



Online Ordering Portal User Guide

Contents

1. Existing Customers	3
1.1 Logging In For The First Time	3
1.2 My Login Details Are Correct	4
1.3 My Login Details Are Incorrect	4
1.4 Forgot Password	4
2. New Customers	7
2.1 Register As A New Customer	7
3. I've Logged In	9
3.1 View My Orders	10
Re-Order Based On Previous Orders	10
3.2 View Your Invoices	11
3.3 View or Change Your Address	12
3.4 Change Your Account Password	13
3.5 View or Change Your Account Details	14
4. Placing an order	15
4.1 Shop by Category	15
4.2 Shop by Brand	16
4.3 Search Bar - Search by Product Code or Barcode	17
4.4 Search Bar - Search by Product Name / Product Type	17
4.5 Adding An Item To Your Order	18
4.6 Increase or Decrease The Order Quantity For An Item	18
4.7 Review Your Cart	19
5. Checkout	20
• Check your shipping address and billing addresses are correct	20
• Check the ship from date is correct	20
• Nominate how you would like to pay for your order	20
• Enter your Purchase Order Number	20
• Add Comments	21
• Confirm Order	21
5.1 Order Is Below Minimum Order Value	21
5.2 Checkout Complete	22

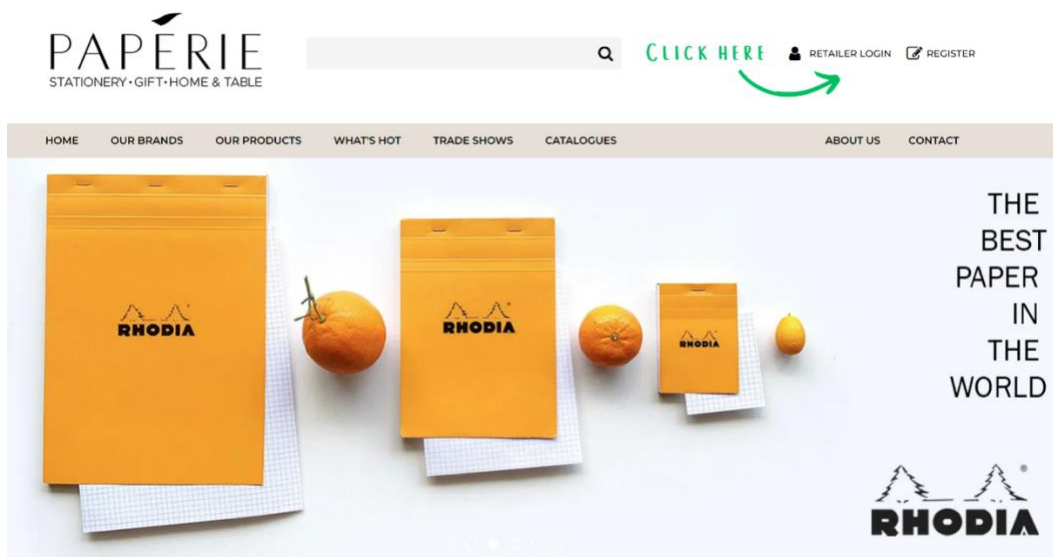
Welcome to the User Guide for the Paperie Online Ordering Portal.

Look for the green arrows and text on the images for extra guidance when using this guide.

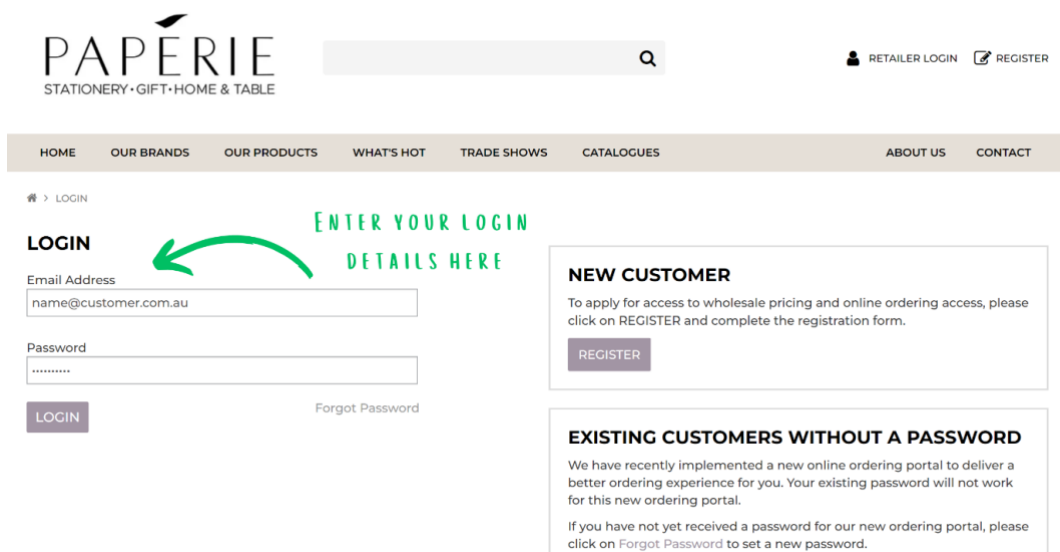
1. Existing Customers

1.1 Logging In For The First Time

To login to our online ordering portal, visit paperie.com.au and click on **Retailer Login**:

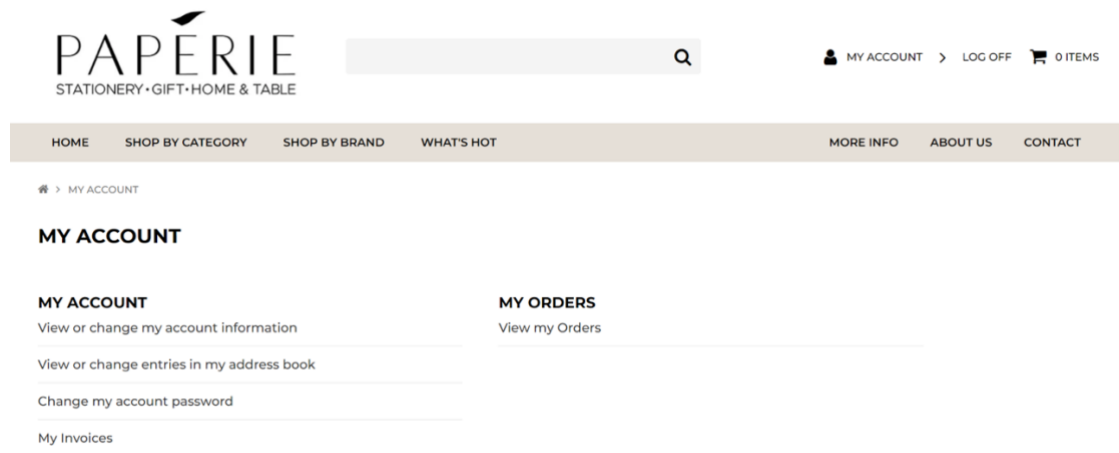


If you have been emailed a password to login with, please enter the email address (which received the password email) and password to login:



1.2 My Login Details Are Correct

If your login details are correct, you will be taken to the My Account screen which looks like this:

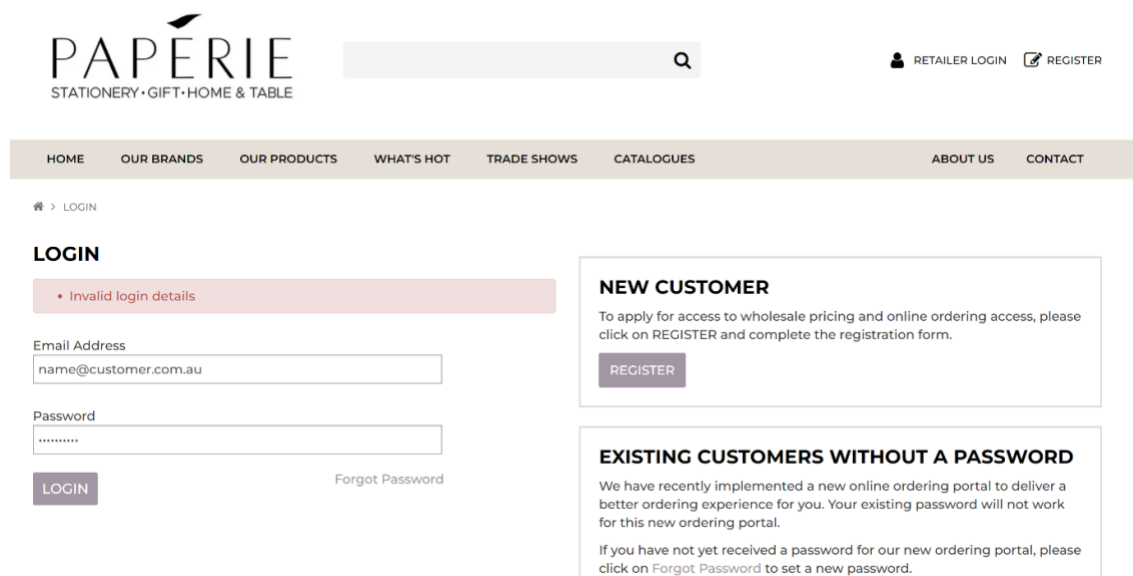


If you've successfully logged in, jump to the section: [I've Logged In](#)

1.3 My Login Details Are Incorrect

If the login details you have entered are incorrect, you will receive an error message saying 'Invalid Login Details'. This is either because:

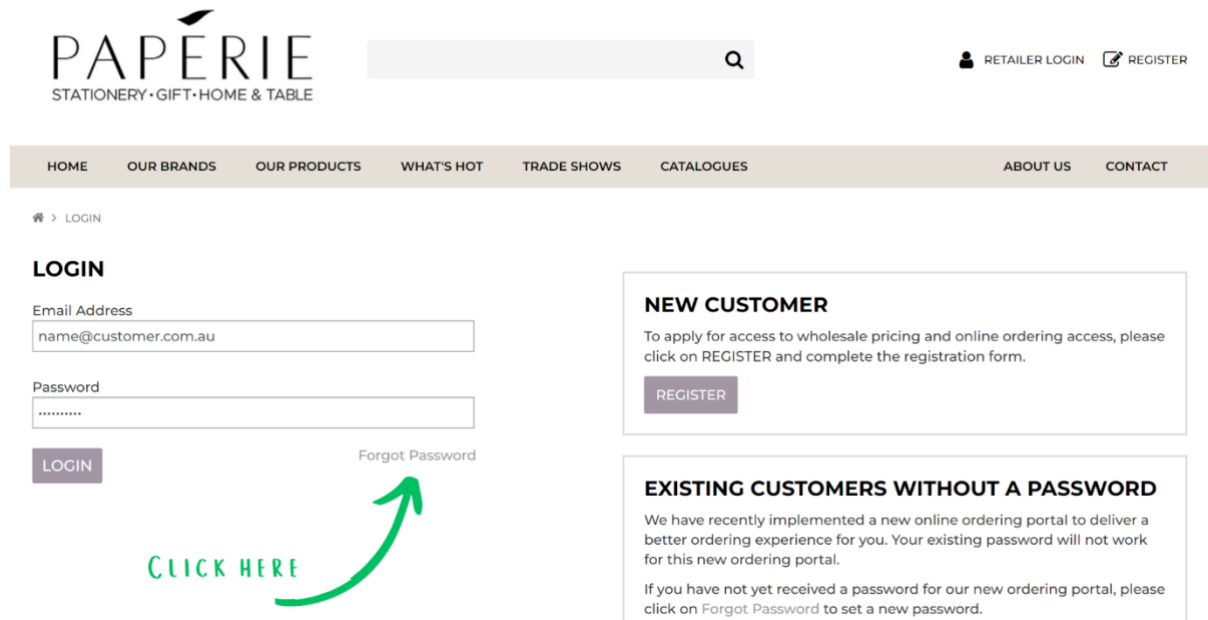
- your password is incorrect; or
- your email address is not registered in the online ordering system.



