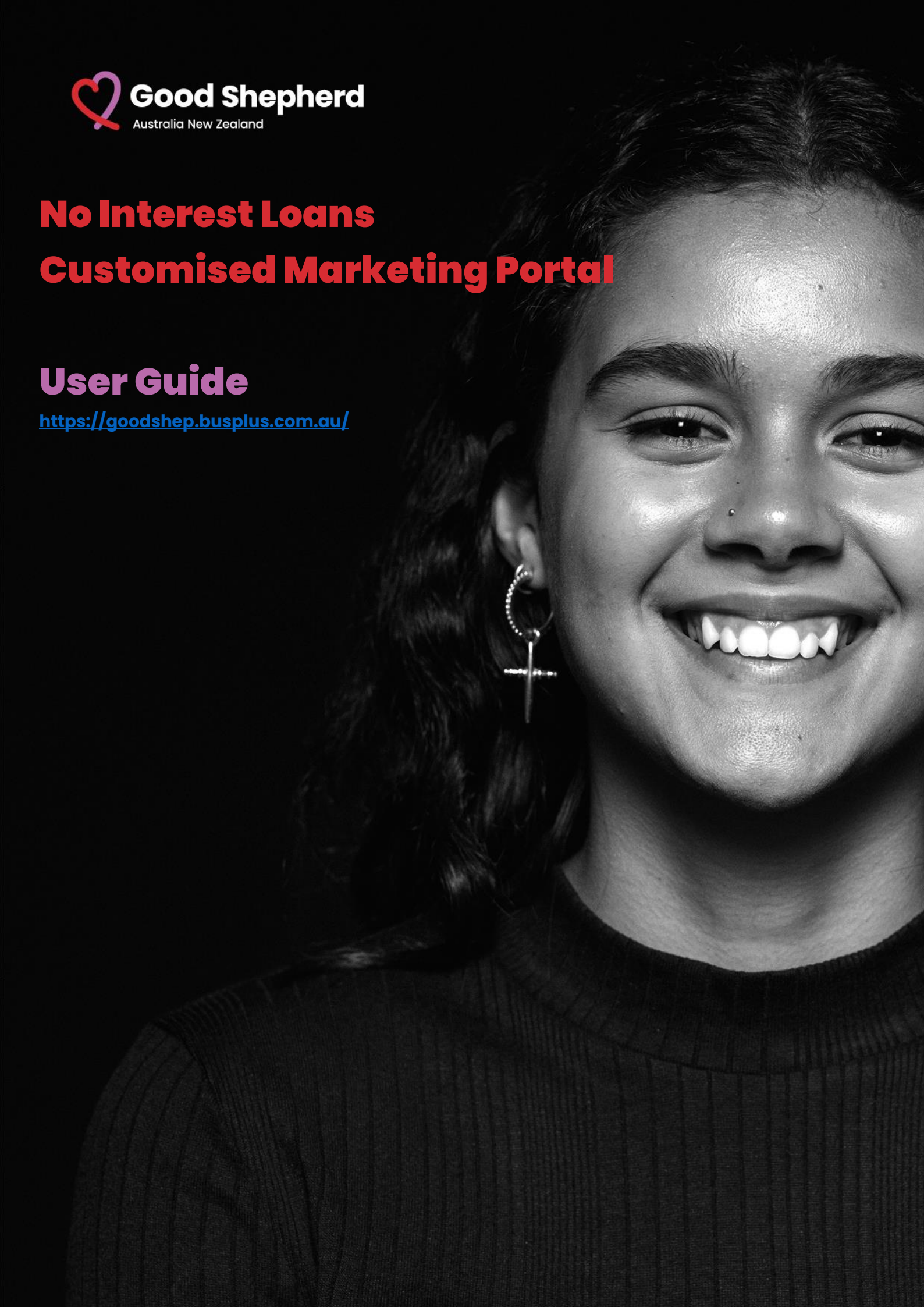




**No Interest Loans**  
**Customised Marketing Portal**

**User Guide**

<https://goodshep.busplus.com.au/>



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### **How to video series:**

**Registration**

**Site Navigation**

**Single customisations**

**Multiple customisations**

**Setting delivery location/s & completing order**

## Welcome to the Good Shepherd online customised portal

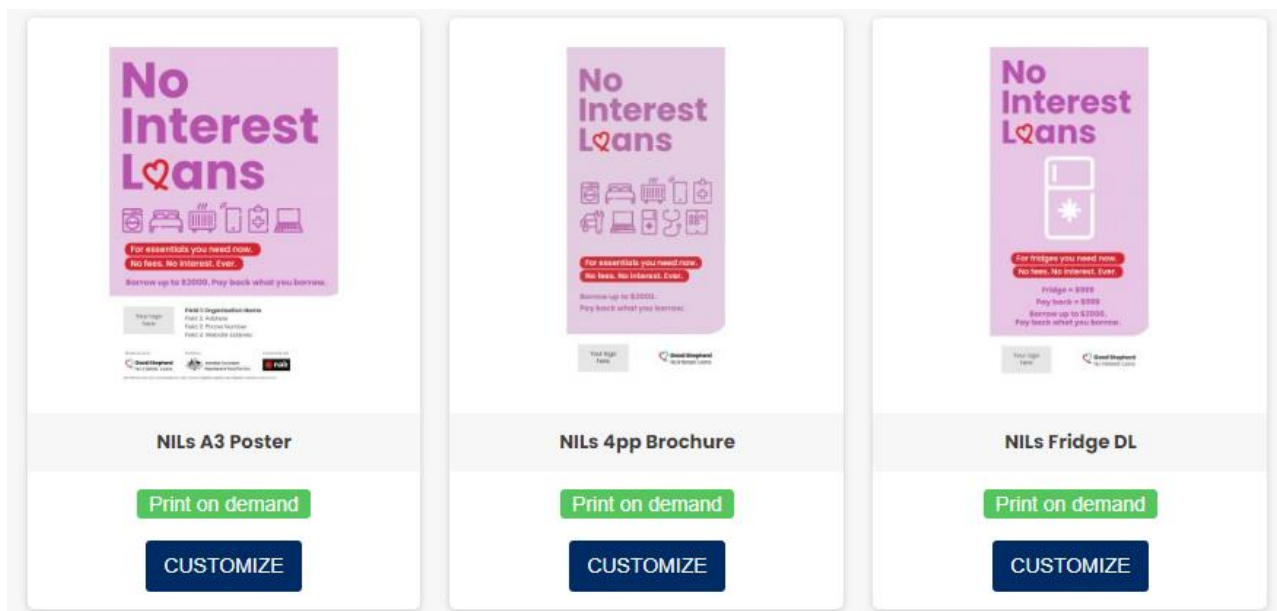
Customise the Good Shepherd No Interest Loans (NILs) Marketing collateral to reach those in need of NILs. You can customise with your organization's **logo** and **contact information** for one location or **up to ten locations**, and you can even **deliver to one or multiple locations**.

This user guide provides you with the step-by-step process of ordering your customised NILs Marketing material. From initial log in, how to order, email confirmation and how to download a digital PDF for use immediately.

**This is FREE!!** Create your own materials with access to digital PDFs to use immediately and printed materials delivered to your door.

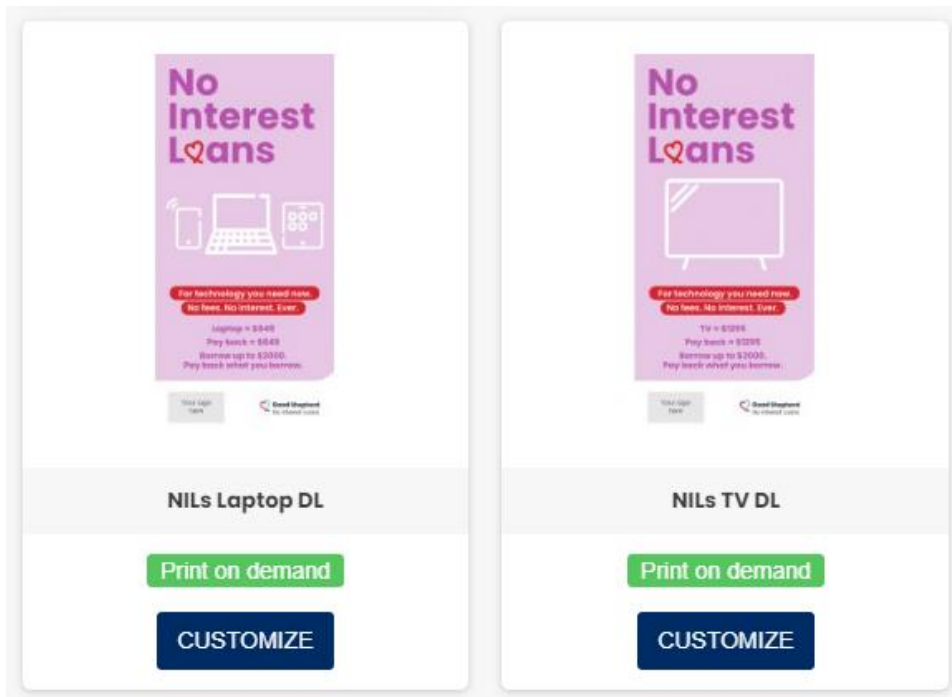
### What is available to customise?

