



Swag FAQ Article

Overview

This knowledge article guides you through everything swag related, including Frequently Asked Questions (FAQ), how to place an order, items we provide, as well as our policy for customers, employees, and prospects.

For your convenience, we recommend placing your swag order **in advance** so that it arrives at its destination on time.

nCino Swag Process

As we've grown as a company, we have improved our swag process to make it more seamless. We are excited to offer a self-service webstore where you can order nCino swag 24/7!

How to Order Swag

- Navigate to the nCino Swag Store at www.ncinoswag.com (save the link for future reference).
- Select the items you want.
- Click the **shopping bag icon** at the top right-hand corner to check-out.
- Fill in the contact and shipping information.
 - Note for employees ordering swag for customers: insert **YOUR email address** in the contact section to receive the **receipt and tracking updates**.
- Select a shipping method:
 - US Standard usually takes 5-7 business days.
 - US Express usually takes 2-3 business days.
 - Standard International usually takes 7-14 business days. Note: more days may be added depending on the customs process of the intended destination.
- Complete the Payment Information section to pay by **credit or gift card**.
 - **For any questions regarding expensing your order, refer to the [Company Expense Policy](#).**
- Click **Pay Now**.
- The email address(es) provided in the Contact Information section of the order will receive a receipt and tracking updates once available.
 - If you do not receive a confirmation email, check to make sure your order was submitted.
 - If the items are ordered for a business purpose, such as for a customer or prospect, gain approval from your manager and expense your order to your department or approved cost center.
 - For any **questions or technical difficulties** regarding the storefront, email support@postal.io



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Pick-Up Orders at HQ

We encourage HQ pick-up orders to be shipped directly to the building from the nCino Swag Store. Our onsite inventory and resources are limited.

Frequently Asked Questions

Q: Who can order swag?

A: The storefront is technically public, so anyone is able to order. However, for most use cases, nCino employees and customers can order swag for personal use or business use cases.

Q: What is swag used for?

A: Promotional merchandise (swag) is a fun and easy way to boost brand awareness and loyalty to prospects, customers, partners, and candidates. We also use it for events including tradeshows, conferences, career fairs, and customer celebrations such as “Go-Lives” or University pilot training sessions.

Q: Can employees order swag?

A: Yes, employees are able to order swag from the Swag Store. Applicable business expenses, upon managerial approval, may be expensed. For personal use, you will need to pay for the items. For any questions regarding expensing your order, refer to the [Company Expense Policy](#).

Q: How do I know what swag we offer and how many we have available?

A: The webstore features items such as **tumblers, pens, journals, socks and more!** Go to the nCino Swag Store at www.ncinoswag.com and click the item you’re interested in. The page will show a photo of the item, the value, and how many units are available in inventory.

Note: Swag items and available inventory applies to what is in our warehouse, based out of Yorkville, IL, USA. EMEA and APAC have separate swag policies and procedures.

Q: Who in my department needs to approve an order?

A: The approval process is at the discretion of each people leader, team, or department and aligns with the [Company Expense Policy](#) already set in place. If you have questions about approval, please contact your people leaders.



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Q: What are the rules for receiving a discount?

A: We do not offer discounts or coupons; however, everyone is welcome to purchase a gift card on the nCino Swag Store.

Q: What is the average turnaround time after I place an order through the online Swag Store?

A: There are two shipping options available:

- US Standard shipping usually takes 5-7 business days to arrive at its destination.
- US Express shipping usually takes 2-3 business days to arrive.
- Standard International shipping usually takes 7-14 business days – more days may be added depending on the customs process of the intended destination
- Due to exorbitant costs, we strongly discourage overnight shipping and do not offer it as an option.

Q: What if I want to create a new nCino-branded design that isn't on the Swag Store?

A: Submit any new design projects for Creative approval at www.ncinodesign.com. All new nCino design projects for t-shirts or any new swag will need the approval of our Creative/Brand teams, as well as budgetary approval from your people leaders and/or cost center.

For any questions or technical difficulties regarding the storefront, email support@postal.io

For any information on merchandise returns, email returns@postal.io