



CLICK 'N' COLLECT

New 15 June 2018

Last updated 26 November 2018

Last updated 3 December 2018

Last updated 13 December 2018

Last updated 8 April 2020

Last updated 23 July 2020

Contents

ABOUT CLICK 'N' COLLECT	3
KEY CONTACT	3
IMPORTANT GLOBE HTH NOTES	3
PRODUCTS ON OFFER	5
Catalogue.....	5
Online Only Offers.....	5
Outdoor Products	5
PROCESSING THE ORDER.....	6
If the stock is in store at Globe HTH	6
If the order is not in stock and was placed in the DC (warehouse)	8
If the order is not in stock and is a Chargeback order.....	9
COLLECTION PROCESS (customer pickup)	11
If a payment was made using VISA, AMEX or Mastercard	11
If a payment was made using PayPal, Afterpay, ApplePay, AndroidPay or ZipPay	12
RETURNS POLICY	13
Globe process for refunds or exchanges.....	14
If a consumer contacts Globe to seek a refund.....	14
If a consumer contacts the IHG National Support Office and seeks a refund.....	14
Online refunds for no stock availability	15
GLOBE OFFICE PROCEDURES	16

ABOUT CLICK 'N' COLLECT

Click 'N' Collect is an opportunity for our store to enter the digital selling space and gives consumers the ability to purchase online. It's been implemented to stay relevant in the digital age, reach a new and changing generation of consumers, extend the range and open trading hours to 24/7.

KEY CONTACT

The HUB

Ph: 1300 880 440

Email hub@mitre10.com.au

IMPORTANT GLOBE HTH NOTES

- Business hours are currently classed as 9.00am to 5.00pm AEST, Monday to Friday for the CNC ordering process
- We sell our stock at the price quoted on the CNC site.
- If the sale price is below our purchase price bring it to the attention of Selina – we will need to ensure we receive a rebate for the item. Selina will notify Leelee and receipt monitored.
- Do not ask customer for DIY Loyalty card number. Only use card number if requested by customer.
- DART payment method – only use Click N Collect (all payments are processed centrally at the main office)
- We handle refunds/credits in store per our normal procedures.
- Proof of purchase and ID required for pickups of CNC orders.
- CNC orders cannot be delivered per the HTH CNC policy.

CNC orders need to be processed promptly with an 8-hour window from the time of the customer order on the HTH site.

Paul King is the primary person to monitor the sales@globehardware.com.au email account on the Sales Laptop. His backup is Dean and on the days he and Dean are not in store to monitor the CNC sales Paul King is to notify Brenton who will process orders in their absence.

CUSTOMER TERMS

These are the terms available to the customer when they order on-line.

This is the extract from the HTH CNC website to the customer.

“The products promoted on this site are all available from Home Timber & Hardware at the time they are advertised.

In most cases the local store will hold stock so please allow at least one business day to process your order before you come to pick it up. In some cases, due to the success of some promotions the stores may have to draw stock from a central warehouse. In these circumstances the store will call you and advise an expected delivery date.

When you purchase products online you can only collect your goods from the store you nominated in the purchase process. The store you nominated has processed your payment.

We do not deliver to your products purchased online.

Some of our stores are happy to arrange delivery for you when you contact them directly. The price and terms of the delivery are at the discretion of the store you have nominated.

We ask that you collect your goods within 14 days of the goods being available for collection.

If the goods aren't collected after a reasonable time and after the store makes reasonable attempts to contact you, the goods may be returned to stock and a refund processed.”

PRODUCTS ON OFFER

Catalogue

All products featured in a catalogue will Be available to purchase on Click 'n' Collect for the duration of the catalogue period. To ensure consumer satisfaction, where a product cannot be featured online due to MOQ requirements or minimal stock the product will be flagged as "see in store."

Product Ranges

Priced: A range of products available for purchase on Click 'n' Collect that are advertised with a national price point.

Unpriced: A range of products featured without a price that are not available to purchase online. These products give us the ability to showcase our range without setting a national price point. These are usually products like Principal Kitchens where the page displays information but no price or add-to-cart. It will have a Call to Action to call the store for more information.

Online Only Offers

These products may be clearance lines or promotional products generally available for purchase via Click 'n' Collect only. Member pricing on these products will be set accordingly to allow stores to match online pricing in store. From time to time there will be offers where IHG try to clear out items from the warehouse. To be able to move quickly on these IHG will add them to the website and promote online via Email, Facebook and Google AdWords.

