

# NAB Promo User Guide

Welcome to the NAB Promo Ordering System

Introducing an easy way to search & order a range of NAB promotional items, Print Collateral and activate internal or external promotions.

Date: August 2022

Author: International Marketing Concepts Pty Ltd



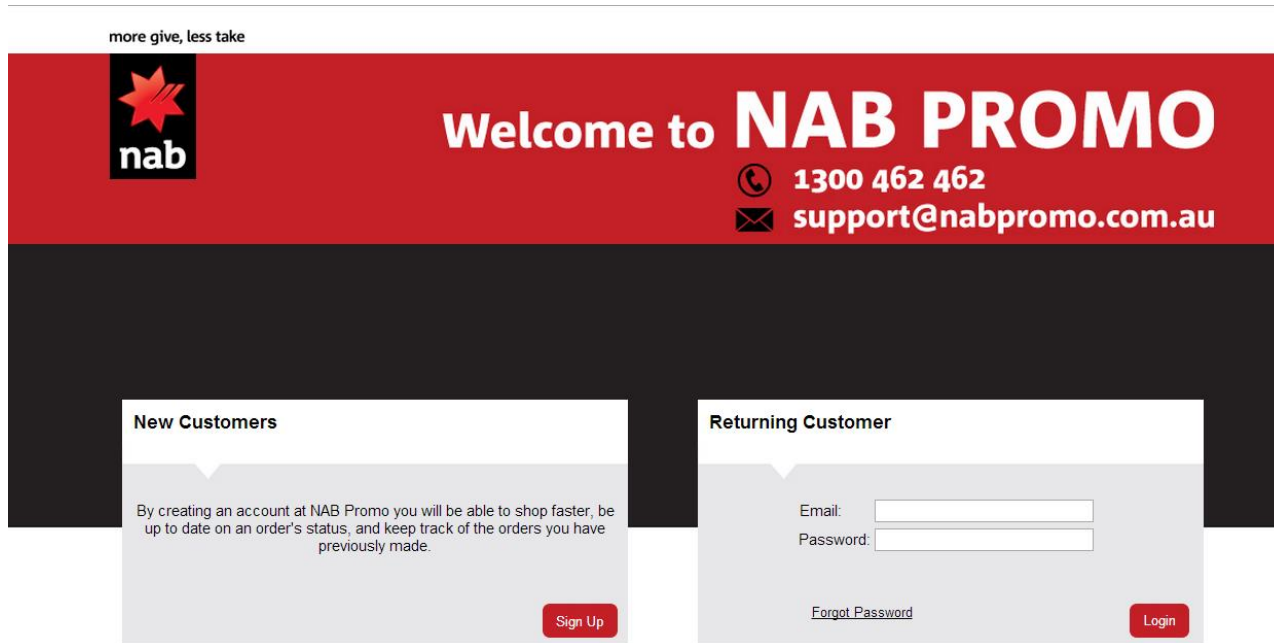
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# Accessing NAB Promo

more give, less take



The screenshot shows the top section of the NAB Promo website. At the top left is the NAB logo with the tagline "more give, less take". To the right, it says "Welcome to NAB PROMO" in large white letters on a red background. Below this, there is a phone icon with the number "1300 462 462" and an email icon with the address "support@nabpromo.com.au". Below the red banner, there are two white boxes. The left box is titled "New Customers" and contains the text: "By creating an account at NAB Promo you will be able to shop faster, be up to date on an order's status, and keep track of the orders you have previously made." At the bottom right of this box is a red "Sign Up" button. The right box is titled "Returning Customer" and contains two input fields labeled "Email:" and "Password:". Below the "Email:" field is a link for "Forgot Password". At the bottom right of this box is a red "Login" button.

- Visit : [www.nabpromo.com.au](http://www.nabpromo.com.au)

- First time users

Click 'Sign Up' and follow the prompts.

- Returning Customer

Enter your NAB email address and password to log in.

- Forgot your password?

Click "Forgot Password" to receive an email with a link to reset your password.

# Creating an Account

NABPromo > Account > Register

## Create Account

If you already have an account with us, please login at the [login page](#).

### Your Personal Details

\* First Name:

\* Last Name:

\* E-Mail:

\* Telephone:

Fax:

### Your Address

Company:

\* Address 1:

Address 2:

\* City:

\* Post Code:

\* Country:

\* Region / State:

### Business Unit

\* Business Unit:

### Newsletter

Subscribe:  Yes  No

I have read and agree to the [Privacy Policy](#)

- Select 'Sign Up' in the New Customers tab at the log in screen.
- Enter your NAB details to create an account
- An email will be sent to your NAB email address with a temporary password.