No Interest Loan (NILs) Customised materials available to you are – A3 Poster, 4 page DL brochure and 3 x DL comparison flyers – Fridge, Laptop & TV.



The image displays three customisable marketing materials for No Interest Loans (NILs). Each material is shown in a preview box with a 'Print on demand' button and a 'CUSTOMIZE' button below it.

- NILs A3 Poster:** Features the text 'No Interest Loans' with a heart icon, 'For essentials you need now. No fees. No interest. Ever.', and 'Borrow up to \$2000. Pay back what you borrow.' It includes icons for a bed, sofa, table, phone, and laptop. Logos for Good Shepherd and FISH are visible at the bottom.
- NILs 4pp Brochure:** Features the text 'No Interest Loans' with a heart icon, 'For essentials you need now. No fees. No interest. Ever.', and 'Borrow up to \$2000. Pay back what you borrow.' It includes icons for a car, bed, table, phone, and laptop. Logos for Good Shepherd and FISH are visible at the bottom.
- NILs Fridge DL:** Features the text 'No Interest Loans' with a heart icon, 'For fridges you need now. No fees. No interest. Ever.', and 'Fridge = \$999. Pay back = \$999. Borrow up to \$2000. Pay back what you borrow.' It includes an icon of a refrigerator. Logos for Good Shepherd and FISH are visible at the bottom.



## Minimum / Maximum print order quantities:

The table below outlines the minimum and maximum print quantities for ordering. You can order the full suite of assets available to you up to the maximum quantity per organisation.

Material	Minimum	Maximum	Total Max (up to 10 locations)	In quantities of:
A3 Single Sided Poster	5	10	100	5
4 page DL Brochure	100	300	3000	50
2 page DL Comparison Flyer – Fridge	50	100	1000	50
2 page DL Comparison Flyer – Laptop	50	100	1000	50
2 page DL Comparison Flyer – TV	50	100	1000	50

If you need more than the maximum quantity, you cannot order via the portal. Please add a note in the comments section at check out with your request for additional print quantity or email [communications@goodshep.org.au](mailto:communications@goodshep.org.au).

## Checklist – before you get started

### You will need:

- ✓ Login email (preferably your work email)
- ✓ You will then enter all your contact details, including a password (as you will create your own memorable password).

### We also recommend you gather the following:

- ✓ Logo or logo's – in one of the following file formats: GIF, JPG, PNG, SVG, AI
- ✓ Organisation name, address, contact telephone, email, and web address (if relevant)

- ✓ Consider also how you will use this collateral. Will you want it as a PDF only for digital distribution (e.g.: by email), do you only want to print this material, or do you want to have both options. This system allows for all combinations.

## How to access the portal

<https://goodshep.busplus.com.au/>

Access the portal via your web browser:

- The system is available via a responsive web application with multi-browser support.
- You can use the portal system via a desktop web browser such as Google Chrome, Microsoft Edge, Microsoft Internet Explorer, and Apple Safari. (*but not limited to*).
- You can use the portal system via a smart phone device such as Apple iPhone (iOS) or Samsung Galaxy (Android).

## How do I log in?

### A) Self registration process

Go to web page - <https://goodshep.busplus.com.au/>

Enter your email address and click on **“Create an Account”**

The screenshot shows the Good Shepherd authentication page. At the top left is the Good Shepherd logo with the text 'Australia New Zealand'. At the top right is a 'Sign in' button. Below the header is the 'AUTHENTICATION' section. On the left, there is a 'CREATE AN ACCOUNT' form. It contains the text 'Please enter your email address to create an account.' followed by an 'Email address' input field. Below the input field is an orange button with a person icon and the text 'CREATE AN ACCOUNT'. A red arrow points to this button. On the right, there is an 'ALREADY REGISTERED?' form. It contains an 'Email address' input field with the value 'ateague@southernimpact.com.au', a 'Password' input field with a masked password '.....', and a 'SIGN IN' button. Below the password field is a link for 'Forgot your password?'.

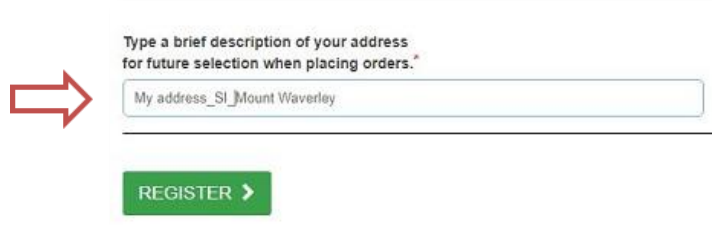
You will be taken to the next screen where your contact details are entered. This is where you create your own password (5 characters minimum, make it memorable to you).

The screenshot shows the Good Shepherd 'CREATE AN ACCOUNT' page. At the top left is the Good Shepherd logo with the text 'Australia New Zealand'. At the top right is a 'Sign in' button. Below the header is the 'CREATE AN ACCOUNT' section. It contains two main sections: 'YOUR PERSONAL INFORMATION' and 'YOUR CONTACT DETAILS'. The 'YOUR PERSONAL INFORMATION' section has fields for 'First name', 'Last name', 'Email', and 'Password'. The 'YOUR CONTACT DETAILS' section has fields for 'Organisation', 'Address', 'Address (Line 2)', 'Post Code', 'Suburb', 'Country', and 'State'.

Once this is complete you will have access to the NILs collateral available to you. You will also receive a Welcome email with your login details & password.

### Address Tip:

When entering your contact details, edit the name of your default address from “My Address” and make it recognisable to you. This will be especially helpful if you have multiple address locations when placing orders.



Type a brief description of your address for future selection when placing orders.\*

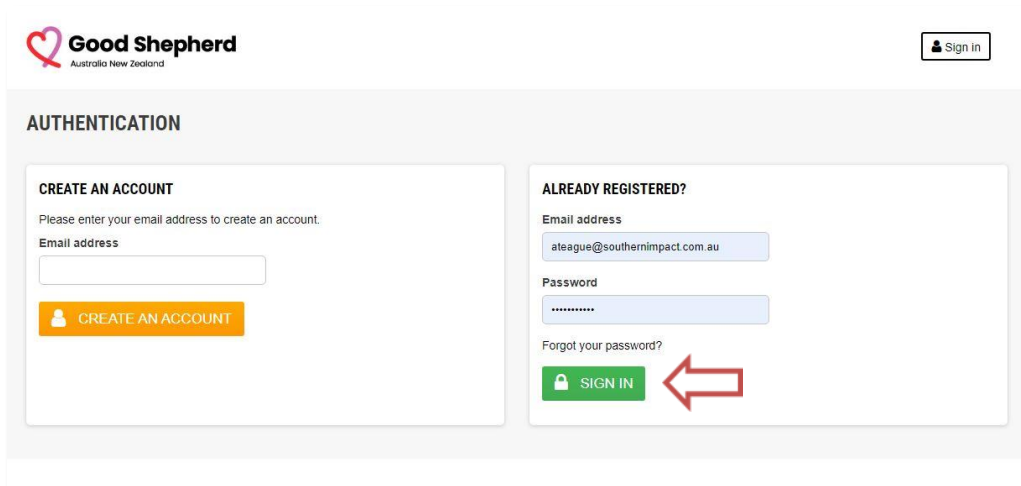
My address\_SI\_Mount Waverley

REGISTER >

## How do I log in?

### B) Already registered

For all future log in's you will go to the **“Already registered”** Enter your email address and password. Click **“Sign In”**



Good Shepherd Australia New Zealand

Sign in

AUTHENTICATION

**CREATE AN ACCOUNT**  
Please enter your email address to create an account.  
Email address  
CREATE AN ACCOUNT

**ALREADY REGISTERED?**  
Email address  
ateague@southernimpact.com.au  
Password  
.....  
Forgot your password?  
SIGN IN

### C) Forgotten password

If your password is forgotten, hover over **“Forgot your password?”** Click on this to trigger the password reset process, you will be taken to a new screen. Enter your registered email address and click on **“Retrieve Password”**.



