



TABLE OF CONTENTS

MY ACCOUNT

MY ORDERS

ARTWORK

TEMPLATES

BILLING / SHIPPING ADDRESSES

CART

PAYMENT



MY ACCOUNT

The *My Account* page provides all your Account Management needs:

- **Contact Information**
- **Change your Trading Post Password**
 - **Note:** This is different from your YETI.com Account Password
- **Address Book**
 - **Note:** Shipping Address only – you cannot change Billing Addresses
- **Carts**
- **Orders**
- **Templates**

PROFILE	MY ACCOUNT
CONTACT INFORMATION	CONTACT INFORMATION
Inside Sales Rep: Corporate Sales Team	CHANGE PASSWORD
Inside Rep Phone: 1-512-402-5895	MANAGE ADDRESS BOOK
Inside Rep Email: corporatesales@yeti.com	MY CARTS
Days: Monday - Friday	MY ORDERS
Hours: 8:00AM - 5:00PM CT	MY TEMPLATES



MY ORDERS

WHERE DO I FIND MY ORDER NUMBER?

Your Order Number will be provided in your Order Confirmation once your request is processed. Once your order is submitted, it can also be viewed in **My Orders** under **My Account**.

	System Number	Order Number	Order Date	Status	Amount
REORDER -	0-14945197	1503186923	9/13/2023	Cancelled	\$43.30
CANCEL	Q-427913	-	9/6/2023	New	\$227.33
CANCEL	Q-423812	-	8/23/2023	New	\$2,673.78

WHEN WILL I GET MY SHIP DATE?

The *Estimated Ship Date Range* for custom drinkware orders populate after both the Order and the Artwork are finalized by our Team. Processing time for new Orders is up to 2 business days.

WHAT WILL SHIPPING COST?

Shipping will be **Free** on all Trading Post Orders. If you're showing a Shipping charge during Check Out, please reach out to your Account Representative.

HOW CAN I REQUEST A DELIVERY DATE?

Once an order is placed, you can input your requested date in the *Requested Delivery Date* field on the *Shipping* page.

Note: Orders with Requested Delivery Dates are still subject to the production timeline at the time of ordering and cannot be expedited. We cannot guarantee meeting the exact delivery date but will do our best to ensure we meet the request.

HOW DO I PLACE A REORDER?

The **Reorder** button appears next to eligible orders on the **My Orders** page.



- **Note:** The **Reorder** feature is only available for Orders placed through Trading Post, for inventory that is currently available.

	System Number	Order Number	Order Date	Status	Amount
REORDER -	Q-14945197	1503186923	9/13/2023	Cancelled	\$43.30
CANCEL	Q-427913	-	9/6/2023	New	\$227.33
CANCEL	Q-423812	-	8/23/2023	New	\$2,673.78



ARTWORK

DRINKWARE

WHAT FILE FORMAT DO I NEED IF I USE THE DRINKWARE CUSTOMIZER?

Only .png, .bmp, .svg or .jpg files are allowed.

DRINKWARE - UPLOADING ARTWORK

UPLOAD DESIGN

This is the conversion process to automatically obtain your proof upon uploading. This process is for less complex logo design in the correct file format (.png, .bmp, .svg or .jpg).

- **Note:** When viewing your Proof, ensure that all features of your logo appear. Check to ensure no parts of your logo are missing (lines, text, etc.). Make sure the proof is not pixelated or choppy in appearance.
- **Tip:** If the proof is not to your 100% satisfaction, please use **Manual Upload**.

MANUAL UPLOAD

This process is for more intricate logos that may contain:

- Smaller lines or text
- Registration marks (Trademark, Copyright)
- File types that do not fall under the Upload Design option. This process does not instantly provide a proof upon upload. Our Art Team will make necessary changes per the print-ready guidelines.
- **Note:** the Manual proofing process will not begin until after you Check Out and you receive an Order Confirmation. **Orders with Manually converted Artwork are not put into production until you Approve the Artwork Proof.**

TIPS FOR GREAT DRINKWARE CUSTOMIZATION:

- Make sure your logo is high quality, not pixelated, or choppy in appearance.
- We suggest you submit your logo in black-and-white, or another dark color, on a light background. A white logo on a transparent background will not convert.
- Logos that do not contain gradients, neon colors, shading, or shadows work best.

COOLERS

WHAT FILE FORMAT DO I NEED TO SUBMIT MY LOGO FOR A CUSTOM COOLER?

Please submit your logo as an .eps, .ai, or .pdf file.