# Editing your account

more give, less take

Home My Account Shopping Cart Log Off

Search NAB Promo

# NAB PROMO

Merchandise Made To Order Signage Product Customisation

NABPromo > Account

## Account Settings

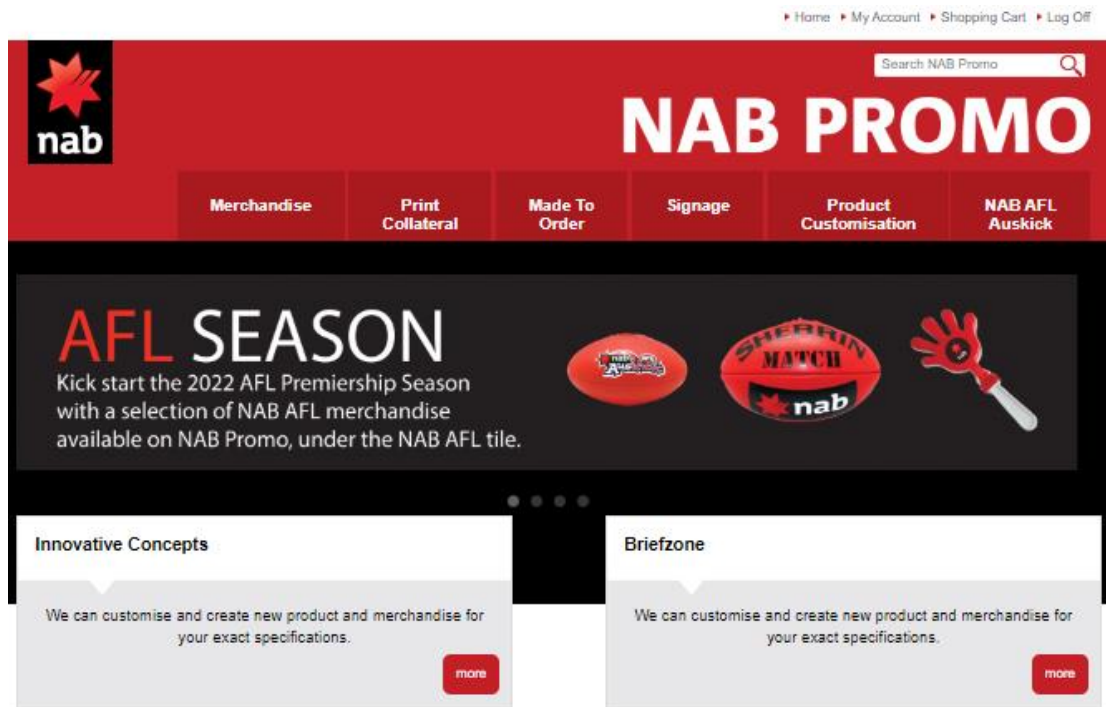
View and update your account information. View your order history.

### My Account

- ▶ Edit your account information
- ▶ Change your password
- ▶ Modify your address book entries

- To update account details.
- Please log-in and click onto 'My Account'
- To view account information, please select first option or,
- To change your password, please select 'Change your password'

# Welcome Page



## Select from:

- Merchandise - Access to view current range available to NAB.
- Print Collateral – Access to view current range of branded-stationary & forms for your operating requirements.
- Made To Order – Access to products that can be tailored to your requirement.
- Signage - Access to hire signage for your event.
- Product Customisation - Access to customise and personalise specific products.
- Innovative Concepts - Access to provide inspiration for promotional products
- Support - Access to view a range of methods to contact support.

# Merchandise

All users have access to the generic NAB Core Range



NABPromo > Merchandise > Business Unit

Made To Order

Business Unit

- Merchandise
  - Business Unit
  - Category
  - Price Range (incl GST)
  - Branding
- Product Customisation
- Signage Library

Business Unit

- NAB Core Catalog
- Clearance
- NAB Enviro
- NAB AFL
- NAB Golf
- NAB Cycling
- Winter Range
- Signage
- Summer Range
- NAB Indigenous
- Pens Off Strings Program
- Agribusiness
- Business Banking