ALREADY REGISTERED?

Email address

Password

Forgot your password?

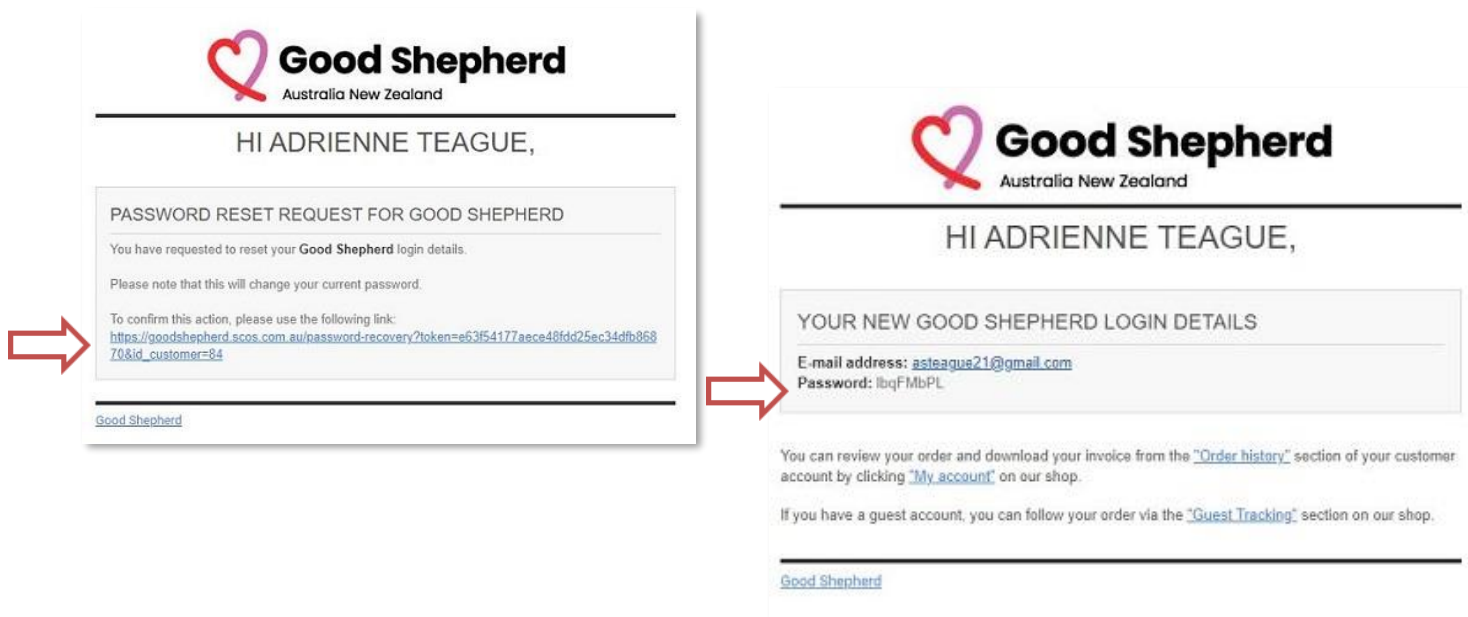
SIGN IN

Good Shepherd Australia New Zealand

**FORGOT YOUR PASSWORD?**  
Please enter the email address you used to register. We will then send you a new password.  
Email address  
ateague21@gmail.com  
RETRIEVE PASSWORD >



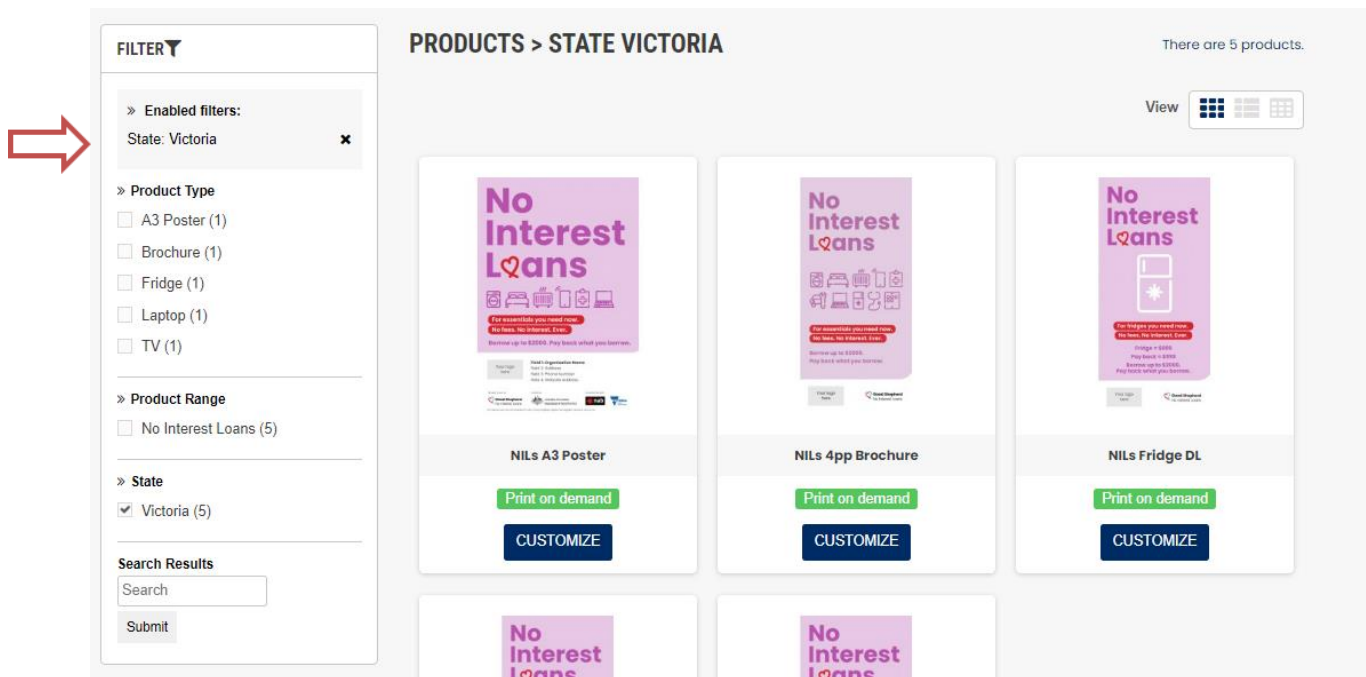
An email will be sent to your registered email address – click on the link in this email. A second email with a temporary password will be sent to you. Use this to login.



## Site navigation

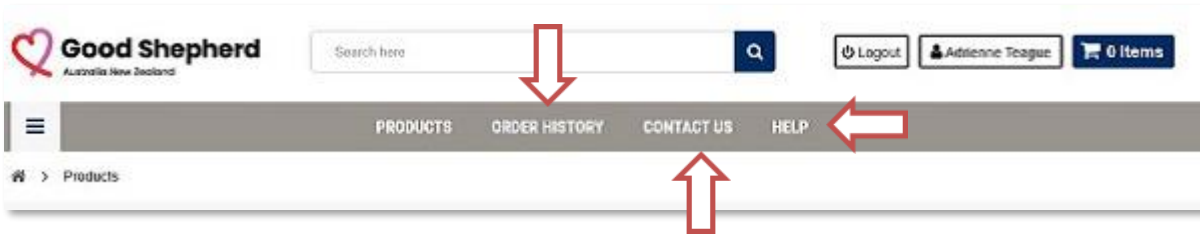
### A) Landing page

It automatically displays the products available to you. This is determined by the state / territory you select when you register. This landing page represents a user with "Victoria" permissions which means only Victorian templates (i.e.: Victorian State Government Logos appear on the templates).



