



## Company Store Frequently Asked Questions (FAQ)

### What is the company store?

- Our new online store is designed to provide you with easy access to a wide range of high-quality merchandise that reflects our company's identity and values.

### How do I access the company store?

1. Visit <https://vectracompanystore.com/>
2. If you're a first-time user, you'll need to create an account using SSO. Click the "Sign In" button in the top right corner and then click "Login with vectracompanystore.com." You will receive a confirmation email from storeorder@inkwellusa.com once your account is active.
3. Once you're logged in, browse the categories and products available. Click on any item to view details, sizes, and colors.
4. Select the items you'd like to purchase and add them to your cart.
5. Review your cart and proceed to checkout. You can choose your preferred payment method and enter your shipping information.
6. Your selected items will be delivered to your designated address. Please allow 7-10 business days for processing and delivery.

### If I purchase items in the company store, can they be expensed?

- Any items purchased for personal use from the store without a redemption code or store credit cannot be expensed. If you are ordering items for customers, partners, or for company events, please see below on the process as well as the policy on the Non-Employee Gift Order Process located on VectraVerse under Company Store.

### Can I purchase promotional items (non-employee gifts) for customers/partners or for company events?

- Yes, please see our policy on the Non-Employee Gift Order Process located on VectraVerse for more specific details on this process. As is consistent with the Finance & Accounting Company Policy and our T&E policy on non-employee gifts, an approved PO is needed prior to placing the order, and the cost will be charged back to the requesting department. Once your PO has been approved, you may place the order through the company store. You will be prompted to enter the PO number during the checkout process if this is a non-employee gift. Please note that you may also work with the Marketing Department on your specific needs if this is an order for a company event.

### What if I'd like to order an item or get a quote on something that I don't see in the store?

- If you are looking for an item that may not be in the Store at this time and would like to get a quote, please click on "Looking for something you don't see on the site" at the bottom of the page. This link will direct you to fill out a few questions related to what you are looking for and will then be directed to our dedicated support team to review and follow up with you directly. Inkwell will then create a Custom Quote that only you can review and see on the site. Should



you then want to order these items, please follow the process noted in the Non-Employee Gift Order Process located on VectraVerse.

### **As a manager, can I reward my team with a credit to the store?**

- Yes you can. Please refer to the Company Store Recognition Process on how to award recognition credits to the company store. This is located under Manager Resources on VectraVerse. Please note you will need to obtain approval from your manager prior to offering store credits to one of your employees.

### **How do I purchase an item using store credit?**

- If you receive store credit, you will see the amount noted at the top of the storefront when you login. When you select your item and add it to your cart, you will be prompted to enter your delivery information. Under Payment Options, it will show as Free Checkout when using Store Credit.

### **How do I purchase an item using a coupon code?**

- If you receive an email with a coupon code to select a specific item, you can enter the code when you checkout. You will enter the code under Payment Options in lieu of using a credit card.

### **What is the store's return policy?**

- We do not accept returns or exchanges unless there is a defect in the product.

### **Can I track my order?**

- Once your order is shipped, you will receive a tracking number via email in which you will be able to track your order.

### **How are import taxes and customs handled for International orders?**

- The prices you see in the company store are inclusive of shipping, import taxes and customs fees. You no longer have to pay any customs / import taxes on items sent from the company store (as you may have had to do previously).

### **Will sales tax be included in my order?**

- If you live in California, New York, or New Jersey, you will see a sales tax charge added to your order.

### **What if I want to get a quote on an order prior to placing an order?**

- Please reach out to our dedicated support team ([laural@inkwellusa.com](mailto:laural@inkwellusa.com)) to assist with this.