Outdoor Products

The seasonal range of outdoor products will be available for purchase via Click 'n' Collect. Where stock is exhausted in our DCs, the product will be flagged with "see in store" which will enable us to continue to showcase the range that still may be available in stores who forward ordered this stock.

NOTE *For items advertised on the CNC site that are a different price to stock items, we record the sale per the CNC price and need to change the price when processing the invoice. If the sale price is below our purchase price bring it to the attention of Selina – we will need to ensure we receive a rebate for the item. Selina will notify Leelee and receipt monitored.*

PROCESSING THE ORDER

1. Monitor the sales@globehardware.com.au email account for CNC orders. Print the email with the order. Paul King & Dean are the primary team members responsible for monitoring the Sales email account for Click 'N' Collect sales. If neither is in-store then someone else will be nominated to monitor sale for the day.
2. Review the order in the email. Check stock levels and determine if further stock is required.
3. If the stock is not in store, CHECK THE AVAILABILITY FROM THE WAREHOUSE. If stock is low, the chances of the customer receiving this via the CNC automated system will be low. Therefore, you must notify Selina so she can place an order the item (she may order more than has been specified in the customer order). The printed email must go on the order board in Fisk & Selina's office with the CNC number clearly highlighted.

If the stock is in store at Globe HTH

1. **Cancel order in the Online Portal if stock is not required.** To do this:
 - a. Click the link in the email which will take you automatically to part of the Portal (without logging) and will prompt if more stock is required.
 - b. Do not zero this out, leave it as "1" or the quantity nominated in the customer order and the process will complete. Entering '0' will cancel the order.

If the order is cancelled, it will disappear from the order queue.

2. Pick the products and prepare them for pick up from the Goods Receiving area.
3. Enter the sale into DART and select the Click N Collect Payment Type. Use the order number as a reference (the unique CNC no.) and print 2 x copies of the invoice. (the consumer will take one, and sign the other
4. Attach the printed email order to an invoice copy on the customer pickup board with the CNC number highlighted for easy identification. This copy is to be put in the till that will be sighted by Selina and sent into Leelee for back office processing.
5. Put one invoice on the item to be picked up with the CNC number highlighted for easy identification.
6. See steps regarding [Collection Process \(customer pickup\)](#).

7. Call the customer to inform them when their order will be available for collection. Give an estimation only, make no promises.
8. Once our customer's order has been finalised, we will receive a copy of the order via email to sales@globehardware.com.au.

NOTE: At the same time, a store order will be raised for the products via the automated CNC function and quantity ordered by the consumer. If we have the products you must access the Online Portal and cancel the order.

Amendments must be made within 8 business hours of the order being placed, otherwise the goods will be ordered and we have no opportunity to supply from our Globe stock.

Reminder Business hours are currently classed as 9.00am to 5.00pm **AEST**, Monday to Friday for the CNC ordering process

The 'Queued Until' time will advise you of the time in which the order will process if the order is not amended. Stock will be picked on the store's next pick day. Our normal order day is Monday for picking on Tuesday resulting in delivery each Thursday.

If the order is not in stock and was placed in the DC (warehouse)

Receiving the stock from the DC (warehouse)

For orders processed via the DC, the DC will pick the stock on Tuesdays for delivery Thursdays. Click 'n' Collect products will be shrink wrapped separately to standard stock and identified with a blue sticker and a packing slip report detailing which Click 'n' Collect orders are included.

A blue sticker and a copy of the packing slip report will also be attached to the outside of the full pallet, to assist stores in identifying Click 'n' Collect stock when it arrives.

1. Paul King or Dean are to get the order from the boards (Goods Receiving area or Fisk & Selina's office) and identify the items that have been received that match the orders.
2. Pick the products and prepare them for pick up from the Goods Receiving area.
3. Enter the sale into DART and select the Click N Collect Payment Type. Use the order number as a reference (the unique CNC no.) and print 2 x copies of the invoice. (the consumer will take one, and sign the other
4. Attach the printed email order to an invoice copy on the customer pickup board with the CNC number highlighted for easy identification. This copy is to be put in the till that will be sighted by Selina and sent into Leelee for back office processing.
5. Put one invoice on the item to be picked up with the CNC number highlighted for easy identification.
6. See steps regarding [Collection Process \(customer pickup\)](#).

If the order is not in stock and is a Chargeback order.

All Click 'n' Collect chargeback orders will have the name of the Supplier on which we have raised the order, in the comments field.

All Click 'n' Collect chargeback orders are consolidated and sent to the relevant suppliers at 8am AEST each day for all orders 'processed' or 'expired' (orders that have exceeded that 8 business hours). Suppliers are instructed to dispatch the stock within two business days of receiving the order from IHG.