To resolve this, initiate a password reset using the Forgot Password function:

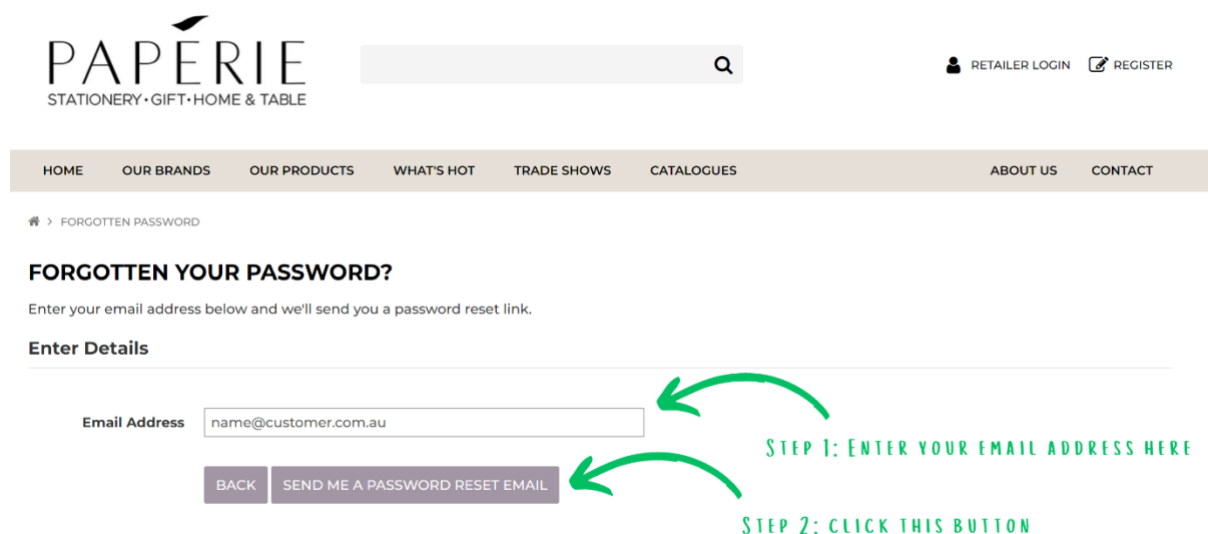
1.4 Forgot Password

If you're on the login page and you receive an 'Invalid login details' message, click Forgot Password:



The screenshot shows the PAPERIE website's login page. At the top left is the PAPERIE logo with the tagline 'STATIONERY • GIFT • HOME & TABLE'. To the right is a search bar and links for 'RETAILER LOGIN' and 'REGISTER'. A navigation menu below the logo includes 'HOME', 'OUR BRANDS', 'OUR PRODUCTS', 'WHAT'S HOT', 'TRADE SHOWS', 'CATALOGUES', 'ABOUT US', and 'CONTACT'. The main content area is titled 'LOGIN' and contains an 'Email Address' field with 'name@customer.com.au', a 'Password' field with dots, and a 'LOGIN' button. A 'Forgot Password' link is located to the right of the password field. A green arrow points from the text 'CLICK HERE' to the 'Forgot Password' link. To the right of the login form are two boxes: 'NEW CUSTOMER' with a 'REGISTER' button and 'EXISTING CUSTOMERS WITHOUT A PASSWORD' with explanatory text.

In the screen that appears, enter your email address and click on the button 'SEND ME A PASSWORD RESET EMAIL':



The screenshot shows the 'FORGOTTEN YOUR PASSWORD?' page on the PAPERIE website. The page title is 'FORGOTTEN YOUR PASSWORD?' and the subtext says 'Enter your email address below and we'll send you a password reset link.' Below this is a section titled 'Enter Details' with an 'Email Address' field containing 'name@customer.com.au'. There are two buttons: 'BACK' and 'SEND ME A PASSWORD RESET EMAIL'. A green arrow points from the text 'STEP 1: ENTER YOUR EMAIL ADDRESS HERE' to the email field. Another green arrow points from the text 'STEP 2: CLICK THIS BUTTON' to the 'SEND ME A PASSWORD RESET EMAIL' button.

Once submitted, the following screen will appear.

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RETAILER LOGIN REGISTER

HOME OUR BRANDS OUR PRODUCTS WHAT'S HOT TRADE SHOWS CATALOGUES ABOUT US CONTACT

LOGIN

You should receive an email containing a link to reset your password

LOGIN

Email Address
name@customer.com.au

Password
.....

LOGIN Forgot Password

NEW CUSTOMER

To apply for access to wholesale pricing and online ordering access, please click on REGISTER and complete the registration form.

REGISTER

EXISTING CUSTOMERS WITHOUT A PASSWORD

We have recently implemented a new online ordering portal to deliver a better ordering experience for you. Your existing password will not work for this new ordering portal.

If you have not yet received a password for our new ordering portal, please click on [Forgot Password](#) to set a new password.

You will receive the green confirmation message regardless of whether your email address is registered in the system or not.

- If your email address is registered with us as an email address for online ordering, a password will be emailed to you within 1 minute.
- If a password reset email does not arrive within 1 minute, this means that your email address is not set up as an email address for online ordering. So that we can correct this, please click the REGISTER button and complete the form with all of the required details so that we can provide access. Jump top the section: [Register as a new customer](#)

2. New Customers

2.1 Register As A New Customer

To register as a new customer:

- Click the **REGISTER** button on the top right corner of the paperie.com.au homepage
- Click the **REGISTER** button on the Retailer Login page (pictured below); or
- Go to paperie.com.au/register

PAPERIE
STATIONERY • GIFT • HOME & TABLE

HOME OUR BRANDS OUR PRODUCTS WHAT'S HOT TRADE SHOWS CATALOGUES ABOUT US CONTACT

HOME > LOGIN

You should receive an email containing a link to reset your password

LOGIN

Email Address
name@customer.com.au

Password
.....

