. associates flights within continental North America (e.g. Mexico, Canada) do not qualify as international travel. Qualification begins with the 4th trip.
Long Haul International Flight	Must have an in-air flying time of 12 hours or more (can include small layover). An around the world trip also qualifies. Examples: <ul style="list-style-type: none"> • LAX → SYD (15h) • SFO → ORD (4h), 41m layover, ORD → FCO (9h) = 13h total in-air flight time
Reimbursable Mileage	Anything in excess of your normal commute miles (which is the distance from your home to the normal place of business). In the case of District and RVPs, mileage starts when leaving home.
Entertainment	Business meals with ONLY non-associates.
Business Meals	Business meals with associates and non-associates
Breakfast/Lunch/Dinner	Meals consumed alone while traveling for Company business.
Group Travel	Designated by having 10 or more associates traveling to the same location at the same general time. This must still be booked through BCD.
In-Market Travel	Travel occurring overseas that is paid for by WSGO offices or Agents (Outlook, etc) for travelers and then cross charged or invoiced directly to WSI by the WSGO office or Agents.
Homefront Travel Page	http://homefront.wsgc.com/content/homefront/Finance/Travel.html

PROCEDURES

Travel Profiles

All WSI business travelers must complete a Travel Profile in Concur or TSPM in order to travel on company business,

To create a new profile in Concur

1. Complete the appropriate Concur Set-Up Form found on *Homefront* (corporate vs. store associate) and fax to AP for processing. This approval process can take up to 7 business days, so please take this into consideration if you will be traveling or booking travel for someone else, and complete this step in advance to avoid delays.
2. Once approved by AP, you will be provided with a login for the Concur system, and will need to complete your profile online. Your Concur profile must be updated whenever there is a change in status (i.e. name, address, department).

To create a new profile in TSPM

1. A profile is automatically created for Global associates
2. Two auto generated emails will be sent, one with your TSPM log in information and a second one with a temporary password.
3. Once logged in, you will need to complete your profile online and update your password.

The name that you enter in your profile must match the name on your personal identification document (passport, driver's license, etc). It must also match your frequent flyer accounts. The name needs to be exactly the same in order to receive credit on your frequent flyer accounts. This should also be the way that your name can be found through HR Records and Lawson.

When creating your profile, your employee identification number (EID) is used as your username, followed by @wsgc (i.e. 123456@wsgc).

Booking a Reservation

WSI takes its responsibility for duty of care for our associates very seriously. By requiring all travel to be booked through the designated agency, WSI is able to track the whereabouts of any traveling associate which is especially important in the event of an emergency or disaster.

All WSI Business Travel must be booked through BCD, our Travel Agency. By booking through BCD, you take advantage of WSI negotiated rates for airlines, cars & hotels.

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For U.S. and Canadian associates, domestic and single destination International reservations should be made in the Concur online booking tool. International trips consisting of more than one destination should be booked with a BCD travel agent by phone. Global offices will book all reservations through email or phone with their local BCD agent, International reservations should be booked as far in advance as possible to take advantage of advanced ticket purchase discounts and to avoid hotel sellouts. BCD will provide you with an email notification once the travel arrangements have been confirmed.

BCD charges a fee for every itinerary booked, We encourage U.S. and Canadian based travelers to use Concur as this is the lowest fee option. Reservations made over the phone with a BCD agent will incur a higher fee than those booked through Concur. Calls made to BCD after hour incur an additional fee and should only be used in an emergency or if you will be traveling within the next 24 hours, this applies to WSGO travelers as well.

Changes to existing reservations can always be made through Concur during or after hours, for U.S. and Canadian associates, without incurring additional agency fees; however airline change fees will still apply.

When you have received your confirmation, it is your responsibility to review it carefully for accuracy within 24 hours. Contact BCD immediately if you find an error.

Travel reports are reviewed by the Executive Committee regularly.

Trip Authorizer

All WSI travel will be required to be reviewed /approved by your manager prior to the reservation being completed. When you book a flight, hotel and/or car, an email notification will be sent to your manager outlining the potential travel. Your manager will review and either approve or send back for modifications/clarification. If approved, you will not be required to do anything further, the approval will go through and your reservation will be booked. If your manager sends back an itinerary, please review the comments and make the appropriate changes, then resubmit for approval.

It is the manager's responsibility to review the entire itinerary and ensure that it is in line with the travel policy as well as company needs.

If a manager is unable to approve travel during a period of time, a delegate must be set up to review and approve/reject travel itineraries.

The Travel department may also receive travel approval emails to ensure that there is not a delay in approvals.

If there are any questions regarding Trip Authorizer, please contact the Travel department.

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Associates in China will not be using the Trip Authorizer tool, however manager approval is still required.

Changes/Cancellations

Please notify BCD immediately of any changes or cancellations to your itinerary and obtain a cancellation number from your hotel when cancellations are made through BCD or by going directly to the hotel. Many reservations booked online with Concur can also be modified or cancelled online with Concur.

With reservations booked through the BCD call center, airfare can typically be voided within 24 hours of initial booking, unless otherwise told by the agent.

Itinerary/Invoice

To expedite the processing of expense reports by Corporate Accounts Payable, a copy of the itinerary/invoice must be attached to the expense report. U.S. and Canadian associates should utilize Concur Travel, making it easy to pull your hotel and car expenses over from your travel booking itinerary. If you have enabled e-receipts and book with a participating e-receipt vendor, you will not need to scan and attach those receipts to your expense report, simply pull them over from Travel.

Refunds/Credits

Return all unused tickets (including non-refundable) to BCD as soon as possible to ensure the appropriate credits are issued. BCD should also be notified when an e-ticket is not used so they can track the credit. Unused tickets have a cash value and should be treated as such.

Travel credits have an expiration date and in order to use a credit, the new travel must occur prior to that date.

AIR TRAVEL

Booking Flights

All air travel arrangements must be made through BCD.

WSI receives discounted rates with:

- United Airlines (includes Continental, Air Canada, Lufthansa, Swiss, Austrian, and Brussels Airlines)
- Delta Airlines (includes KLM, Air France, and Alitalia)
- Southwest
- Emirates
- Qantas
- Cathay Pacific

Flight class guidelines:

Domestic Flights:

- **Economy** is required for all domestic travel.
- **Economy Plus** is not permitted for domestic flights.

International Flights:

- **Economy** is required for all international travel, except:
 - **Economy Plus** or **Premium Economy** is allowed for ANY level associate who 1) provides BCD with their manager's written approval **AND** 2) is booking a **Long Haul International Flight***.
 - **Business** is allowed for an associate who 1) is Director level and above **OR** qualifies as a **Frequent International Traveler*** **AND** 2) is booking a **Long Haul International Flight***.

