

Shopping in GB

As part of GB's continuing development, the trustees have recently introduced two significant initiatives designed to improve our shopping facilities and increase the scope of our ability to resource GB company work. These changes are:

1. From April 2007 sales will be handled for GB England and Wales by our newly established trading company – ***GBEW Trading Ltd.***
2. As from April 18th 2007 GB's mail order shop is run for us by *Christian Publishing & Outreach Ltd (CPO)*, and your orders will be dispatched from our GB facility at their Sussex base. **GBCO's 'shop' has, in effect, moved to CPO** - we will only hold example stock items at GBCO for 'window shopping' when you visit!

The following information provides step by step information (ALPHABETICAL) about how to make the most of our new shopping arrangements!

1. ALL GENERAL GB ENQUIRIES (non-shopping!)

- Please contact **GBCO** with all **NON-SHOP ENQUIRIES** and **POST**
- Call transfers are not currently possible between CPO and GBCO sites

2. DATE OF CHANGE

- **18th April 2007**

The shop will be **closed over the Easter period 3rd April - 18th April**

This is to enable the stock and relevant systems to be transferred to CPO and for the operation to be checked before going live.

3. EASY ORDERING (nb see 13.'GBCO HELD STOCK' for notes on)

a. BY POST – Using current order forms (but sending no money) to:

The Girls' Brigade England and Wales
c/o CPO Garcia Estate,
Canterbury Road,
Worthing,
West Sussex,
BN13 1BW

- **N.B All other general post should be sent directly to GBCO in Didcot**

b. BNC ORDERS FOR COLLECTION: - Must be marked 'BNC COLLECTION'

- Orders must be received at CPO **at least 10 DAYS before BNC.**
- Orders not collected at BNC will have the relevant handling charges applied.

c. E-MAIL ORDERS to: orders@girlsbrigadeew.org.uk

- Please make sure that you set out your e-mail clearly giving product code, price and description of goods as stated in the current price list
- Remember to add the appropriate handling charge.
- NB if you have any other GB enquiry, apart from those relating to ordering, please email separately to admin@girlsbrigadeew.org.uk

d. ONLINE ORDERS: www.girlsbrigadeew.org.uk

- Select SHOP option
- NB. orders only accepted with **Online debit/credit card payments - via *World Pay***
- Please follow the instructions on the screen to order

e. PHONE AND FAX ORDER LINE - 0844 800 2848

- **Open 9am – 5pm**
- The phone will be answered “The Girls’ Brigade order line”.
- You will be asked for your account number, delivery address, stock codes and quantities and if you would like to fast track your order.
- Please have your Company name and account number to hand.
- Orders are taken by product code and quantity
- Mark your FAX orders ‘*The Girls’ Brigade*’.
- **The order line is CLOSED 21st December ‘07 - 2nd January ‘08**

4. GB AUTHORISATION SYSTEMS

- Your local system for ordering badges is unchanged.

5. HANDLING AND DELIVERY

a. We aim to **deliver** all orders **within 72hrs** (from receipt of order)

b. Fast Track despatch within 24hrs (at additional cost)

c. Scale of delivery and handling costs added to your order is as follows:

- | | | |
|-------------------------------|--------|-------------|
| ○ Orders under £5.00 | £0.99 | Code: 31006 |
| ○ Orders over £5 up to £20 | £1.99 | Code: 31001 |
| ○ Orders over £20 up to £50 | £4.20 | Code: 31002 |
| ○ Orders over £50 up to £100 | £7.50 | Code: 31003 |
| ○ Orders over £100 up to £250 | £11.95 | Code: 31004 |
| ○ Orders over £250 | FREE | N/A |

d. Goods must be returned within 28 days of receipt: Cost:£1.80, Code:31000

6. MINIMUM ORDERS

The following are sold in multiples of 10 only (no mixed bags)

- Years 1-9 Attendance and Sunday Attendance
- Button Badges
- Woven Badges

7. SALE OR RETURN SHOPS

Sale or return shops can be arranged for local events (on a no-commission basis). A member of the executive committee must take responsibility for the shop.

Please telephone the GBCO support team for further details.

8. SHOP CLOSURE

- The GB shop will **NOT** close for stocktaking at any point in the year
- Annual holiday closures will be advertised in the Price List and on the GB website

9. SPECIAL AWARDS - from GBCO only

The following Awards remain available **ONLY** via GBCO

- Long Service Awards - Officer
- Brigadier Brooch
- D of E material - Books and Awards
- Endurance Awards
- Distinguished Service Awards
- Hope Awards

10. WHO MAY ORDER

a. GBCO Account holders as before

b. Non account holders - payment via debit/credit card only. Certain items will not be available for purchase by non account holders

11. TERMS OF PAYMENT

a. GB account orders

- Goods ordered are chargeable by invoice.
- (Phone, email, fax or post orders). A 30 day credit facility applies from the point at which you receive the invoice.
- Payments should be forwarded to the address on the invoice
ie The Girls' Brigade England and Wales
PO Box 196, 129 Broadway, Didcot, Oxon, OX11 8XN.
- **ALL account invoices are payable within 30 days**

NB: Outstanding accounts.

- **Late payment charges will be added to accounts that exceed the 30 day credit period.**
- **To avoid charges being added to an outstanding account** please contact Caroline Knowlden (General Manager)@ GBCO - 01235 510425 **IN ADVANCE** of the 30 day credit term to discuss your account.
- **Late Payment charges will be applied as follows:**
- 31 – 60 days - £20 added to your account
- For each further 30 day delay a further £20 will be charged

b. Non-account orders - by credit or debit card – must be made at time of purchase

c. ALL online orders are by credit/debit card payment at time of purchase

d. If money is sent directly to the CPO it will be returned to you.

12. VISITING CPO

a. Due to Health and safety you will not be able to go into the warehousing section at CPO but orders can be collected from CPO, by arrangement.

b. Handling charges will still apply to collected orders.

13. VISITING GBCO

a. You are very welcome to visit GBCO for coffee, chat and window shopping

b. A sample range of items will be held at GBCO

14. WORRIED?.....Let us help! Please do email me if you have questions which are not tackled on this sheet and I will be more than happy to answer you!
sue.cutting@girlsbrigadeew.org.uk

March 2007