



## CGM 24 Consultant Orders and Payment Options

### At a Glance

- Login to the Kaszazz website ([www.kaszazz.com](http://www.kaszazz.com)) and choose My Kaszazz > Online Ordering System to place consultant orders.
- Or you can place orders on your own customer web store – see CGM 09 (consultant order credit – see CGM 27 – is not available).
- Take care if placing an order at the very start of a month to make sure the order counts in the month you want it to.

### All the Details

#### Consultant Orders

Kaszazz has a very easy-to-use consultant Online Ordering System. Just login and choose My Kaszazz > Online Ordering System.

If you need some help with the Online Ordering System, please watch the short videos on the My Kaszazz > Online Ordering Training. If you still need help after watching these videos, please call your team leader or FREE call Kaszazz on 1800 649 191 during business hours.

#### Order Acknowledgement

For all orders processed at Kaszazz you will receive the following order acknowledgement email:

“Subject: Thanks for your Kaszazz online order!

Just a quick note to let you know we have received your order. It has been sent to our warehouse and will be processed shortly.”

This email will have your tax invoice attached.

You will also receive a *different* email from eWAY (our payment system provider) for each credit card payment you make for any online order. *Please do not confuse these eWAY emails with our order acknowledgement email.* With the Kaszazz Online Ordering System, it is possible to make full payment for your order *without submitting* it to Kaszazz.

Please be very sure to check you receive your order acknowledgement email for every order you submit. *If you do not receive this email within one business day, it almost certainly means we have not received your order.* In this case, please login to the Online Ordering System and click on the “View Pending and Submitted Orders” button. Check under Pending Orders - you might find the order you thought you had submitted still sitting there. If so, just click on “continue” to properly submit your order.



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If you did not receive an order acknowledgment and your order is not in your Pending Orders list, please FREE call Kaszazz on 1800 649 191 at the earliest opportunity.

Please note that if you submit an order *before* 4:00pm (SA time) on a Kaszazz business day, we will always send the order acknowledgement email that same day.

If you submit an order *after* 4:00pm (SA time) on a Kaszazz business day, we will always send the order acknowledgement email early the following Kaszazz business day.

Towards the end of every month, please check if you have any online orders in your pending list. If you want the order to count towards sales for the current month you will need to submit the order prior to 12 noon on the first Kaszazz business day of the following month.

### Order Payments

To achieve maximum possible order processing efficiency, Kaszazz policy is to start processing your order as soon as full payment is received or confirmed.

Payment can be made by:

1. Consultant credit card
  2. Customer credit card
  3. Cash
  4. Money Order
  5. Direct deposit (to the Kaszazz bank account)
  6. BPay
- or any combination of the above.

Note: To assist you in avoiding any administrative service fees associated with placing orders and payment options please see CGM 15.

### Consultant Credit Card

Using your credit card to pay for orders can provide you with some real benefits, outlined below:

- You can use the banks funds to improve your cash flow. These funds are available to you for free if you are careful to pay the full amount due on each credit card statement by the due date.
- Many credit cards reward you with frequent flyer points or other award points for every dollar you spend using their credit card.

Here are some tips to help you ensure your credit card has sufficient credit capacity when you place your Kaszazz orders:

- Apply for the maximum possible credit limit. Often an increased limit is available just for the asking!
- Make sure you understand your credit cards billing cycle. Know when your billing period finishes and when your payment due date is. You may be able to avoid exceeding your credit card limit by timing your order to arrive at Kaszazz right at the start of your credit card billing cycle. This will allow you to distribute your products and receive payment before you receive your next credit card statement.
- Stay aware of your credit card balance - you need to be sure that when your order is received by Kaszazz the amount to be



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debited from your credit card will not take you over your credit limit. You may need to make a payment to your credit card account part way through the billing cycle to ensure your credit limit is not exceeded when you place an order.

- You may wish to consider having one credit card just for your Kaszazz business and another one for all other expenses. This might help you keep track of the current balance on your Kaszazz credit card.
- If you are concerned about exceeding your credit card limit, consider asking your customers for a deposit when placing their orders with you, or ask them to pay the full amount. Some people will find it more convenient to pay the full amount with their order and only need you to remind them that this is an option.
- You may need to increase your credit card limit prior to the next Christmas busy period, or if your sales are increasing each month, to ensure your credit card does not decline when your order is processed at Kaszazz.
- Always try to make sure you pay your credit card off in full, just before the due date, so you don't pay any interest.
- Finally, don't forget Kaszazz is happy to accept part of your order payment by credit card and the remainder by cash, BPay or direct deposit. You might wish to pay this way to maximise use of your credit card without exceeding your credit limit.

