



SURF LIFE SAVING
NEW ZEALAND

Club Shop Manual

SLSNZ

July 2015



Contents

FAQs	1
How to place an order in the Club Shop	2
Managing your account	6
Customer info	7
Addresses	7
Orders	8
Back in stock subscriptions	11
Appendix 1 – SLSNZ Invoice	12



FAQs

What is the contact number to reach the customer service for the online shop?

Please call SLSNZ Head Office 04 384 8325.

Is the Club Shop mobile/tablet friendly?

Yes, there is a mobile/table version available. This makes ordering on an iPad or other tablet device easy from any location.

How can I track my order?

When you are logged in to the Club shop all order details are listed under "My Account". By opening the order in question, you will find tracking information required.

If you experience difficulty with this, please email: orders@surflifesaving.org.nz for further assistance.

What does the 'status' of my order mean?

Pending: Your order has been placed but the orders team have not yet picked it up.

Processing: The orders team has picked your order up and are working on completing the order

Complete: The order has been sent and the tracking information will be available. Your Club should expect your official SLSNZ invoice after this step.

Club Shop Billing Information

Your nominated Club accounts person will get an official SLSNZ invoice from the accounts team. If you need to update your club's current billing or contact information please email accounts@surflifesaving.org.nz with updated information.

How do I provide feedback, or suggestions to the Club Shop?

We appreciate your time, and we are always looking for ways to enhance your online experience. We welcome any feedback or suggestions you may have. Please email these to orders@surflifesaving.org.nz.

I can't find what I am looking for

If there are products that you feel should be available to you (merchandise, patrol equipment, first aid gear etc), but you can't find them on our Club Shop, please send us these suggestions for consideration to orders@surflifesaving.org.nz.