** For detailed definitions of these terms, please refer to the Frequently Used Terms page of this policy.*

Only flights booked through BCD will receive our discounts which are applied to our contractual revenue commitments with the airlines. Flights should be booked at least 7 to 14 days in advance in order to qualify for discounted air fares.

BCD will recommend the lowest logical airfare available for all travel, including penalty or restricted fares. Should you find a less expensive fare, call BCD and have them book the fare for you. If the agent is not able to book the lower fare, please report this to the

WILLIAMS-SONOMA, INC.

Travel department via email for further review and to ensure that WSI receives reimbursement for the difference from BCD. All air travel must be booked by BCD.

BCD may suggest alternate airports that offer lower fares for WSI. For example, fares to Newark are normally lower than fares to JFK when traveling to New York.

When flying to a destination serviced by our preferred carriers, associates are encouraged to select the preferred carrier unless there is significant savings from flying on a non-preferred carrier. Note: Non-preferred carrier flights still need to be booked through BCD.

Status / Upgrades

If you have status with another airline, and would like to inquire about gaining status with an airline listed above, please contact the Travel department.

For international trips of less than twelve hours, director level and above associates may purchase the lowest logical fare, upgradeable coach tickets *if* they plan to use their non-reimbursable personal miles (known as "status upgrades") to upgrade. The travel agent can provide associates with the official flying time and upgrade seat availability at the time of booking.

United Airlines Premier (and above) travelers in the U.S. and Canada are automatically added to the upgrade queue and upgraded if seats become available. Upgrade availability may be given as early as 120 hours before flight time or at the gate.

EXCEPTION MARKET: The Los Angeles to/from JFK and SFO to/from JFK market does not offer automatic upgrades. Premier and above travelers, traveling in the Exception Market, may obtain an upgrade by cashing in 15,000 personal miles (miles not previously purchased by the company) plus a US\$50 service fee. The miles will not be debited from your account, and the service fee will not be required, *until* the upgrade is confirmed by United Airlines.

Frequent Flyer Travel Miles

Associates may not book comparatively more expensive tickets or use non-contracted airlines, in order to qualify for upgrades or to accumulate frequent flyer miles.

Airline **frequent flyer miles** earned by associates while traveling on Company business are the property of the associate. When booking travel arrangements, under no circumstances should an associate select one airline over another based on frequent flyer membership if WSI will incur additional costs. For those associates who travel frequently, it is recommended that frequent flyer accounts be obtained with all preferred carriers.

Non-Reimbursable Flight Charges

Exceptions must be signed by a Vice President or above or the SVP of Stores in the case of field associates. Email approval must be attached to receipt images for expense purposes.

Please review the **Travel Related Expenses** section of this Travel Policy for what is deemed reimbursable and non-reimbursable.

Spouse/Domestic Partner & Dependent Travel

When spousal, domestic partner or dependent travel is deemed necessary for WSI business; the associate must provide written approval from an Executive Committee member to the Travel department before BCD can issue the tickets.

Executive Committee members must obtain the approval of the Chief Financial Officer or CEO for spouse or dependent travel.

INCENTIVES

International Travel in Coach Class

The company will pay an US\$800 incentive for associates who qualify to fly business class and who elect to fly coach to all intercontinental destinations. The net savings to the company must be equal to or greater than \$3,000 for a single trip.

To qualify for the incentive, the associate must be a Director or above, or be a frequent international traveler. If you qualify, the flight must be at least 12 continuous hours flying time, or an around the world trip. If you do not qualify to fly business class as a Director or above, or as a frequent international traveler, but were given permission to fly business class by an Executive Committee member and later chose not to, you do not qualify for the incentive.

Procedure for Requesting an Incentive Reimbursement

1. At the time of booking your Coach class ticket, obtain a statement from BCD indicating the dollar amount you saved by using the incentive generating flights. This information should be included in the comments section of the travel itinerary.
2. Once travel is complete, forward the statement to the Travel department via email along with a copy of your itinerary, making sure to include your department number and cost savings amount on the itinerary.
3. Incentives are paid by Payroll and are rewarded only after travel is completed, confirmed by BCD and approved by the Travel department. Please allow a processing time of up to three pay periods after you have submitted the documentation. If the incentive is not received after three pay periods, please contact Payroll.

HOTELS & LODGING

All hotel accommodations must be booked through BCD, including group hotel bookings. WSGO offices should not book hotel rooms for US-based associates.

Rates and Reservations

Contracts and/or negotiated rates have been established with certain hotels in several major cities based on WSI committing to a specified number of room nights. Therefore, it is critical to utilize these properties to fulfill our contractual obligations.

For a complete listing of negotiated properties, please visit the Travel section on *Homefront*.

The maximum allowable domestic hotel rate in most cities ***without a negotiated property*** is US\$185, with the exception of New York where the cap is US\$350 and the Boston / Washington DC markets where the cap is US\$250. Please check with BCD (either online or over the phone) for the contracted rates in each city. Associates will not be reimbursed for charges exceeding the contract rate ***or*** city cap rates. In some markets, during tourist season, our negotiated rate may be over the cap. As long as you book our negotiated rate, this is approved. Global associates should also refer to their local polices for any country/city specific rates and caps.

Charges and Billing

Associates are required to stay at the Company's preferred hotels in cities where there are designated properties. The Travel Agency maintains a list of preferred hotels and will confirm reservations accordingly. The list of preferred hotels may also be found on *Concur* or *Homefront*.

Associates may not book a hotel if the distance of the hotel from your office and/or home is less than sixty (60) miles.

For U.S. and Canadian associates, a corporate Travel & Entertainment credit card (T&E card) should be used as payment for all hotel charges if an associate has one. It is the responsibility of each traveler to make certain that charges are accurate.

All hotel expenses must be broken out separately on the traveler's expense report, i.e. meals, room, tax, VAT, phone charges, etc.

Hotels linked to a conference or seminar may be booked directly with the conference hotel and need not be a WSI preferred hotel, nor does it have to meet the national or city cap requirements, or distance from home office or home requirement. Booking confirmation and conference information must be included in the receipt backup when submitting an expense report, and details included in the comment section for that item.

Cancelling a Reservation

Associates are responsible for cancelling hotel reservations by:

- Cancelling in Concur (U.S. and Canadian associates only); or
- Notifying BCD to cancel the reservation
- Contacting the hotel directly

Note: It is good practice to always get a cancellation number, especially when contacting the hotel directly. Make note of the cancellation number and the name of the person confirming the cancellation, as well as the date and time of the call.

Non-Reimbursable Hotel Charges

Please review the **Travel Related Expenses** section of this Travel Policy for what is deemed reimbursable and non-reimbursable.

