



BrandedPromotions.com Frequently Asked Questions:

1. What is BrandedPromotions.com?

BrandedPromotions.com is a customizable online gift store provided as a tool for our distributor account executives. The website can be customized to the user and shared directly with your customers as a unique shopping experience.

BrandedPromotions.com is designed to allow customers to browse product ideas and share their thoughts with you before placing an order. No orders can be placed directly from the site. Instead, customers can save their favorite products to a wish list, which they can send to you by email when they are finished shopping. Wish lists will include your customer's name and contact information, as well as a printable PDF including a list of the selected products, quantity needed and preferred colors.

2. What information do I need to create my site?

All you need to get started is a valid email address and your ASI, PPAI or PPC number. You will have the option to add your company logo, your headshot and contact information. Once you enter your email address and set your password, a validation email will be sent to your inbox so that you can finish the set-up of your store.

3. What do I do if I don't receive an email to complete registration?

Make sure to check your spam filters as some email providers have stricter regulations than others. Additionally, check to make sure info@brandedpromotions.com is included in your email's safe senders list. This will allow for the email to come to your inbox. If you still did not receive an email, contact your sales representative for assistance.

4. Why do I need to validate my email?

Validating your email confirms that you are the administrator of your site and ensures the information that you enter stays secure.

5. Can my PCNA representative set up my site for me?

No, stores must be set up by the store owner. For security purposes, once you create a username and password, a validation email will be sent to your email address to complete your store set-up. Therefore, the person setting up the store will need access to the email account.

6. Can I create more than one store?



This feature is currently unavailable but will be coming soon. As soon as the feature launches, we will notify you.

7. What can be customized on the website?

While creating a store, you will have the option to upload a logo, input contact information, add a headshot and select a color theme to complement your company's colors or your taste. We do the rest for you!

8. What if I don't want to show all of my contact information?

The site will only display the contact information you choose to show. If you would prefer to only display a phone number to your customers, you will have the option to leave all other information blank.

9. Can I make changes to my site after I submit my information?

Yes! You can log in and edit your store at any time by visiting www.brandedpromotions.com/login. After you enter your login information; you can change your color theme, edit your contact information or upload a new logo or headshot.

10. How do I share my site with my customers?

When creating your store, you will be able to create a unique URL for your site. This URL can then be shared with your customers any way you'd like, for example, through email, on a self-promo item, a direct mail piece or even on your own website. PCNA is also providing customizable tools, including our 2016 Holiday Lookbook and promotional flyer, to share your store URL.

11. What products are included?

The gift store features over 400 hand-selected products from Leed's, Bullet, Trimark and JournalBooks, including all newly launched items, plus some of our best sellers and customer favorites. The products are grouped into the most popular end-of-year gifting occasions to help customers find exactly what they are looking for.

12. Can I add or remove products from my website?

No, product collections were predesigned in order to make your store set-up process easy. Products selected represent our newest items as well as the best selling items for this time of year.

13. What product information will be displayed?

All products included on the site will display the product name, description, material, color options and apparel sizes (if applicable). You will have the option when setting up your store to display or



hide end column pricing on your site. Although item numbers are not featured on the site, they will be displayed on the wish list so that when it is sent to you via email it will be easier to place an order.

14. Where can I find additional information about the products listed on the site?

Additional information such as five-column pricing, MOQ's, product dimensions, inventory availability, decorating information and product videos can be found by visiting PCNA.com.

15. Can you create product virtuals through the site?

No, virtuals will need to be created through PCNA's design lab at PCNA.com.

16. How does the wish list work?

Customers can save their favorite products to a wish list, which they can send to you by email when they are finished shopping. Wish lists will include your customer's name and contact information, as well as a printable PDF including a list of the selected products, quantity needed and preferred colors.

17. How do I order products on the site?

No, products cannot be ordered on the site. You will need to follow our standard order entry methods for each product line depending on the item your customer is interested in. To ensure you are ordering from the right product line, you can easily identify which product line a customer has selected by looking at the product number. For example:

- Bullet – all products start with SM or HL (i.e. SM-3936 or HL-30)
- Leed's – all products only include numbers (i.e. 0055-66)
- Trimark – items are numbers without hyphens and are the only apparel items offered
- JournalBooks – stationery item with a name (i.e. BrightNotes)

All packages and invoices will be processed by individual product lines and shipped from their individual locations. We are not able to offer kitting and free insertion across products lines. However, you can enjoy these benefits within a product line – as you do today.

18. How frequently will the site be updated?

Product information will be updated as information or pricing changes, or if inventory is unavailable. We will also be adding new items to the occasions as they are launched throughout the remainder of the year. Based on AE interest in the custom sites, we are planning to update the site with new gift occasions seasonally. Keep an eye out for more information on this by the end of the year.



19. How much does it cost to use this site?

This personalized website is available absolutely free to distributors registered with ASI, PPAI or PPPC.

20. Is there still a Holiday Catalog for PCNA?

Yes, a 32-page Holiday Catalog is available to order or view online at PCNA.com. This catalog can also be customized with your logo and contact information. You can even include your unique branded promotions URL to help promote your site to your customers.

21. How is the catalog different than the website?

The Holiday Look Book does not include all newly launched items. This piece includes newly launched items and top sellers for the third and fourth quarters arranged by larger gifting occasions. The website breaks the occasions that are available in the book into much smaller groupings of ideas. The customizable version of the Look Book, available on PCNA.com, is a perfect way to further promote your website as a place to see everything.

22. What are the preferred browser versions?

- Internet Explorer 10/11+
- Google Chrome 49/50+ *
- Safari 8/9+ *
- Firefox 44/45+ *
- Microsoft Edge for Windows 10
- Android 4.3/4.4 +
- iOS 8/9.3.1+