

Schoolstuff.com.au



With over 14 years experience, Schoolstuff is a proud supplier of booklist and stationery supplies to over 55 schools in Greater Brisbane. We value your business and care about your experience. Our priorities are excellent service and great prices tailored to your schools individual needs.

HELLO



In 2004 Schoolstuff began as an idea between two friends, and has grown from despatching 2000 bookpacs to despatching over 25000 in 2018. Schoolstuff's central mission is the exceptional service in providing stationery and text books to schools in Queensland.

We take pride in our excellent service when supplying your stationery and booklist needs. This level of service has been developed through efficient systems and quality staff training.

In an ever changing world, the importance of remaining proactive and delivering what our customers expect, is our top priority, therefore we offer a range of options allowing you to choose the method most suited to your school's needs. Whether it is individual book packs, direct delivery to your school or shop and go, we can tailor a package to suit your school and community.

Strong relationships are at the core of what we do and create a platform for shared success. We work closely with you and your booklist co-ordinator to ensure the products and service are a perfect fit for your school community. Your feedback and ideas are equally valuable as this allows us to grow and develop the service you expect.

At Schoolstuff the people who own the business run the business which means we are intrinsically involved in all aspects of decision making.

With 14 years of experience in educational supplies, we understand your schools needs and the importance of high quality service and efficiency. We would value the opportunity to discuss your requirements and how Schoolstuff can work with you to make your Back to School journey as seamless as possible.



SERVICE OPTIONS AND INCLUSIONS

1. INDIVIDUAL PACKS:

Schoolstuff liaises with your booklist co-ordinator to create the desired list of products. The list appears on our website and parents place their order directly with Schoolstuff.

FUNDAMENTALS:

- Orders are placed online by the Parent/Guardian and each backpack is delivered to the customer's chosen address.
- Payment is made to Schoolstuff at the time of ordering either via Credit Card or Direct Deposit.
- Parent/Guardian(s) order and liaise directly with Schoolstuff throughout the process
- Items purchased are the brands your school prefers.
- The online service is supported by a call centre as an alternate method of placing orders and answering queries.
- In addition to online ordering Parents/Guardian(s) have the option of using Schoolstuff's retail outlet for purchasing booklists. Orders are packed on the spot for customers while they wait, all year round.

2. DIRECT TO SCHOOL (DTS):

DTS options take the Parent/Guardian out of the equation. Schoolstuff arranges your delivery to come to your school in your chosen format.

FUNDAMENTALS:

INDIVIDUAL PACKS:

- We liaise with you regarding the content of each list and how many packs you require for each year level.
- We pack the order into individual packs and deliver the required number per year level clearly marked for distribution.
- Each child at your school receives all items for the year in their own box.
- We invoice the school at the beginning of Term 1.
- We send a team to your school to unload your order.