GROUND TRANSPORTATION

All ground transportation, except for personal vehicles, taxis and hotel shuttles, should be booked through BCD, either online or over the phone.

Ground Transportation, Automobile Rental, & Airport Parking

Associates are expected to use the most appropriate and economical means of transportation for business travel. Taxi, car service, bus and rail service, in lieu of automobile rental or personal auto usage, should be used when such transportation represents the lowest cost option and is reasonably convenient. Many hotels provide shuttle service to and from major airports. A rental car should not be used solely for the purpose of travel between hotel and airport. When several travelers are visiting the same location, arrangement should be made to share the ride.

Rental Cars

Associates must book rental cars or vans via BCD.

An intermediate (mid-size) car will be reserved for all Williams-Sonoma, Inc. associates with our preferred vendors.

Cars rented under the corporate contract are not available for personal use and must **never** be driven by anyone other than a WSI associate, as the Company's insurance covers WSI associates and applies to business use only.

WSI has national contracts with Hertz, National, Enterprise, AVIS, and Budget, which guarantees insurance coverage when traveling in the US and prevents your department from being billed should your rental car be stolen, vandalized, or involved in an accident.

All travelers should sign up for each company's specified rewards program.

National Emerald Club - <http://www.nationalcar.com/offer/XZ23664>

Hertz Gold Club - <http://www2.hertz.com/goldcorp>

Enter Company Name: Williams Sonoma

Enter CDP#: 107992

Enter Assigned Promo Code: 6008

AVIS Preferred - <https://www.avis.com/car-rental/profile/go.ac?X204900>

Budget Fastbreak -

<http://www.budget.com/budgetWeb/html/bridge/fastbreak/index.html?T441300>

Status Match

National, as well as AVIS will do a status match for any associate who wishes to participate in the respective rewards program. Information on how to complete a status match can be found on *Homefront* or by contacting the Travel department.

Rental Car Insurance

WSI associates who have booked through Hertz, National, Enterprise, AVIS and Budget are to **decline insurance coverage (extra fee)** for Loss/Damage/Waiver (LDW) and Personal Automobile Insurance (PAI) **when renting a car in the US**. However, when traveling internationally or when using a rental car company other than Hertz, National, Enterprise, AVIS and Budget, it is mandatory to accept LDW insurance coverage. This also includes rentals in Canada and Puerto Rico.

Associates involved in an accident while operating a rental car must report the accident to Corporate Risk Management via a Claims Reporting Worksheet or by calling 415-616-8716 within 24 hours of the accident. Claims Reporting Worksheets can be found on *Homefront* at: http://homefront.wsgc.com/content/homefront/document_library.html.

Traffic Violations

Traffic violations, including parking tickets and towing charges, are the responsibility of the driver and will not be reimbursed by the company.

Billing

All charges for rental cars should be charged on your individual credit card or a Corporate T&E card and included on your expense report for reimbursement.

Guidelines for Operating Rental Vehicles

- Spouses/domestic partners and travel companions are not authorized to drive a vehicle that is to be used or rented for Company business unless the Company is paying for the travel costs of that person.
- Associates must abide by all guidelines specified in the rental agreement.
- Associates must not misuse vehicles rented for business purposes. Misuse of a rental vehicle on company business may subject the associate to disciplinary action, up to and including termination.
- Use of alcohol or controlled substances while operating a vehicle rented for Company business is against the law and a violation of Company Policy which may lead to disciplinary action, up to and including termination.
- An associate who is unable to operate a rental vehicle due to alcohol or controlled substances or for any other reason (illness, disorientation, etc) should arrange for an

alternate method of transportation or an alternate WSI driver. Under no circumstances should an associate attempt to operate a vehicle. The associate will be reimbursed for any additional transportation charges incurred.

Parking

Associates are encouraged to use the long-term parking lots at the airport.

WSI has contracted with Park 'N Fly, Inc., an off-airport parking facility, which provides discounted parking and transportation between the parking facility and the airports they serve. Associates will be required to show their Park 'N Fly Corporate Advantage Membership Card or their business card to the cashier to obtain the discount. Additional details regarding this service and the service locations can be found on Homefront under "Travel". You may also reserve a space at a Park 'N Fly facility by accessing the Concur website.

Corporate Park 'N Fly:

http://book.pnfnetwork.com/travel/gateway.rvlx?action_route=0:PARKING:1:PROMO2&tracking_number=0050095

If Oakland Airport is your home airport, please contact the Travel department for potential discounts with on-airport parking.

Parking fees at corporate office locations are not reimbursable.

Car Service and Van Share

A car/limo service may not be used unless it is the lowest cost logical option. If car service is pre-approved, you may book through one of WSI's preferred vendors, Limos.com (www.limos.com "LDC") or The Booking Room (www.thebookingroom.com).

For Limos.com you will need to first email LDC from your wsgc.com email address to set up a request. Please email WSI@limos.com. Once your request is set up, LDC will validate you as a WSI associate, email you account creation instruction, and you can then book from the many car services LDC has in its fleet.

When it is appropriate to use limo service, associates are strongly encouraged to select green or eco-friendly companies, as well as women and/or minority owned businesses for this service. Upon request, LDC will provide information on all of these alternatives.

WSI has a dedicated line at LDC: (855) 238-5468 or (678) 486-2903 if outside the US.

For shared van service nationally and in all major US cities, please use WSI approved vendor Super Shuttle. You can call the Super Shuttle Van Priority line at 800-628-3161, or you can use the Super Shuttle website: www.supershuttle.com. Always include discount code: MV5TX.

Taxis

Taxi service between corporate offices cannot be expensed. Taxi service after corporate shuttle service ends are allowed with manager approval.

Business Use of Personal Automobile

Associates using their personal automobiles for business use are entitled to a mileage allowance. Please check Concur or contact your office manager for the current approved reimbursable rate. Business use includes travel to and from meetings, other facilities, recruiting, supplier visits, etc.

The mileage allowance is intended to include fuel, repairs and maintenance, insurance and any insurance deductible you have chosen and any other costs related to the operation of a personal vehicle. This allowance does not include tolls and parking fees, which are reimbursed separately.

Any personal automobile used for business purposes must have current registration and the legal minimum liability insurance in an amount required by the state in which the vehicle is registered.

In order to obtain a mileage reimbursement, associates must document the business purpose, the specific destination and the number of miles driven.

Mileage to/from meetings or the airport will not be reimbursed for any amount over your normal commute. For example, if your normal commute from your home to the office is 25 miles and the trip to the airport is 20 miles, then you will not be eligible for reimbursement of mileage.

