

## Ordering Guidelines

- Members are entitled to one supply per calendar month only. Orders cannot be backdated.
- New members can only receive monthly orders until they have been a member for 6 months.
- A two-month ordering cycle is available to members after the initial 6 months of membership.
- Members must be financial to receive orders. Unfinancial members' orders will be held until payment is received either in full or by regular instalments.

### Placing an Order

- Orders must be received before the 14<sup>th</sup> of the month for supply the following month. This allows time for stock to be ordered and supplied by the companies.
- Include the supplier code and the product code on your order form. It is the member's responsibility to put the correct product codes on the order form. If unsure of the codes please refer to the packing slip in your last order. **Our staff work from the product codes on your order.**
- It is a requirement for members to sign all order forms as directed by Medicare Australia.
- Quantities will be adjusted to comply with Stoma Appliance Scheme schedule monthly allowances.
- For orders where multiple products which serve the same purpose are requested, the allocation for each product is reduced to ensure Stoma Appliance Scheme supply limits are not exceeded e.g., if Remove Spray and Remove Wipes are requested on the same order, the quantity supplied will be halved for each item, if that is possible, or only one product will be supplied on that order.
- Orders are accepted by email to [orders@nqostomy.org.au](mailto:orders@nqostomy.org.au), post, fax or through our website. Phone orders cannot be accepted.

### How Much to Order

- The Stoma Appliance Scheme has monthly allowances on the products that can be ordered each month. Keep a record of your monthly usage and don't run too low on stock.
- Check the supplies you have on hand before placing your order.
- Keep 1 month supply on hand for an emergency or unforeseen situations however please try not to overstock.
- Where an Additional Supply Form [PB050] is in place, it is the member's responsibility to increase the quantity on the order to include the additional supply authorized by the Stomal Therapy Nurse.

### Collection and Despatch

- Postage for a one-month order (up to 3kg) is \$18.00 and \$22.00 for a two-month order (3-5kg). Postage must be pre-paid before the order can be despatched.
- Postal orders will be despatched during the last two weeks of the month, subject to availability of product supply.
- Orders exceeding 5kg will incur additional postage charges, as will interstate orders.
- Orders collected from our premises in Kirwan are available the second week of the month.