### B) Upper Menu

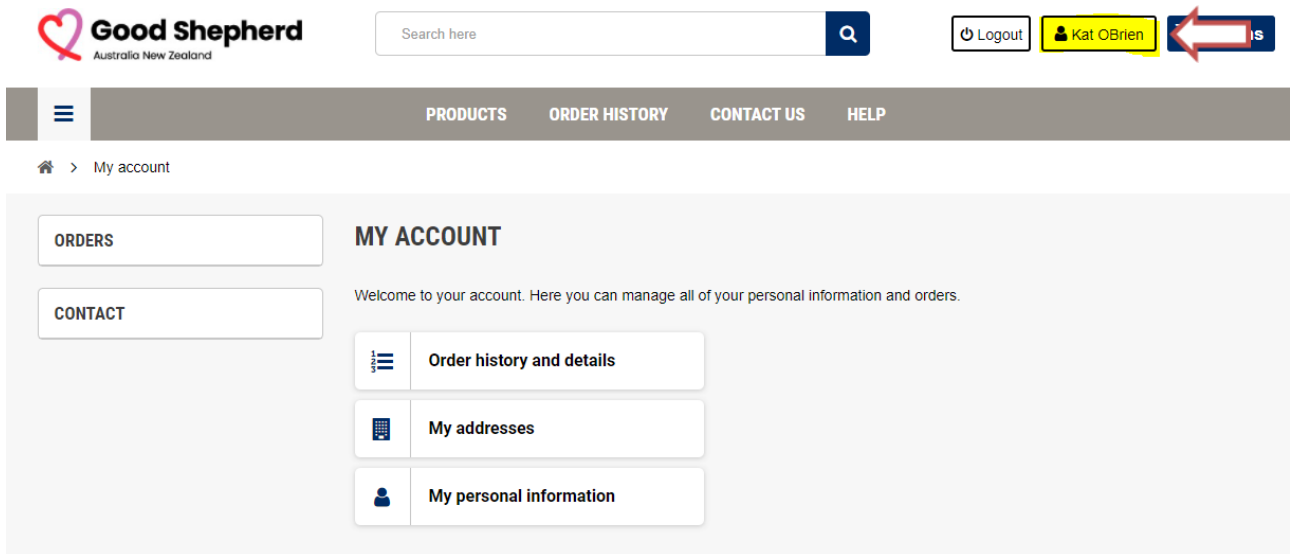
Using the upper menu, you can choose to view your "Order History", "Contact Us" or get "Help" in the form of your User Guide, Video Tutorials or FAQ's.



## Site navigation

### C) Accessing your account

If you click on **your name** at the top of this page, you will be able to access your account, view your "Order History", view or change "Addresses" and your "Personal Information".



Additional Information:

See Appendix:

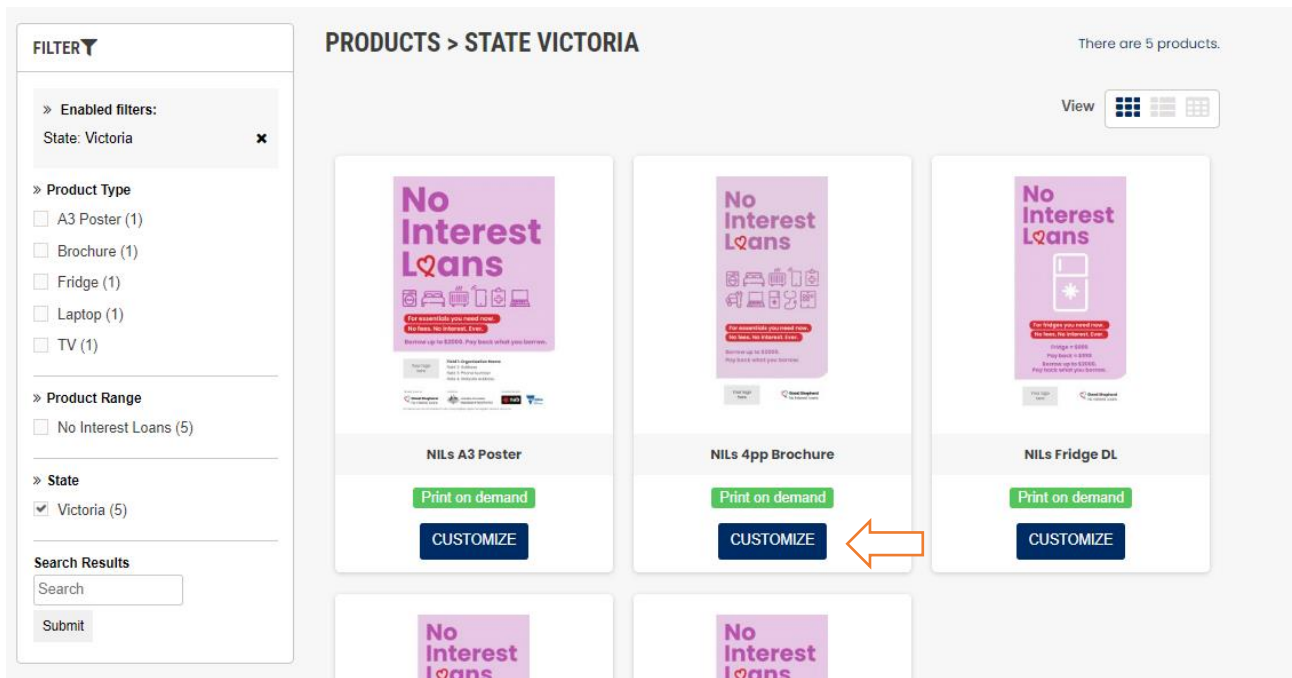
A2 – Navigation on a mobile device



# Customisation

## STEP ONE.

Click on the product you wish to customise – for example, the NILs 4pp DL Brochure

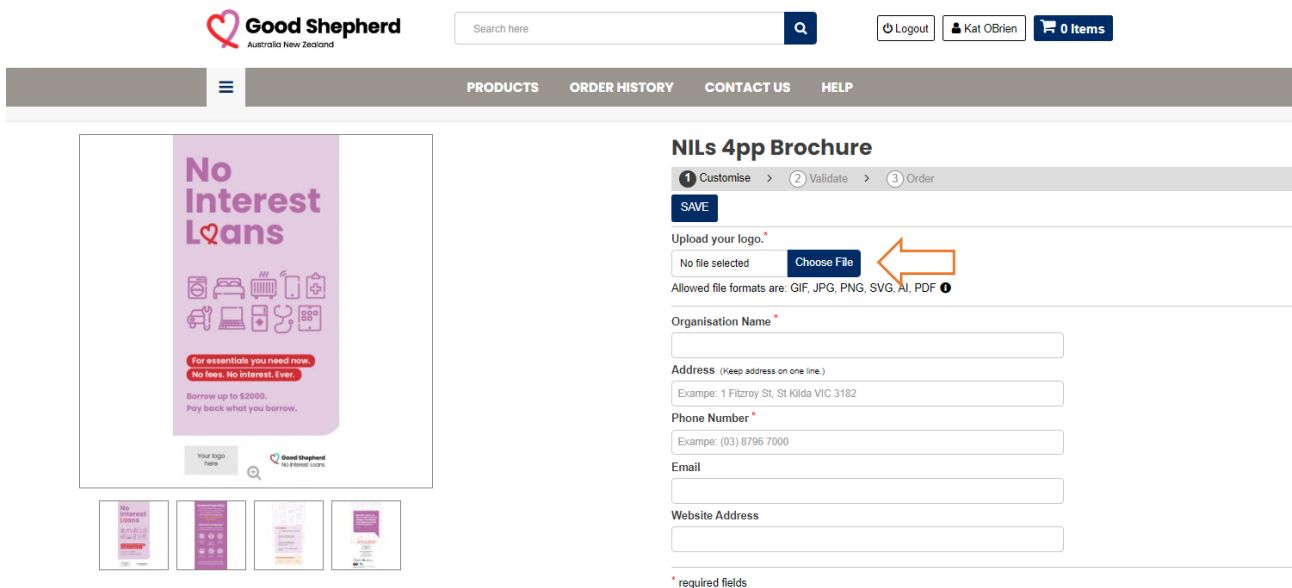


## STEP TWO.

Upload your logo – click on **“Choose File”**

Select your logo from your desktop or folder this has been saved on your computer.