Guidelines for Business Use of a Personal Auto

Taking the wheel of an automobile is a significant responsibility. Whether driving one's own personal vehicle or that of another, the driver is accountable for his or her actions. Please keep the following in mind when using your vehicle for Company business:

- Obey all laws.
- A chargeable accident will impact your driving record and will probably affect your insurance premium, no matter whose vehicle you are driving.
- The state requires you to have auto liability insurance or proof of financial responsibility if you drive an automobile. Williams-Sonoma, Inc. requires you to have liability insurance if you drive your own vehicle on Company business. The minimum limits required by most states may not be adequate to cover the damages after an accident and associates should seriously consider higher limits.
- If you are responsible for an accident while driving your own car on Company business, your insurer will defend you and WSI.

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- If you are injured while driving a vehicle on Company business, your injuries may be covered under workers' compensation. If you are on your way to or from work, you may not be considered on Company business.
- If a passenger is injured while riding with you in your vehicle on Company business, that person may be covered under workers' compensation. You may be personally liable to any passengers, however, if their injuries result from your negligence.
- If the vehicle is your property, you are responsible for obtaining auto physical damage (property) insurance for it. Your property insurance will cover damage to your property (although your insurer may pursue a liable third party to recover repair costs). Williams-Sonoma, Inc. is not responsible for damage to your vehicle, unless the damage is caused by WSI's negligence.

A car allowance is intended to cover your cost of operating your vehicle on Company business, including the cost of insurance, maintenance, gas and the cost of any deductible level you have chosen. Mileage reimbursements do not apply to associates with car allowances. Only certain, company approved associates, qualify for car allowances.

CORPORATE TRAVEL AND ENTERTAINMENT CARD

T&E Card

A corporate Travel & Entertainment (T&E) card is available for all frequent travelers. It is a credit card that must be paid in full each month by the associate. The corporate T&E card is not to be used for personal transactions.

To obtain a corporate T&E card, please fill out the US Bank credit card application located on *Homefront* (US Bank Credit Card Application). The application must be completed by an authorized signor as per the rules of Management Approval Policy. Once completed, fax the application to the credit card program administrator in Corporate Accounts Payable at 415-616-7968 for processing. US Bank will send the T&E card to the associate's residence approximately three weeks from the receipt of the application.

Associates are encouraged to sign up for the Corporate T&E card and link it to their Concur account for easy expense reimbursement.

Reimbursement

Information regarding the expense reimbursement process can be located on *Homefront* at: http://homefront.wsgc.com/content/homefront/document_library.html.

MEALS AND ENTERTAINMENT

Meal expenses, while traveling on company business, are reimbursable. Associates will be reimbursed for reasonably priced meals. Alcohol consumption should be kept to a minimum. Anything deemed excessive will be escalated to the associate's respective Executive Committee member.

In Concur, please follow the below guidelines for expensing individual and business meals.

- The "BREAKFAST/LUNCH/DINNER" categories should be used for meals consumed alone while traveling on company business.
- The "BUSINESS MEALS" category should be used when dining with other WSI associates. This includes casual employees and meals delivered to a corporate office location, even if a non-associate participates. Meals delivered to the corporate offices are on an exception basis only.
- The "ENTERTAINMENT" category is to be used for the total bill for a meal when dining with a non-associate. Non-associates include vendors, consultants, contractors, freelancers, merchants, interviews, etc.

Meals Documentation

Itemized receipts are required for all meals.

No personal expenses should be submitted on business receipts. Any receipts submitted via an expense report through Concur to Accounts Payable must only include business expenses. Please be sure to have your personal expenses billed separately from WSI related matters.

15-20% gratuity is strongly recommended. The maximum reimbursable amount allowed by WSI is 20%.

When two or more associates are eating together and do not obtain individual bills, the highest-ranking associate in attendance must pay the bill and report it on his/her expense report.

Only one associate may submit an expense report for any group meals. The associate can then allocate parts of the expense to different departments via Concur.

Meals and/or cocktails involving only company associates in their home city are not reimbursable, with the following exceptions:

- The associate is hosting an out of town associate.
- Any department or regional group meeting approved by a SVP or above, in advance. In the case of RVP's and District Managers, the meetings must be approved by the Vice President of Stores.

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- A manager is conducting an internal job interview and it is deemed necessary for the successful completion of the interview.
- A manager is conducting an external job interview and it may be appropriate to meet the applicant for a meal.
- A manager is welcoming a new hire to the company or a transferee to the department. Meal reimbursements will be allowed for the new hire/transferee and manager, as well as other departmental associates whose inclusion is deemed appropriate by the manager.
- Additional questions related to meals should be directed to the associate's manager.

Meals and Entertainment Criteria

All itemized entertainment and/or meal receipts that include more than one associate must include the following information:

1. Business purpose of meeting
2. Names and titles as well as organizations represented
3. Specific location of the meal

When entertaining merchants and suppliers, expenses are reimbursable if:

- They are directly related to the active conduct of the Company's business or are directly preceded or followed by a substantial and bona fide business discussion.
- The entertainment event encourages the continuation of an existing business relationship or is in reciprocation for a vendor-sponsored event.

TELEPHONE USE

Associates traveling for work are encouraged to get a work phone through Corp & Store Voice and/or a calling card. Please reference the Cell Phone Policy on *Homefront*.

International Travel Telephone Reimbursement

If your calling card is not allowed in the country you are calling from, or circumstances dictate that you use wireless or landline communications, you will be reimbursed for **business calls**, and up to 30 minutes per day for personal calls. You must submit the actual invoice with business calls highlighted when requesting reimbursement.

Please use toll free numbers whenever possible. Avoid direct calls from hotel rooms and operator-assisted calls as they are charged at a premium rate.

TIPS While Traveling Internationally

You can purchase an in-country disposable phone for local calls if the country you are traveling to has this option. If using a company issued cell phone, it is important to submit a ticket with the IT Helpdesk at least one week prior to your departure to request that an International plan be added to your phone.

Domestic Travel Telephone Use

Refer to the Company Cell Phone Policy located on *Homefront* at the following link: http://homefront.wsgc.com/content/homefront/document_library.html. Please use toll free numbers whenever possible. Avoid direct calls from hotel rooms and operator-assisted calls as they are charged at a premium rate. Associates are allowed 30 minutes for personal calls per day. Personal calls will be reimbursed at a rate of US\$0.10/minute, per day. Reimbursements must include a copy of the actual bill and personal calls must be highlighted.

