htf SELLER COMMUNITY

SELLER NEWS | *December 2015*

Hi everyone,

It's only 24 days until Christmas! We'd say a collective 'eek' if you weren't all pictures of calm and organisation – and hope you find some time in between rushing orders out to enjoy the festive spirit for yourselves. With some new opportunities and new team members to talk about, we thought we'd get this newsletter out to you nice and early.

Keep up the amazing elf work!

The hardtofind team

NEW TO THE HARDTOFIND TEAM – INTRODUCING...

Join us in saying a big hello to Debbie, Martin and Vikram – the three newest members of #teamhardtofind. Debbie is a chartered accountant with an impressive portfolio of financial experience including roles at Blue Ocean Equities, Bell Potter Securities and Price Waterhouse. Martin joins us from AMP to head up Customer Experience, taking over from Nat to oversee the support team. Martin spent his first week on the job in Manila meeting the team and helping them tackle the ever-increasing Christmas queries head on. So far so good, the Manila team are all coping well and doing a stellar job of keeping our customers happy. Vikram joins Tim and Jane on the tech team as Senior Software Engineer. Vikram's most recent role was as a Software Engineer at Binu (who specialise in cloud software).

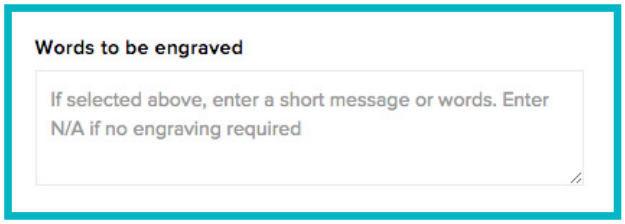
BOXING DAY SALE

Hot on the heels of Christmas (or in truth, a couple of days before…) we'll be running a Boxing Day/January sale for the flood of holiday bargain hunters. If you haven't already replied to our email inviting you to take part and you'd like to come on board, calm that FOMO attack with a message to marketing@hardtofind.com.au as soon as you can. Thanks for the huge response so far – it's definitely going to be our biggest yet.

htf. SELLER COMMUNITY

PERSONALISATION FIELD

For those of you offering personalised products, you might not realise that customers still need to enter something into the personalisation field, even if they don't want personalisation. It's a quirk of our system that we hope to iron out, but in the meantime, it would be terrific if you could add the following in the text box instruction field (see the example below):
"Type N/A if personalisation is not required".



AUSTRALIA POST CHRISTMAS CUTOFF DATES

Australia Post has set their Christmas cutoff dates. If you haven't seen them, we've included them here for you.
- Standard letters and parcels sending interstate: ***Monday 14 December***
- Standard letters and parcels within same state: ***Friday 18 December***
- Express Post: ***Tuesday 22 Decembe***r (items must be posted before the cutoff time and delivery be within the National Express Post network).

FREE EXPRESS POST PROMO OPPORTUNITY – LET US KNOW TODAY

Speaking of Express Post, if you're keen to ring in as many last-minute orders as you can and are in the position to offer free Express Post to and from metro areas between ***16-22 December***, then we'd love to hear from you. Drop the lovely Sarah a line at sarah@hardtofind.com.au – no later than today if possible.

Thanks everyone. Christmas is going beautifully, with your wonderful products & service a major part of that success. With your support, we continue to go from strength to strength, and couldn't be more proud of the independent small businesses we represent, and the independent business we've grown into. To moving into 2016 together!

As always, if you have any questions or concerns, please don't hesitate to get in touch with us.

For customer queries, contact Martin:
martin@hardtofind.com.au

For account queries, contact Debbie:
debbie@hardtofind.com.au

For marketing queries, contact Erin:
erin@hardtofind.com.au

hardtofind.