### Customer Credit Card

Allowing your customers to pay for their orders using their own credit card is a great way to increase the cash flow in your business and save time collecting payments. Follow these easy steps to take full advantage of your customers' credit cards:

1. Let all your customers know right at the start of a customer event that they can pay for their order using their credit card.
2. Ask customers who wish to pay using their credit card to fill out the customer credit card authorisation slip at the bottom of a Customer Order Form. Please carefully check that each customer paying by credit card has filled in *all* the information on their authorisation slip. The most common item omitted is the customer's credit card expiry date and their CSC/CCV code. Make sure you also check that the expiry date entered has not already passed! Please take extra care and double check all the customer details on these slips.

You may (like many consultants) choose to have a laptop, tablet or smart phone to allow you to place consultant orders there and then, at your customer event! In which case, most customers will be happy to not have to fill in a Customer Order Form.

You can accept credit card payments from customers over the phone without physically obtaining their signature. To do this, fill out the customer credit card authorisation slip in the usual manner and in the area reserved for the customer's signature please write "phone order" and insert their contact phone number. The customer's phone number is



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very important as it will allow you to follow up the credit card transaction should there be any problems.

If you enter a consultant order with lots of customer credit card payments, the total paid might end up more than the amount due for your order. This is because your customers have paid full RRP, but you only need to pay 80% of the RRP (exc. GST). In this case if the overpaid amount is less than \$50, the overpaid amount will be recorded as credit to come off of your next order. If the overpaid amount is \$50 or more, you will be able to choose to either have the overpaid amount direct deposited to your bank account, or recorded as credit to come off of your next order.

### Direct Deposit into Kaszazz Bank Account

You can also pay for your orders by making a direct deposit into the Kaszazz Commonwealth Bank account. The following steps must be strictly followed to pay by direct deposit:

- Deposit the exact amount outstanding into the following Commonwealth Bank account in the name of Kaszazz Pty. Ltd. You can either make the deposit at a bank, or use Internet banking.  
BSB: 065 152  
Account Number: 1003 7162
- So we know who has made the deposit it is very important that you include your name (abbreviated if necessary) and consultant ID in the "reference" field. *Keep your deposit slip or internet confirmation of the payment for future reference.* If you would like to email us

your bank payment confirmation, we will be able to process your order as soon as we receive it.

If we are unsure who a payment is from, it may delay the processing of your order.

Since we are unable to accept cheques from your customers as payment for your order, please *do not* direct deposit customer cheques into the Kaszazz account. If you accept cheques from your customers, please make sure they are made out to you and deposited into your own account.

### BPay

You will need two numbers in order to BPay your Kaszazz order. One number is the Kaszazz Biller Code - 28258. The other is your Kaszazz BPay client number, which you would have received when you joined Kaszazz.

Please FREE call Kaszazz on 1800 649 191 if you have misplaced your Kaszazz BPay client number.

Once your BPay payment has been made, enter the amount and receipt number in the "Payment" page of your order in the Online Order System. Please do not click "Save Payment" until the payment has been successfully made!

### Confirmation of Direct Deposit and BPay Payments

Please note that if we are not able to confirm receipt of your direct deposit or BPay payment within 2 Kaszazz business days after the day your order was submitted to Kaszazz, your order will automatically be sent back to your Pending Orders section in your Online



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Ordering System. If you still wish to place the order, you will need to submit it again.

### Handling Fee

There is no minimum amount you must reach in any one order you place with Kaszazz. However, a handling fee of \$9.50 for small orders will apply if the Products Total RRP (inc. GST) PLUS the Administrative Items Total (inc. GST) is less than \$50.

Please note Products Total RRP (inc. GST) is the total of catalogue items you have ordered *after* subtracting any vouchers you have redeemed. This means that if you are using Kaszazz vouchers to pay for your order, you may need to top up your order with some additional catalogue items or admin items to avoid paying the handling fee.

### Order Delivery Times and Timely Delivery to Customers

Please be careful, when advising delivery times to customers, to ensure you *will* be able to deliver products within the time you have promised. It is much better to allow yourself a comfortable delivery date than to promise a tight delivery time and then miss it.

Since your order will not be processed until full payment is received or confirmed, be particularly careful when promising a delivery date to your customers to ensure that full payment for your order is sent to Kaszazz at least 10 working days *before* the nominated delivery date.

