• **What is the $25 Truist Birthday gift credit?**
  This credit is a gift to celebrate Truist's one-year birthday. This credit can be used towards purchases in the Truist Store for Truist-branded merchandise.

• **When will the $25 Truist Birthday gift credit be available in my account?**
  The credit will be available in your account on Thursday, December 10th.

• **Who is eligible to receive the $25 credit?**
  All Truist teammates who are employed on or before Dec. 7, 2020, will receive the $25 Truist Store credit.

• **How long will the credit be available?**
  The credit will remain in your Truist Store account until Aug. 31, 2021.

• **How do I access my $25 Truist Birthday gift credit?**
  1. Visit [www.truiststore.com](http://www.truiststore.com)
  2. Register on the site creating an account using your [Workday email address](http://example.com). Note: your gift-credit (also called “budget balance”) is specifically tied to your email address in Workday.
  3. To review your budget balance, click the Account Profile icon in the top right corner to access the Account Management menu.
  4. Choose “Check Budget Balance.” You will also see your budget balance displayed in your shopping cart.

• **Which email address do I use to set-up my account?**
  o The $25 Truist Birthday gift credit is linked to the email address that is listed for you in [Workday](http://example.com).
  o To confirm your email address, go to Workday and click “View your profile” in the upper right hand corner. Your email address is located at the bottom of your profile under “Contact Information.”
  o For account set-up issues, contact customer service for the Truist Store at 1-888-315-9677.
• How do I use my gift credit at checkout?
  1. Complete the checkout process
  2. Once you reach the payment section of the checkout process, you have the option to use your Budget Balance or credit as payment. To do so, simply click “Apply.” You can also choose to save it for a future order by selecting “Skip.”

![Payment interface]

• What if the $25 Truist Birthday gift credit is not showing in my account?
  1. Please confirm that you used the email address that appears in Workday to create your account. See above “Which email address do I use….”
  2. If you used the incorrect email, please create a new account with the email address that appears in Workday.
  3. If you used the email address that appears in Workday and the $25 is still not showing in your account, please email TruistStore@truist.com.

• What methods of payment can I use in the Truist Store?
  o Should your purchase exceed the amount of your $25 credit, the Truist Store will accept personal credit card (Visa, MasterCard and American Express) for the remaining balance.
  o Note: Future store purchases for business purposes will be made by accessing Ariba and charging to your cost center. Your purchase will gain approval from your manager using the Accounts Payable approval table configured in Ariba. Once fully approved your purchase will process and be fulfilled for shipment and delivery. (See below instructions for further details)

• Can I charge my merchandise to a cost center?
  Yes. However, please reference the Travel & Reimbursement Policy to ensure all purchases are an approved company expense. Access the Truist Store catalog by using the following links and instructions.

  **hSunTrust**
  Go to the SunTrust Ariba instance via this link: https://s1.ariba.com/Buyer/Main/aw?awh=r&awssk=GLNxdG63&realm=suntrust&dard=1
  Go to the Catalog Tab (at top NAV) and enter Truist Store in the search bar
  Select the: Truist Store Catalog tile
  Click on blue button ‘Buy from Supplier’

  **hBB&T**
  Go to the BB&T Ariba instance via this link: https://s1.ariba.com/Sourcing/Main/aw?awh=r&awssk=0YkkloxA&realm=bbandt&dard=1
  Go to the Catalog Tab (at top NAV) and enter Truist Store in the search bar
  Select the: Truist Store Catalog tile
  Click on blue button ‘Buy from Supplier’
• Ariba defaults to my office address as the “Ship To” location. How do I ship to my home or another address? NOTE: This process is the same for hSunTrust and hBB&T.

Step 1: Click on the down arrow to open the “Ship To” field options and click “Search more”

Step 2: Click on the blue “New” button

Step 3: Enter the shipping information in the required fields, don’t forget an apartment number if required, and include your phone and email as well. Then click “Save”.

By submitting any personal data (for example, “Ship To” contact information), you are acknowledging to have the authority to allow the transfer of personal data of this nature to Ariba and Ariba’s systems (which are currently located primarily in the U.S.) in accordance with the Ariba Privacy Statement, the service agreement between your company and Ariba, and other applicable laws.

Save  Cancel
Step 4: Your newly added address should appear at the top of the list. Click “Select”.

If your newly added address does not populate at the top of the list, you will need to search to find it. Make sure the first field is set to “Name” and type the name you used in the open field, then click “Search”. When you find your name/address, the click “Select”.

Step 5: Your new address will populate in the “Ship To” field. Change the “Deliver To” name to match. Then scroll to the bottom and click the “Submit” button.

Your order is now complete and is going to your manager for approval. Once approved, you will receive a notification from Ariba and an order acknowledgement from the store vendor, BDA (the email will come from “Truist - Truist Store bdaordernotification@bdainc.com”.

- How do I access the 40% off BB&T Branded Merchandise?

  hBB&T
  Go to the BB&T Ariba instance via this link: https://s1.ariba.com/Sourcing/Main/aw?awh=r&awssk=OYkkloxA&realm=bbandt&dard=1
  Got to the Catalog Tab (at top NAV) and enter ‘Logo Merchandise and Promotional Products’ in the search bar
  Select the: Truist Store Catalog tile
  Click on blue button ‘Buy from Supplier’