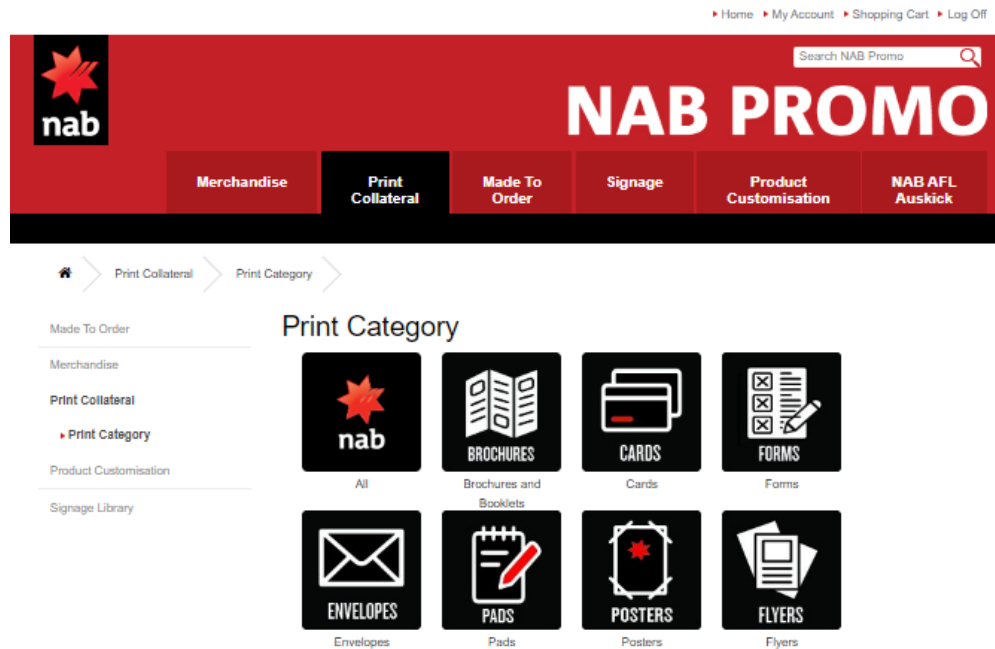
Refine Search

|                          |              |                  |                          |                       |
|--------------------------|--------------|------------------|--------------------------|-----------------------|
|                          |              |                  |                          |                       |
| NAB Core Catalog         | Clearance    | NAB Enviro       | NAB AFL                  | NAB Golf              |
|                          |              |                  |                          |                       |
| NAB Cycling              | Winter Range | Signage          | Summer Range             | NAB Indigenous        |
|                          |              |                  |                          |                       |
| Pens Off Strings Program | Agribusiness | Business Banking | Defence Force Home Loans | Financial Planning    |
|                          |              |                  |                          |                       |
| Government               | Health       | Medfin           | NAB Broker               | NAB Commercial Broker |
|                          |              |                  |                          |                       |
| NAB Corporate            | NAB Property | Retail Banking   | Institutional Banking    | NAB Private           |
|                          |              |                  |                          |                       |
| Education                | Sponsorship  | Mobile Banking   | Small Business           |                       |

- The merchandise module lists merchandise available to the user's access.
- If you don't already have access and you are part of the business unit, or you believe you need access to their range, send an email to [support@nabpromo.com.au](mailto:support@nabpromo.com.au).
- NAB Promo will then liaise with the business unit stakeholder for approval.
- Business Units that currently require access:
  - Sponsorship
  - NAB Broker
  - Mobile Banking
  - NAB PrivateThese access requirements change over time.

# Print Collateral

All users have access to the Print Collateral range















- The module lists branded stationery which is currently available to order for NAB users.
- Browse within the product tiles to locate a range of folders, forms and much more.
- Struggling to find an item you require? Simply search the product code in the top right-hand corner.



# Adding Items to your Cart

View the range and filter by product name, price or category to assist with product selection.

## NAB Core Catalog

|   |   |  |
|---|---|--|
|  <p>NAB 30cm Plastic Ruler (Pk 10)<br/>NAB01006<br/>\$4.08</p>   |  <p>NAB A4 Paper Bag (Pk 50)<br/>NAB01022<br/>\$24.29</p>          |  <p>NAB A5 Paper Bag (Pk 50)<br/>NAB01021<br/>\$17.20</p> |
|  <p>NAB AMF Better Buddies Money Box<br/>NAB01127<br/>\$4.95</p> |  <p>NAB Auskick Football Money Box<br/>NAB05261<br/>\$5.24</p>     |  <p>NAB Backpack<br/>NAB01019<br/>\$9.45</p>              |
|  <p>NAB BBQ Apron<br/>NAB01036<br/>\$12.76</p>                  |  <p>NAB Beach Ball (Pk 5)<br/>NAB01094<br/>\$9.90</p>            |  <p>NAB Beach Towel<br/>NAB01096<br/>\$23.65</p>        |
|  <p>NAB Black Luggage Tag<br/>NAB01073<br/>\$7.22</p>          |  <p>NAB Budget Pull Up Banner - 2M<br/>NAB01056<br/>\$146.62</p> |  <p>NAB Bunting<br/>NAB01102<br/>\$48.46</p>            |

• Sort

Sort By: Name (A - Z) ▼

- Name (A - Z)
- Name (Z - A)
- Price (Low > High)
- Price (High > Low)
- Rating (Highest)
- Rating (Lowest)

• Price

- Headwear
- Keyrings & Torches
- Office
- Price Range (incl GST)
  - All
  - \$0 - \$1
  - \$1 - \$3
  - \$3 - \$5
  - \$5 - \$10
  - \$10 - \$50
  - \$50 - \$100
  - \$100+
- Branding
  - AFL
  - Agribusiness

Refine Search

or

- ▶ Made To Order
- ▶ Merchandise
  - ▶ Business Unit
  - ▶ Category
  - ▶ Price Range (incl GST)
  - ▶ Branding
- ▶ Product Customisation
- ▶ Signage Library