(Double click on your logo or select **“Open”** – you will now see your logo name in the text box besides the “Choose File” button).



### STEP THREE.

Add your personalized text as you would like it to appear on your material

The screenshot shows the Good Shepherd website's customization interface for a 'No Interest Loans' brochure. The top navigation bar includes the Good Shepherd logo, a search bar, and user information (Logout, Kat O'Brien, 0 Items). The main navigation bar lists PRODUCTS, ORDER HISTORY, CONTACT US, and HELP. The central area is divided into two sections: a preview of the brochure on the left and a form on the right. The brochure preview shows the title 'No Interest Loans', a list of icons representing various services, and the text 'For essentials you need now. No fees. No interest. Ever. Borrow up to \$2000. Pay back what you borrow.' Below the preview are four smaller thumbnail images. The form on the right is titled 'NILs 4pp Brochure' and has a progress indicator with steps: 1 Customise, 2 Validate, and 3 Order. A 'SAVE' button is visible. The form includes a section for 'Upload your logo.' with a 'Choose File' button and a note that allowed file formats are GIF, JPG, PNG, SVG, AI, PDF. Below this are input fields for 'Organisation Name', 'Address (Keep address on one line.)', 'Phone Number', 'Email', and 'Website Address'. A note at the bottom of the form indicates that asterisks (\*) denote required fields.

**Note – Compulsory / required fields are “Organisation Name” and “Phone”. These must be completed as a minimum.**

### STEP FOUR.

Click “Save”

This screenshot is identical to the one in Step Three, showing the 'No Interest Loans' brochure customization interface. The 'SAVE' button is now highlighted with an orange arrow, indicating the next step in the process. The rest of the interface, including the preview, form fields, and navigation, remains the same.

### STEP FIVE.

Name the customisation

#### **Customisation Tip:**

Name your customisations clearly and recognisable to you. For example, if you have 3 x sites / address name them clearly SITE 1, SITE 2, SITE 3. You will be able to use this same logo and information across the rest of the NILs collateral via our “Load Saves” functionality. This name will also appear as you progress through to your shopping cart and “Order Confirmation” email.

## Save Customization

Save this data for future use.

SUBMIT
CANCEL

**STEP SIX.**

View your saved customised brochure

Logout
Kat OBrien
0 Items

[KO1]

PRODUCTS
ORDER HISTORY
CONTACT US
HELP

## No Interest Loans

**For essentials you need now.**  
**No fees. No interest. Ever.**

Borrow up to \$2000.  
Pay back what you borrow.

### NILs 4pp Brochure

1 Customise >
2 Validate >
3 Order

SAVE
SAVE AS
PROOF
LOAD SAVES
VALIDATE >

Current Save: Salvos - ID\_SAVE: 665

Upload your logo.\*

Organisation Name\*

Address (Keep address on one line.)

Phone Number\*

Email

Website Address

\*required fields

**NEED HELP?**  
 If you are having any issues saving your customisation, please contact [info@goodshp.busplus.com.au](mailto:info@goodshp.busplus.com.au)  
 We would be happy to help.

## No Interest Loans

**For essentials you need now.**  
**No fees. No interest. Ever.**

Borrow up to \$2000.  
Pay back what you borrow.

Click each page to view your customisation

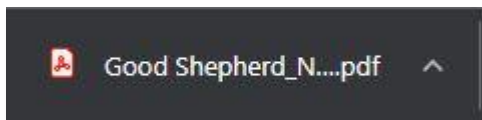
➡➡

## STEP SEVEN.

**Proofing** your customised brochure. Click the **“Proof Button”**

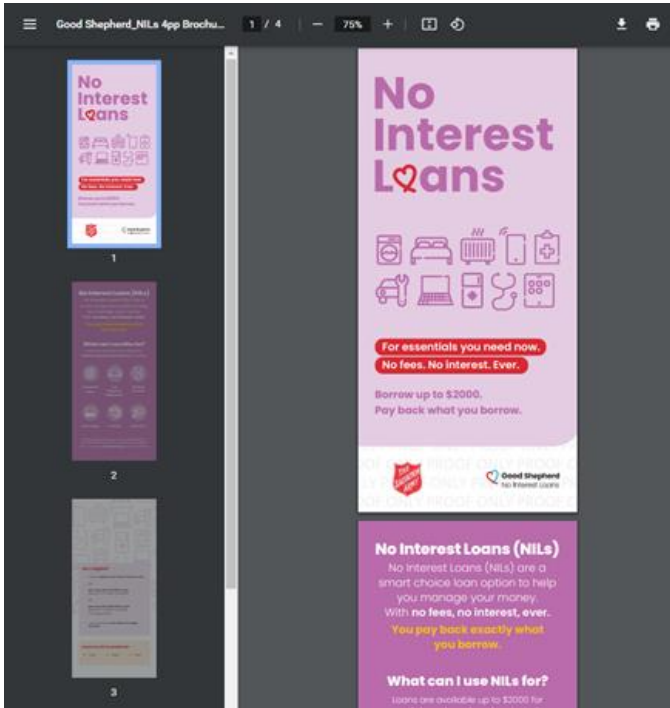
The screenshot displays the Good Shepherd website's proofing interface. At the top, there is a navigation bar with 'PRODUCTS', 'ORDER HISTORY', 'CONTACT US', and 'HELP'. A search bar and user information (Logout, Kat OBrien, 0 Items) are also visible. The main content area is titled 'NILs 4pp Brochure' and shows a progress bar with steps: 1 Customise, 2 Validate, and 3 Order. Below this, there are buttons for 'SAVE', 'SAVE AS', 'PROOF' (highlighted with an orange arrow), 'LOAD SAVES', and 'VALIDATE >'. The current save is identified as 'Salvos - ID\_SAV\_565'. There is a section for 'Upload your logo.' with a placeholder image of the Salvation Army logo. Below this are form fields for 'Organisation Name' (Salvation Army), 'Address' (72 Gertrude Street, Fitzroy VIC, Australia), 'Phone Number' (03 9388 5500), 'Email' (information@salvationarmy.com.au), and 'Website Address'. A note indicates that asterisks denote required fields. At the bottom, there is a 'NEED HELP?' section with contact information: 'If you are having any issues saving your customisation, please contact us at info@goodshp.busplus.com.au. We would be happy to help.' On the left, a large preview of the 'No Interest Loans' brochure is shown, featuring icons for various household items and the text: 'No Interest Loans', 'For essentials you need now. No fees. No interest. Ever.', 'Borrow up to \$2000. Pay back what you borrow.', and logos for 'THE SALVATION ARMY' and 'Good Shepherd Australia New Zealand No Interest Loans'. Below the main preview are four smaller thumbnails of the brochure pages.

This will generate a PDF proof. This generally appears at the bottom left corner of your web browser. It will look like the image below, with a white or black background.



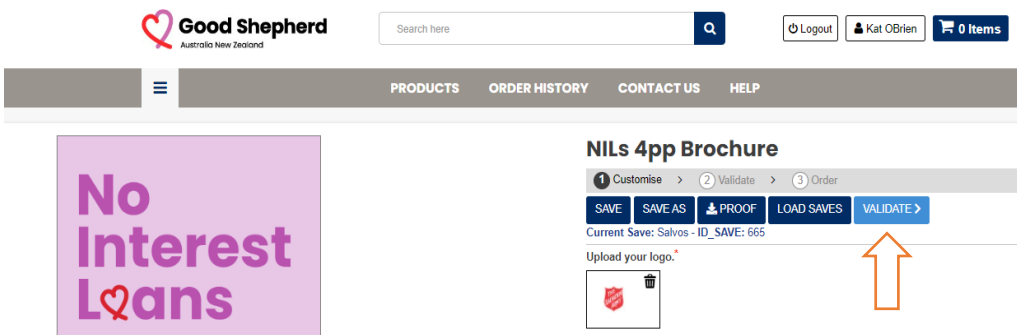
Click to open your PDF proof in your web browser.

You can now click or scroll to view each page of this proof.



