

Procedure for Ordering and Acquitting Gifts using the Official Gift Website

September 2019

The gift range is accessed through a secure logon portal. Nominated authorised users will be provided with their individual user name and password for logon. Email your Intandem Account Manager Cheryl Webb on cheryl@intandem.com.au to have the New User request form emailed to you. You can change the password manually at any time.

Logons are not transferable. If you no longer require a logon to the site please advise me so I can have it deleted from the system.

Intandem maintain a comprehensive range of Australian made gifts which can be viewed online. To view items specifically from Victoria, you need to type (VIC) into the search string. Otherwise the website will show all products from all Australian made suppliers in all states.

You can also search gifts by product type - drop down shows selection - metal, wood, jewellery, etc. In addition you can search by price - from lower cost gifts to Heads of State.

We have also included a SALE and NEW section.

Pricing Structure -

All pricing on the website is the “wholesale” buy price and does not include Intandem’s handling margin per order or costs of presentation wrapping (box, paper and ribbon) and freight to designated delivery point. **Please refer to the DEED OF STANDING OFFER which outlines all costs involved.**

Additional charges apply based on notification periods.

- a. Routine orders - minimum of 7 working days notice.
- b. Priority orders - three - seven working days notice.
- c. Urgent orders - less than three working days notice.

PLACING AN ORDER

Select - order
Search String - word/state/item code if required
Price range - select suitable price range - if applicable
Product Type - i.e. Glass, or leave as All Types

Select Gift by pressing select button.

Stock quantities are live. If items states out of stock or has the prefix SOG, please email or call Cheryl - cheryl@Intandem.com.au/ 03 9417 0707 - to check availability.

If you have a special gift request which is not online, again, contact Cheryl who will source and advise availability. Please note that specially ordered gifts and items requiring a size or colour - boots and hats - cannot be returned.

When all gifts have been selected, press view cart. Please note that more gifts can be added after you have moved to the cart.

Please note : Contingency gifts from your own store cannot be added to orders for stock held in the National Mailing and Marketing warehouse or for special orders. Contingency gift requirements must be placed on a separate order. See following page for instructions.

Move the gift selection quantity to order.

If the gift is for random personnel, i.e. drivers, the total can be on one line, i.e. 20.

If the gift is for someone who must be recorded on gift history, they need to be recorded on separate lines. If the gifts are all on one line but are for people required to be recorded in gift history, this can not be amended after order is placed and gift history will not be recorded correctly.

If the recipient is unknown when the order is placed, please just add TBA as the name and title can be updated when the order is acquitted.

Once all gifts have been selected, select Your Details. Complete all sections to ensure the warehouse has all the information to wrap, pack and send the gifts to you. It is imperative that the information is correct as if it is not it could delay delivery. All interstate deliveries will be delivered via courier. There is a facility to add a note regarding your order if necessary.

Please keep in mind that the gifts will be wrapped and despatched from Canberra so please allow ample time for delivery. If you have an extremely urgent requirement, please always phone Cheryl to check if the delivery date will be achievable.

PLACING AN ORDER - USING CONTINGENCEY STOCK HELD IN THE DEPARTMENT

You now have the facility to add stock not gifted to a contingency stock list. When you complete your acquittal, a new box has been added - Quantity to be kept. This item will then be moved to the Contingency tab. You will also be shown the original order (INT) number as a reference.

Select the contingency stock tab on the menu.

This will list all gifts indicated by your department to be retained in your office and to be used on a different visit.

Select the item required and proceed as you would to place an order from the gift website. As stated on the previous page, Contingency orders cannot be placed on the same order as stock or specially ordered items.

Once selected from this list, the item will be deleted from the contingency list and cannot be added again in the event that it is not gifted the 2nd time.

Please Note: Contingency orders will be allocated with a unique order number commencing with CON. A confirmation PDF will be emailed to you.

ACQUITTING AN ORDER

Acquittals must be completed within 20 working days from the start of the trip. Acquittals not completed in this time frame will be done by Intandem and no gift history detail will be collected. Information for gift history can be collected after the acquittal has been done by Intandem if it is supplied in our preferred format. Please request this spreadsheet if required.

In addition, if Intandem lodges the acquittal, all stock will be invoiced as not being returned. If you were returning stock from the order, this can not be done once the acquittal has been processed. You will be invoiced for all items on the order you placed. Additionally contingency stock information will not be recorded.

If, at any time you require assistance with acquitting, or any other procedure, please contact Cheryl.

Select acquittals. Type in INT number. This will bring up the acquittal form for the order.

For all gifts presented, please ensure you complete the details under the Presented To and Date Presented headings including Title/Name/Country/Date.

The return a gift to National Mailing and Marketing, enter the quantity you wish to return under Acquittals heading, Quantity to be returned. If you are not returning any gifts then the field must also have an 0 entered to be able to submit your acquittal.

To add gift to Contingency list, enter the quantity you wish to keep under Acquittals heading, Quantity to be kept. If you are not keeping any gifts, then the field must have a 0 entered to be able to submit your acquittal.

Please note that you will not be charged for stock that is returned but associated costs are charged, i.e. wrapping and freight, handling fee will be invoiced. **Please refer to the DEED OF STANDING OFFER which outlines all costs involved.**

You will be emailed your copy of the acquittal and if you are returning stock, this form is the paperwork to be returned with the stock. Goods received without paperwork will be returned to the sender at their cost. Stock must be received back into the warehouse in the condition they were sent.

Delivery address to return stock -

National Mailing and Marketing Att: Kevin Roll
11 Tralee Street, HUME ACT 2620
02 6269 1000

Invoices are prepared the middle of each month. Credit card payments are accepted with a surcharge.

Contact us

Cheryl Webb

Account Manager

Phone: 03 9417 0707

Email: cheryl@intandem.com.au

Address: 103 -119 Gipps Street Collingwood VIC 3066

Alternate contact - jo@intandem.com.au