• Category

- Category
  - All
  - Apparel
  - Drinkware
  - Merchandise
  - Outdoor
  - Stationery
  - Bags
  - Conference
  - Cycling
  - Golf
  - Headwear
  - Keyrings & Torches
  - Office
- Price Range (incl GST)

Refine Search

or

- ▶ Made To Order
- ▶ Merchandise
  - ▶ Business Unit
  - ▶ Category
  - ▶ Price Range (incl GST)
  - ▶ Branding
- ▶ Product Customisation
- ▶ Signage Library

## Adding Items to your Cart

**NAB 30cm Plastic Ruler (Pk 10)**

|                        |                   |
|------------------------|-------------------|
| Price:                 | \$4.08 (incl GST) |
| Availability:          | 826               |
| Items per pack:        | 10                |
| Quantity On Order:     | 7500              |
| Expected at Warehouse: | 24-03-2014        |
| Model:                 | NAB01006          |
| Average Rating:        | Not Rated         |

**Product Specification**  
NAB Ruler (Pack of 10)

- 30cm plastic ruler.
- Flat surface.
- MM's printed one side and CM's printed second side.
- Pack of 10
- Contains approx 10% recycled material

Branding: NAB logo printed in 2 colours on 1 side

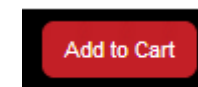
**imcgreen**  
Reusable

Qty:  [Add to Cart](#)

- Once you select the item, type in required quantity

Qty:  [Add to Cart](#)

- And click on



- Your shopping cart will refresh adding this item to your list and updating the amount spent as you continue shopping

NAB 30cm Plastic Ruler (Pk 10) x 2 \$8.16

Sub-Total: \$8.16

[View Cart](#) | [Checkout](#)

Shopping Cart (2)

# Your Shopping Cart

Like a shopping list, your shopping cart will keep a record of all the items you wish to buy.

Each time you log in, your cart will keep a history of your items.

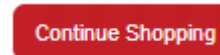
- The 'Update' button refreshes your screen when you change the quantity of an item.



- The 'Delete' button will delete the item that you no longer want in your cart.



- The 'Continue Shopping' button returns you to the business unit page.






- The 'Checkout' button proceeds to confirm your order.



NABPromo > Your Shopping Cart

### Your Shopping Cart

| Image   | Product Name                   | Model    | Quantity   | Unit Price                            | Total             |
|---|--------------------------------|----------|--|---------------------------------------|-------------------|
| Success: You have added product(s) to your shopping cart!                       |                                |          |  |                                       |                   |
|  | NAB 30cm Plastic Ruler (Pk 10) | NAB01006 | <input type="text" value="2"/>   | \$4.08                                | \$8.16            |
|   |                                |          |  | <input type="button" value="Update"/> |                   |
|   |                                |          |  |                                       | Sub-Total: \$8.16 |

# Confirming Billing and Delivery Address

**Step 1: Billing Details**

I want to use an existing address

Paul Duong, Building E4, Port Melbourne, Victoria, Australia

I want to use a new address

**Continue**

---

**Step 2: Delivery Details (Shipping Address)**

I want to use an existing address

Paul Duong, Building E4, Port Melbourne, Victoria, Australia

I want to use a new address

**Continue**

---

**Step 3: Delivery Method (Shipping Method)**

Please select the preferred shipping method to use on this order.

**Freight Timings**  
Please allow up to 24-48 hours for dispatch after placing your order pending stock availability

| Delivery Time Guide     | Standard Delivery | Express Delivery |
|-------------------------|-------------------|------------------|
| Destination             |                   |                  |
| Melbourne Metro         | 1 - 2 days        | 1 day            |
| VIC / Sydney / Adelaide | 1 - 3 days        | 1 day            |
| Brisbane                | 2 - 3 days        | 1 day            |
| NSW / SA / ACT          | 2 - 4 days        | 1-2 days         |
| TAS / Perth / Darwin    | 4 - 5 days        | 1 - 2 days       |
| QLD / WA / NT           | 5 - 7 days        | 1 - 2 days       |

**Postage Charge**

Standard Delivery (incl GST) \$17.60

Express Delivery (incl GST) \$36.58

**Add Comments About Your Order**

**Continue**

- **Important:** Please ensure that the billing address and delivery address is correct. To update, click on 'I want to use a different address'
- Previous addresses used will be saved automatically for convenience.
- You will be required to choose the delivery method. Please note the freight times. If you require assistance, please contact the NAB support team at – [support@nabpromo.com.au](mailto:support@nabpromo.com.au) or 1300 462 462
- Any special requirements can be specified in the 'Add Comments About Your Order' section. This may include delivery instructions, request IMC to contact you regarding stock quantities and delivery dates.

## Paying for your order

---

Step 4: Payment Method ▾

**Your Payment Reference:**

Enter a reference for your records  
(such as an Event Name)

**Cost Centre \*:**

You must enter a Cost Centre

Please select the preferred payment method to use on this order.

