



Monday, October 30, 2023

Dear parents and guardians,

As you may know, State Schools' Relief is the proud uniform supplier for your child's school and we are very excited to announce the launch of our new online shopping platform, [Shopify](#), to make getting ready for the 2024 school year a whole lot easier.

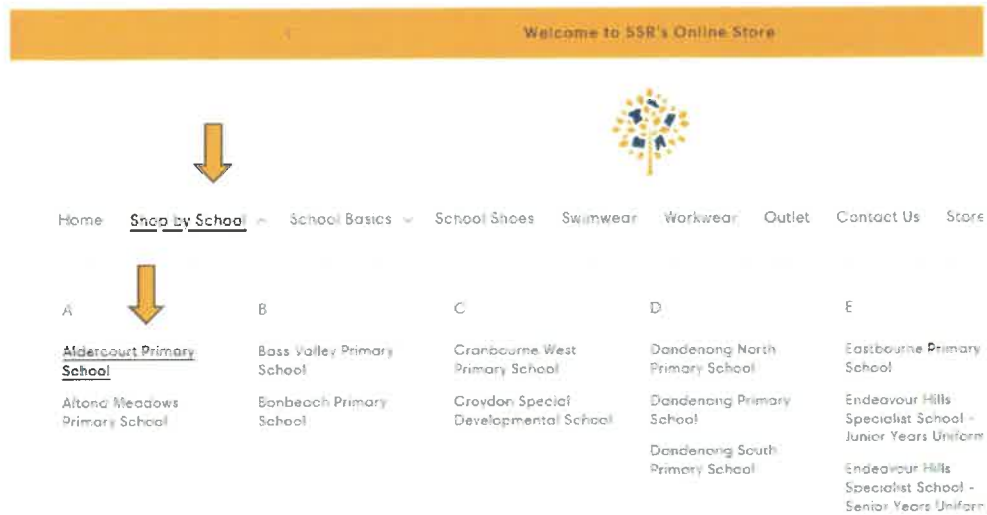
Our new platform will be live from **Monday 6th of November 2023**, however, to make the transition from the QKR app to the new Shopify platform easier, we will continue to run the QKR app in parallel until the *end of November*.

Some key exciting new features:

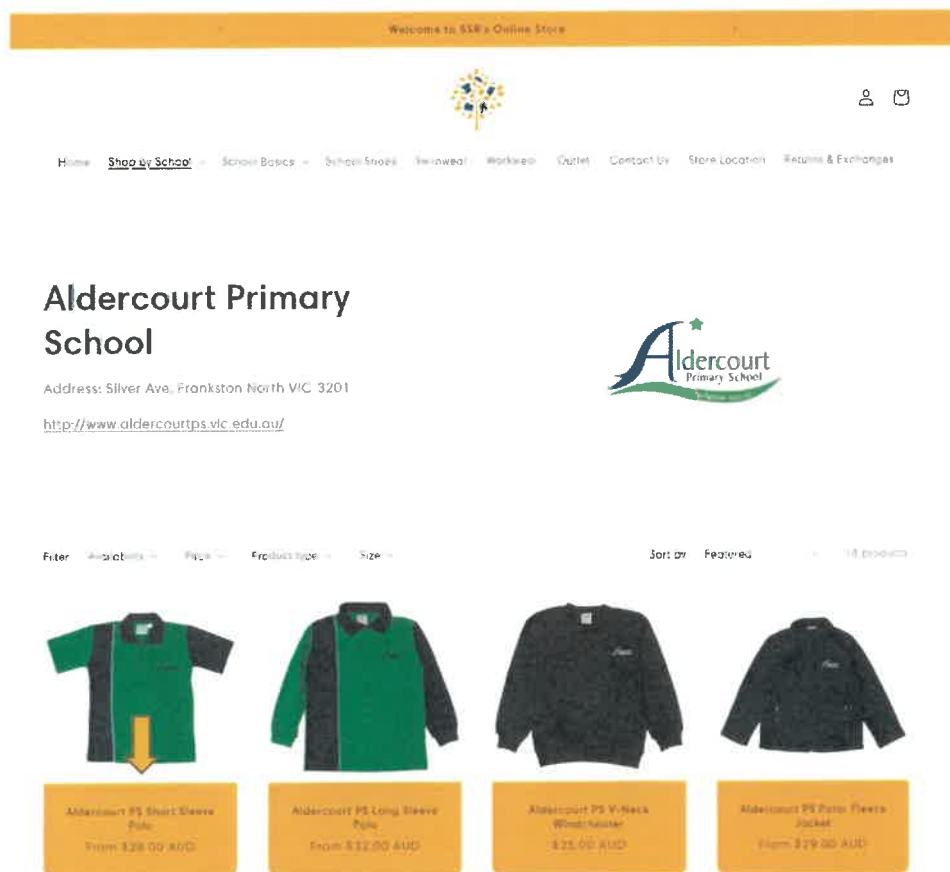
- Shopify is an online web-based ecommerce platform that can be accessed via any device – laptop, PC, phone or tablet.
- It's an easy-to-use standard online shopping model.
- All purchases can be shipped directly to your home, or to another address nominated by you.
- Shipping and tracking details are sent to your nominated email address or phone number via text.
- The platform shows stock availability in real time and has the functionality for you to request notifications for when an item is back in stock.
- There is a 'click and collect' option from our Dandenong South retail outlet.
- The ability to request returns and refunds online.
- The ability to make payments using – Google Pay, Shop Pay, Credit or Debit Cards (Visa, Mastercard, Amex, Union Pay or JCB).
- Enhanced communication and email updates every step of the way.
- The ability to purchase our generic essential items such as shoes, swimwear, etc., all while supporting State Schools' Relief with our purpose of removing barriers for every student to attend school.

How to use the Shopify web platform:

1. Click the link below to access the web store.
<https://ssr-online-store.myshopify.com/>
2. Select your child's school from the **Shop by School** drop down menu.



3. Click on the item you'd like to purchase to view item description, sizes, and stock availability.



4. Select the correct size and use the + or – buttons to adjust the quantity required. Then click **Add to cart**.

The screenshot shows the product page for the Aldercourt PS Short Sleeve Polo. The product is a green polo shirt with a dark navy side panel and sleeve. The price is \$28.00 AUD, with tax included. The size selection is set to 10, and the quantity is 1. The 'Add to cart' button is highlighted. Below the product image, there is a note that the product is available at the SSR Fetal Store and a link to view store information. The description lists the following features:

- Colour: emerald with contrasting navy side panel & sleeve
- With school embroidery logo
- Short sleeve polo shirt
- Great UPF rating for protection from UV rays

5. Click on the shopping bag icon in the **top right** of your screen to view all items in your cart and to checkout.

The screenshot shows the top right corner of the SSR Online Store. The shopping bag icon is highlighted with a red arrow, indicating the next step in the process.

6. Select your delivery method – **Ship** or **Pick up** from our Dandenong South retail outlet.

Delivery

Ship Pick up

7. Then simply complete your contact details, shipping details and payment section to finalise your order.

Other information:

- You will receive automatic emails upon order confirmation and again once the order has been shipped.
- All our items are dispatched via Courier's Please, who will send you delivery notifications and tracking details via the email address or phone number provided in the contact section.
- Standard delivery times are approximately 3 business days for metro areas and up to 7 business days for regional areas.
- Processing of **returns or refunds** – please read our **Returns & Exchanges** policy which is available online in the top right corner of the web platform before requesting a return.



- All returns or refunds can be processed online via the **View your order** button on the email received once your order has been placed.

