

Givee Select Q&A

December 12, 2023

Q: When will Givee launch? Will you send out materials and additional information?

A: When Givee officially launches in mid-January, tools and resources will be shared on PCNA.com. You can also join us at both ASI Orlando (booth #807) and PPAI Las Vegas (booth #4024) to learn more about Givee.

Q: How will pricing work for Givee?

A: Pricing will be simple with no hidden fees. The platform will be free to explore. Once you create and launch a store, the pricing structure is extremely simple. There will be: 1) a single store fee, plus 2) the cost of the specific gifts or products given through the store and 3) a flat-rate, drop-ship fee for each gift. And, as an introductory gift for early adopters, we'll be waiving store fees through March!

Q: How does payment work with Givee? Will you be requiring product setup fees upfront?

A: There are no upfront fees. Givee customers will input billing details into the self-service admin tool and will be invoiced on a weekly basis for orders on active stores.

Q: Does Givee give access to the full PCNA catalog?

A: No, the Givee catalog includes a curated assortment of gifts selected by our merchandising experts to give you our best offerings for gifting. The assortment also (exclusively to Givee!) includes a print-on-demand assortment that allows giftees to personalize their gift and make it uniquely their own.

Q: What is the turnaround time for order fulfillment?

A: For active stores, the fulfillment lead time is different for print on demand (POD) than traditional promotional products.

- For POD products: Orders will be promptly processed and fulfilled as soon as they are received from the store.
- For promo products: We will consolidate and ship orders on a weekly basis.

Q: Are there MOQs for Givee products?

A: The Givee catalog includes both print on demand (POD) and traditional promotional products. POD products have NO order minimums. Promotional items do have an MOQ that needs to be met.

Q: Approximately how many items will be available for Givee?

A: The Givee assortment currently includes over 200 items across various categories and includes a number of great retail brands.

Q: How is e-commerce handled through Givee?

A: At launch, Givee will only function as a gifting store. Full e-commerce capabilities will be coming with a future release.

Q: How do we ensure inventory is set aside for our Givee recipients? What if you sell out of an item that people choose?

A: Inventory levels are internally synced with Givee. If a chosen product for your site dips below a specified inventory threshold, that product will automatically be removed from any store on which it appears. If inventory becomes problematic, a Givee team member will notify you immediately to adjust your site accordingly.

Q: Will gifts be blind shipped? Or will products feature labels or stickers that indicate the product came from one of the PCNA brands (e.g. Bullet, Leed's)? Will the drop shipment boxes be a special gift style or just a generic kraft box? Who do you list as the shipper to the individual recipients?

A: All gift orders will be drop-shipped blind, like many PCNA shipped items. The shipping label will include the Company name and the PCNA facility address.

Q: Is the Givee store open for only a specified period of time or can it be ongoing?

A: There is no time limit. While most stores are typically live for 1-3 weeks, they can be used as ongoing stores as well. Store open/close dates can be set during store creation.

Q: Will there be an opportunity to customize store URLs?

A: The URL subdomain can be customized, e.g., eventname.getgivee.com. For further customization, you can always redirect a vanity URL to your Givee store.

Q: Regarding Givee can you control the pricing that the end user sees?

A: Today, Givee is a platform for gift giving, so we do not show pricing to end users. However, we are enabling ecommerce capabilities in early 2024. When that is ready, the answer is: 'Yes!'

Q: Looking for your suggestions to overcome the objection by client that shipping to each individual will quickly increase the cost of item. And if it was a lower cost item giveaway, shipping could end up being more than item cost - client may rather use the shipping cost to purchase a higher end item to simply giveaway. Shipping and packaging costs not so ESG. (Again love the idea for sure - just needing to be prepared for client objections.)

A: It does require a fundamental mental shift from shipping everything in bulk. At the end of the day, the value proposition and primary goal of Givee is to provide recipients the choice to select something that they prefer and will hang onto.

Q: Is there an option to opt out of getting a gift and directing a donation to an organization?

A: To start, Givee will only offer gifts from our curated assortment, but enabling donations is on the roadmap. We expect this functionality to be unlocked in mid-2024.

Q: Is there an option to include a gift card with a message?

A: There will not be an option to include a gift card with Givee, but we are investigating that option for a future release.

Q: If a client were to have laptops in their booth and ask conference attendees to enter their order directly into site – could a distributor possibly capture additional info when a prospect selects their item?

A: The attendee/giftee information captured from a Givee store is used for order processing and fulfillment only. It is not possible to add additional fields to collect more information. Customer data is protected by the Givee Privacy Policy. Here are links to our [Terms and Conditions](#) and [Privacy Policy](#).

Q: Is the client-facing Givee platform able to be branded?

A: The client-facing sites can be branded with logos specific to the company or the specific event for which the store was created.

Q: Is it possible to tier gift choice options by redemption codes used, (i.e. tiering gifts by value to certain users)?

A: Not yet. In a future release, we will offer the capability to create different guest tiers. For example, tier 1 guests could order 3 items while tier 2 guests could only order 1 item.

Q: Does Givee plug into QuickBooks, HubSpot, CommonSku or any online platforms?

A: No, but we are evaluating integrations with those and other platforms as part of our roadmap.