Credit Card / Debit Card (NAB) [To Apply for a new NAB pCard \(nab.com.au\) Click here](#)

I have read and agree to the [Terms & Conditions](#)


### Select from:

- NAB Corporate Card - Process your order on a NAB Corporate Card
- Personal Credit Card - Buy NAB branded merchandise for your own personal use
- Please enter card details after confirming order. (See next slide for more details)
- To update information, click 'Modify'
- To proceed with your order click 'Confirm Order'

# Paying for your order – Credit Card

## 1) After confirming your order:

- Key in card details
- Click 'Pay'



**International Marketing Concepts**  
Pay To:



Building E4, 63-85 Turner Street  
Port Melbourne Victoria 3207  
Australia  
Phone: 613 8645 3000  
Fax: 613 8645 3030  
Email: support@imconcepts.com.au

**Order Information**

|                  |              |
|------------------|--------------|
| Name             | asdf dasfads |
| Billing Address  | aegaew       |
| Billing Address2 |              |
| city             | Adelaide     |
| zip              | 5000         |
| country          | Australia    |

| Product                    | Qty  | Unit Price | Price (AUD\$)            |
|----------------------------|------|------------|--------------------------|
| Pay for Order number 46106 | 1.00 | 22.04      | 22.04                    |
|                            |      |            | <b>Total: AUD\$22.04</b> |

**Please enter your credit card details**


 

Card Number:  (eg. 4000123456781234)  
CVV Number:  ([What is this?](#))  
Card Type:  Expiry:    
Name on Card:   
Email Address (optional):

**Customers please note:** While your request is being processed, please be patient and do NOT try to resubmit the request. Processing can take up to 150 seconds.

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## 2) After clicking 'Pay', please click 'Click here to Return to the Home Page' to confirm your order



**Receipt**

**Your payment has been approved**  
[Click Here to Return to the Home Page](#)

**Payment Reference:** 51115  
**Receipt Number:** 18  
**Bank Authorisation:** 634807  
**Date:** Wednesday, 14 September 2016, 11:16 AM EST  
**Amount Received:** \$22.00  
**Received by:** International Market  
ABN: 62105504952

**Email:**

**Order Information**

|                  |             |
|------------------|-------------|
| Name             | NAB NSW CBD |
| Billing Address  | asdf        |
| Billing Address2 |             |
| city             | Sydney      |
| zip              | 2000        |
| country          | Australia   |

| Product                    | Qty  | Unit Price | Price (\$)            |
|----------------------------|------|------------|-----------------------|
| Pay for Order number 51115 | 1.00 | 22.00      | 22.00                 |
|                            |      |            | <b>Total: \$22.00</b> |

[Click Here to Return to the Home Page](#)

(This page may be printed as a record of the transaction)

## 3) Order has been confirmed.

### Your Order Has Been Processed!

Thank you for your order.

Your order has been successfully processed!

A confirmation email has been sent to your email address.

You can view your order history by going to the my account page and by clicking on history.

Please direct any questions you have to support@nabpromo.com.au

Thanks for shopping with us online!

[Continue](#)

# Delivery and Returns

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- Estimated Delivery Timeframes:

**Freight Timings**

Please allow up to 24-48 hours for dispatch after placing your order pending stock availability

| Delivery Time Guide     | Standard Delivery | Express Delivery |
|-------------------------|-------------------|------------------|
| Destination             |                   |                  |
| Melbourne Metro         | 1 - 2 days        | 1 day            |
| VIC / Sydney / Adelaide | 1 - 3 days        | 1 day            |
| Brisbane                | 2 - 3 days        | 1 day            |
| NSW / SA / ACT          | 2 - 4 days        | 1-2 days         |
| TAS / Perth / Darwin    | 4 - 5 days        | 1 - 2 days       |
| QLD /WA / NT            | 5 - 7 days        | 1 - 2 days       |






- Return Policy

Faulty goods – returned for a full refund.

Change of mind –unopened stock can be returned for a refund less freight and a restocking fee of \$30

Email [support@nabpromo.com.au](mailto:support@nabpromo.com.au) for a return authorisation number.

# Signage Hire

|   |   |   |
|---|---|---|
| <p>Image Currently Unavailable</p> <p>Bringing Community Together Feather Flag<br/>CNAB701<br/><b>\$11.00</b></p>             |  <p>Kit 1 - B<br/>CNAB706<br/><b>\$11.00</b></p> |  <p>Kit 1 - C<br/>CNAB708<br/><b>\$11.00</b></p>  |
|  <p>Kit 2<br/>CNAB051<br/><b>\$11.00</b></p> |  <p>NAB Flags<br/>CNAB021<br/><b>\$5.50</b></p>  |  <p>NAB Proud Partner of the Alannah &amp; Madeine Foundation Feather Flag<br/>CNAB272<br/><b>\$11.00</b></p> |

- To Hire items, Follow these steps:
  1. Select dates signage is required.
  2. Browse through categories for signage you require.
  3. Select quantity of items required
  4. Click 'Add to booking'.
  5. Complete booking through checkout process.
- If the signage item is available for your event date, the quantity available will show in the 'Availability' drop down bar.
- Daily Hire Fees Apply.
- Signage must be booked separately from Product Customisation and Merchandise.