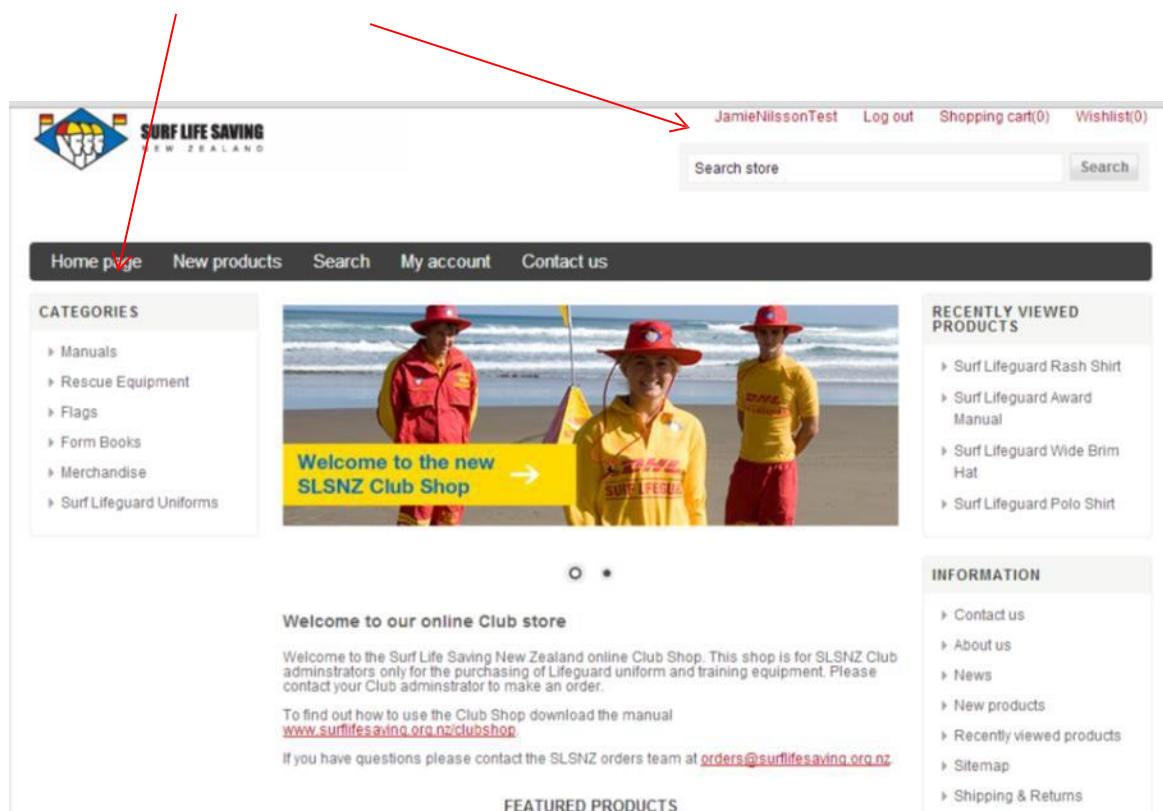
Returns

If you are not completely satisfied with your purchase, simply email orders@surflifesaving.org.nz and explain the issue with the item/s. We will deal with returns on a case by case basis.

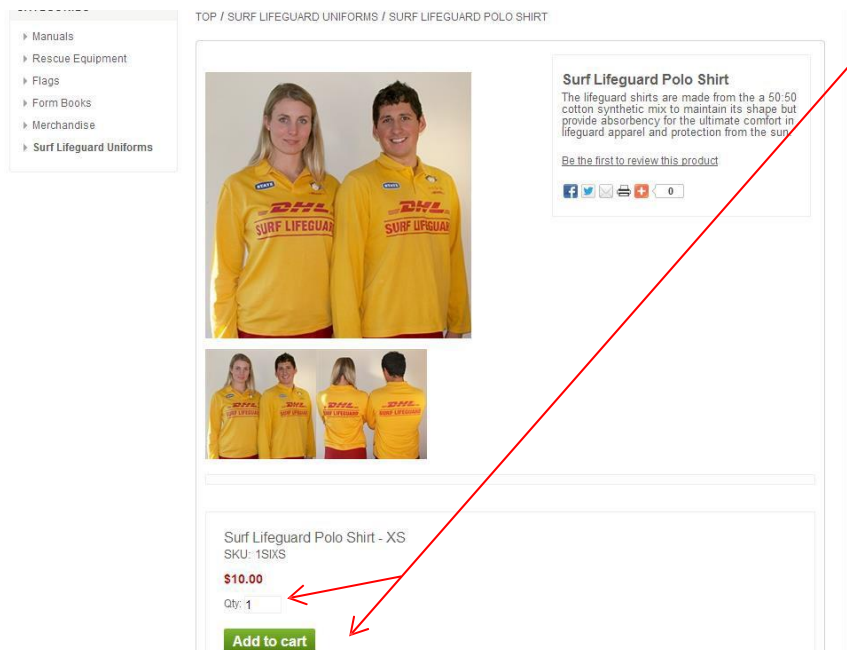


How to place an order in the Club Shop

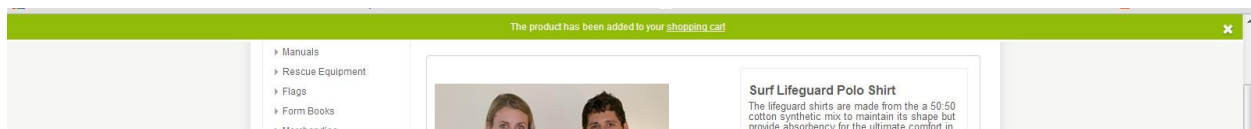
Find products you are looking to purchase either by browsing through the categories or by using the shop search function.