LOGIN Forgot Password

NEW CUSTOMER

To apply for access to wholesale pricing and online ordering access, please click on REGISTER and complete the registration form.

REGISTER

EXISTING CUSTOMERS WITHOUT A PASSWORD

We have recently implemented a new online ordering portal to deliver a better ordering experience for you. Your existing password will not work for this new ordering portal.

If you have not yet received a password for our new ordering portal, please click on Forgot Password to set a new password.

CLICK HERE

Please complete the registration form which looks like this:

PAPERIE
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HOME OUR BRANDS OUR PRODUCTS WHAT'S HOT TRADE SHOWS CATALOGUES ABOUT US CONTACT

HOME > REGISTER

REGISTER FOR ONLINE ORDERING ACCESS

Registration for online ordering access is available to existing Paperie customers and new customers who are retailers (both physical and online) or select members of the trade who hold an ABN.

Please submit your application for access and we will advise within 1 business day if your access has been approved.

Your Personal Details

First Name

Last Name

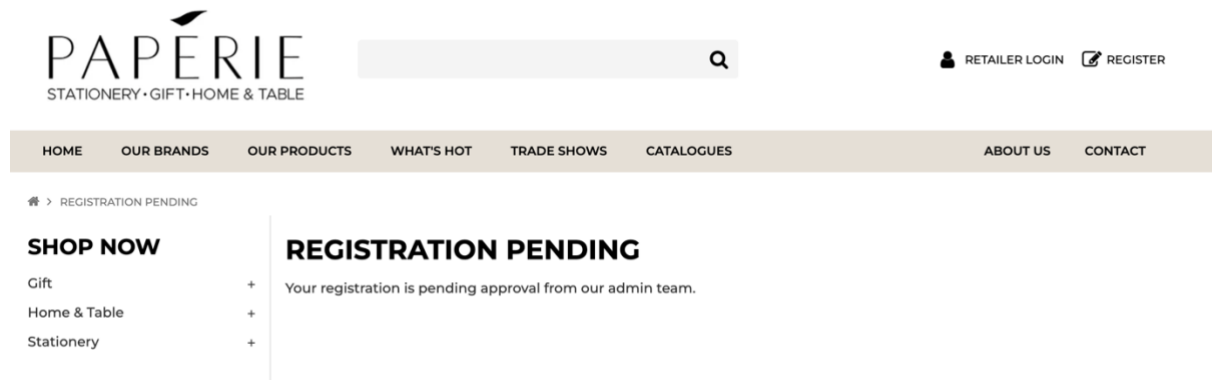
Email Address
name@customer.com.au

Your Company Details

Company Name

Once complete, click the **REGISTER** button at the end of the form.

Once the form is submitted you will receive a message saying that your registration is pending:



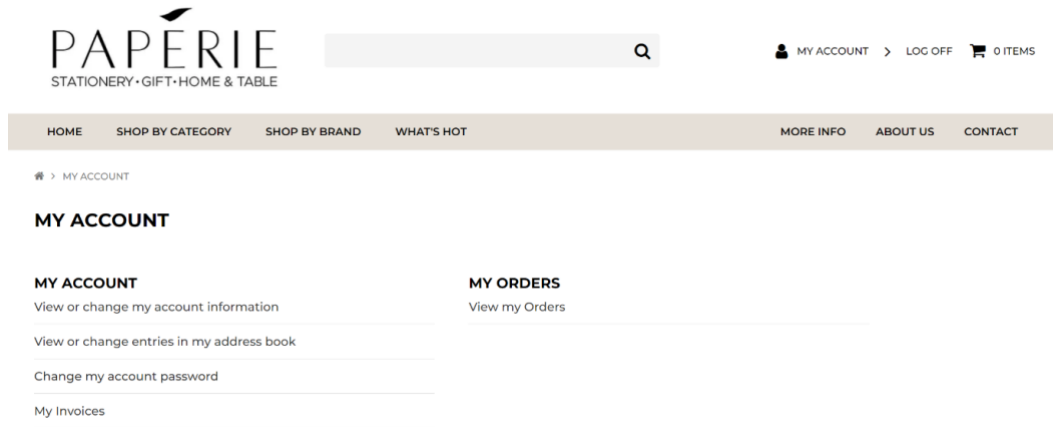
We will review and approve your registration form within 1 business day. You will receive a confirmation email once your registration is approved. Following this you can then login using the email address and password you entered in the registration form.

If we are unable to approve your request or if we need additional information, we will contact you.

For any urgent requests for online access, please complete the form and call us once submitted so we can review this promptly.

3. I've Logged In

Once you have successfully logged in, the first page you arrive at is the My Account page:



From the My Account page, you can do the following:

- **View your past online orders (and re-order based on your previous orders)**
- **View your invoices**
- **Change or add a billing or shipping address**
- **Change your account password**
- **Change your account details**

More details on each of the above functions is set out in the following sections.

3.1 View My Orders

To view orders previously placed through our Online Ordering Portal, go to:

My Account > View my Orders

Keywords

SEARCH Advanced Options

Order Id	Status	Date	Items	Total	Re-order
Order #31	Processing	09-04-2023 11:19pm	18 Products	\$1,529.08	RE-ORDER

1 to 1 of 1 results

Please note, only orders you have placed via the Online Ordering Portal will show here.

Any orders you have placed in another way such as with your local agent, will not show here. You will however be able to see invoices for all orders you have placed with us, regardless of how they were placed.

Please see section [View Your Invoices](#) for more information on this.

Re-Order Based On Previous Orders

The RE-ORDER function is a quick and efficient way to replenish lines which you order regularly.

When viewing your past orders placed via the Online Ordering Portal, you will note that a **RE-ORDER** button appears beside each order. You can click **RE-ORDER** and the same products and order quantities will be automatically added to your cart. If any products are no longer available, these will be removed from your order and a message will appear advising of this.