**STEP EIGHT.**


Proof approval: To approve your proof click **“Validate”**



Validate / Approve content by clicking on **tick box** below  
 Click **“Content is approved, proceed”**

# NILs 4pp Brochure

1 Customise > 2 Validate > 3 Order

 DIGITAL PROOF

## Approve Content



I confirm that I have viewed my PDF Proof, thoroughly checked and approve this customised artwork.

*Note: ticking this box means you are approving final artwork for subsequent print production and/or digital download.*

- I have checked spelling, address and all contact information
- I have checked my logo quality and placement
- If you have noticed a mistake has been made, please return to the [product page](#), correct the error(s), save the customisation again, check your new proof and approve.

**NOTE:** If you have any products added to your cart that need to be revised, please delete from your cart and amend as described above.



CONTENT IS APPROVED, PROCEED >

### STEP NINE.

Select files for use. Digital, printed or both digital & printed. Print quantities are set at max. Click **"Add to Cart"**

### NILs 4pp Brochure

1 Customise > 2 Validate > 3 Order


How would you like to receive this product?

Digital version - PDF


Printed version - Physical

Both - Printed & Digital versions

---

Quantity   - + 

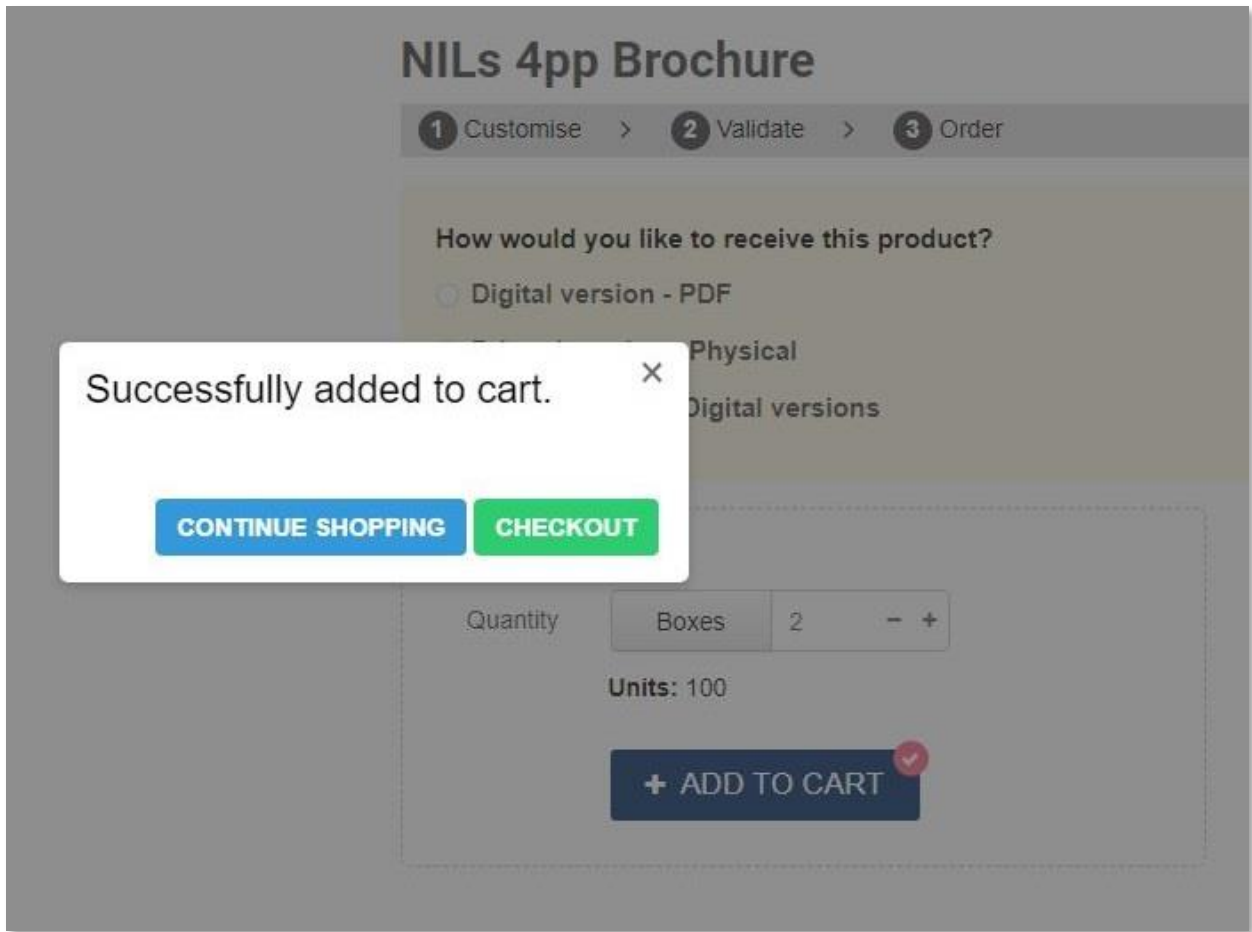
Units: 100





**STEP TEN.**

**“Continue Shopping” or to “Checkout”.**

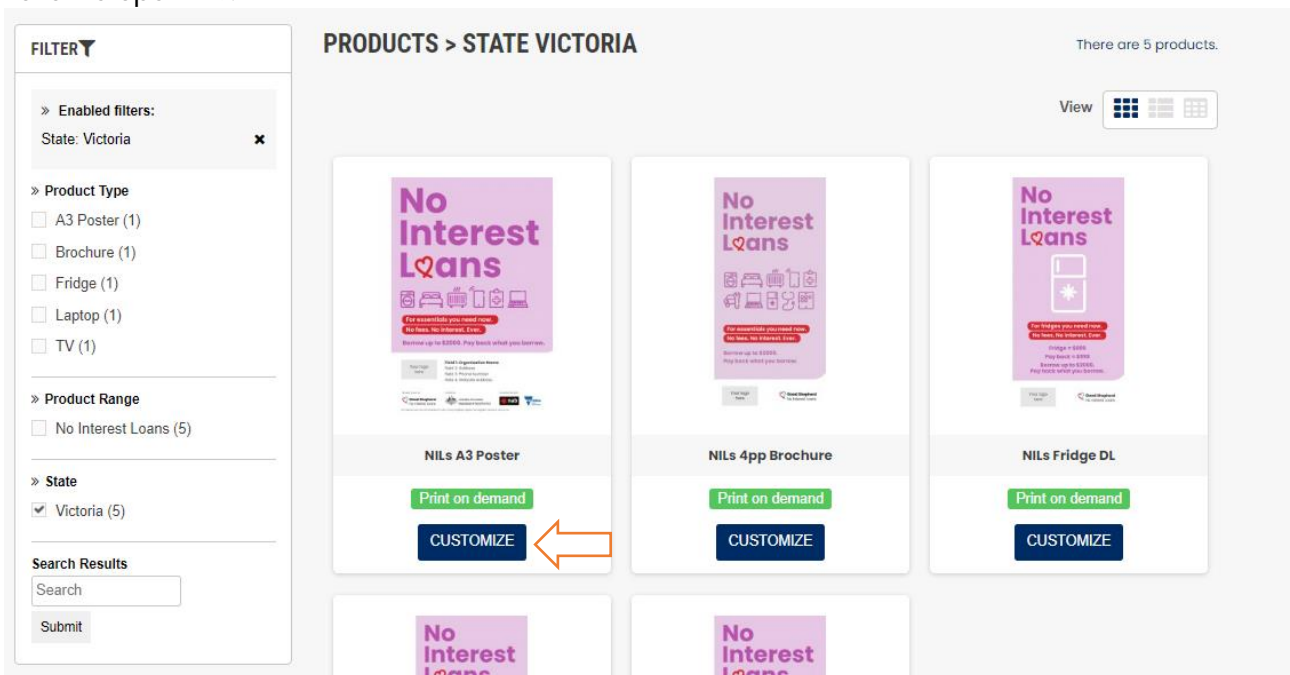


**STEP TEN. A “Continue Shopping”**

Continue Shopping takes you back to your main products page.

