

## Easily order NRG-branded gifts for your customers and brokers online

As an NRG Business Sales team member, you can now order surprise-and-delight gifts through the NRG Promo Shop for your customers and brokers. It's a new self-serve portal to make engaging and retaining them even easier.



**Quickly order items**  
online, on your  
own schedule

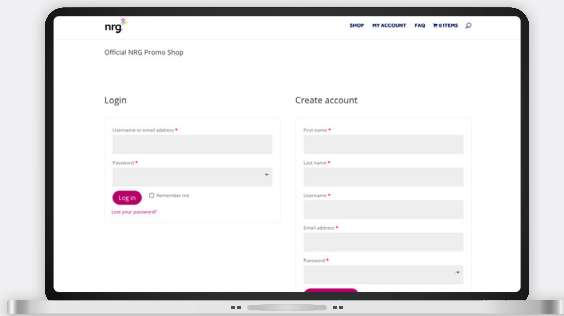


**See what's in stock**  
and the  
quantity available

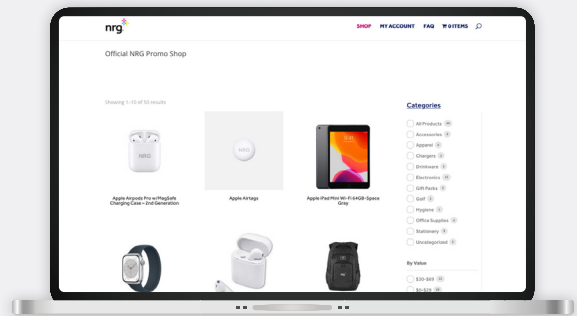


**Send personalized  
gift messages**  
when you ship directly,  
or ship to yourself

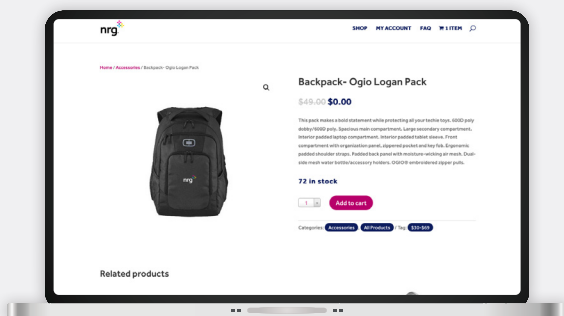
**1** Visit [nrgpromoshop.com](http://nrgpromoshop.com) and log in or create your account.



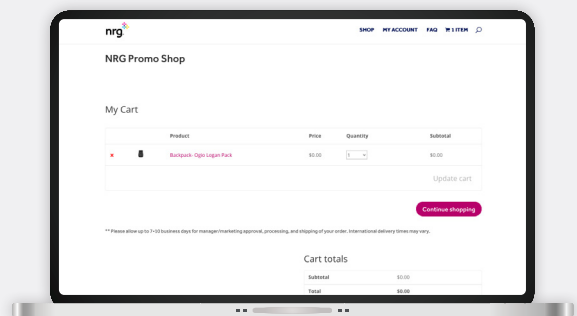
**2** Click "Shop" to view all items, or browse popular items on the homepage.



**3** Select the item(s) you want to order, update the quantity, and add them to your cart. (note: Maximum order quantity per item is 5)



**4** Complete your order by clicking "View shopping cart," then "Proceed to checkout." Fill in the order information and click "Place order."



That's it! You'll receive an order confirmation via email. You can also track your order by clicking on "My Account" and selecting "Orders."

**Shop now**

at [nrgpromoshop.com](http://nrgpromoshop.com)

# Answers to your questions

**Q: Who is allowed to order from this site?**

A: The NRG Promo Shop is exclusively for NRG Business Sales team members. Designated reps within each sales region are able to access and order from the site. Login details should not be shared.

**Q: What scenarios allow me to place an order through this site?**

A: Items on this site are reserved for customer and broker meetings and one-off, surprise-and-delight situations, i.e., recognizing a broker who closed a recent deal with significant margin or customer visits, resolving a complex customer or broker issue.

**Q: Can I use these items for myself or to give to members of my team?**

A: No, items on this site are not for personal employee use. These items are to be exclusively used for customer/broker outreach and support.

**Q: Can I filter items by cost?**

A: Yes! To shop by cost, use the categories on the sidebar of the main shop page. You can choose from Low (\$0-\$29), Mid (\$30-\$69), and Premium (\$70+ – this level requires Marketing approval).

**Q: How many items can I order?**

A: Order quantity is limited to a maximum of 5 per individual item unless noted.

**Q: What if I need more than 5 of any individual item?**

A: Please contact your regional marketing manager to place a bulk order. Bulk orders may require the use of the requestor's cost center or pcard.

**Q: Are there any other limitations?**

A: Certain high-value items are subject to Marketing approval before the order can be fulfilled. Products that require Marketing approval are notated on that item's product page.

**Q: How long does marketing approval take?**

A: Up to 1-3 business days.

**Q: I would like to include a personal message with my order. Can I include a message to my customer or broker?**

A: Yes. You can include a gift message on the checkout page.

**Q: How will my items arrive?**

A: If shipping to a customer, items will arrive in an NRG branded box with NRG branded tissue paper and an NRG card. If items are shipping to an employee for distribution to a customer, items will arrive in a standard brown shipping box. If you need your items gift wrapped, you can select that option on the checkout page.

**Q: How long does shipping take?**

A: All orders are shipped via standard ground shipping and can take up to 5-7 business days.

**Q: What if I need the items to be delivered sooner?**

A: The user can specify their desired delivery date on the checkout page. We will do our best to meet the delivery date and will employ rush shipping if available.

**Q: What if I need my items delivered to more than one address?**

A: Please place a separate order for each delivery location.

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

A: You can track your order by clicking on "My Account" and selecting "Orders."

**Q: Who do I contact if I have a problem with my account or need an item not found?**

A: Please contact your regional marketing manager.

**Q: I have a question not listed. Who should I contact for an answer?**

A: Please contact your regional marketing manager.

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