

Living Well Resources Online & Coupon Guidelines.

The [Living Well Resources](#) website is a tool that LEs can leverage. You can refer contacts to the website with your discount coupon code as part of advertising to the community. The discount is an incentive for them to use your unique code. Without people entering your unique code we cannot identify what method of advertising or who contributed to the sale. Therefore it is important that you have an intentional plan and incentive to encourage contacts to use the coupon.

How it works:

The customer places an order and makes a full credit card payment on the LivingWellResources.tv shop page which includes a postage fee of AUD \$11. In New Zealand, there is an additional AUD \$4 freight fee per book due to overseas postage costs. Our online shop uses the services of Stripe to process the credit card payments online for a small transaction fee on every order placed.

Notification of the order is sent to the enquiries@livingwellresources.tv email for processing.

The LE is identified by the coupon code used in the order and sent an email of the order to fulfil. If the LE has the stock then it is an easy process for them to either post the order directly to the customer or hand deliver it. If they do not have the items then the LE will need to place an order with [Hopeshop](#) within a couple of days for the items and have them posted directly to the customer from Signs. (Will need to get some Living Well Resources labels produced for this.) It would be expected that if the items ordered are in stock with the LE that they would deliver the order within 2-5 days.

The LE would submit to Adventist Media (AMN) the costs incurred by the fulling of this order whether it is from their own stock or an invoice for supply by Hopeshop for each order. AMN costs would be deducted, and the balance would be paid to the LE for that order. The cost of books would be based on the wholesale price of the item in the Hopeshop.

Conditions of Use:

- Subject to review on an ongoing basis and can be changed or withdrawn at any time.
- Use of the LE Discount code coupon and commission rate is at the discretion of the AMN.
- In order for the LE to receive any payment from AMN they would have to comply with a **strict 14 day delivery guarantee for the order**. If the order isn't delivered within this timeframe then the LE would forfeit their commission.
- Proof of delivery in the way of a signed delivery note from the customer or other form of proof would be considered.
- The website is not to be advertised to the church as that is cared for by ABC's – it is for the purpose of reaching the community which is the spiritual directive and calling of LEs.

Process summary:

LE e-commerce solution to help LEs during Covid-19.

- Customer purchases on Living Well Resources.
Customer is charge RRP (less discount – code to be used to identify LE) plus freight (i.e. \$80 plus \$11 freight = \$91)
- Order notification is forwarded to LE connected to discount coupon code.
- LE delivers from home stock or enters order into current HopeShop for direct delivery.
- Signs Hopeshop ships order and receives payment from the LE for the wholesale price plus freight if applicable. (i.e \$40 wholesale plus \$11 freight)
- The LE submits proof of delivery and notifies enquiries@livingwellresources.tv of the completion of the order.
- Adventist Media deducts only the Stripe transaction processing fee and pays the balance of the customer's payment to the LE.