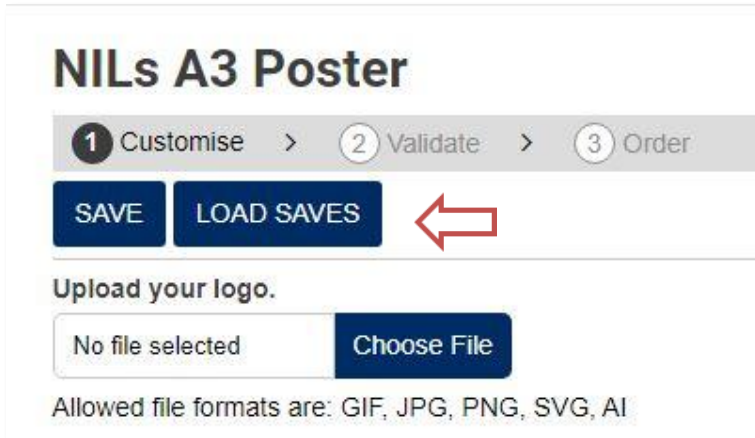
Where you will select the next product for customisation.

Follow steps 1 – 9.



[K03]

If this is part of the saved collateral used for 4pp DL Brochure – select **“Load Saves”**.



On **“My Saves”** screen select Load and your poster be populated with the same content.



The A3 poster will now be populated with the same logo and contact information as the 4pp Brochure – proof and add to cart. Repeat this process for all the creative items you wish to order.


### **STEP TEN. B “Checkout”**

You will now see your **“Shopping-Cart Summary”**. It will list your printed items first, followed with any Digital Downloads you have requested.

This is where you check the quantity being ordered. This can be edited by clicking on the pencil in the **“Qty”** column.

If you wish to remove a product from your order. Click on the **BIN** image in-line with the same product & line item.

When you are happy with your order click **“Next”**.

 > Your shopping cart









### SHOPPING-CART SUMMARY

Your shopping cart contains: 3 products

**1**  
Summary

**2**  
Address

**3**  
Submit

Product	Description	Qty	
	<b>NILs A3 Poster</b> <a href="#">Print Version</a> Customization ID: 1426 Save name: Salvation Army - Fitzroy	x 2 Packs of 5 	
	<b>NILs 4pp Brochure</b> <a href="#">Print Version</a> Customization ID: 1423 Save name: Salvation Army - Fitzroy	x 2 Boxes of 50 	
	<b>NILs A3 Poster</b> <a href="#">Digital Download</a> Customization ID: 1426 Save name: Salvation Army - Fitzroy	1	

 [CONTINUE SHOPPING](#)

 [NEXT](#) 

If you need to add more items to your order; click "Continue Shopping" and you will return to the products page to create more customisations.

## Delivery / Finalising order

You can request delivery of your printed items to **one delivery point or multiple delivery points**

### One delivery point:

If you require delivery of all collateral to one delivery point only, click on **“Specify a Delivery Address”**.

The screenshot shows the 'ADDRESSES' page on the Good Shepherd website. At the top, there is a search bar and user information (Logout, Adrienne Teague, 3 Items). Below the navigation bar, the page is titled 'ADDRESSES' and has a progress bar with three steps: 1. Summary, 2. Address, and 3. Submit. Below the progress bar, there are two options: 'CLICK BUTTON BELOW TO SHIP TO A SINGLE ADDRESS.' with a 'SPECIFY A DELIVERY ADDRESS.' button, and 'CLICK BUTTON BELOW TO SHIP TO MULTIPLE ADDRESSES.' with a 'SPECIFY MULTIPLE DELIVERY ADDRESSES.' button. A red arrow points to the 'SPECIFY A DELIVERY ADDRESS.' button.

The address you entered when registering is the delivery address default. If this is correct, use this address for delivery. Or update this address removing errors or if you have moved since registering, by clicking on **“Update”**.

If you need to deliver to a different address entirely; click on **“Add a New Address”**.

The screenshot shows the 'ADDRESSES' page on the Good Shepherd website. At the top, there is a search bar and user information (Logout, Kat O'Brien, 3 Items). Below the navigation bar, the page is titled 'ADDRESSES' and has a progress bar with three steps: 1. Summary, 2. Address, and 3. Submit. Below the progress bar, there is a dropdown menu labeled 'Choose a delivery address:' with 'My address' selected. Below the dropdown, there is a box titled 'YOUR DELIVERY ADDRESS' containing the address details for Kat O'Brien. At the bottom of the box, there is an 'UPDATE >' button and an 'ADD A NEW ADDRESS >' button. Red arrows point to both buttons.

Update your address, add any **“Additional Information”** e.g., any specific office opening hours, change the name of your address as relevant and click **“Save”**.

### Additional information

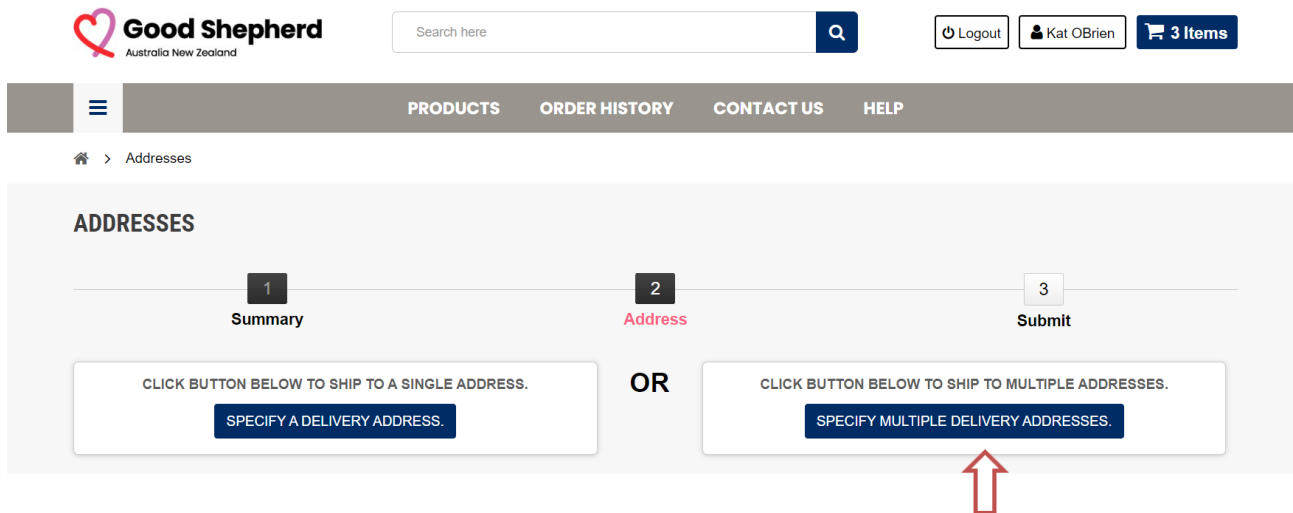


Type a brief description of your address for future selection when placing orders. \*

## Multiple delivery points:

If you have more than one delivery point, click on **“Specify Multiple Delivery Addresses”**.



This will split the products being ordered, to enable delivery to multiple addresses.

On the screen below you will see two line items for A3 posters. You will see a few differences in the Description Column. Please refer to the customization ID, you will see, between the two posters, that they are different as is there save.

These differing factors will be our guide as to which poster and how many will be sent to what address.

Click on the **“Ship to Multiple Addresses”** button.

You will do this for each product item you wish to split quantity and ship to different addresses.

## ADDRESSES

1

Summary












2

Address

3

Submit

Choose the delivery addresses

Product	Description	Qty	Shipping address	
	<b>NILs A3 Poster</b> <a href="#">Print Version</a> Customization ID: 1426 Save name: Salvation Army - Fitzroy	x 2 Packs of 5 	Good Shepherd - La Trobe Office  <a href="#">SHIP TO MULTIPLE ADDRESSES</a> 	
	<b>NILs 4pp Brochure</b> <a href="#">Print Version</a> Customization ID: 1423 Save name: Salvation Army - Fitzroy	x 2 Boxes of 50 	Good Shepherd - La Trobe Office  <a href="#">SHIP TO MULTIPLE ADDRESSES</a>	
	<b>NILs A3 Poster</b> <a href="#">Digital Download</a> Customization ID: 1426 Save name: Salvation Army - Fitzroy	1		

[ADD A NEW ADDRESS >](#)

You will see on this screen (above) a default shipping address "Good Shepherd – La Trobe Office". This was generated from the address book. If you chose NOT to click on "Ship to multiple Addresses" here, and instead, scrolled to the bottom of your products and clicked "Next". Then all products will ship to that Default address.

