

MERCHANDISE ORDERING PROCESS

STORE OUTLINE

The online store has two primary sections:

- AVAILABLE NOW
- PRE-ORDER

NB: Any staff member can place a "Personal Order", but only **AUTHORISED USERS** will have access to place a "Business Order".

AVAILABLE NOW products are items with limited quantities available for delivery within 2-4 business days.

PRE-ORDER products are items available to purchase within allocated order windows. Delivery is approx. 3 weeks after relevant order window close-off.

ORDER WINDOWS

Pre-Orders are processed through allocated order windows. Please check below for current order and delivery dates:

ORDER WINDOW 1: 16th May - 14th June
Delivery: 1st week July

ORDER WINDOW 2: 15th June - 4th July
Delivery: Late July

ORDER WINDOW 3: 5th July - 21st July
Delivery: Mid August

ORDER WINDOW 4: 22nd July - 11th Aug
Delivery: Early September

ORDER PROCESS

From the Monadelphous Online Store Homepage:

- Click on "PERSONAL ORDERS" button
- Enter #Monastaff to access Portal
- Add products to cart

AT CHECKOUT

- Enter billing / shipping address details
- Select "Local Pick-up" for collection from Monadelphous Head Office

DELIVERY

- Check order windows for relevant dates
- If an item is unable to be filled, a KC Australia representative will be in touch to advise of your order options
- **Postage** is 1-2 business days, with a \$15 fee
- If you opt for **Local Pick-up**, you will be notified when your order is ready to collect from Monadelphous Head Office.

NB: "Personal Orders" are at your own cost and subject to availability,

** Passwords are case sensitive **

If any technical issues arise, please contact:

Mel Harry: melh@kcaust.com.au
KC Australia