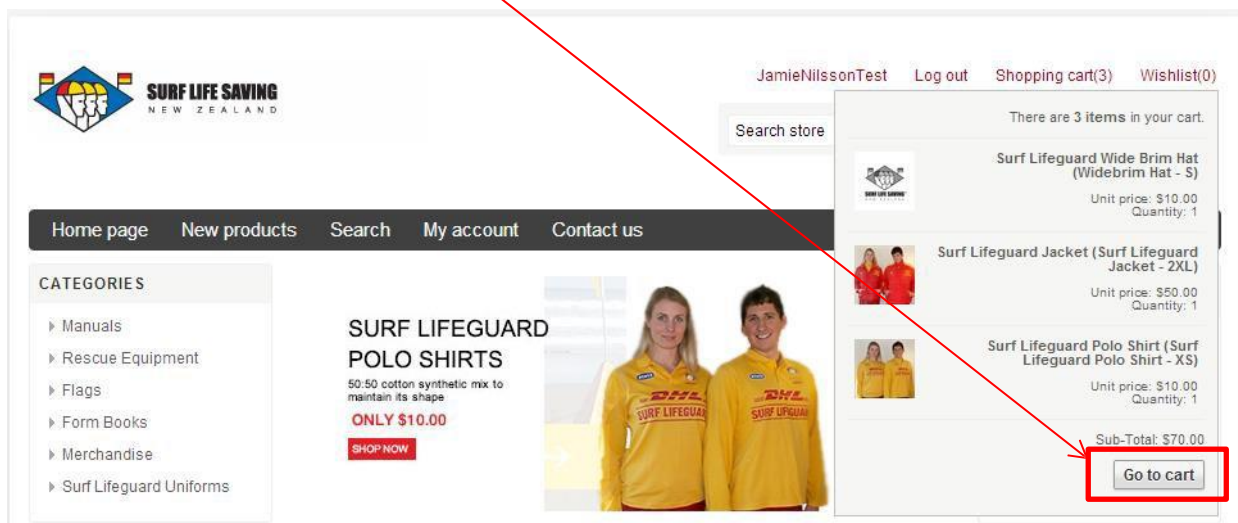
When you have found the product you are looking for choose the quantity of certain sizes that you are after. Change the Qty if applicable and then click “Add to cart”.



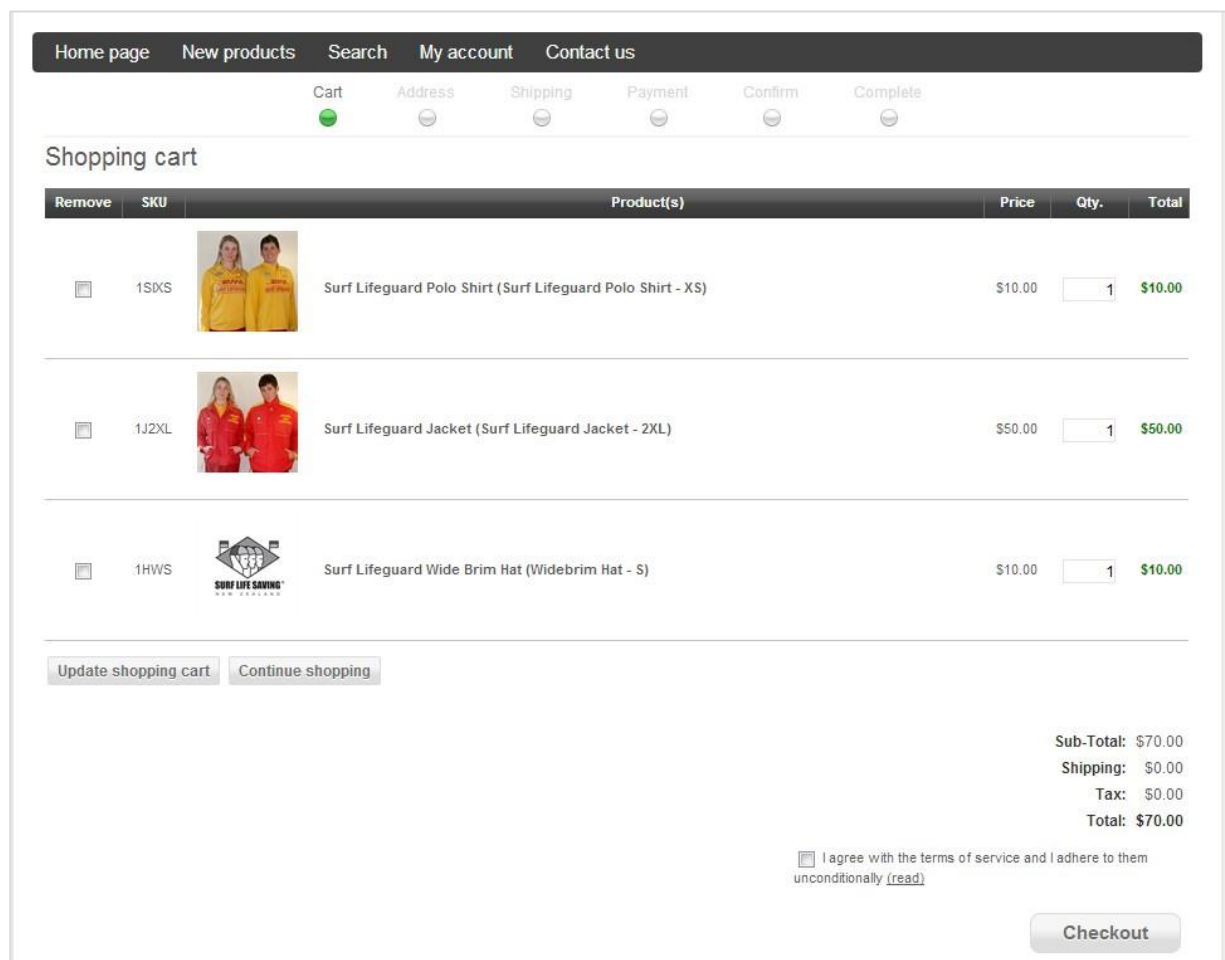
You will receive a confirmation that the item has been a