When you select “Kaszazz Economical No Fuss Freight (ENFF)” for your delivery method, Kaszazz endeavours to get your order to you within *10 working days* of the date both your

order and full payment is received or confirmed. We will always dispatch these orders as early as possible, which means you will often receive them well within the 10 working days. However it is very important that you plan your order deliveries around the worst case of 10 working days.

### No Fuss Freight

If you would like Kaszazz to arrange economical delivery of your order, the following formula is used to calculate the cost of Kaszazz “Economical No Fuss Freight” (ENFF):

| Destination                                      | Courier Fee  |
|--|--|
| Adelaide Metro. Area                             | \$6.16   |
| Anywhere else in Australia (including Tasmania!) | <b>Add</b> “Products Total RRP (inc. GST)” PLUS “Administrative Items Total” then <b>multiply</b> by 0.0164 then <b>add</b> \$9.94 |

*The Adelaide Metropolitan Area is approximately defined by a circle around Adelaide with Willunga on the southern boundary, Bridgewater on the eastern boundary, and Gawler on the northern boundary.*

For express delivery of your order, the “Express No Fuss Freight” (XNFF) cost will be calculated based on the actual weight of goods ordered, and on where the order is to be delivered. Please still allow 5 working days from your order date. Please note the XNFF fee could be expensive if your order is very heavy, or if you live in a remote area.

If you are submitting two orders at the same time, each order will be treated as an individual order and will be charged the



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appropriate courier fee. It is not possible for us to combine two orders and send them in one box with one courier fee.

### Unpacking Your Order

When your order arrives at your door there is one important step that you will need to follow to help make your deliveries smooth and easy. Unpack the order and check each item off against your tax invoice. Once you have done this you can be 100% sure that you have received everything you ordered. You can then confidently pack each customer's order.

### Alternate Address

If you want to send your entire order to an alternate address, you can do so FREE of charge. This is especially useful if you choose to place an order whilst away on holidays!

### Split Deliveries

In addition to delivering your order to an alternate address, you can choose to split your order and send to multiple addresses. This allows you to send the order to multiple customer addresses (including your own). Each delivery can also include more than one customer's products.

Each delivery can have a different delivery method e.g. Express (XNFF) or Economical (ENFF).

Freight is calculated separately for each split delivery plus an additional \$7.50 admin fee will apply to each additional delivery (after the first delivery).

### Delivery Instructions (optional)

When placing your order with the Online Ordering System, you can leave special instructions for the courier at the bottom of the Select Delivery Method screen (eg. If no one home please leave at door).

These instructions are sent straight to our dispatch system. Please note that by entering any delivery instructions you agree to allow delivery without a receipt signature.

If you enter any such delivery instructions and your order goes missing, and Australia Post has recorded your order as "successfully delivered", Kaszazz will not replace your order. Please use this service at your own risk.

### Making Your Orders Count

For calculating your sales balance (see CGM 05) and commissions and for allocating any consultant promotional rewards, Kaszazz maintains an accurate record of all orders received from each consultant for each calendar month.

With one exception, your orders will count in the month that they are both submitted and fully paid for.

The one exception is if you are placing an order between midnight on the last day of the old month and 12 noon (SA time) on the first Kaszazz business day of the new month. In this case you will have the option of asking for your order to count in the old month. If you do ask for your order to count in the old month, then provided it is both submitted *and* we can confirm full payment has been received or made before 12 noon (SA time) on the first Kaszazz business day of the new



month, your order will be counted in the old month.

If you successfully pay for your online order using one or more credit cards, you can be sure that full payment has been confirmed by Kaszazz. If you make any payment by direct deposit or BPay, you will need to *either* make sure there is enough time for the funds to arrive in the Kaszazz bank account (1-3 days) or send Kaszazz a copy of your transaction receipt.

Any orders received or paid for after the deadlines described above will be considered orders for the new month, *without exception*.

It is very important we enforce these rules rigorously since it takes a lot of effort to calculate commissions and consultant bonuses at the start of each month and consultants' monthly sales need to be finalised before this work can be done. To avoid disappointment, it is best to ensure your orders reach Kaszazz a few business days *before* the end of the month you want them to count in.

### **Alterations and Changes to Orders**

Unfortunately once your order has been processed we are unable to make alterations to it. As soon as your order is received into our office with full payment, it is processed through our computer system and a tax invoice generated. So, please be extra careful with your orders. It is very important that you check them carefully before they are submitted.