UPLOADING YOUR CUSTOM COOLER ARTWORK

1. Select the number of colors to display on your logo
 - **Note:** Maximum Number of Colors – Soft Coolers 10; Hard Coolers 3
2. *Logo 1* – Your logo (in .eps, .ai, or .pdf file).
Logo 2 – Upload a document containing your desired Pantone codes and any Brand guidelines (.txt, .doc, .docx files work best).
 - **Note:** the Cooler Artwork proofing process will not begin until after you Check Out and you receive an Order Confirmation. Within 3 – 5 business days, a Proof will be provided as an attachment in a separate email for your approval. **Orders will not be put into Production until you Approve the Artwork Proof.**



TEMPLATES

WHAT IS A TEMPLATE?

Templates are like Wish Lists or Saved Carts. You can build out Templates based on your favorite Orders like *All Blue Collection*, or your future seasonal Orders such as *Spring Lineup*. You can even place Orders directly from your Templates.

HOW DO I CREATE A TEMPLATE?

Once you've added customization to a product, you're able to save that as a Template:

1. Click the ▼ dropdown next to the **Add To Template** button.
 2. Type your desired *Name* of the Template.
 3. Click **Create Template**.
- The dropdown also allows you to select existing Templates.

HOW DO I MANAGE ACTIVE TEMPLATES?

On the *My Templates* page (within *My Account*) you can manage your Templates - including:

- **Add** a Template to your Cart
- **Clone** a Template
- **Edit** the Name/Description of a Template
- **Remove** product from a Template
- **Delete** an entire Template

SUGGESTED ORDERS			MY ACCOUNT		
			CONTACT INFORMATION		
			CHANGE PASSWORD		
			MANAGE ADDRESS BOOK		
			MY CARTS		
			MY ORDERS		
			MY TEMPLATES		
MY TEMPLATES					
CREATE TEMPLATE					
Name	End Date	Is Default	Actions		
Q3 Incentive Winners	7/14/2021 9:14 PM	false	CLONE	EDIT	DELETE
Annual Event Gifts	7/14/2021 9:19 PM	true	CLONE	EDIT	



HOW DO I ADD A TEMPLATE TO MY CART?

1. Click on the *Name* of the Template.

MY TEMPLATES			
CREATE TEMPLATE			
Name	Last Update	Is Default	Actions
Q3 Incentive Winners	7/14/2021 9:14 PM	false	CLONE EDIT DELETE
Annual Event Gifts	7/14/2021 9:19 PM	true	CLONE EDIT

2. For each product line item, click **Add To Cart**.

- Note: if you want to add an entire Template to a Cart, you will need to Add each of the Template's products to the Cart individually.

	Daytrip Lunch Bag Custom Charcoal SKU 18060130021	Price \$80.00 ADD TO CART ADD TO TEMPLATE ▾ DELETE
	Rambler Jr 12 oz Kids Bottle Custom Harbor Pink SKU 21071500113	Price \$25.00 ADD TO CART ADD TO TEMPLATE ▾ DELETE
	Rambler 18 oz Bottle Chug Custom Black SKU 21071060026	Price \$30.00 ADD TO CART ADD TO TEMPLATE ▾



HOW DO I RENAME A TEMPLATE

1. Click **Edit** on the Template you'd like to rename.

MY TEMPLATES			
CREATE TEMPLATE			
Name	Last Update	Is Default	Actions
Q3 Incentive Winners	7/14/2021 9:14 PM	false	CLONE EDIT DELETE
Annual Event Gifts	7/14/2021 9:19 PM	true	CLONE EDIT

2. Update the *Name* and/or *Description* accordingly, then click **Save**.

- If you'd like to make this Template the Default, click the *Is Default* box. Making a Template the Default moves it to the top of your Templates dropdown list.

Q3 INCENTIVE WINNERS

Is Default

[SAVE](#)

HOW DO I REMOVE PRODUCT(S) FROM A TEMPLATE?

1. Click on the *Name* of the Template you want to update.

MY TEMPLATES			
CREATE TEMPLATE			
Name	Last Update	Is Default	Actions
Q3 Incentive Winners	7/14/2021 9:14 PM	false	CLONE EDIT DELETE
Annual Event Gifts	7/14/2021 9:19 PM	true	CLONE EDIT



2. Click **Delete** for the product line item.

- Note: you cannot alter any product (color/size/logo) within the *My Templates* page.

	Daytrip Lunch Bag Custom Charcoal SKU 18060130021	Price \$80.00
DELETE		ADD TO CART ADD TO TEMPLATE ▾
	Rambler Jr 12 oz Kids Bottle Custom Harbor Pink SKU 21071500113	Price \$25.00
DELETE		ADD TO CART ADD TO TEMPLATE ▾
	Rambler 18 oz Bottle Chug Custom Black SKU 21071060026	Price \$30.00
DELETE		ADD TO CART ADD TO TEMPLATE ▾



BILLING / SHIPPING ADDRESS

HOW DO I ADD A NEW SHIPPING ADDRESS?