Once you have finished adding all the items you would like to purchase for your Club. Click "Shopping cart" and then "Go to cart"



Check your order is exactly what you would like to buy, if you are happy with your order accept the terms of service and click "Checkout".



Choose your billing address or add a new one. This should be your Club PO Box or official address not your personal address > Click 'Continue'.

Checkout

The screenshot shows the first step of the checkout process, 'Billing Address'. It features a dropdown menu with the text 'Select a billing address from your address book or enter a new address.' The dropdown is open, showing two options: 'Jamie Nilsson, 202 Cuba Street, Wellington 6011, New Zealand' and 'New Address'. Below the dropdown is a 'Continue' button. On the left side, there is a vertical list of steps: 1 Billing Address (highlighted), 2 Shipping Address, 3 Shipping Method, 4 Payment Method, 5 Payment Information, and 6 Confirm Order.

Choose the address where you would like the good shipped to. Click 'New Address' if you would like to add in a new address > Click 'Continue'.

Checkout

The screenshot shows the second step of the checkout process, 'Shipping Address'. It features a dropdown menu with the text 'Select a shipping address from your address book or enter a new address.' The dropdown is open, showing two options: 'Jamie Nilsson, 202 Cuba Street, Wellington 6011, New Zealand' and 'New Address'. Below the dropdown are 'Back' and 'Continue' buttons. On the left side, there is a vertical list of steps: 1 Billing Address, 2 Shipping Address (highlighted), 3 Shipping Method, 4 Payment Method, 5 Payment Information, and 6 Confirm Order.

Choose your shipping method. Either Courier with our Courier company Courier Post NZ or Other which may be; picking the order up, giving to a staff member to bring somewhere or arranging some sort of drop off > click 'Continue'

Checkout

The screenshot shows the third step of the checkout process, 'Shipping Method'. It features two radio button options: 'Courier - cost will be added to invoice (\$0.00)' and 'Other (\$0.00)'. The 'Courier' option is selected. Below the 'Other' option is a text input field with the placeholder text 'I would like to arrange a pickup, drop off or something else.' Below the input field are 'Back' and 'Continue' buttons. On the left side, there is a vertical list of steps: 1 Billing Address, 2 Shipping Address, 3 Shipping Method (highlighted), 4 Payment Method, 5 Payment Information, and 6 Confirm Order.