Keywords

SEARCH Advanced Options

Order Id	Status	Date	Items	Total	Re-order
Order #31	Processing	09-04-2023 11:19pm	18 Products	\$1,529.08	RE-ORDER

1 to 1 of 1 results

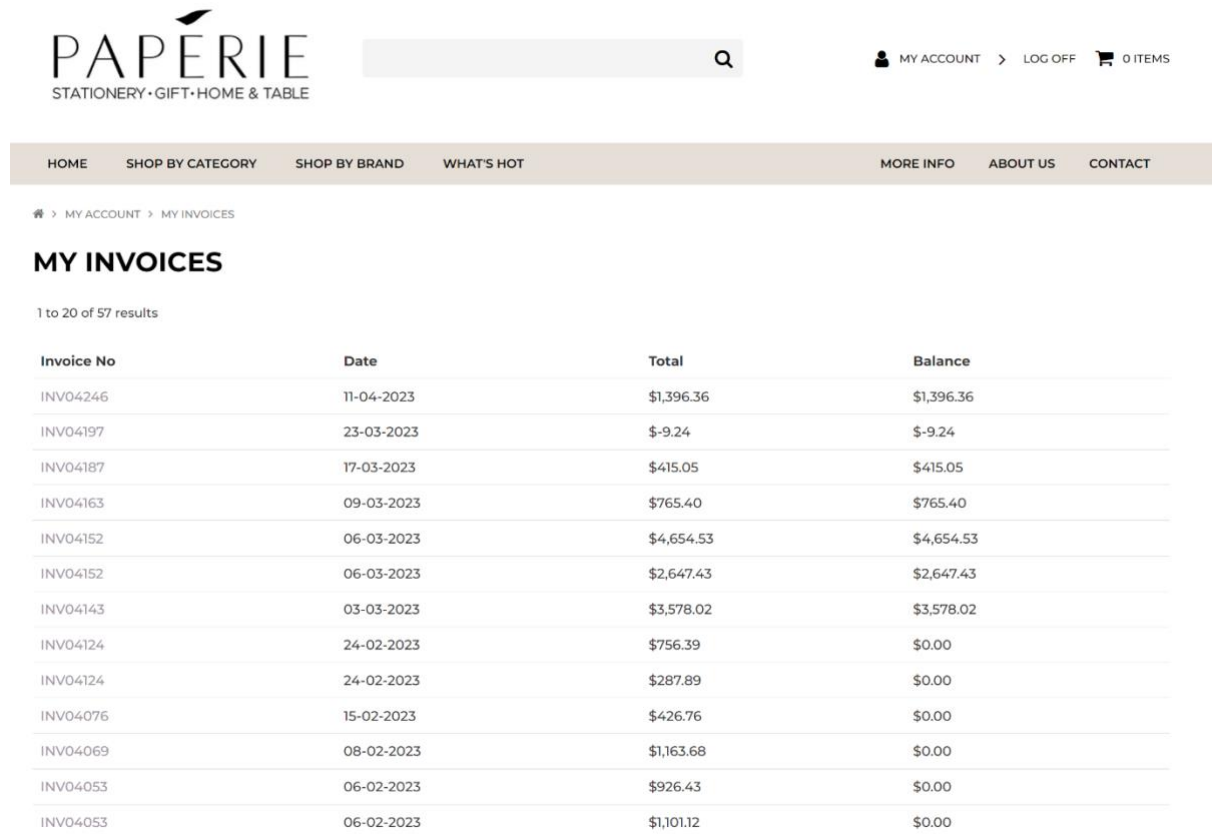
CLICK HERE TO RE-ORDER

3.2 View Your Invoices

Once an invoice has been generated on your account, you can view this in our online portal by going to:

My Account > My Invoices

To view an invoice, click on the Invoice Number in the left hand column. The balance owing on each invoice is shown in the right hand column.



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MY ACCOUNT > LOG OFF 0 ITEMS

HOME SHOP BY CATEGORY SHOP BY BRAND WHAT'S HOT MORE INFO ABOUT US CONTACT

MY ACCOUNT > MY INVOICES

MY INVOICES

1 to 20 of 57 results

Invoice No	Date	Total	Balance
INV04246	11-04-2023	\$1,396.36	\$1,396.36
INV04197	23-03-2023	\$-9.24	\$-9.24
INV04187	17-03-2023	\$415.05	\$415.05
INV04163	09-03-2023	\$765.40	\$765.40
INV04152	06-03-2023	\$4,654.53	\$4,654.53
INV04152	06-03-2023	\$2,647.43	\$2,647.43
INV04143	03-03-2023	\$3,578.02	\$3,578.02
INV04124	24-02-2023	\$756.39	\$0.00
INV04124	24-02-2023	\$287.89	\$0.00
INV04076	15-02-2023	\$426.76	\$0.00
INV04069	08-02-2023	\$1,163.68	\$0.00
INV04053	06-02-2023	\$926.43	\$0.00
INV04053	06-02-2023	\$1,101.12	\$0.00

3.3 View or Change Your Address

You can view the current addresses recorded under your account by going to:

My Account > View or change entries in my address book

From here you can choose to **Edit** your existing address or **Add Address**.

Where you have more than one address recorded, the system will also give you the option to **Delete** an address and also **Make Primary Address** whereby for the next new order you create, the Primary Address will be used as the default address for the billing and shipping addresses.

The screenshot shows the PAPERIE website's address book interface. At the top, the PAPERIE logo is displayed with the tagline 'STATIONERY • GIFT • HOME & TABLE'. A search bar is located to the right of the logo. In the top right corner, there are links for 'MY ACCOUNT', 'LOG OFF', and '3 ITEMS'. Below the logo, a navigation bar contains links for 'HOME', 'SHOP BY CATEGORY', 'SHOP BY BRAND', 'WHAT'S HOT', 'MORE INFO', 'ABOUT US', and 'CONTACT'. The main content area shows the breadcrumb 'MY ACCOUNT > MY ADDRESS BOOK' and the title 'ADDRESS BOOK'. Below the title, it indicates '1 to 2 of 2 results'. Two address entries are listed: 'Customer General Store' for 'Mary Smith' at '144 Main St, Mainville, NSW 2000, Australia' with 'EDIT' and 'DELETE' buttons; and 'Customer Gift Store' for 'John Smith' at '100 Main St, Maintown, VIC 3000, Australia' with 'EDIT', 'MAKE PRIMARY ADDRESS', and 'DELETE' buttons. At the bottom left, there are 'BACK' and 'ADD ADDRESS' buttons. At the bottom right, it shows '1 to 2 of 2 results'.