**Availability:**

Event Information: Start Date: 31-Jul-2014 End Date: 31-Jul-2014 Event Title: NAB

Availability: 1

Note: Your product will be booked out for 6 days prior to and after your event.



# Product Customisation – NAB 600ml Water Bottle / NAB Business Card Magnet



Suggested Layouts:

Additional Images



### NAB 600mL Water Bottle

Enter the text in below fields to customise the product

Line 1:     Line 2:     Line 3:

Line 4:     Line 5:     Line 6:

[Customise & Preview](#)

#### Pricing

|                       | Qty        | Unit Price (inc GST) | Total Price (inc GST) |
|-----------------------|------------|----------------------|-----------------------|
| <input type="radio"/> | 120 units  | \$1.79               | \$215.16              |
| <input type="radio"/> | 216 units  | \$1.75               | \$377.78              |
| <input type="radio"/> | 504 units  | \$1.66               | \$837.14              |
| <input type="radio"/> | 1008 units | \$1.21               | \$1219.68             |
| <input type="radio"/> | 2520 units | \$1.18               | \$2966.04             |
| <input type="radio"/> | 5016 units | \$1.13               | \$5683.13             |

[View product terms](#)



Suggested Layouts:

Additional Images



### NAB Business Card Magnet

Enter the text in below fields to customise the product

Full Name:     Position:     Department/Branch:

Phone number:     Fax Number:     Mobile number:

Email:

[Customise & Preview](#)

#### Pricing

|                       | Qty        | Unit Price (inc GST) | Total Price (inc GST) |
|-----------------------|------------|----------------------|-----------------------|
| <input type="radio"/> | 250 units  | \$1                  | \$249.7               |
| <input type="radio"/> | 500 units  | \$0.6                | \$300.3               |
| <input type="radio"/> | 1000 units | \$0.4                | \$400.4               |
| <input type="radio"/> | 1500 units | \$0.35               | \$529.1               |
| <input type="radio"/> | 2000 units | \$0.33               | \$650.1               |

[View product terms](#)

- To customise products:













- 1) Select the product
  - 2) Enter in the details you wish to customise
  - 3) Preview details
  - 4) Select quantity required
  - 5) View and agree to product terms. Please note that as it is a customised product production can approximately 3-4 weeks.
  - 6) Review artwork to ensure details and spelling is correct
  - 7) Check out as normal
- Please note that Customised Products must be booked separately from Signage and Merchandise.

# Made to Order

## Made To Order

Sort By: Items (A-Z)

To order the below products please contact the NAB Promo team at [support@nabpromo.com.au](mailto:support@nabpromo.com.au) with your requirements.

|  |   |  |
|--|---|--|
|  <p>NAB Awards and Plaques<br/>NAB15003</p> <p><a href="#">Download</a></p> |  <p>NAB Compendiums<br/>NAB15011</p> <p><a href="#">Download</a></p>         |  <p>NAB Confectionery<br/>NAB15005</p> <p><a href="#">Download</a></p>  |
|  <p>NAB Disposable Cups<br/>NAB15006</p> <p><a href="#">Download</a></p>    |  <p>NAB Drinkware<br/>NAB15018</p> <p><a href="#">Download</a></p>           |  <p>NAB Gift Packaging<br/>NAB15012</p> <p><a href="#">Download</a></p> |
|  <p>NAB KeepCup<br/>NAB15000</p> <p><a href="#">Download</a></p>           |  <p>NAB Marquee<br/>NAB15001</p> <p><a href="#">Download</a></p>            |  <p>NAB NutTag<br/>NAB15013</p> <p><a href="#">Download</a></p>        |
|  <p>NAB Pull up Banner<br/>NAB15002</p> <p><a href="#">Download</a></p>   |  <p>NAB Wireless Chargers<br/>NAB15015</p> <p><a href="#">Download</a></p> |   |

Suggested Layouts:

Additional Images



- Download the catalogue for the Made to Order NAB branded items such as:

- Awards and Plaques
- Compendiums
- Confectionery
- Disposable Cups
- Drinkware
- Gift packaging
- Keep Cups
- Marquee
- NutTag
- Pull Up Banner
- Wireless charger
- NAB Private Welcome Pack

- Email your brief or enquiries to [support@nabpromo.com.au](mailto:support@nabpromo.com.au)

### NAB Private Welcome Pack

Enter the text in below fields to customise the product

Recipients Name:

[Customise & Preview](#)

### Pricing

Unit Price: \$0.00 (Inc GST)

Number of Welcome Packs required:

[View product terms](#)