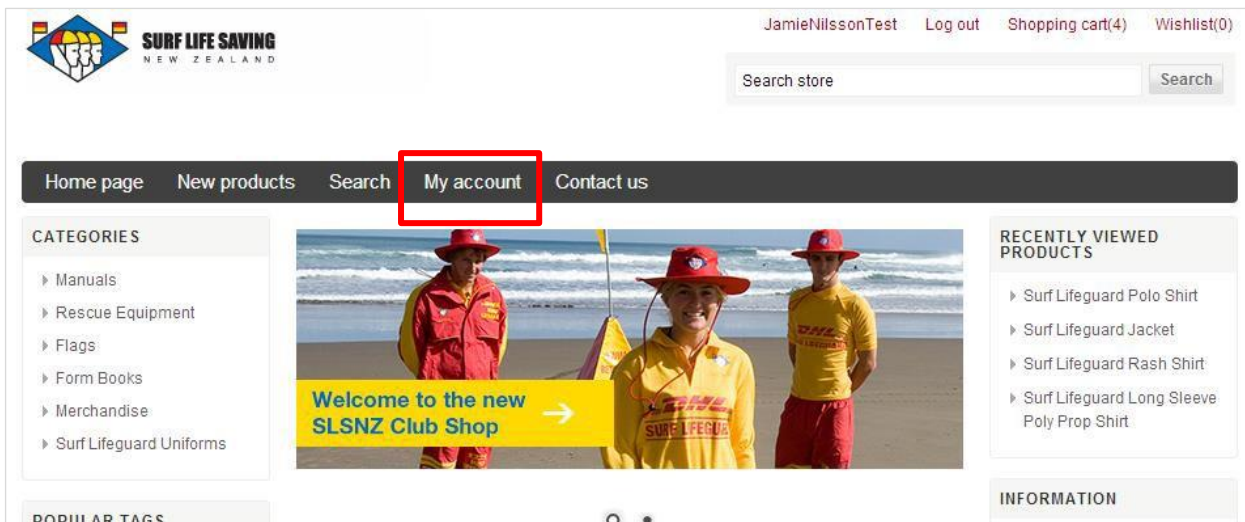
When choosing the payment method just click 'Continue' as the only option is invoicing.

Check over your order, make sure you have the correct items are and your shipping address is correct. > Click 'Confirm'.

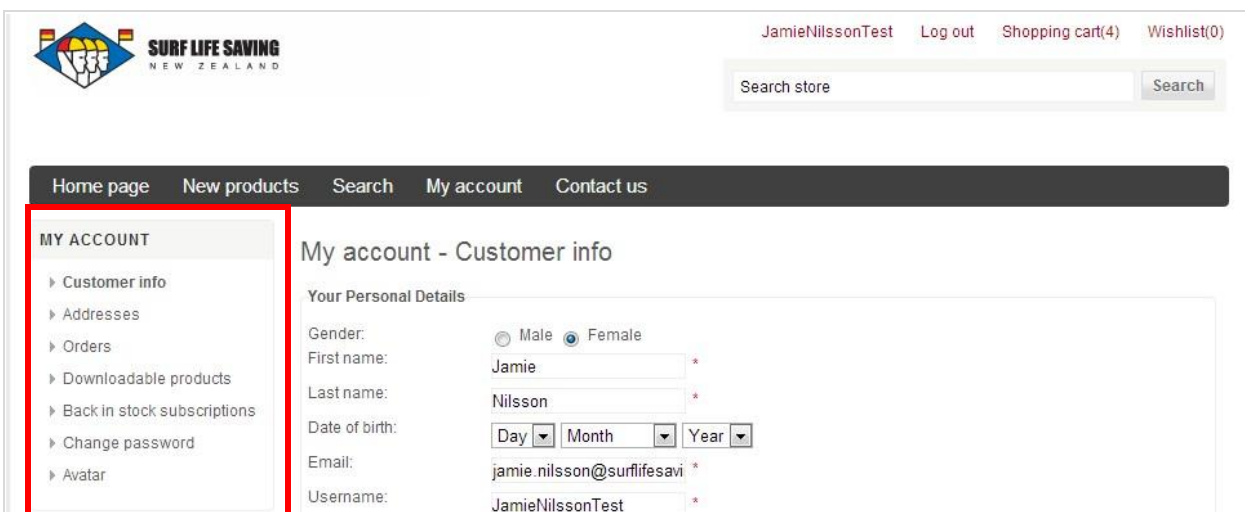


Managing your account

From the top navigation click “My account”



Use the left hand navigation under “My account” to find the area you are looking for. Below the sections are broken down.



