

Vital Information We Need from You When Placing An Order By Any Method

DO NOT SEND TWO COPIES OF AN ORDER TO SCEE (eg phone, mail or fax then original with cheque).

It is vital that SCEE receive only ONE copy of any order.

Orders are held for payment, we recommend that if payment is to be mailed that the order be mailed with it. If mailing payment for a faxed/mailed order include your customer code / surname and address but not a copy of the original order. Customers are responsible for the additional freight charged where SCEE is sent two copies of an order and dispatches two orders.

If an order is lost and you have to resend it, on the front write (preferably in red pen)

This order was already sent to SCEE, this is a copy, the original did not arrive at SCEE.

1. Provide as much detail as possible including your:

- (a) Customer Code (the first four letters of your school name and two digits. eg NORT01).
- (b) Your School Name (eg: Northwest Christian School).
- (c) Payment with order unless a school has been granted an approved account.
Payment is strictly WITHIN 30 DAYS OF INVOICE on approved accounts.

We require a written signature to use credit card facilities. Cheques and Money orders are to be made out to Southern Cross Educational Enterprises.

- (d) School's Delivery Address (eg: 123 Fitzroy Street, Emerald, QLD 4720).
- (e) Date of the order.
- (f) School's Telephone Number or an alternative contact number.
- (g) Special delivery instructions only (we ship the quickest and most economical way).

2. Fill out the order forms as neatly and clearly as possible.

- (a) Schools ARE now required to fill out the order cover sheet provided. All pages MUST include the school's name, delivery address, customer code and date.
- (b) SCEE requires that ALL orders be sent in on our current order forms as supplied.
This is to help ensure error reduction and smooth processing of customer orders. The order forms have been prepared in line with in house SCEE procedures. If you have not ordered for over 6 months, please phone and request a set of the current order forms.
- (c) When ordering two or more of an item do not use the notation (eg. III for 3) but rather the actual number (eg. 3).
- (d) If you are not sure which item you need to order, contact the S.C.E.E. office for advice before ordering.
- (e) From time to time, you may wish to order an item (s) which does not appear on the order form. In this case, you must record it on a blank area of the order form including Quantity, Product Code, see Product Catalogue, and Description.
- (f) Keep a copy of the order that you have placed with us. When you receive your order you should carefully check it off against the enclosed invoice. Discrepancies should be reported to the S.C.E.E. Office immediately (see (f) below).
- (g) Shipping Adjustment Form: See Claims.

3. Mail Orders (To be on current order forms as supplied)

If mailing from interstate please allow up to a week for your order to arrive at SCEE.

4. Telephone Orders - we need your assistance to speed order processing, where possible fax, mail or email orders.

Only small orders of no more than ten items may be placed by phone .This is in order to reduce error rates and lessen staff time spent on phone calls instead of processing orders . Before calling prepare your order and check you have your customer code and the product items numbers from the catalogue.

- (a) The person recording your order is required by company policy to verify your address details and check your account status. This is done through our computer and may involve a few moments delay. Customers who cannot quote their customer code will be delayed longer, therefore, **it is very important that you know the school's customer code.**
- (b) Order items in the same way that they are listed on the order form. Starting with Maths PACEs and moving across the page to English. After you have finished with the PACEs on a page, turn the page and order your Score Keys. If you are ordering for two or more students, combine the orders in order to avoid back tracking.
- (c) The S.C.E.E.. staff are here to help you. If you are uncertain about which course to order or if you are confused by the sequence of the PACEs on the form, please do not hesitate to ask. We want to ensure that you receive exactly what you require for your school.
- (d) Office hours are **8:30am to 4:30pm** (AEST), Monday to Friday. (Queensland does not have Daylight Saving times

ORDERING

5. Fax Orders

DO NOT fax creased or folded pages. Use order forms supplied. Please write on the order cover sheet the order form page numbers being faxed. It is imperative that we have your current phone and fax details as faxes are often of poor quality, they can and do come through smudged, partial pages only etc. In these instances, data entry staff will need to be able to contact you promptly. Please check that **ALL** the pages you intended to transmit have actually gone through.

6. E-Mail Orders

We can email you a soft copy (Excel) of our latest order forms. Please contact the office.

If you are ordering by email, you will need to provide the same information on our order forms (i.e. your Customer Code, Name and Address, Credit Card Details, Date of Order, Quantity of Items required, Product Code and Description of each item). This information is to be set out as clearly as possible. **Please** list the subjects name and code (item number- see catalogue) then Pace numbers down the page not across the page (Enter/return after each number). Put the number required after the item numbers with sufficient space. Use the same subject order as the SCEE order forms. To avoid receiving two of the same order avoid sending the same order twice.

7. Orders to be picked up in person from the S.C.E.E. Office

Schools who wish to pickup their order from the Warehouse rather than have it delivered should write "PICK-UP" in the delivery address. Our policy is to process orders in the order they are received so as not to disadvantage any customers. **Schools choosing this method must contact SCEE as large orders may take a few days before they are ready to be picked up.** We appreciate your support in this. See also office hours.

8. Back Orders

Should an item ordered be listed as "out of stock" on your invoice, S.C.E.E. will back order the item for you. When the back ordered item comes back into stock, we will send it out to you freight free. DO NOT re-order out of stock items as you will most likely end up with a duplication of the product and charges.

9. Minimum Orders

There is no minimum as such. We prefer that where possible schools order a minimum of a term's work in any one order. The minimum freight (and handling) charge for any order within Australia will be \$3.00 and \$6.00 for New Zealand.

10. Fast Track Orders (See page 8).

11. GENERAL ORDERING PROCESS:

- (a) Fill in the order forms and order cover sheet using the product catalogue where necessary, and keep a copy of the order.
- (b) Send the order to SCEE .
- (c) To ensure fair service to our customers ALL orders are processed according to the date they arrive at SCEE.
- (d) Credit Cards are processed the day the order is processed, money orders and cheques are processed the day they arrive at SCEE.
- (e) SCEE ships the order to the delivery address on the order form.
- (f) **IMPORTANT NOTE: Deliveries during school holidays.** Schools generally close during a holiday period. If your school is expecting a delivery during a holiday period and there is no one in attendance on site at the school alternative delivery address details are necessary for the duration of the school holidays. Some couriers by policy and practice hold orders until resumption of the school term.
- (g) To allow for any unforeseen delays, please send order and payment at least two weeks before materials are required. (this is for processing of payment, entering the order, "pulling" from the shelf and dispatch).
- (h) January to April are our busiest months. While we try to dispatch all customer orders as quickly as possible, it would be very wise to order your curriculum as early as possible in order to avoid disappointment. Ensuring your account is up to date will minimise delays.
- (i) Claims - Errors See Claims.

12. NOTES:

(a) Please direct any queries regarding what to order to the SCEE office.

- (b) Order Delays - refer to office hours, stocktake and holidays.

Important: Occasionally goods will be returned to us because the courier could not effect the delivery to the address given by the client. Firstly it is the customer's responsibility to give a full & current street address for the delivery of the goods. Secondly a courier driver should leave a notice of attempted delivery where the initial attempt has failed.