

THE GOOD GUYS COMMERCIAL - QUEEN'S FUND PROCESS

We are proud to announce that The Good Guys Commercial has agreed to show its support for The Queen's Fund by giving any referring agency working with The Queen's Fund access to their commercial prices for appliances and technology for their clients.

This offer is consistent with The Good Guys Commercial's commitment to support those in need by enabling and empowering clients to purchase new appliances and technology at a discounted price.

To ensure any client who receives funding from The Queen's Fund receives the benefit of this incredibly generous arrangement:

PLEASE NOTE if your organisation is a current The Good Guys Commercial customer, please utilise existing web access or request a quote via the manual process below.

If this is the first time requesting a quote via The Good Guys Commercial as a BUSINESS, please email us to request a new account to be created: <https://thegoodguyscommercialsignup.com.au/>

Once the account has been created, please follow the below steps - please note an account must be created for a quote and sales order to be supplied.

Process:

1. Please email commercialsupport@thegoodguys.com.au including the following information and note this is a **QUOTE** request via Queen's Fund application with:
 - CLIENT FULL NAME
 - PRODUCT REQUIRED
 - QTY REQUIRED
 - DELIVERY ADDRESS / PICK UP LOCATION
 - CONTACT PHONE FOR DELIVERY CONTACT (MOBILE PREFERRED)
 - QUEEN'S FUND TOTAL VALUE (WE WILL DEFINE THIS AMOUNT ON THE PAPERWORK)
2. From here, we will send you a quote for approval (24-28 hours)
3. Once approved, please reply via email including the quote number approved and confirm that all the details per the quote are correct. If the value is over and above the Queen's Fund contribution, please confirm how the balance will be paid (by you the company or end client - see below for additional information).
4. The Good Guys Commercial will reply with a Sales Order - this is the document to attach to your application.

5. In your application to The Queen's Fund, please:

- a) Select the "Household Related" in Question 8 (Type of Relief Requested).
- b) Select the "The Good Guys Commercial Partnership".
- c) In Question 23, select **BPAY** and enter the **Billers Code** and **Reference Number** from the Sales Order.
- d) Upload the Sales Order (not the quote) you received from The Good Guys Commercial to your application to The Queen's Fund in the Client Supporting Documents section at the end of the application form.

6. If your application to The Queen's Fund is successful, The Queen's Fund will directly pay to The Good Guys Commercial (up to a maximum of the lesser amount of the invoice totalling \$500). The remaining balance will need to be paid by your organisation or your client in order for your client to receive their goods.

7. Once the order is paid in full the goods will be arranged for delivery / collection.

Additional Information

If your business has purchased from The Good Guys Commercial before (we can confirm this for you), please note you will need to complete an application form before we send over a quote and sales order can be created.

Please note payment can only be made to a **SALES ORDER** - please only submit this with your application.

If you have a current credit account with The Good Guys Commercial, any amount over and above \$500 allocated from The Queen's Fund can be charged to your account - please confirm this at the time of ordering if you wish this to be paid by the end client directly instead.

If you have any questions, please contact The Good Guys Commercial on **commercialsupport@thegoodguys.com.au**