If you contact the supplier, please ensure that you state your store number, and the relevant Click 'n' Collect purchase order number

(i.e. CNC1000xxxx), this will mean the supplier can quickly and easily locate your order.

1. Review the order in the email. Check stock levels and determine if additional stock (as well as the customer order) is required.
2. If the stock is not in store, then follow the process for the automated CNC ordering process.
3. Raise a purchase order for the chargeback product, use the CNC number as a reference and put on the DIRECT board in Goods Receiving.
4. Call the customer and give them an ETA of the delivery – do not promise a date.

On receipt of the stock:

1. Paul King or Dean are to get the order from the DIRECT board in Goods Receiving. (note: Chargeback orders placed by Fisk/Selina are put on the board in their office and when the goods are ordered this then goes onto the DIRECT board in Goods Receiving). Identify the items that have been received that match the orders.
2. Pick the products and prepare them for pick up from the Goods Receiving area.
3. Enter the sale into DART and select the Click N Collect Payment Type. Use the order number as a reference (the unique CNC no.) and print 2 x copies of the invoice. (the consumer will take one, sign the other which then goes into the till).
4. Attach the printed email order to an invoice copy on the customer pickup board with the CNC number highlighted for easy identification. This copy is to be put in the till that will be sighted by Selina and sent into Leelee for back office processing.
5. Put one invoice on the item to be picked up with the CNC number highlighted for easy identification.
6. See steps regarding [Collection Process \(customer pickup\)](#).

COLLECTION PROCESS (customer pickup)

When customers order online, they pay immediately with options for payment methods. Prior to pick up the item they need to show paperwork to match the purchase and method of payment. The process around the collection will depend on the payment, which has been chosen. The required process for Visa and Mastercard differs slightly from that of PayPal, Applepay, ZipPay or AndroidPay

If a payment was made using VISA, AMEX or Mastercard

Complete the details on the green pickup slip checklist attached to the invoice on the goods to be picked up. If completed properly all the checks below are covered.

VISA



Stores will need to ask the consumer

for: A copy of their order

- Compare the order number to the one you have
- Compare the sale amount to the invoice attached to the products
- Compare the last 4 digits of the credit card and type from the consumer to what is on the email confirmation you have received
- Check that the name on the credit card, order and photo identification, match the email confirmation, take a photocopy of photo ID, otherwise list the type and identification number on the signed copy of the invoice
- Ask the consumer to sign a copy of the invoice, and put in the till. It will be sighted by Selina and forwarded to Leelee for back office processing.

If a payment was made using PayPal, Afterpay, ApplePay, AndroidPay or ZipPay

Complete the details on the green pickup slip checklist attached to the invoice on the goods to be picked up. If completed properly all the checks below are covered.



If the consumer has elected to pay via PayPal, ApplePay, AndroidPay or ZipPay the following process will need to be followed. This is slightly different to the standard process, as the consumer will not have a credit card to present.

Stores will need to ask the consumer for: A copy of their order

Compare the order number to the one you have

- Compare the sale amount to the invoice attached to the products
- Check that the name on the credit card, order and photo identification, match the email confirmation, take a photocopy of photo ID, otherwise
- list the type and identification number on the signed copy of the invoice. Check the method of payment is ZipPay on the email and match to the customer's ZipPay approval receipt.

- Ask the consumer to sign a copy of the invoice and put in the till. It will be sighted by Selina and forwarded to Leelee for back office processing.

RETURNS POLICY

NOTE: Refunds for payment to customers are only processed in store after we have received payment from IHG. If Globe has not received the payment yet, IHG will contact the customer and process refunds to them.

This Policy is provided by the Home Timber & Hardware store (Globe HTH) participating in this website that has been selected by the customer to buy the particular product/s that are subject to this Policy (Globe HTH).

The Store is not required to provide a refund or replacement if the customer changes their mind.

The customer can choose a refund or exchange if a product has a major problem. This is when the product is used for its intended purpose in accordance with all instructions and:

- a) Has a problem that would have stopped someone from buying the item if they had known about it;
- b) Is unsafe;
- c) Is significantly different from any sample or description provided;
- d) Doesn't do what the Store said it would, or what the customer asked for and can't be easily fixed.

Alternatively, the customer can choose to keep the product and the Store (Globe) will compensate the customer for any drop, in value.

If the problem is not major, the Store will repair the product within a reasonable time. If it is not repaired in a reasonable time, the customer can choose a refund or replacement.