3.4 Change Your Account Password

You can change your password to a new password by going to:

My Account > Change my account password

Enter your current password and enter your new password twice and then click **Save**. Your new password will be saved and ready for you to use next time you login.

The screenshot shows the top navigation bar of the Papierie website. The logo 'PAPERIE' is on the left, with the tagline 'STATIONERY • GIFT • HOME & TABLE' below it. A search bar is to the right of the logo. Further right are links for 'MY ACCOUNT', 'LOG OFF', and '0 ITEMS'. Below the navigation bar is a horizontal menu with links: 'HOME', 'SHOP BY CATEGORY', 'SHOP BY BRAND', 'WHAT'S HOT', 'MORE INFO', 'ABOUT US', and 'CONTACT'. Below this menu is a breadcrumb trail: 'MY ACCOUNT > CHANGE MY PASSWORD'. The main heading is 'CHANGE MY PASSWORD'. Underneath is the sub-heading 'Enter New Details'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom are two buttons: 'BACK' and 'SAVE'.

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MY ACCOUNT > LOG OFF 0 ITEMS

HOME SHOP BY CATEGORY SHOP BY BRAND WHAT'S HOT MORE INFO ABOUT US CONTACT

MY ACCOUNT > CHANGE MY PASSWORD

CHANGE MY PASSWORD

Enter New Details

Current Password

New Password

Confirm New Password

BACK SAVE

3.5 View or Change Your Account Details

You can change the contact name, phone number or email address on your online ordering profile.

Please note: changing your email address will result in the login email address you use for online ordering also changing.

Please note: these changed details do not automatically flow to the system we use for invoicing. If you wish to change the contact name, phone number, email address or delivery/billing address permanently on your account, please email our Customer Service team (service@thepaperie.com.au) so we can update your trading account with this new information also.

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MY ACCOUNT > LOG OFF 0 ITEMS

HOME SHOP BY CATEGORY SHOP BY BRAND WHAT'S HOT MORE INFO ABOUT US CONTACT

MY ACCOUNT > MY DETAILS

EDIT MY DETAILS

My Details

First Name

Last Name

Email Address

Telephone

4. Placing an order

When you login to your account, the My Account page will appear.

If you want to re-order similar items from your last order, the quickest way to do this is to go to [View my Orders](#) and click on the **RE-ORDER** button beside your last order.

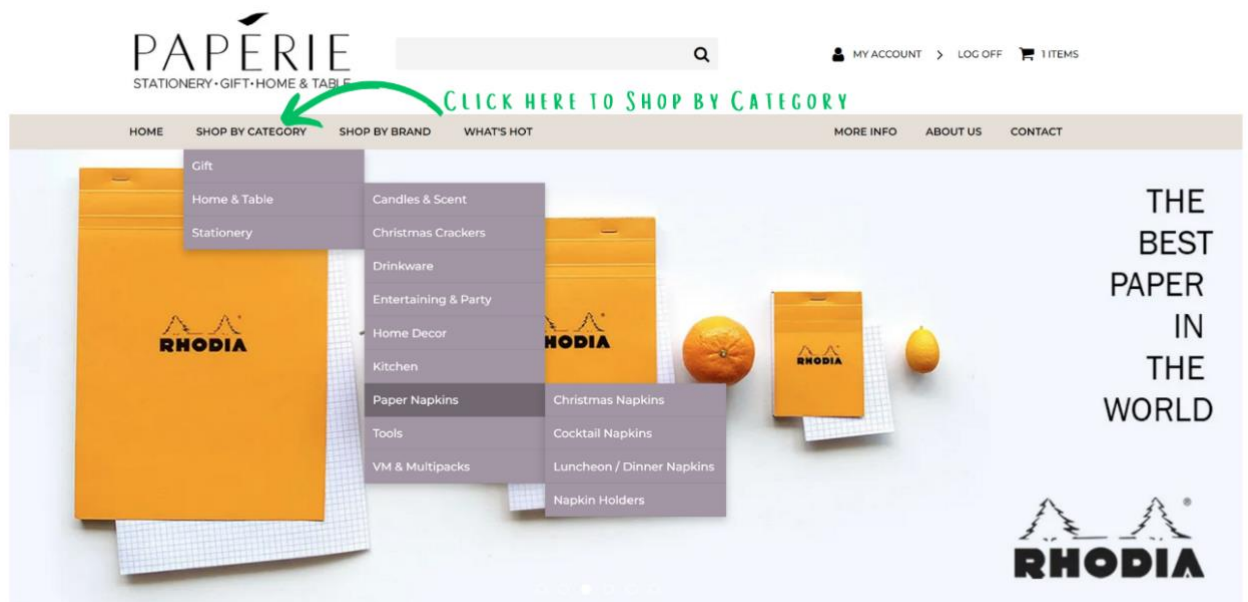
To place a new order from scratch, there are a few ways to browse products to add to your order:

- Click **Shop by Category** and locate the product category you want to look within to find products to add to your order
- Click **Search by Brand** to look for products from a particular brand to add to your order
- If you know the product code or barcode you want to add to your order, you can also search for this using the **search bar** at the top of the page. If you don't know the product code or barcode, you can always search for the type of product you are looking for – for example you might search for A5 notebook, blue wrapping paper or weekly diary.

More details on the ways to shop to complete an order are set out in the following:

4.1 Shop by Category

Select the product category and sub categories from the category tree:



4.2 Shop by Brand

Select **Shop By Brand** and then select the logo for the brand you wish to shop. This will then display all products available for that brand.