## NAB AFL Auskick Promotional Packs

- ▶ NAB AFL Auskick Promotional Packs provide an opportunity for NAB colleagues to engage with their local Auskick centre whilst gaining valuable leads and driving business for NAB.
- ▶ All colleagues have the opportunity to order packs to implement one of the following two activities at local NAB AFL Auskick centres:
  - ▶ BBQ
  - ▶ Medal Presentations
- ▶ For more information visit go/Auskick via the intranet

### Agreement (Please Tick)

To confirm you're eligible for the packs and agree to the terms and conditions please tick the below boxes:

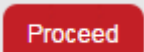
- You already have, or endeavour to have, an ongoing relationship with this NAB AFL Auskick Centre in addition to this activity.
- You will submit a post activity report within 10 days of implementing your activity (link will be provided with order confirmation).

Initial

[Back to Home](#)

[Proceed](#)

- To order NAB AFL Auskick packs:

1. Read and tick the agreements
2. Insert your initials
3. Click on 

# NAB AFL Auskick

**NAB AFL Auskick Free-kick Promotional Packs - Activity Details**

Once order has been requested an email will be sent to NAB Sponsorship for approval.

**NAB Representative Details**

\*Name:

\*Business Unit:

\*Cost Centre:

(will not be charged unless late or damaged stripe charges are applicable)

\*Team Number:

Company Name:

\*Address 1:

Address 2:

\*Suburb:

\*State:

\*Postcode:

**Activity Details**

\*Auskick Centre:

\*State:

\*Name of Activity:

\*Date of Activity:

\*No. of Auskick participants expected (kids):

\*No. of people expected (total attendance):

\*No. of NAB staff to be involved:

\*How will you promote the Free-kick introducer at the activity:

- Fill in your contact details and activity details
- Click on

Proceed

# NAB AFL Auskick

## NAB AFL Auskick Promotional Packs - Activity Details

Please select the appropriate pack for your activity:



BBQ Pack

LAP-002

- Select the required pack
- Select the number of participants involved
- Click on

Proceed

Back Proceed

# NAB AFL Auskick

---

## NAB AFL Auskick Free-kick Promotional Packs - Order Request



BBQ Pack

### Details

Auskick Centre: 123

Name of Activity: hey

Date of Event: 2017-04-06

No. of Auskick participants expected (kids): 20

No. of people expected (total attendance): 50

No. of NAB staff to be involved: 20

How will you promote the Free-kick introducer at the activity: show

### Pack Details

Activity Type: BBQ Pack

Participation Bracket: 0-50 (Kids Involved)

- Confirm details

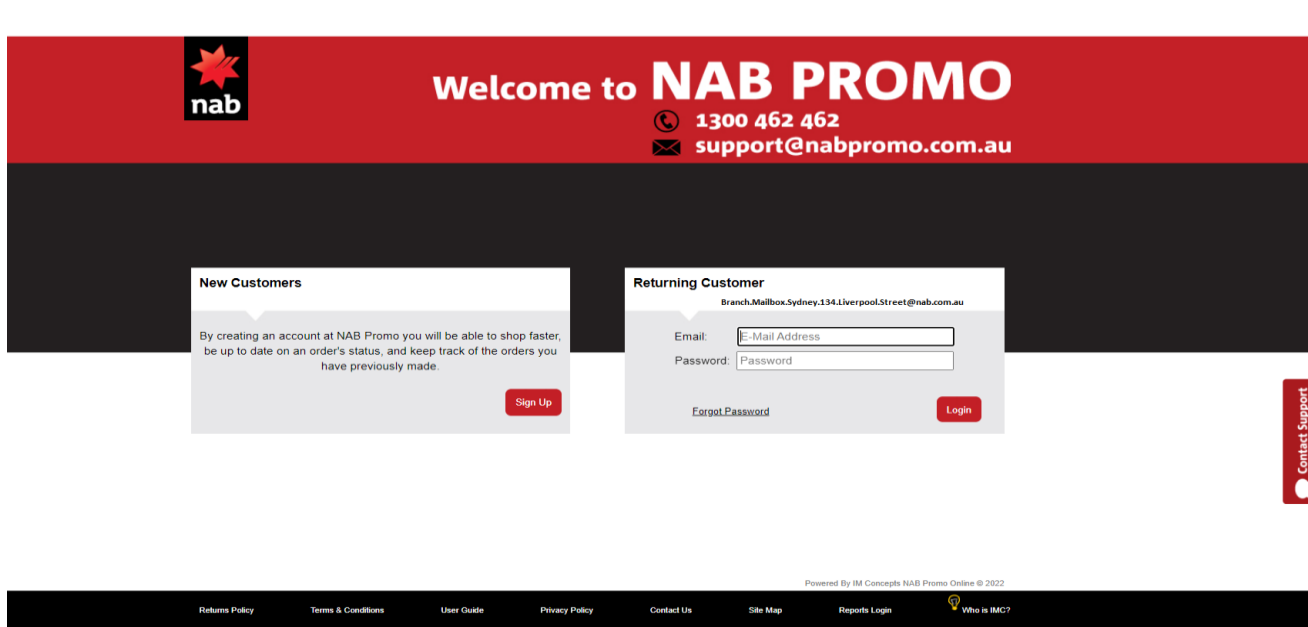
- Click on [Submit Request](#)

