



**MERCHANDISE
REQUESTS**





- **Merchandise order**

Please complete the Merchandise order in full before sending it to Head Office.

Complete all orders and include sizes and quantities, please ensure all are correct before sending the order.

For all personalised merchandise orders, you will receive an email proof before we proceed with printing your order. It is important that you respond with approval or changes to be made as soon as possible to get the product completed as quickly as possible.

CSC Merchandise will always strive to supply products timeously and at an affordable price, to avoid running out of stock please ensure you continuously monitor the stock on hand.

Place your merchandise orders with: DJani@ccholdings.co.za & orders@ccholdings.co.za

- **Lead time for Merchandise orders**

Printed orders- The lead time for the production of printed orders is at least 10 working days from the date that approved proof is signed off.

Apparel Orders- The lead time of the production of apparel orders is at least 10 working days from the date of order.

- **Payment for Merchandise Orders**

Payment is due on receipt of your invoice when orders are placed. No orders will be delivered without proof of payment.

- **Deliveries of Merchandise Orders**

CSC Merchandise is delivered free of charge to all branches in a radius of 50 km from CSC Head Office.

In the instance that CSC Merchandise arranges courier services on behalf of our customers, the courier amount will be added to the invoice. Courier lead time is between 3-5 working days.

Please ensure that goods are checked and counted before they are signed for, as CSC Merchandise will not be held liable for missing goods that have been signed for.



BRANCH MERCHANDISE ORDERS CHECKLIST



Merchandise Order -Branches	
Date:	
Branch	
Order No:	

Step	Description	Completed	Comment
1	Complete Order form		
2	Check all quantities & Sizes are correct		
3	Approved obtained		
4	Order Sent to Head Office		
5	Proof of payment sent to Head Office		
6	Order checked on Delivery		



HEAD OFFICE MERCHANDISE PROCESSING CHECKLIST



Merchandise Order Head Office Processing	
Date:	
Branch	
Order No:	

Step	Description	Completed	Comment
1	Received order from Branch and check the order form was completed correctly		
1.1	Correct Quantity		
1.2	Correct Amount		
2	Create Job card		
3	Generate Tax Invoice and email to the branch		
4	Proof of payment received		
5	Send Artwork for approval		
5.1	Artwork approved		
5.2	Changes to be made received		
6	Order what is needed		
6.1	Check what items are in stock		
6.2	Order items not in stock		
6.3	Follow up on production		
6.4	Ordered items have been delivered to Merchandise		
7	Delivery scheduled		
8	Proof of delivery checked with the branch		