Customer info

This is where you will manage your Club contact details – please leave the First name and Last name as per your Club details so it is generic and we can manage the customer as a Club rather than a person.

Home page New products Search My account Contact us

MY ACCOUNT

- Customer info
- Addresses
- Orders
- Downloadable products
- Back in stock subscriptions
- Change password
- Avatar

My account - Customer info

Your Personal Details

Gender: ☐ Male ☒ Female

First name: *

Last name: *

Date of birth:

Email: *

Username: *

Save

Addresses

Manage your account addresses in this area. You may have more than one location/Clubbie address that you like to ship your goods to.

Home page New products Search My account Contact us

MY ACCOUNT

- Customer info
- Addresses
- Orders
- Downloadable products
- Back in stock subscriptions
- Change password
- Avatar

My account - Addresses

Jamie Nilsson

Jamie Nilsson
Email: jamie.nilsson@slnz.org.nz
Phone number: 64275571011
202 Cuba Street
Wellington , 6011
New Zealand

Edit Delete

Add new

To add a new address click the “Add new” button and fill in the details.
You can also edit any of these ‘shipping contacts at any time by clicking the ‘Edit’ button to the right of the address.

[Home page](#)
[New products](#)
[Search](#)
[My account](#)
[Contact us](#)

MY ACCOUNT


- Customer info
- Addresses**
- Orders
- Downloadable products
- Back in stock subscriptions
- Change password
- Avatar

My account - Add new address

First name: *
Last name: *
Email: *
Country: *
State / province: *
City: *
Address 1: *
Address 2: *
Zip / postal code: *
Phone number: *

Orders

The orders section shows you all the orders you have made and what order status they have. Order statuses are:


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[JamieNilssonTest](#)
[Log out](#)
[Shopping cart\(0\)](#)
[Wishlist\(0\)](#)

[Home page](#)
[New products](#)
[Search](#)
[My account](#)
[Contact us](#)

MY ACCOUNT


- Customer info
- Addresses
- Orders**
- Downloadable products
- Back in stock subscriptions
- Change password
- Avatar

My account - Orders

Order Number: 9

Order status: Pending
Order Date: 8/6/2013 2:22:52 PM
Order Total: \$175.00

By clicking the “Details” button this brings up your specific order information, which you can print off. **Please note: the PDF Invoice is not the official invoice; your Club will be invoiced directly from SLSNZ. This official invoice will have the SLSNZ logo and GST number: 13-603-375 on it – see an example of this in the Appendix**



[JamieNilssonTest](#)
[Log out](#)
[Shopping cart\(0\)](#)
[Wishlist\(0\)](#)

[Home page](#)
[New products](#)
[Search](#)
[My account](#)
[Contact us](#)

Order information

Order #9
 Order Date: Tuesday, August 06, 2013
 Order Status: Pending

Order Total: \$175.00

Billing Address

Jamie Nilsson
 Email: jamie.nilsson@slnz.org.nz
 Phone: 64275571011
 202 Cuba Street
 Wellington, 6011
 New Zealand
Payment Method
 Invoiced Requested

Shipping Address

Jamie Nilsson
 Email: jamie.nilsson@slnz.org.nz
 Phone: 64275571011
 202 Cuba Street
 Wellington, 6011
 New Zealand
Shipping Method
 Courier - cost will be added to invoice

Product(s)

SKU	Name	Price	Quantity	Total
1RSXS	Surf Lifeguard Rash Shirt (Surf Lifeguard Rash Shirt - XS)	\$10.00	3	\$30.00
3R	Rescue Tube	\$115.00	1	\$115.00
1SIXS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - XS)	\$10.00	1	\$10.00
1SIS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - S)	\$10.00	2	\$20.00

