

Dear All

Nowadays we are offering local members the choice of an interactive Area Literature Price List/Order Form (.xlsx), or a Portable Document Format (.pdf).

Download your Order Form from the AI-Anon Australia website:

<https://www.ai-anon.org.au/members>

1. Login:
  - Login: **member**
  - Password: **afg**
2. Click on the South Queensland Area section
3. Scroll down to "Literature"

Microsoft Excel (.xlsx)	Portable Document (.pdf)
<ul style="list-style-type: none"> <li>• If you have MS Excel on your computer, download the <b>Interactive</b> Order Form to your computer and then perform a "Save As...", giving your Order Form a unique file name (your name and today's date are handy to include).</li> </ul> <p>Then simply fill in the details of your order:</p> <ul style="list-style-type: none"> <li>• Type in today's date, top-right corner of your Order Form.</li> <li>• Select all the items you want to buy by typing in the number of <b>units</b> per item.</li> <li>• When you have selected all the items you want, notice the <b>Grand Total</b> near the bottom of page two.</li> <li>• <b>Note also</b> that postage costs are NOT included nowadays and so that amount also needs to be added in.</li> <li>• Type in your details:                             <ul style="list-style-type: none"> <li>- Today's date</li> <li>- Your name</li> <li>- Your phone number</li> <li>- Send to (address)</li> </ul> </li> <li>• Attend to your payment, noting that payment must be received before your order can be dispatched. Also, please include a Reference which the Area Treasurer can use to match your payment with your literature order, for example, LIT-SusanG</li> <li>• If offered the choice to send an electronic receipt as proof of payment, enter the Area Office email address: <a href="mailto:sqaafg@gmail.com">sqaafg@gmail.com</a></li> <li>• Finally, send an email to the Area office <b>remembering to attach your Order Form</b> (and, if relevant, and if you can, please attach your receipt as proof of payment).</li> </ul>	<ul style="list-style-type: none"> <li>• Most people these days have an Acrobat Reader on their computer, it's a Free Download available from <a href="https://get.adobe.com/reader/">https://get.adobe.com/reader/</a></li> <li>• Download the (.pdf) Literature Order Form from the South Queensland Area Literature Order Form (.pdf).</li> <li>• Print out the Order Form</li> </ul> <p>Then simply fill in the details of your order, by hand.</p> <ul style="list-style-type: none"> <li>• Note that <b>postage costs</b> are NOT included so that amount will need to be added to the Grand Total.</li> <li>• Carefully calculate the <b>Grand Total</b> (amount to pay), and follow your normal procedure for banking the correct amount in the South Queensland Area Office bank account. The account details are clearly set out on the Order Form.</li> <li>• Your printed out (.pdf) Order Form can be scanned and sent as an email attachment if you are able to do that. The Area Office email address, is: <a href="mailto:sqaafg@gmail.com">sqaafg@gmail.com</a></li> <li>• Your payment must be received by the South Queensland Area Office before your order can be accepted for processing. Payment can occur via Direct Debit, or cheque, or as cash if you are able to drop in to the office in person.</li> </ul>

**Please note:**

- Phone orders cannot be accepted.
- Check you are using the latest version of our Area Price List/Order Form, because price increases do occasionally occur, as well as new items added and discontinued items deleted. The website will only ever display the latest version.
- Be sure to include your name or your AI-Anon Family **Group name**, and your **mailing address**, on the form.

- Email, or post your Order Form, or drop it into the office in person.
- You will need to provide a text number so the Area Literature Coordinator is able to inform you of the postage cost. Payment is always necessary before despatch and so, given a mobile number for texting, we will provide you with the final amount for payment as soon as possible.
- **Note:** *with the new A-Anon Family Groups (Australia) website coming online in the next couple of months we needed to make adjustments to our South Queensland Area order form (especially the detail about adding postage); all preparation for the “shopping basket” style of literature ordering we are working to provide members Australia-wide. Please be patient regarding our ability to administer the additional cost of postage, to be added to your tally, through this interim period.*
- Your payment can be via Direct Debit, or as cash paid into any local Commonwealth Bank branch (or, drop into the Al-Anon office in person and pay with cash) —
  - Commonwealth Bank
  - Payee: Al-Anon Family Groups Sth Qld Area Inc.
  - Reference LIT-YourName
  - BSB 064001
  - Acct No. 00945207
- If you use Direct Debit, please note that on your Order Form.
- Obtain a copy of your Direct Debit receipt for the Area Treasurer.
- Direct debits can take a couple of days to clear. However, if your deposit goes through a Commonwealth Bank branch then your payment will clear straight away. Our wonderful Area Treasurer will then write a receipt for your payment and your literature order will be processed and sent out to you.
- You can always drop in to the Area Office during office hours and pay cash (correct amount is greatly appreciated), or pay by cheque, together with your completed Order Form. In that circumstance a receipt is written straight away, and, all going to plan, the Area Literature Coordinator will process your order and post it out to you the following Thursday (when working in the office).
- Postage is included in the cost of literature items.
- If your literature is not in stock when we are processing your order, the item/s will be recorded as a back-order then processed and sent out when sourced from the Australian General Service Office (located in Melbourne).
- Order of priority for filling orders, is: back-orders, then mailed-in orders, and walk-ins.
- Thus far I have found this process to be efficient.
- Thank you! 😊