TRAVEL RELATED EXPENSES

Tips

Associates should always use good judgment when tipping. Following are the company guidelines:

- 15% gratuity is strongly recommended for meals and transportation. The maximum reimbursable amount allowed by WSI is 20%.
- When using the services of bellmen and porters, US\$2.00 per bag is suggested. However, when traveling internationally, be sensitive to the culture and monetary values of each foreign country and review the country's suggested tipping standards prior to your arrival. Associates will not be reimbursed for excessive tipping that does not conform to foreign country guidelines. Receipts are not required for tips to bellmen and porters while staying at a hotel.

Reimbursable Expenses

- Passports, visas and immunizations
- Tolls and parking lot fees – even where receipts are not obtainable
- Photocopies and facsimile services
- Film and developing for business related purposes – Copy Center should be utilized whenever possible.
- Tips
- Health Clubs (up to US\$25/day at hotels)
- Internet access fees
- Gas for rental cars and company owned vehicles
- Foreign currency exchange or transaction fees
- Mileage for personal car used for business above and beyond typical daily commute
- Airline baggage fees (limit 2 and within weight restrictions)

Non-Reimbursable Expenses

- Airline club/memberships (with the exception of WSI designated frequent flyers, as defined by those travelers flying 10 trips or more per year, who may purchase one club membership per year). For field associates, only RVP's are authorized to purchase club memberships
- Airline telephone, except for business emergencies
- Airline upgrades
- Alcohol from the mini bar
- Bar tabs/alcohol when not part of a business meal
- Annual fees for personal credit cards
- Babysitters
- Cigarettes/cigars or other tobacco related products
- City tours

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- Credit card delinquency charges
- Domestic rental car insurance
- Excess (overweight, or more than two checked bags) baggage charges (with the exception of those charges incurred due to equipment/merchandise used for a business purpose)
- Excessive alcohol charges while at a meal
- Flight insurance (associates are covered under the Company's existing insurance policy)
- Frequent flyer miles (you may not purchase frequent flyer miles and be reimbursed for those charges)
- Gifts for associates
- Hairdressers and barbers
- Health club fees in excess of US\$25/day
- Hotel pay-per-view movies, video games and other non-business related entertainment
- Hotel upgrades – to concierge level or to executive suites
- Late check-out charges
- Laundry (unless the trip includes 5 or more consecutive nights)
- Limousines (unless it is the most cost effective means of transportation)
- Luggage and/or luggage repairs
- Medications
- Mini-bar charges (with the exception of non-alcoholic beverages or if used to substitute for a meal)
- Museum entrance fees, unless can be shown as part of research
- No-show charges due to late/non-cancellation of a hotel reservation, unless airline has cancelled arriving flight
- Travel related fees (i.e. mileage, parking, etc.) for travel between corporate offices in the same city where shuttle service is provided.
- Pet kennels
- Purchase of our company's products
- Reading material purchased at airports that is not business critical
- Reimbursement for loss of/damage to personal property (luggage, cash, jewelry, clothing, glasses, electronics, etc.)
- Seat preference upgrades
- Shoe shines
- Souvenirs
- Spas and massages
- Taxi service between Corporate offices
- Toiletries
- Traffic fines or parking tickets
- Travel arrangement not booked through the WSI contracted Travel Agency
- Travel insurance

GIFTS

Reimbursable **business** gifts (those gifts purchased for vendors or merchants) should not be reported on an Expense Report, but should instead be obtained and purchased with a Purchase Order or through stock withdrawal. Included on the request should be the business purpose of the gift, the name of the recipient, and business relationship. Your gifts must be provided in accordance with the Company's Code of Conduct.

Gifts to associates are prohibited unless authorized by the CEO's direct report member, prior to purchase.

Gifts to associates are reportable to the IRS and subject to tax withholding. These gifts must be reported to Payroll to be included on the associate's W-2 filing.

GIFT, TRAVEL OR ENTERTAINMENT FOR FOREIGN OFFICIALS

Any gift, travel or entertainment for anyone who may be a foreign official must comply with the Foreign Corrupt Practices Act, all other anti-corruption laws including the laws of other countries which the Company does business in, and the Company's International Compliance Policy. No gift, travel or entertainment may be provided to a foreign official unless the Legal department has granted written pre-clearance for such travel, entertainment or gift. All such gift, entertainment and travel expenses of any amount must be recorded appropriately in the books and records of the Company, identifying the date and amount in question, the recipient's name, the business need for the expense, and a summary of compliance with the Company's pre-approval process.

GROUP TRAVEL AND MEETINGS

Because of the unique requirements for store openings, photo shoots and Regional/District Management meetings, special arrangements have been made to accommodate travel for these groups. All group travel must be booked through BCD. Associates (coordinators) designated to make arrangements for travel in this organization are required to complete individual travel profiles that conform to the information listed in their Management Approval Re-Delegation files. New travel profiles and updates to existing travel profiles must be completed by using the Concur on-line booking tool, set up forms and link found on Homefront. In order to arrange hotel accommodations and rental cars, and to charge resulting fees to a corporate travel account, coordinators must be added to the approved list provided to BCD. Perspective group travel and meeting coordinators should contact the Travel department to be added to the list.

The coordinators of these projects are required to communicate their groups' travel requirements to BCD at least two weeks prior to the required departure date. The designated agent will make the final arrangements for the stay, and confirm the method of payment. Direct your group travel requirements to BCD Travel via email. All hotel contracts must be signed by Senior Vice President, Bud Cope.

INSURANCE AND TRAVEL ASSISTANCE

Business Travel Accident Insurance

WSI Associates may be covered for Business Travel Accidents. To receive more information, please contact the Benefits Resource Center.

Workers Compensation

If you are injured while traveling for Company business, you may be covered under workers compensation. To receive more information, please contact the Risk Management department.

International SOS

One of the most important reasons to book all business travel through our contracted Travel Agency is so that the information flows through to International SOS, our emergency and evacuation assistance partner. International SOS is the world's largest international medical and security *assistance* company.

The Assistance Abroad Website is designed to provide international travelers with important medical, safety and travel information. It contains:

Country-Specific Information:

- Security and Medical Alerts
- Vaccinations and Diseases
- Medical Referrals
- Food and Water Safety
- Business and Cultural Etiquette
- Personal and Driving Safety
- Public Holidays
- Phone, Electrical and Financial Data
- Demographics

Worldwide Emergency Contact Information

- Worldwide SOS Alarm Centers Directory
- Worldwide SOS Clinics Directory
- Country Medical Referrals
- Country Emergency Phone Numbers (Ambulance, Fire, Police)
- Embassy Contact Information
- International Phone Codes

WILLIAMS-SONOMA, INC.

This portal is accessible through *Homefront* by clicking on International SOS or by going to: <http://www.internationalsos.com/private/wsonoma/> and selecting Member's Login (on the right) where you will be required to enter the WSI member number: 11BCPS000151.

