

2021 P&G US Annual Gift

Frequently Asked Questions



When may I expect to receive my gift?

- Gifts will begin shipping in early November to your residence address on file in P&G's records as of August 23, 2021.
- Every attempt will be made to deliver your gift before the holidays, but delivery could extend into the new year.
- Keep in mind that the shipping industry continues to be overloaded (high volume, under-staffing) due to the pandemic.
- Your delivery may vary from that of your neighbor, as gifts are shipped strategically by the carrier.

Will delivery require a signature?

- The delivery will not require a signature.
- Consider arrangements with a neighbor or relative to retrieve your gift, if necessary.

How do I confirm my delivery address?

- You may view your delivery address via the annual gift portal (<https://annualgift.aerofulfillment.com>)
- Contact Customer Service if your residence address has changed since August 23, 2021.
- The deadline to request a residence address change for gift delivery is October 27, 2021.
- Gifts may not be shipped to P&G office locations.

My address in P&G's system is incorrect. How do I update it?

- Active employees may update their address in Workday. Contact local HR for assistance.
- Retirees and inactive employees may contact Employee Care at 1-833-441-HELP (4357) or email gethelp.im@pg.com to request the address update.

How can I check the delivery status of my gift?

- You may check the status of your delivery via the annual gift portal (<https://annualgift.aerofulfillment.com>)
- Note that labels are created several weeks in advance of actual shipment.

Who can help me if I have not received my gift?

Contact Customer Service @ 888-434-7600 if you have not received your gift by January 7, 2022.

What if I choose not to participate in the program?

- Contact Customer Service @ 888-434-7600 if you do not want to participate in the program.
- Gift will be donated to a Company-chosen non-profit organization.

Customer Service

- Monday-Friday, 8 AM – 5 PM EST
- <https://annualgift.aerofulfillment.com>
- 888-434-7600

You will need to provide your full name, 8-digit employee ID # and mailing address when contacting Customer Service.