

## FAST TRACK ORDERING SYSTEM FOR URGENT ITEMS

SCEE recognizes that, from time to time, most schools will need to place an urgent PACE order. These circumstances usually mean that the PACEs must be obtained as quickly as possible. In order to address this need more efficiently, SCEE is now offering a **Fast Track Ordering System for urgent items**

The following conditions will apply to this system:

### 1. Australian Schools

**The service is limited to 5 paces** or 500 grams per order (allowing us to use an Express Courier satchel not exceeding 500grams). If an order exceeds 500 grams, it will be split into two satchels, or a larger satchel used (which-ever is the lower cost for the school). Fast track orders will automatically be sent by Express Courier.

### 2. Overseas Schools (Fiji, Indonesia, New Zealand, PNG\*, Solomon Islands, Vanuatu)

The service is limited to 5 paces (or 500 grams) per order. TNT Air International or Express Courier International will be used automatically. Orders above 500 grams may incur an extra cost based on the final weight of the item. The full cost of the freight and associated import charges must be borne by the school. Current information indicates a freight charge of AU\$20.00 for NZ and \$38.00 elsewhere for this service.

3. The service is limited to urgently needed items e.g. PACEs or a required reader only (Non-essentials such as flags or forms would not qualify).

4. A non-refundable \$1.00 “Fast-track Fee” would apply for each unit in the order (i.e. 1 PACE, \$1.00, 5 PACEs - \$5.00.) Freight charges will be in addition to the Fast-track Fee.

5. Cut-off times. A fast-track order must be received at the SCEE Office by 12 noon in order to be processed for shipment the next working day. Every reasonable effort will be made to ensure the order is dispatched on the next working day.

6. Order placement must be by Fax or Phone only. Emails will not qualify unless sent to [orders@e-SCEE.org](mailto:orders@e-SCEE.org) and accompanied by a phone call.

7. Delivery times are outside SCEE’s control once the order has been dispatched and therefore cannot be guaranteed.

8. Fast track orders will not be subject to the normal quality control processes. (For example, such orders received by phone may be entered directly into the accounting system at the time of the call – thus eliminating paperwork). For orders lodged by phone, the caller accepts responsibility to correctly convey information to the staff member at the time of the call.

9. Any school account which has an overdue balance or is over its pre-determined credit limit may not avail itself of this service until the account is brought back within the normal trading terms.

10. A special Fast-track order form will be used for those schools choosing to fax their order. The Fast Track Fee as well as the freight charge (pre-printed) must be added to the cost of the Paces.

11. This arrangement is subject to review at any time. Although every effort will be made to dispatch the order as quickly as possible, SCEE cannot offer any guarantee about delivery time. All freight charges and fees are non-refundable.

\* PNG schools must provide a valid Credit Card Number or have available credit in their account to cover the full cost of the