Be sure to fill out your profile, sign up for medical and security alerts, and familiarize yourself with the program benefits and frequently asked questions about the International SOS program.

Note: International SOS is not an insurance provider; they are a medical and emergency assistance program. Therefore, any services that generate normal insurance expenses will be billed by International SOS to the traveler.

Services provided by International SOS may include the following:

Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment
- Inpatient medical expense guarantee, cost review and payment (International SOS will pay for services if you cannot at the time of service. International SOS will seek reimbursement from the traveler).
- Dispatch of medication and medical supplies

Security Services

The joint venture of International SOS and Control Risks provides you access to the following services:

- Urgent and non-urgent travel security assistance and advice by telephone
- Daily online and email updates on the latest travel security development
- Special Advisory emails with advice in response to significant travel security incidents

WILLIAMS-SONOMA, INC.

- Security and travel information on 220 countries and more than 330 cities
- Access to security evacuation
- Coordinator of post-evacuation debriefs and counseling

Travel Services

- Legal referrals
- Emergency message transmission
- Translations and interpreters
- Lost document advice
- Ground transportation and accommodations for accompanying family members
- Emergency personal cash advances

International SOS Clinics

- Access to International SOS clinics

INTERNATIONAL TRAVEL AND SAFETY TIPS

Restricted Travel

Please note the following travel restrictions, effective as of July 1, 2014:

- **ZONE 1B** (Iraq) – Travel is **excluded** unless approval has been obtained in advance. Associates wishing to travel to Iraq must complete the International Travel Justification & Pre-Notification Form and submit it to the Benefits department.
- **ZONE 1A** (Afghanistan, Egypt, Iraq, Lebanon, Pakistan, Sudan, Somalia and Syria) – Travel is **excluded** unless the Benefits department has been pre-notified. Associates wishing to travel to Zone 1A countries must complete the International Travel Justification & Pre-Notification Form and submit it to the Benefits department.
- **Philippine Islands**
- **You must complete** the International Travel Justification & Pre-Notification Form and submit it to the Benefits department **in advance of traveling to the above named countries**. The War Risk Countries detail and International Justification & Pre-Notification form can be found in this section of the Travel Policy as well as on *Homefront*. It is recommended that associates check the WSI *Homefront* travel link periodically for updates regarding travel restrictions.

Documentation

Be sure to keep Passports and Visas current. International travel requires at least six months passport validity after the scheduled return travel date.

When making international travel arrangements, be sure to find out about the necessary Visa requirements and allow sufficient time for processing.

Provide your department administrator and a family member with a color photocopy of your ticket, passport and Corporate Travel Card information in the event these documents are lost or stolen.

Passport & Visa Information

Travisa is a passport and Visa service that assists associates who are traveling abroad. If accessing Travisa online, please use Company Code CC3250 (<http://www.travisa.com/S5B4Z6X7V1>). You may also call:

- West Coast: (800) 421-5468
- Midwest: (800) 766-0608
- East Coast: (800) 222-2589

CIBT can also be used by calling (800) 929-2428 and providing them with company code: 70033.

Healthcare

Make sure to carry enough of your prescription medication – do not check it in with your luggage. Keep it on your person at all times.

Contact International SOS Centers if you become ill.

International travelers may contact their primary care physician for necessary vaccinations, or they can contact the Overseas Medical Center if necessary.

Overseas Medical Center
49 Drumm Street
San Francisco, CA 94111
(415) 982-8380
M-F 10 am – 12 pm and 1 – 4:30 pm

Safety Best Practices

To prevent theft of your carry-on and/or laptop at the airport security checkpoints, delay putting your belongings on the conveyor belt until you are sure you'll be the next person through the metal detector. Wait to see your belongings enter the x-ray machine, and then enter the metal detector. As you move through the detector, keep your eyes on the conveyor belt and watch for your belongings to come through (as well as keeping a sharp eye on what those in front of you are picking up). Retrieve your items as soon as possible.

For fire safety, consider staying only on floors two through four, as elevators are prohibited from use during fire emergencies. People on lower floors have the opportunity to exit more quickly.

Keep a low profile – avoid wearing clothing and jewelry that attracts attention. Foreign travelers are often singled out by their appearance.

Always keep hotel room doors securely locked and never open the door for maintenance calls or anyone else without first verifying it with the front desk.

When traveling outside the US, in order to comply with certain domestic and international requirements, you may be required to remove both the encryption software and all confidential and restricted information from your system prior to your departure. To determine whether any country on your itinerary falls into this category, you may contact the Company IT Security Office or Loss Prevention.

General

For medical or safety emergencies overseas, contact International SOS.

Obtain the phone number and address of the American Consulate in each country you plan to visit. See the Travel section on *Homefront* for a listing of the Consulates in foreign countries most frequently visited.

WAR RISK COUNTRIES

Effective Date: July 1, 2014

Worldwide except: This coverage does not include (i) the United States; and (ii) any nation of which the covered person is a citizen.

Zone	Area
	EXCLUDED COUNTRIES BELOW
1B	IT IS IMPORTANT TO NOTE THAT YOU <u>MUST</u> CONTACT YOUR CIGNA UNDERWRITER PRIOR TO ANY TRAVEL TO IRAQ.
1A	Afghanistan, Egypt, Iraq, Lebanon, Pakistan, Sudan, Somalia and Syria
	COUNTRIES BELOW ARE SUBJECT TO YEAR-END AUDIT
I	Algeria, Angola, Burundi, Central African Republic, Chad, Colombia, Dem. Republic of Congo, Guinea, Haiti, Indonesia, Ivory Coast, Jordan, Lebanon, Liberia, Nepal, Nigeria, Philippines, Syria, Sudan, Venezuela, Yemen
II	Bahrain, Congo Republic, Egypt, India, Kosovo, Malaysia, Rwanda, Sierra Leone, Togo, Turkey, Uganda, Zimbabwe
III	Albania, Armenia, Bangladesh, Bolivia, Bosnia-Herzegovina, Cambodia, Cameroon, Djibouti, East Timor, Ecuador, El Salvador, Eritrea, Ethiopia, Georgia, Ghana, Guatemala, Guinea Bissau, Kazakhstan, Kenya, Kyrgyzstan, Laos, Libya, Macedonia, Madagascar, Mali, Montenegro, Morocco, Mozambique, Myanmar, Niger, Oman, Papua New Guinea, Peru, Russian Federation, Senegal, Serbia, South Africa, Sri Lanka, Tajikistan, Tanzania, Thailand, Turkmenistan, Ukraine, Uzbekistan, Yugoslavia, Zambia
IV	Argentina, Azerbaijan, Belize, Benin, Botswana, Brazil, Burkina, Chile, Costa Rica, Croatia, Cuba, Cyprus, Dominican Republic, Equatorial Guinea, Estonia, Faso, Fiji, Gabon, Gambia, Honduras, Latvia, Lesotho, Lithuania, Malawi, Mauritania, Mexico, Moldavia, Namibia, Nicaragua, North Korea, Northern Ireland, Panama, Paraguay, Romania, Slovenia, South Korea, Spain, Surinam, Swaziland, Taiwan, Tunisia, Uruguay, Vietnam
V	Remainder of Africa and Central America and Middle East
VI	Remainder of Asia, Europe and South America except as specified above