A confirmation email of your request will be sent to you

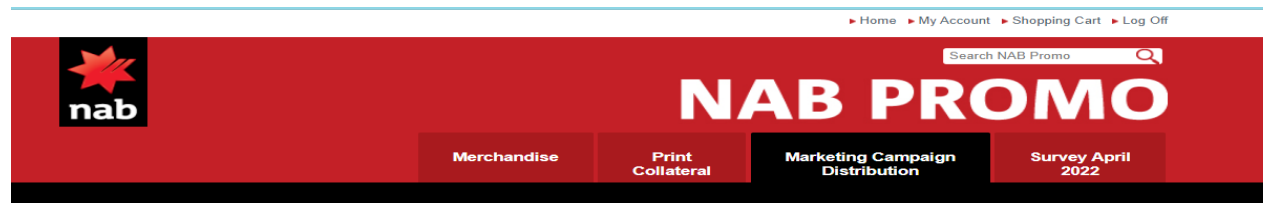
[Back](#)

[Submit Request](#)

# NAB Marketing Distribution: Top Up System

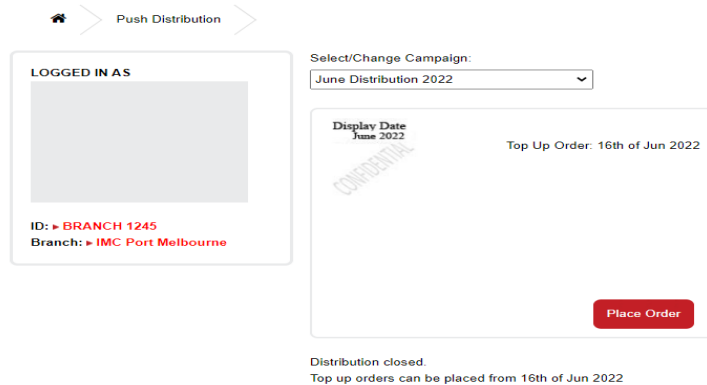


To log in: A Branch Email address & Password is required to access the top up system



To place an order:

Select campaign and the date of top up order







## FREQUENTLY ASKED QUESTIONS(FAQs)

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### **How can I get access to NAB Promo?**

**New customers:** Colleagues who are new to NAB promo can sign up directly on the NAB promo site as a new customer and select your business unit customer group. Once you have signed up, you can login using the provided credentials.

**Returning customers:** Colleagues who are returning customers can log in using their NAB email address and password.

### **How do I gain access to darked out business units?**

All users will be provided access to the core range. If access to a business unit's specific range is required send an email to [support@nabpromo.com.au](mailto:support@nabpromo.com.au) and they will request access on your behalf from the business unit stakeholder. If this request is approved, you will be notified.

### **I am having trouble logging in?**

If you need any help with the credentials of your account, please contact Nab Promo Support.

### **Couldn't find what you are looking for?**

Please provide the details of your specific requirement on [support@nabpromo.com.au](mailto:support@nabpromo.com.au) and one of the team member will be in contact with you.

## FREQUENTLY ASKED QUESTIONS(FAQs)

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### **What are the acceptable form of payments?**

- 1) NAB Corporate Card
- 2) Personal Credit Card

Please speak to your Manager if you do not have access to a pCard or to apply for a pCard, please follow the link on website.

### **How do I track my order?**

Please contact Nab Promo Support team with your order details and one of the team member will help you in tracking it.

### **What is the return policy?**

Please refer the return policy guide available on NAB Promo website.

### **How can I cancel my order?**

Please contact NAB promo support to confirm if the cancellation can be performed.

## FREQUENTLY ASKED QUESTIONS(FAQs)

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### **How long does it take for my order to arrive?**

The Freight timings are as below:

- Melbourne Metro: 1-2 days Road express and 1 day priority service
- VIC/ Sydney/ Adelaide: 1-3 days Road express and 1 day priority service
- Brisbane: 2-3 days Road express and 1 day priority service
- NSW/ SA/ ACT: 2-4 days Road express and 1-2 days priority service
- TAS/ Perth/ Darwin: 4-5 days Road express and 1-2 days priority service
- QLD/ WA/ NT: 5-7 days Road express and 1-2 days priority service

### **What are the shipping options?**

There is standard and express shipping available which can be selected at the time of checkout.

# Thank you

If you have any further questions, enquires or feedback, please contact the NAB Promo Support Team:

- 1) Phone: 1300 462 462
- 2) Email: [support@nabpromo.com.au](mailto:support@nabpromo.com.au)
- 3) Live Chat available between 8.30am-5.30pm Monday to Friday

