



# Acuity Store

## FAQs for Agents

### What's Changed & Why

#### Q: Why has Acuity decided to replace Custompoint?

A: To provide a singular digital experience for our agents, marketing and sales teams, we have decided to transition all literature to the Acuity Store as a one-stop shop for your literature, merchandising and promotional item needs.

### Accessing the site

#### Q: How can I access Acuity Store?

A: You can access Acuity Store by the following:

1. On the [www.acuitybrands.com](http://www.acuitybrands.com) > Agent Support Resource Portal
2. Via ADC
3. Via Agile
4. Going directly to [www.acuitystore.com](http://www.acuitystore.com)

#### Q: If I am new or have a new agent starting, how do I get access to the store.

A: All new users can self – register, by clicking the self-registration link on the login page.

### Orders on Acuity Store

#### Q: Can I order merchandising and literature on the same order?

A: Yes, you now have access to order merchandising, promotional items and literature all on the same order.

#### Q: Is there a cost for items on the site?

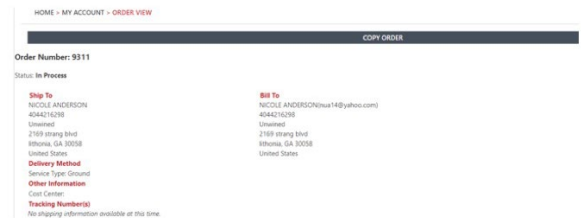
A: All literature is available free of charge. Promotional items are available for purchase via a credit card at check out. Cost may vary by item. Merchandising items are available at no cost, but the shipping and taxes will be billed to requestor.

#### Q: If I order multiple items in one order, will they ship together?

A: All of your items will ship together; however, if you order literature and promotional items, they may arrive in separate boxes.

#### Q: Can I reorder a previous shipment without having to find each item on the store again?

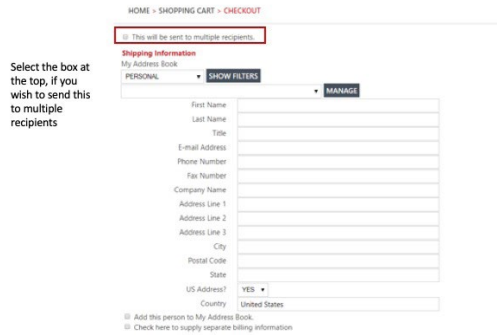
A: Yes, after you place an order, you can go to My Account> Select the Order> and select “copy order” at the top. This will allow you to copy that exact order and place it again. You will be able to change the quantity and/or location of this new order as well.





**Q: Can I place multiple orders at one time?**

A: Yes, if you would like to ship items to multiple locations, you can do so by following the steps below. Please note, unfortunately, the orders must be identical (same item/ same qty) in order to ship to multiple locations.



**Q: How can I view and track my order?**

A: After you place your order, you can select My Account, which will display all your previous orders. You will also receive an email after your order has shipped with a live tracking link to track your order.

**Q: Are my Merchandising items approved before they are shipped?**

A: Yes, all merchandising items are submitted to the channel marketing team for approval prior to the items being shipped. If you have other items in your order alongside merchandising, those items will ship to you and the merchandising will ship once it is approved. Approvals may take up to 1 business day.

**Navigating the site**

**Q: How should I search for an item**

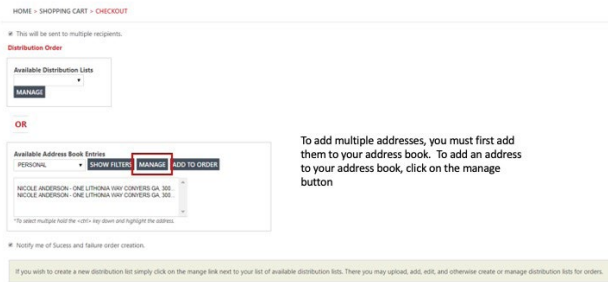
A: The new Acuity Store has enhanced search functionality. You can now search broad terms such as (i.e. nLight brochure), as well as item number and/or merch number if you know the exact item you are requesting.

**Q: How do I know how much inventory each item has available?**

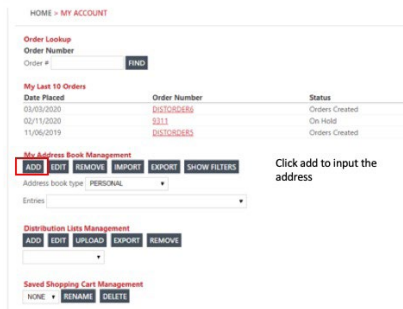
A: A new enhancement to our site is the ability to view live inventory. For each item you select, you will be able to see how much is available to you in real-time.

**Q: Can I favorite an item to view it later?**

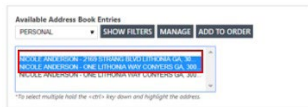
A: Yes, you can add as many items as you like to your favorites collection. You can access those items by clicking My Account > select Favorites from the drop down menu.



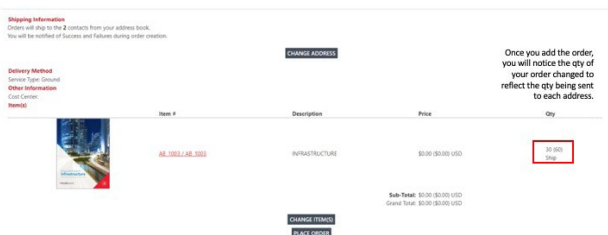
To add multiple addresses, you must first add them to your address book. To add an address to your address book, click on the manage button



Click add to input the address



Next, select your addresses, by holding <ctrl> button down and highlighting all the addresses for the order.



Once you add the order, you will notice the city of year order changed to reflect the city being sent to each address.