**International Travel Justification & Pre-Notification Form
For travel to countries in Zones 1A and 1B**

Employees of Williams-Sonoma, Inc. are covered by a Travel Accident Policy through Cigna. This policy requires pre-notification or pre-authorization before travel to certain countries may be approved. These requirements notwithstanding, Williams-Sonoma, Inc. reserves the right to approve or deny travel to these countries based on the associate's justification for the travel. Due to the potentially dangerous nature of these countries, Williams-Sonoma, Inc. maintains a policy that associates travel to these countries only when absolutely necessary to business needs and if there is no realistic alternate destination.

To be completed by associate requesting travel	
Associate Name	Title
Desired Destination	
Travel Dates	
Begin ____ / ____ / ____ End ____ / ____ / ____	
Purpose of Travel	
Could this purpose be fulfilled by traveling to a location in Zones I - VI?	

Fax this form to the Benefits Department at 415.439.1050 and email to the WSI Travel Department at WSI-Travel@wsgc.com.

To be completed by Company	
Primary Determination	
<input type="checkbox"/> Approved	Risk Management
<input type="checkbox"/> Denied	
<input type="checkbox"/> Approved	Executive Committee Member
<input type="checkbox"/> Denied	
Notification to Cigna <input type="checkbox"/> N/A (Did not pass Primary Determination)	
<input type="checkbox"/> Yes	Benefits
Date _____	
Authorization received from Cigna <input type="checkbox"/> N/A (Not Zone IB country)	
<input type="checkbox"/> Yes	Benefits
<input type="checkbox"/> No	
Date _____	

ADDITIONAL NOTES:

FOREIGN CURRENCY

The exchange rate in Concur is calculated as of the transaction date. Once you receive your bank statement for exchange fees, process through Concur as a separate line item by choosing "Bank Fees" expense type. Identify all fees you are claiming and attach a copy of your bank statement to your report.

Note: The use of credit cards is highly recommended whenever possible to receive more favorable exchange rates. Additionally, travelers should use the exchange rate on the credit card for the entire Expense Report conversion.

IN-MARKET TRAVEL

An In-Market expense is an expense incurred while traveling overseas that is paid by WSGO offices or Agents for travelers and then cross charged or invoiced directly to the traveler's department.

Process for In-Market Travel and Expenses

- The WSGO or Agent office emails each traveler a completed, individual In-Market expense form with that traveler's portion of the expenses and associate's receipts.
- The traveler forwards the email to their Director or above requesting approval and coding.
- The traveler's Director or above replies via email with their approval of the expense, along with the appropriate account coding and a contact phone number (for any questions).
- The WSGO office will process a cross charge to the traveler's department. The Agent office issues a debit memo with the approval and supporting documents directly to WSI AP for reimbursement.

Acceptable Travel Expenses

- Hired car service
- Meeting rooms (for seminars, Sourcing summit meetings, vendor meetings, etc).
- Vendor appreciation events
- Locally bought samples at crafts or artisan fairs (requiring local currency)
- Inter-country flights where there was an unexpected change in travel plans, or intercountry flights and travel plans in India, Indonesia and China

Not Acceptable Travel Expenses

- Coffee or other drinks (Starbucks, etc).
- Snacks
- Group lunches brought into the office
- Taxis
- Retail Samples
- Hotels – all hotels must be booked through BCD Travel
- Booking standard in-country travel plans

Other Acceptable Expenses

- Duties on product and panel samples that are shipped to/from countries for development (Although we use our UPS & UTI accounts, there are additional duties that have to be paid in order to clear customs). These expenses need to be sent directly to the

WILLIAMS-SONOMA, INC.

appropriate brand's Design Director/VP to charge to that particular brand's Product Development account number.

- Local transportation for moving samples within country from one vendor to another. These expenses need to be rerouted to the WSI Singapore office for approval/processing.

FOR QUESTIONS REGARDING INTERNATIONAL IN-MARKET EXPENSES, CONTACT:

Beth Thompson at ethompson@wsgc.com

CONTRACTORS AND CONSULTANTS

Travel Arrangements

Contractors and consultants are advised to book travel through their own Company's travel management company or their own resources. The consultant/contractor is also required to identify the WSI associates they will be reporting to.

A copy of this policy and general contact information as well as the appropriate form to submit travel expenses, shall be provided to the contractor/consultant by the engaging manager before they travel to ensure adherence to this Travel Policy and to ensure proper reimbursement.

It is the responsibility of the manager engaging the consultant/contractor to communicate the terms of reimbursement and adhere to the terms of this policy. In all circumstances, the engaging manager should require the engaged contractor/consultant to adhere to the same guidelines and travel policies as the WSI associate.

General Guidelines

Airfare

Costs within or outside the United States should be reimbursed only on a coach, non-refundable, lowest cost fare basis. The following expenses will not be reimbursed: airfare upgrades, change fees (without prior WSI approval), and checked baggage for more than one checked bag (except in the case of Photo Shoots).

Meals

Only meals incurred while traveling away from home, overnight, or on WSI's business will be eligible for reimbursement, up to a maximum of US\$60/day. A daily per diem will not be paid. Itemized receipts must be provided.

Lodging

All WSI required lodging expenses will be reimbursed at the lowest rate available. Consultants/Contractors should adhere to the city cap of US\$185 per night in all markets except New York, Washington DC and Boston. Tips are to be limited to a maximum US\$8 on any day (bellman - US\$5, housekeeping - US\$3). WSI will not reimburse for the following items: laundry/dry cleaning, telephone charges, room upgrades, fitness center fees, movie rental fees, theft, loss of or damage to personal items, and toiletries.

Ground Transportation / Mileage

Taxis and shuttles should be used as transportation to and from the airport and will be reimbursed for actual charges. Public transportation including buses, trolley and cable cars are available for commuting to downtown areas when in major urban areas and when traveling to/from a meeting. Ground transportation will not be reimbursed when used to/from meals.