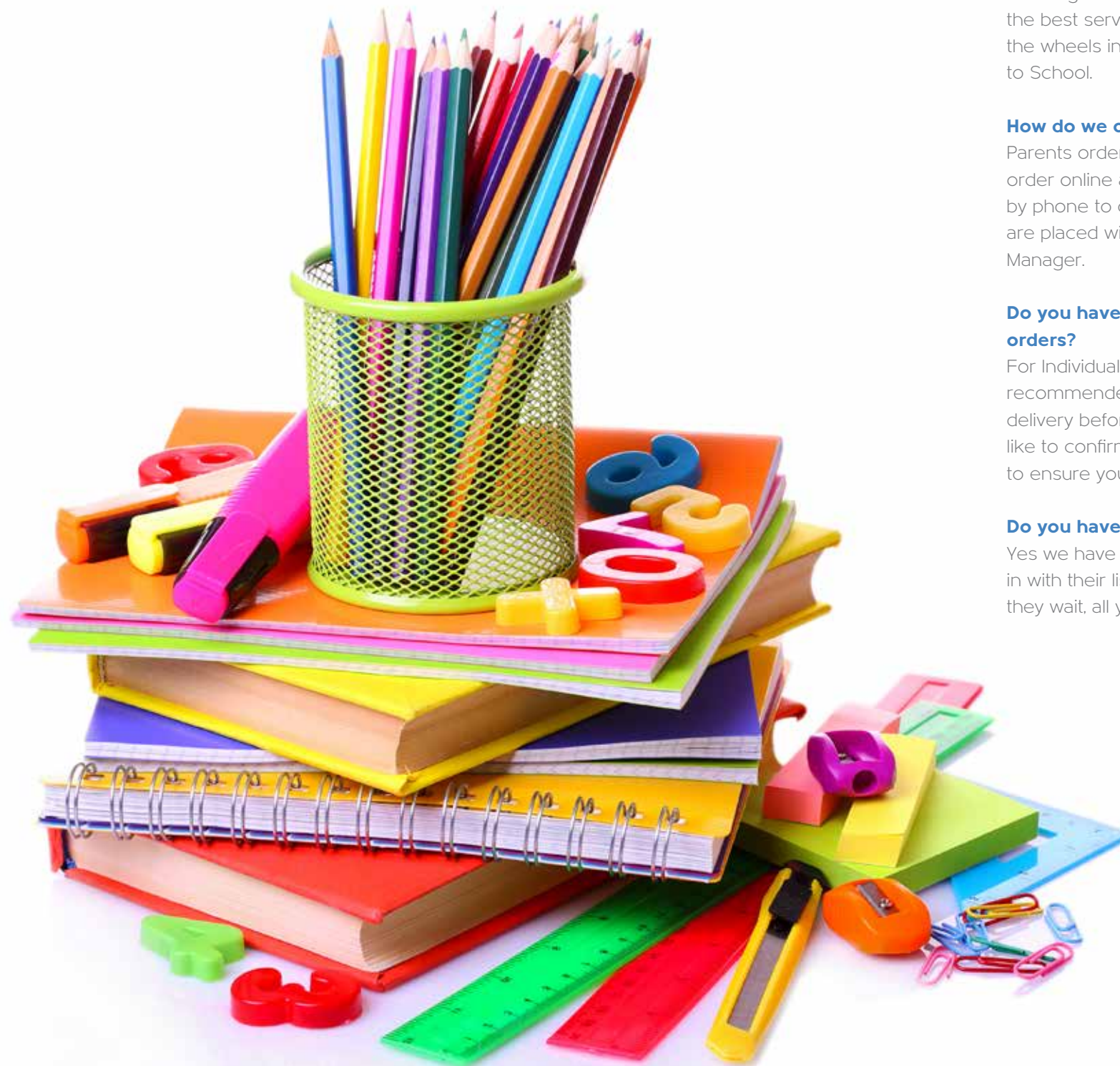
SERVICE OPTIONS AND INCLUSIONS

BY YEAR LEVEL:

- We liaise with you regarding the products required per year level.
- We pack the required quantity of each product clearly marked with the year level.
- Products are delivered to you on pallets per year level ready for you to distribute amongst the individual classes.
- Your school pays us on account.

OPTIONS	INDIVIDUAL PACKS	DTS INDIVIDUAL	DTS BY YEAR LEVEL	DTS IN BULK
Schoolstuff works with school to build list/dts order	*	*	*	*
Schoolstuff provides paper copy	*			
Online ordering	*			
Secure payment online	*			
Direct deposit payment available	*	*	*	*
Delivered to chosen address	*			
Parent/guardian pays schoolstuff	*			
School pays schoolstuff (on account)		*	*	*
Schoolstuff collates order	*	*	*	*
Schoolstuff staff deliver supplies		*	*	*
Courier delivers	*			
Fundraising option	*			
Pick up option	*			
Shop and go	*			





FAQs

How do we become a Schoolstuff School?

Call us or email us at enquiries@schoolstuff.com.au today and we will happily arrange a meeting with you. We can then determine the best service for your school and set the wheels in motion for a successful Back to School.

How do we order?

Parents ordering an individual pack either order online at www.schoolstuff.com.au or by phone to our call centre. DTS orders are placed with your dedicated Account Manager.

Do you have cut off dates for placing orders?

For Individual Packs, we give you a recommended date to order to guarantee delivery before school starts. For DTS, we like to confirm orders as early as possible to ensure your stock is reserved.

Do you have a shop?

Yes we have a shop. Customers can come in with their list and we will pack it while they wait, all year round.

How much is delivery?

\$8 for the first child and free for every sibling thereafter.

Do you offer courier tracking for orders?

Yes

Where do you deliver to?

The customers chosen address for Individual Packs. Your school if you choose the DTS service.

Can I collect my online order?

Yes, simply select "Pick Up" at check out. We will text and email Parent/Guardian(s) when it is ready.

Can we use the Backpack Service as a fundraiser for our school?

Yes, pricing can be adjusted to include a commission for your school. Most schools choose approximately 15%.

Why would we choose to use Schoolstuff?

We have a 14 year track record, consistent growth and offer personal service to our customers. We are constantly improving our systems to ensure we are offering the best in Back to School.

Need a great back to school service?
Visit our website today at www.schoolstuff.com.au
and click on "School Administrators" for an
obligation FREE quote!

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