Sub-Total: \$175.00

Shipping: \$0.00

Tax: \$0.00

Order Total: \$175.00

Once the Orders team has picked up your order it will be marked **“Processing”**

My account - Orders

Order Number: 9

Order status: Processing

Order Date: 8/6/2013 2:22:52 PM

Order Total: \$175.00

Once the order has been shipped your tracking number details will be populated into your order (in the “Details” section)

Order information

Print PDF Invoice

Order #9

Order Date: Tuesday, August 06, 2013
Order Status: Processing

Order Total: \$175.00

Billing Address
Jamie Nilsson
Email: jamie.nilsson@slnz.org.nz
Phone: 64275571011
202 Cuba Street
Wellington, 6011
New Zealand
Payment Method
Invoiced Requested

Shipping Address
Jamie Nilsson
Email: jamie.nilsson@slnz.org.nz
Phone: 64275571011
202 Cuba Street
Wellington, 6011
New Zealand
Shipping Method
Courier - cost will be added to invoice

Product(s)

SKU	Name	Price	Quantity	Total
1RSXS	Surf Lifeguard Rash Shirt (Surf Lifeguard Rash Shirt - XS)	\$10.00	3	\$30.00
3R	Rescue Tube	\$115.00	1	\$115.00
1SIXS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - XS)	\$10.00	1	\$10.00
1SIS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - S)	\$10.00	2	\$20.00

Re-order

Sub-Total: \$175.00

Shipping: \$0.00

Tax: \$0.00

Order Total: \$175.00

Shipments

Shipment #	Tracking number	Date shipped	Date delivered	View details
5	HerelsYourTrackingNumber	Tuesday, August 06, 2013	Not yet	View details

Here you can also click "View details" and it will open up your Shipment and tell you the number of items that have been shipped (will generally be exactly what you ordered but in case the item ran out of stock).

Date Delivered -

SKU	Name	Price	Quantity	Total
1RSXS	Surf Lifeguard Rash Shirt (Surf Lifeguard Rash Shirt - XS)	\$10.00	3	\$30.00
3R	Rescue Tube	\$115.00	1	\$115.00
1SIXS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - XS)	\$10.00	1	\$10.00
1SIS	Surf Lifeguard Polo Shirt (Surf Lifeguard Polo Shirt - S)	\$10.00	2	\$20.00

Re-order

Sub-Total: \$175.00

Shipping: \$0.00

Tax: \$0.00

Order Total: \$175.00

Shipments

Shipment #	Tracking number	Date shipped	Date delivered	View details
5	HerelsYourTrackingNumber	Tuesday, August 06, 2013	Tuesday, August 06, 2013	View details

Back in stock subscriptions

This is where you will see all the stock items you have subscribed to get “Back in stock alerts”

[Home page](#) [New products](#) [Search](#) [My account](#) [Contact us](#)

MY ACCOUNT

- › Customer info
- › Addresses
- › Orders
- › Downloadable products
- › **Back in stock subscriptions**
- › Change password
- › Avatar

My account - Back in stock subscriptions

You will receive an e-mail when a particular product is back in stock.

<input type="checkbox"/>	Product
<input type="checkbox"/>	Surf Lifeguard Award Manual

Delete selected

Appendix 1 – SLSNZ Invoice



SURF LIFE SAVING
NEW ZEALAND

SURF LIFE SAVING NZ

PO Box 9205
Wellington 6141

Ph: 04 382 7203
Fax: 04 385 4384
accounts@slsnz.org.nz

Invoice To :

Jo Herrick
c/o- SLSNZ

Copy Tax Invoice 15887

GST No: 13-603-375

Date: 16-Jul-2013

Account #: 4340

Order #: JO

Reference:

Description	Quantity	Unitprice	Discount	Linetotal
BACKPACK	3	\$26.09		78.26
Freight	1	\$8.70		8.70

SubTotal \$86.96
GST \$13.04
Amount **\$100.00**