WSI will not reimburse for rental cars or parking for consultants/contractors staying in San Francisco. Rental cars should only be used if the contractor/consultant can prove savings by renting a car rather than using air, rail or other form of transportation. Car rentals are restricted to compact cars and require advance written approval by the engaging manager. If a rental car is pre-approved, costs to refuel said car are reimbursable. Consultants/contractors are encouraged to refuel a rental car prior to returning it to the rental car facilities to avoid higher gasoline charges. Consultants/contractors may not use the WSI negotiated rates on rental cars, as these rates include insurance coverage for WSI associates only. WSI will not reimburse for the following ground transportation items: limousine service, parking tickets, moving violations, or additional automobile insurance.

Mileage may be reimbursable to the consultant/contractor at the current WSI reimbursable rate, for consultants/contractors who use their personal car to perform services for WSI at locations other than their WSI assigned office. Consultant/contractor may submit expenses for the miles in excess of their regular commute between his/her home and their assigned WSI office.

Mileage must be documented with the date, starting/ending point, and mileage amount recorded. The reimbursement amount includes the cost of gasoline and wear and tear on a vehicle.

Contractors/consultants and their employing manager are responsible for their own insurance. WSI will not reimburse for damage that occurs to a contractor/consultant's personal vehicle while in use for WSI business.

Misc. Expenses

Costs, such as telephone communications, copying, electronic mail, facsimile transmissions, computer time and use of consultant's in-house technical software are considered to be part of the consultant's overhead costs and are not eligible for reimbursement. WSI will not reimburse for consultants/contractors family member's travel accommodations.

Reimbursement

To receive reimbursement, the consultant/contractor must provide an invoice to their engaging manager as well as an itemized spreadsheet showing airfare, hotel costs (for room and tax only), meals and other charges. Receipts are required for all items except

WILLIAMS-SONOMA, INC.

for tips to bellman/housekeeping. Each expense item shall be clearly identified as to its purpose. In addition, the travel itinerary is required as stated above. WSI will not reimburse contractors/consultants for expenses which do not conform to the rules and regulations of this Travel Policy. It is the responsibility of the manager engaging the consultant/contractor to communicate the requirements of this Policy.

WILLIAMS-SONOMA, INC.

EMPLOYEE EXPENSE REPORTING/CONCUR

AUDIENCE:

- All Brands (US + CAN) US only CAN Only
 Pottery Barn Pottery Barn Kids Pottery Barn Teen West Elm Williams Sonoma WS Outlet PB Outlet
-

PURPOSE:

POLICY: The following company policy must be adhered to when performing this task.

- All associates must read the WSI Travel Policy.
 - All reimbursable expenses must be submitted via the Concur website within 30 days of the expense date.
 - All Employee Expense Report submissions must be approved by the Manager via the Concur site.
 - Any expense equal to or greater than \$25.00 must be accompanied by an itemized receipt.
 - All expenses over \$25 should be processed through Concur.
 - Single expenses, with a receipt, under \$25 may be paid out through the register or combined to reach the \$25 minimum for the expense to be paid through Concur
 - Submit an employee expense for each business occurrence. EX. Submit expenses for in-home appointments individually.
 - Submit expenses into one report. EX. mileage or other lower reimbursements requests, multiple trips can be combined within the same Concur expense report.
-

PROCEDURE: The following provides step-by-step instructions to complete the task.

FIRST TIME LOG-IN

- If you have previously traveled on business or submitted an expense report, you are already set up in Concur (you just did not know it). Your login is your associate ID number followed by @wsgc (for example, 123456@wsgc). You can locate your associate ID number on your paystub or in SWW>Homefront>myHomefront > Personal Information > Personal Profile.
- Your password for your first login is: welcome.
- If you have not previously traveled on business or submitted an expense report, contact Jody Starlin in Accounts Payable at 415-616-8671 to gain access. Ensure that you have your associate ID number available when contacting Jody.
- Requests also may be e-mailed via Outlook e-mail by the GM or the Assistant Manager to jstarlin@wsgc.com

WILLIAMS-SONOMA, INC.

SUBMITTING A CONCUR EXPENSE REPORT

Submitting an expense report via Concur involves organizing the receipts, accessing the Concur website, creating an expense report and then submitting the expense report through the Concur site to obtain Manager approval. All associates are authorized to submit qualifying expenses via Concur.

1. Label all receipts with the date of the transaction and the type of expense (e.g. 03/11/08 dinner).
2. Tape your receipts to one side of an 8.5x11 piece of paper by day.
3. Photocopy your receipts for your records and in order to be able to fax them to the Concur site if required.
4. Using the search function on SWW search for Concur and, access Concur to log in and create your expense report.
5. Ensure that each expense in Concur is clearly titled by the event and the date it occurred,
6. Example of a correct expense title would be: "Mrs. Jones In-Home 05/07/12".
7. Submit the report via Concur once complete.
8. Keep all your receipts in the event of an audit of an expense submission.
9. Associates will receive a submission status update via the e-mail address in their Concur profile.
If associates do not provide an e-mail they can check the status of their report in Concur>Status.

APPROVING A CONCUR EXPENSE SUBMISSION

General Managers and District Managers are authorized to approve expense report submissions in Concur. General Managers are only able to approve the expenses of their direct reports in Lawson.

1. General Managers will receive an e-mail notification via Outlook E-mail informing them that they have a submission for approval.
2. Using the search function on SWW search for Concur and, access Concur to log in and access your associates' expense reports.
3. Review the submissions for accuracy and check in-home expense submissions against the scheduled appointment log.
4. Any discrepancies should be discussed directly with the associate.
5. Once your review is complete you may approve the expense request.

REIMBURSEMENT OF EXPENSES

Once received, the Accounts Payable department will review and audit the expense report before issuing payment.

Reimbursement notification:

- It is strongly urged that associates not already signed up for Direct Deposit do so immediately in order to expedite expense reimbursement.

WILLIAMS-SONOMA, INC.

- Associates without direct deposit will receive a check for expenses which will be mailed to the home address on file.
- Associates will receive a submission status update via the e-mail address in their Concur profile.
- If associates do not provide an e-mail they can check the status of their report in Concur>Status.

RESOURCES: The following resources should be used in conjunction with this chapter to support the procedure.

- [Store Travel](#)
- [Concur website log in](#)

GLOSSARY:



CONCUR SET UP
PLEASE PRINT CLEARLY

ALL FIELDS ARE REQUIRED

NAME _____

EMPLOYEE ID # _____

STORE # AND CONCEPT _____

STORE LOCATION (CITY, STATE) _____

EMAIL ADDRESS _____

BANK NAME _____

BANK ACCOUNT NUMBER _____

BANK ROUTING NUMBER _____

PLEASE FAX TO 415.616.7968

ESTABLISHMENT IN THE CONCUR SYSTEM CAN TAKE 7-10 BUSINESS DAYS