The screenshot shows the PAPERIE website interface. At the top left is the logo 'PAPERIE STATIONERY · GIFT · HOME & TABLE'. To the right is a search bar with a magnifying glass icon. Further right are links for 'MY ACCOUNT', 'LOG OFF', and '1 ITEMS'. Below this is a navigation bar with 'HOME', 'SHOP BY CATEGORY', 'SHOP BY BRAND', and 'WHAT'S HOT' on the left, and 'MORE INFO', 'ABOUT US', and 'CONTACT' on the right. A green arrow points from the text 'CLICK HERE TO SHOP BY BRAND' to the 'SHOP BY BRAND' menu item. Below the navigation bar is a breadcrumb trail 'BRANDS' and a section titled 'BRANDS' containing a grid of brand logos: Ambiente, Belcraft, Brause, Celebration Crackers, Clairefontaine, Francesco Rubinato, G. LALO, and Hardwarelab.

PAPERIE
STATIONERY · GIFT · HOME & TABLE

MY ACCOUNT > LOG OFF 1 ITEMS

HOME SHOP BY CATEGORY SHOP BY BRAND WHAT'S HOT MORE INFO ABOUT US CONTACT

BRANDS

BRANDS

Ambiente

BELCRAFT
FIRENZE

Brause

CELEBRATION
CRACKERS

Clairefontaine

FRANCESCO
RUBINATO

G. LALO
PARIS - 1920

Hardwarelab™

4.3 Search Bar - Search by Product Code or Barcode

The screenshot shows the Papérie website header with the logo and tagline "STATIONERY · GIFT · HOME & TABLE". A search bar contains the text "MYNOT0165" with a green arrow pointing to it and the text "SEARCH BY PRODUCT CODE HERE FOR EXAMPLE: MYNOT0165". To the right of the search bar are links for "MY ACCOUNT", "LOG OFF", and a shopping cart icon with "1 ITEMS". Below the header is a navigation bar with "HOME", "SHOP BY CATEGORY", "SHOP BY BRAND", "WHAT'S HOT", "MORE INFO", "ABOUT US", and "CONTACT".

The search results page is titled "ADVANCED SEARCH RESULTS" and shows "1 to 1 of 1 results". On the left, there is a "SHOP NOW" sidebar with categories: Gift, Home & Table, Stationery, and Brands (Legami). The main product is "My Notebook - Medium Lined Black", which is "50+ In stock" and has a "Wholesale: \$13.60" price. It features a quantity selector set to "2" and an "ADD TO CART" button. A "Name A to Z" dropdown menu is visible in the top right of the results area.

1 to 1 of 1 results

4.4 Search Bar - Search by Product Name / Product Type

The screenshot shows the Papérie website header with the logo and tagline "STATIONERY · GIFT · HOME & TABLE". A search bar contains the text "notebook" with a green arrow pointing to it and the text "ENTER YOUR SEARCH TERM HERE FOR EXAMPLE: NOTEBOOK, WRAPPING PAPER, DIARY". To the right of the search bar are links for "MY ACCOUNT", "LOG OFF", and a shopping cart icon with "1 ITEMS". Below the header is a navigation bar with "HOME", "SHOP BY CATEGORY", "SHOP BY BRAND", "WHAT'S HOT", "MORE INFO", "ABOUT US", and "CONTACT".

The search results page is titled "ADVANCED SEARCH RESULTS" and shows "1 to 24 of 321 results". On the left, there is a "SHOP NOW" sidebar with categories: Gift, Home & Table, Stationery, and Brands (Clairefontaine, Jacques Herbin, Kartos, Legami, Rhodia). It also includes filters for "Size" (A5) and "Binding Type" (Threadbound). The "Paper Colour" filter is set to "Ivory".

The main results area displays four notebook products:

- *Micro Notebook Display 21 7 designsx3 \$3.60+GST**: 6 In Stock, Wholesale: \$75.60, quantity 1.
- *My Notebook - Dotted -13X21Cm - Neon Coral**: 6 In Stock, Wholesale: \$13.60, quantity 2.
- *My Notebook - Dotted -13X21Cm -Aqua**: 18 In Stock, Wholesale: \$13.60, quantity 2.
- *My Notebook - Dotted -13X21Cm -Blue Grey**: 30 In Stock, Wholesale: \$13.60, quantity 2.

Each product listing includes an "ADD TO CART" button. A "Name A to Z" dropdown menu is visible in the top right of the results area.

4.5 Adding An Item To Your Order

Adding an item to your order is straightforward, simply click the **ADD TO CART** button from the product grid page or the product detail page.

When you add an item to your order, a message will appear confirming the item has been added and this will give you the option to **CONTINUE SHOPPING** or **CHECKOUT**.

You have added the following products to your cart ✕

Description	Code	Qty	\$ Each
Coloured Kraft Roll Wrap 65gsm - 3m x 0.7m - Display Box of 50 rolls - Pastels	95797C	1	\$157.95

CONTINUE SHOPPING **CHECKOUT**

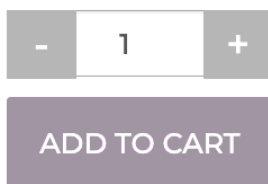
4.6 Increase or Decrease The Order Quantity For An Item

There are 3 ways to increase or decrease your order quantity for an item:

1. Tap the + (plus) or – (minus) button underneath the item
2. Click into the quantity box and click the up or down arrows which appear to select the item quantity you would like to order
3. Click into the quantity box and type the quantity you wish to order
 - Note: If the typed quantity is not a valid ordering multiple, an error message will appear. Please update the typed quantity to match the ordering multiple. For example, if you typed an order quantity of 20 and the ordering multiple was 6, you would need to change the typed quantity amount to 18 or 24.