There are 2 options:

A. When checking out, click the *Save Address?* Box just below the *Postal Code* field. This saves the Shipping Address to your Address Book.

B.

1. Navigate to your *My Account* page.
2. Click **Manage Address Book**.
3. At the top, click **Add New Address**.
4. Fill in the Shipping Address information.
5. Click **Save**.

Note: When filling out the *Address* field, please fill in the 3 lines in the manner that will make it compatible with our system:

- Top line (*Address Line One*) – Main Address Number and Street Name
- Middle line (*Address Line Two*) – Suite / Unit Number
- Bottom line (*Shipping Contact Name*) – Contact on the Order

Address	
1234 YETI RD.	<i>Address Line One</i>
SUITE 1000	<i>Address Line Two</i>
MR. YETI	<i>Shipping Contact Name</i>

- **Note:** You can also add a new Shipping Address by clicking the **Save Address** box during Checkout.

City
Austin
Postal Code
78735
Save Address? <input type="checkbox"/> 



HOW DO I CHANGE AN EXISTING ADDRESS?

1. Navigate to your *My Account* page.
2. Click **Manage Address Book**.

PROFILE	MY ACCOUNT
CONTACT INFORMATION	CONTACT INFORMATION
Inside Sales Rep: Corporate Sales Team	Territory Sales Manager: YETI Corporate Sale Default
Inside Rep Phone: 1-512-402-5895	Territory Manager Phone: 1-512-402-5895
Inside Rep Email: corporatesales@yeti.com	Territory Manager Email:
Days: Monday - Friday	MANAGE ADDRESS BOOK
Hours: 8:00AM - 5:00PM CT	MY CARTS
	MY ORDERS
	MY TEMPLATES

3. Identify the Address you'd like to update, click **Edit**.

Address	Type
JILLS TEST ACCOUNT 7601 Southwest Parkway 5578 Sepulveda Boulevard null null Austin, TX 78735 United States	Default Billing Shipping

EDIT **DELETE**

4. On the Edit Address pop-up window, update accordingly then click **Save**.

EDIT ADDRESS ✕

First Name	Last Name
------------	-----------

Jills Test Account

7601 Southwest Parkway

5578 Sepulveda Boulevard

suite 100

United States

Texas

Austin

78735

<input checked="" type="checkbox"/> Billing	<input checked="" type="checkbox"/> Default
<input checked="" type="checkbox"/> Shipping	<input type="checkbox"/> Default

CANCEL **SAVE**



HOW DO I CHANGE THE DEFAULT ADDRESS?

When Editing an Address, select the box for *Default* on the same line as *Shipping*.

Note: Do not attempt to update a Default *Billing* Address.

United States

Do not update

Do not update

Shipping

Default



CART

WHY DON'T I SEE A DISCOUNT IN MY CART?

Check the **Show My Pricing** box, located below the **Refresh Cart** button. Prices shown before the box is checked are MAP (Minimum Advertised Price).

SHOPPING CART

Price not final. Any eligible discounts will be visible in the order review portion of checkout prior to payment.

Sort **Name** **SKU** **Date Added**

EMPTY CART **REFRESH CART**

Show my pricing

Quantity

Price \$80.00

Total \$16,000.00

DELETE

Daytrip Lunch Bag Custom Charcoal (2 custom colors)
SKU 18060130021

WHY DOES MY CART SCREEN BECOME GREYED OUT?

If you click on your Cart and the screen becomes greyed out, that means ***an item in your Cart is no longer in stock and you need to clear your Cart.***

HOW DO I CLEAR MY CART?

1. Click the **Back** button on your browser.
2. Navigate to your *My Account* page.
3. Click **My Carts** on the right side.
4. Click **Delete** on the active Cart.

MY CARTS

Cart Name	Last Update	Sub Amount	Status	Actions
New Cart	10/11/2023 9:02 AM	\$18,000.00	Active	CLONE RENAME DELETE

5. Your Cart will now be cleared and you can proceed with adding the items to your Cart, except the now out-of-stock item.



PAYMENT

WHAT ARE MY PAYMENT OPTIONS?

Payment terms are setup based on your account status at YETI. Payment method is determined by what is available on your YETI Account.

CAN I ADD A NEW PAYMENT TO MY ACCOUNT?

You can add a new payment Card on the *Payments* page of *My Account*.

WHEN WILL MY PAYMENT BE PROCESSED?

Payments are not processed when you submit your Order. Once the Order is reviewed internally to confirm inventory and art, the payment will then be processed.