

CORPORATE GIFTING PORTAL INSTRUCTIONS

STEP 1: ACCESS THE BULK ORDER PORTAL

- Visit <https://lilacandcreme.com/tools/bulk-orders>
- Enter your email address
- Enter the 6-digit authentication code sent to your email
- Click the **Bulk Orders** tab at the top of the screen
- Select **Create New Order**
- In the top-right corner, click **Create Bulk Order**

Tip: Use the same email address you want all order updates and invoices sent to.

STEP 2: UPLOAD RECIPIENTS

To add multiple recipients at once:

- Click **Import Recipients**
- Select **Download Template**
- Open the downloaded Excel file
- Enter recipient details in the required columns. (Email address is optional)
- Include apartment or suite numbers where applicable to avoid delivery issues
- Save the file as an .xlsx (Excel) file
- Return to the portal and upload your completed file
- Review your list and click **Next**

Important: Do not change column headers or formatting in the template.

NEED HELP OR HAVE A QUESTION?

If you need assistance with a bulk or corporate order, or have a time-sensitive request, please contact us:



orders@lilacandcreme.com



732.886.0701

STEP 3: SELECT GIFTS

- Browse and select the item(s) you'd like to send
- Click **Options Available** to choose size or variation, if applicable
- Click **Add to Cart**
- Your cart will appear on the right side of your screen

Adding a Custom Logo Box (Optional)

- Click **Add** under the Custom Logo Box option
- Enter your company information
- Upload your logo as a PDF file

You can also add the logo box on the following screen if you prefer

STEP 4: APPLY GIFTS TO RECIPIENTS

- Click **Continue** to apply the selected gift to all recipients
- To customize gifts for individual recipients, click Edit next to their name
- Review your selections and click **Next**

STEP 5: ADD A GIFT MESSAGE

- Enter a gift message to apply to all recipients, or
- Customize messages for individual recipients if needed
- Click **Next** when finished

STEP 6: CHOOSE DELIVERY DATE & METHOD

- Select delivery options for all recipients or customize per recipient
- During Purim and Shavuot, deliveries follow our seasonal delivery schedule
- Review selections and click **Next**

STEP 7: REVIEW & CHECKOUT

- Review your order summary carefully.
- **Proceed to Checkout**
- Choose **Invoice Payment**
- Submit your order

Invoice Payments:

Submitting an order with invoice payment creates a pending order request. You'll be notified once the invoice is generated and the order is confirmed.

FAQ

Can I edit my order after submitting it?

If you selected invoice payment, your order is submitted as a pending request and may be editable until the invoice is generated. Once the invoice is issued and the order is confirmed, changes may not be possible. If you need to make an adjustment, contact us as soon as possible.

Is there a minimum order quantity for bulk and corporate orders?

No. There is no minimum order quantity. This portal was designed for convenient gifting to multiple recipients

Can I schedule delivery for different dates within the same bulk order?

Yes. Delivery dates can be customized for individual recipients, which is commonly used for birthday and milestone gifting.

Are gifts shipped individually or bundled together?

Each recipient's gift is shipped individually to the address provided.

Can I preview or approve my logo before production?

Logo files are reviewed internally for quality and compatibility. Proofs are not automatically provided unless otherwise requested. If you require approval prior to production, please contact us as soon as possible.

Are there lead times for large or branded orders?

Yes. Orders that include custom logo boxes or large quantities may require additional production time, especially during peak seasons. We recommend placing customized or high-volume orders as early as possible.

Can I save a bulk order and finish it later?

Bulk orders are saved as you progress through the portal, allowing you to return and complete your order later.

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