Images of each option are shown below:

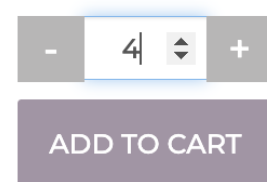
1. **Use + or – buttons to change quantity**



2. **Click the up or down arrows within the quantity box to change quantity**









3. **Type the order quantity in the quantity box**



4.7 Review Your Cart

Once you've finished adding items to your order, you can review your cart:

SHOPPING CART

Product(s)	Price	Quantity	Total	Remove
Linemarkers metal bookmarks Crazy & Cool	\$3.60	<input type="text" value="10"/>	\$36.00	
Linemarkers metal bookmarks Critters	\$3.60	<input type="text" value="10"/>	\$36.00	
Linemarkers metal bookmarks Pencils	\$3.60	<input type="text" value="10"/>	\$36.00	
Premium Coated Paper Roll Wrap 80gsm - 2m x 0.7m - Display Box of 30 Rolls - Penguins	\$94.80	<input type="text" value="1"/>	\$94.80	
Coloured Kraft Roll Wrap 65gsm - 3m x 0.7m - Display Box of 50 rolls - Pastels & Brights	\$157.95	<input type="text" value="1"/>	\$157.95	
Coloured Kraft Roll Wrap 65gsm - 3m x 0.7m - Display Box of 50 rolls - Pastels	\$157.95	<input type="text" value="1"/>	\$157.95	
Sub-Total:			\$518.70	

From the Cart Review screen, you can:

- Remove items from your cart by clicking on the round X button in the **Remove** column
- Update your order quantities by clicking into the quantity box you wish to update and using the arrows that display to increase your order quantity up or down. Using the arrows means that your order quantity will be updated based on the ordering multiple set for that item
 - Please note: If you update item quantities in your cart, click the **UPDATE** button at the bottom right of the products list to ensure these new quantities are captured by the system
- Proceed to checkout by clicking the **CHECKOUT** button; or
- Continue selecting items to add to your order, click **CONTINUE SHOPPING** and use either the search bar, Shop By Category or Shop By Brand options to locate additional items to add to your order

Once you've finalised your cart and you are ready to check out, click the **CHECKOUT** button. The [Checkout Page](#) will display.

5. Checkout

CHECKOUT

Shipping Address

[Change Address](#)

Customer General Store
Mary Smith
144 Main St
Mainville
NSW 2000
Australia

Billing Address

[Change Address](#)

Customer General Store
Mary Smith
144 Main St
Mainville
NSW 2000
Australia

Shipping Method

This is the only shipping method available for this order

Shipping

Shipping will be calculated after the order has been placed.

\$0.00

Select Ship From Date

Ship From Date

Payment Method

Please select a preferred payment method to continue:

Direct payment to be made - we will contact you prior to your order being shipped

Charge to Account

Purchase Order No

On this page, please:

- Check your shipping address and billing addresses are correct
 - If you need to amend either address, please click [Change Address](#) and enter your new address details
- Check the ship from date is correct
 - By default this will be today's date and we will ship your order as quickly as possible from this date.
 - If you would like your order to be delivered after a certain date (for example for seasonal product such as Christmas crackers which you might pre-order in March but do not want delivered until after 1 October), then please nominate a date in the future.
- Nominate how you would like to pay for your order
 - If you are a new customer or on prepaid terms with us, please select 'Direct payment to be made'. We will contact you for your payment details prior to dispatching your order
 - If you have a credit account with us, please select 'Charge to Account'
- Enter your [Purchase Order Number](#) (if applicable)

Below this, a summary of your items ordered will be shown and displayed below this is the following:

Comments

CONFIRM ORDER

- Add Comments
 - If there are any special instructions pertaining to your order (for example, closed Mondays, deliver Tuesday – Sunday), please include these in the comments box
- Confirm Order
 - Once all details on this page are reviewed and confirmed, please click the **CONFIRM ORDER** button.

5.1 Order Is Below Minimum Order Value

Our minimum order value is \$300 ex-GST. If the total of your cart is below this amount and you select the CHECKOUT button, you will receive the following error message on the Checkout page: ‘Your cart does not meet the minimum requirement of \$300 for first orders’.

Should this occur, please continue shopping and select more items to total your order to over \$300 so that you can checkout successfully.

CHECKOUT

• Your cart does not meet the minimum requirement of \$300 for first orders

Shipping Address

Change Address

Billing Address

Change Address

Customer General Store
Mary Smith
144 Main St
Mainville
NSW 2000
Australia

Customer General Store
Mary Smith
144 Main St
Mainville
NSW 2000
Australia

Shipping Method

This is the only shipping method available for this order

Shipping

Shipping will be calculated after the order has been placed.

\$0.00

Select Ship From Date

Ship From Date 31-08-2023

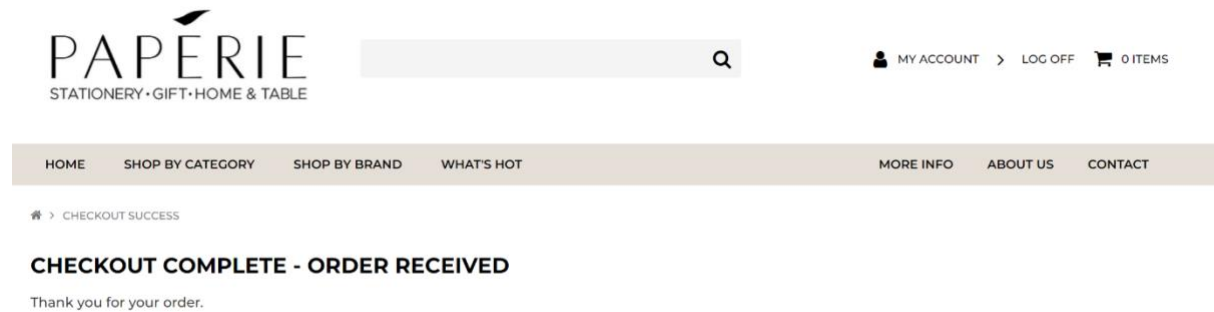
Payment Method

Please select a preferred payment method to continue:

- Direct payment to be made - we will contact you prior to your order being shipped
- Charge to Account

5.2 Checkout Complete

Once you've successfully checked out, the following message will appear:



Once you've completed check out, an order confirmation email will be automatically emailed to the email address you used to login with.

If you require any assistance with our Online Ordering Portal, please contact our Customer Service Team via:

Phone: +61 2 9071 0188

Email: service@thepaperie.com.au