The customer is asked to keep proof of purchase, such as payment confirmation or receipt.

The method of refund will be the same as the method of payment. At Globe the method of refund will be CNC tender in DART as this was selected for the sale. If the HUB is processing the refund to the customer they will refund per the exact method of payment.

Stores may provide remedies in addition to the above at their discretion.

Globe process for refunds or exchanges

NOTE: Refunds for payment to customers are only processed in store after we have received payment from IHG. If Globe has not received the payment yet, IHG will contact the customer and process refunds to them.

We will follow our current procedures of repairing the product within a reasonable time. If it is not repaired in a reasonable time, the customer can choose a refund or replacement.

The customer is asked to keep proof of purchase, such as payment confirmation or receipt.

The method of refund will be the same as the method of payment IF IT IS A CREDIT CARD.

If a consumer contacts Globe to seek a refund

1. Call the IHG National Support Office via the Hub 1300 880 440 and we will assist with the processing of this refund

If a consumer contacts the IHG National Support Office and seeks a refund

1. The HUB will contact the store and obtain authorisation prior to processing this refund.
2. Once authorisation has been granted by the store, the refund will be processed and arrangements will be made to recoup the funds at the end of month from the store via Fees & Non-Stock Journal

NOTE FROM IHG: The above process will be changing soon where we will be granting stores the ability to self-manage all refunds methods. Details of this process change will be communicated in the New Year (as at 23.7.20 this hasn't occurred)

Online refunds for no stock availability

If there is no warehouse stock and the customer has paid online, IHG will process the refund for the customer and notify them as payment would not have been forwarded to us yet. In this instance we may receive notification from the hub re the stock unavailability.

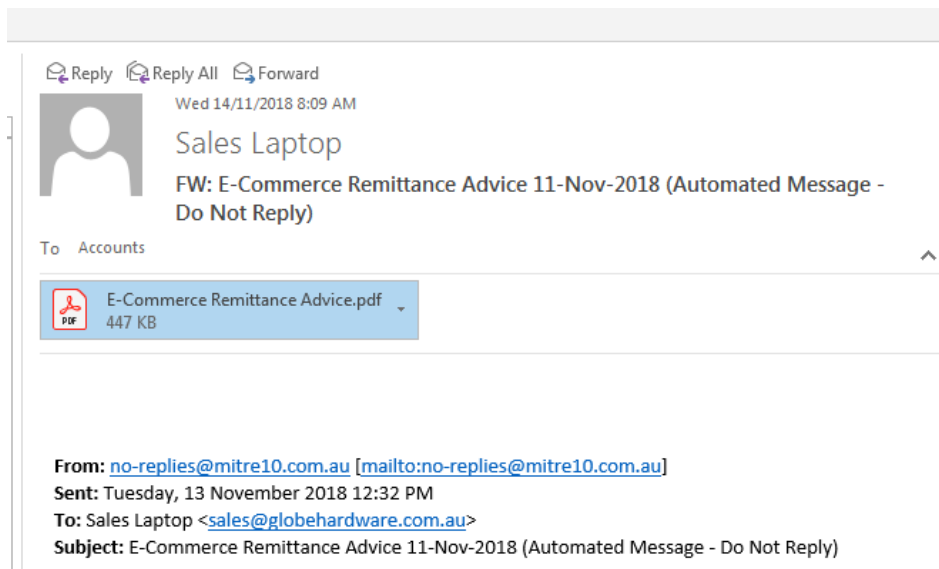
NOTE IHG will update the stock availability twice a week on the website so there should be little chance of the warehouse items being out of stock.

In store we will have processed the sale and generated a tax invoice and so we need to process a refund to correct the stock and reverse the CNC sale using the CNC payment tender.

NOTE: Refunds for payment to customers are only processed in store after we have received payment from IHG. If Globe has not received the payment yet, IHG will contact the customer and process refunds to them.

GLOBE OFFICE PROCEDURES

1. On receipt of the e-Commerce remittance advice (see below) via email (sent to sales@globehardware.com.au, Dean/Paul , forward to Leelee – use the accounts@globehardware.com.au email address. The sender will be no-replies@mitre10.com.au. and the subject heading will be E-Commerce Remittance Advice.



2. Fees associated with the CNC payment methods available on the CNC site are charged on a monthly basis via invoice issued by IHG and Leelee enters into DART for payment as they appear on the IHG statement.
3. On receipt of the remittance (above) check the details for individual sales match the CNC sales in the DART Payment Summary report for the relevant days – this will ensure the sale has been processed correctly in DART with the CNC tender.