

## FAQ of XJTLU Souvenir Shop

### 1. Gift Procurement Guide

- a) Online Souvenir Shop Mini Program (bilingual version available)



- b) Online Souvenir Shop



- c) On-Campus Souvenir Shop

Address: The Sunken Plaza, North Campus, SIP.

Business Hours: Monday to Saturday, 8:00 AM – 12:00 PM, 1:00 PM – 5:00 PM.

### 2. Exclusive discounts for staff, students, and alumni

We offer exclusive discounts on all items in the XJTLU Souvenir Shop for faculty, staff, students, and alumni. To enjoy this discount, simply:

- a) Mini Program/Online Souvenir Shop

- 1) Access exclusive discounts by visiting the online store through the designated portal and verifying your XJTLU email address.
- 2) If you cannot receive the verification emails  
Faculty and staff discounts require verification with your XJTLU email. If you cannot receive the verification email, please directly log in to the spam filtering system to retrieve it: <https://spam.xjtlu.edu.cn/user/login>.
- 3) On-Campus Souvenir Shop: Show your XJTLU staff ID to the store staff to enjoy the discount.

### **3. Discounts on Work-Related Gifts**

a) To support the needs of various schools and professional service departments, we offer exclusive discounts for official purchases. Designated purchasing coordinators within each school or department can use the issued "Work Gift Discount Card" to access special discounts on work-related purchases. For official purchase needs, please contact the purchasing coordinator within your school or department.

b) For bulk purchasing (orders exceeding 20,000 RMB) or for customised designs, please mail [souvenirshop@xjtlu.edu.cn](mailto:souvenirshop@xjtlu.edu.cn).

c) How to apply for Fapiao (发票):

Our online store is currently in the testing stage and cannot issue digital fapiao (电子发票). If you need a fapiao, please call 0512-88167148 or visit our souvenir shop at SP006, Student Entrepreneurship Park, Sunken Square, Xi'an Jiaotong-Liverpool University, No. 111 Ren'ai Road, Suzhou Industrial Park. Our staff will be happy to assist you.

### **4. Online ordering: when will the goods be shipped/picked up?**

a) If you choose express delivery, the package will typically be dispatched within 3-5 working days following your order placement. Please note that shipping may be slower than usual during peak sales periods.

b) If you order online and pick it up in-store, your order will be available for collection at the XJTLU souvenir store the day after your order is placed.