By Clicking on "Ship to Multiple Addresses" you will be prompted to **"Add a New Address"**, click on this button.





Enter all required address fields, add in any additional information such as opening times. Remember to give this address a recognisable name, for your easy reference. Click on **“SAVE”**.


**Additional information**

Type a brief description of your address for future selection when placing orders. \*

My address

CANCELSAVE >

Add as many addresses as you need. With the additional addresses now entered, click on the “Ship to Multiple Addresses” button.



Logout Kat OBrien 3 Items


☰PRODUCTSORDER HISTORYCONTACT USHELP

Home > Addresses

### ADDRESSES

1 Summary2 Address3 Submit

Choose the delivery addresses

Product	Description	Qty	Shipping address
	<b>NILs A3 Poster</b> Print Version Customization ID: 1426 Save name: Salvation Army - Fitzroy	x 2 Packs of 5	Good Shepherd - La Trobe Office <b>SHIP TO MULTIPLE ADDRESSES</b>

Qty	Shipping address
x 2 Packs of 5	Good Shepherd - La Trobe Office <b>SHIP TO MULTIPLE ADDRESSES</b>

A pop out screen will now ask you to select the relevant addresses for that product to be delivered to. In this case the Poster will get to all three addresses, in this instance we will **“Select All”**. As each need dictates, we would select/deselect as required.

Click **“Submit”**.

## Select addresses you want to ship to.

[Select All](#) [Unselect All](#)

- Salvation Army - Fitzroy
- Salvation Army - Camberwell
- Good Shepherd - La Trobe Office

 [SUBMIT](#) [CANCEL](#)

The A3 poster in this order has now been split over three line items. The automatic system settings default the quantity to the minimum order amount. This can be edited by clicking on the pencil image in the "Qty" column.


**You will need to do this for every product you wish to ship to multiple delivery points.**

In this order we had an A3 poster and a 4pp DL Brochure which we split over three addresses. In all cases we adjusted the quantity to suit the specific delivery point. The products on order will now be grouped and displayed by their delivery point.

At the start of this process, we had three product line items – a printed poster, a printed brochure, and a digital download of the poster. We now have seven product line items.

Please double check quantities of each item relative to their shipping address.

Add any relevant comments to your order and Click "Next".

	Customization ID: 1426 Save name: Salvation Army - Fitzroy		
---	---	--	--

[ADD A NEW ADDRESS >](#)

If you would like to add a comment about your order, please write it in the field below.

[< PREVIOUS](#) [NEXT >](#)

NOTE. To display the full delivery address, click in the yellow information box.

Good Shepherd Australia New Zealand

Search here

Logout | Kat O'Brien | 3 Items

PRODUCTS | ORDER HISTORY | CONTACT US | HELP

Your payment method

1 Summary | 2 Address | 3 Submit

Product	Description	Qty	Address
	NILs A3 Poster Print Version Customization ID: 1426 Save name: Salvation Army - Fitzroy	x 2 Packs of 5	Good Shepherd - La Trobe Office
	NILs 4pp Brochure Print Version Customization ID: 1423 Save name: Salvation Army - Fitzroy		Good Shepherd - La Trobe Office

**Delivery Address**

Lv 1, 485 La Trobe Street Melbourne 3000

OK

Click "OK".

Returning to One Delivery Point.

You will then return to the "Addresses" screen, if you need to communicate a specific message on this order; please add this to the "Comments" box and click "Next".

**ADDRESSES**

1 Summary | 2 Address | 3 Submit

Choose a delivery address:

Good Shepherd - La Trobe Office

**YOUR DELIVERY ADDRESS**

Kat O'Brien  
 Good Shepherd Australia New Zealand  
 Lv 1, 485 La Trobe Street  
 Melbourne VIC 3000  
 Australia  
 0437858284  
 0437 858 284

UPDATE >

ADD A NEW ADDRESS >

If you would like to add a comment about your order, please write it in the field below.

USER GUIDE EXAMPLE - TEST 2022

PREVIOUS < | NEXT >

Confirming your order, this is the final order step, please peruse your items and selected quantities one final time. If all is in order, click on **“I confirm my order”**.

**Good Shepherd**  
Australia New Zealand

Search here

Logout | Kat O'Brien | 3 Items

PRODUCTS | ORDER HISTORY | CONTACT US | HELP

Home > Your payment method

**1 Summary** | **2 Address** | **3 Submit**

Product	Description	Qty	Address
	<b>NILs A3 Poster</b> Print Version Customization ID: 1426 Save name: Salvation Army - Fitzroy	x 2 Packs of 5	Good Shepherd - La Trobe Office ⓘ
	<b>NILs 4pp Brochure</b> Print Version Customization ID: 1423 Save name: Salvation Army - Fitzroy	x 2 Boxes of 50	Good Shepherd - La Trobe Office ⓘ
	<b>NILs A3 Poster</b> Digital Download Customization ID: 1426 Save name: Salvation Army - Fitzroy	1	

PREVIOUS | I CONFIRM MY ORDER

Order Confirmation, you will receive your order reference on this screen. You will also receive confirmation email which is where you will **download your PDFs**.

**ORDER CONFIRMATION**

**1 Summary** | **2 Address**

**Your order on Good Shepherd is complete.**

Your order reference is WSVJXMMNA.

An email has been sent to you with this information.

**Your order will be processed as soon as it is approved.**

If you have requested a PDF download, you will receive an order confirmation email with a Download PDF link.

For any questions or for further information, please contact our customer service department.

VIEW YOUR ORDER HISTORY

Confirmation email click on **“Download PDF”** button to access your PDF.

National

**NILs 4pp Brochure**  
Customization ID: 580  
Save name: Salvation\_Army\_VIC\_generic contact details  
**Digital Version**

**Download PDF**

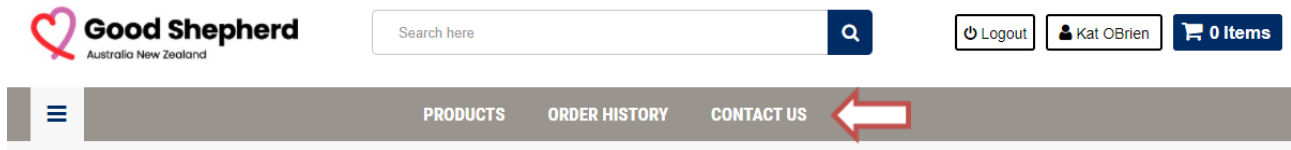
Your PDF will download into the left-hand corner of your web browser. Click on this to open your PDF. Open and save this PDF to your computer. Change its name to something that is recognisable to you.

Note on uses for the PDF Download.  
The PDF is for digital circulation only. It is not suitable for high quality print.  
Instead, please use the printed items Good Shepherd has supplied.

## Help!

### Contact us online

The Contact Form can be accessed via the main menu as shown below



Complete the online enquiry form and a member of our team will be in **contact within 24 hours / 1 business day**

Please specify in your message preferred method of contact – phone / email

A screenshot of the 'CUSTOMER SERVICE - CONTACT US' form. The form is titled 'SEND A MESSAGE' and includes fields for 'Subject Heading' (a dropdown menu), 'Email address' (with 'adrienne21@gmail.com' entered), and 'Order reference' (a dropdown menu with a yellow highlight and text: 'If you have a specific order enquiry, select one from the list.'). There is also an 'Attach File' section with 'No file selected' and a 'Choose File' button. A large 'Message' text area is on the right. A green 'SEND >' button is at the bottom left.

### Via email

For technical support with the portal including logo uploads, customisations, delivery address issues etc. – please email: [info@goodshep.busplus.com.au](mailto:info@goodshep.busplus.com.au)

#### NEED HELP?

If you are having any issues saving your customisation or uploading your logo please contact us at

[info@goodshep.busplus.com.au](mailto:info@goodshep.busplus.com.au)

We would be happy to help.

#### Good Shepherd Communications / Marketing Team:

For feedback or help relating to the NILs Marketing material or to request additional print quantities above the maximum limits please contact:

Shelley Nowlan

[communications@goodshep.org.au](mailto:communications@goodshep.org.au)



## Appendix

### A1 - How do I change my password?

Change your password by clicking on **your name**.

On the next window click on **“My personal information”**.

On the final window please **change your password and click “SAVE”**.

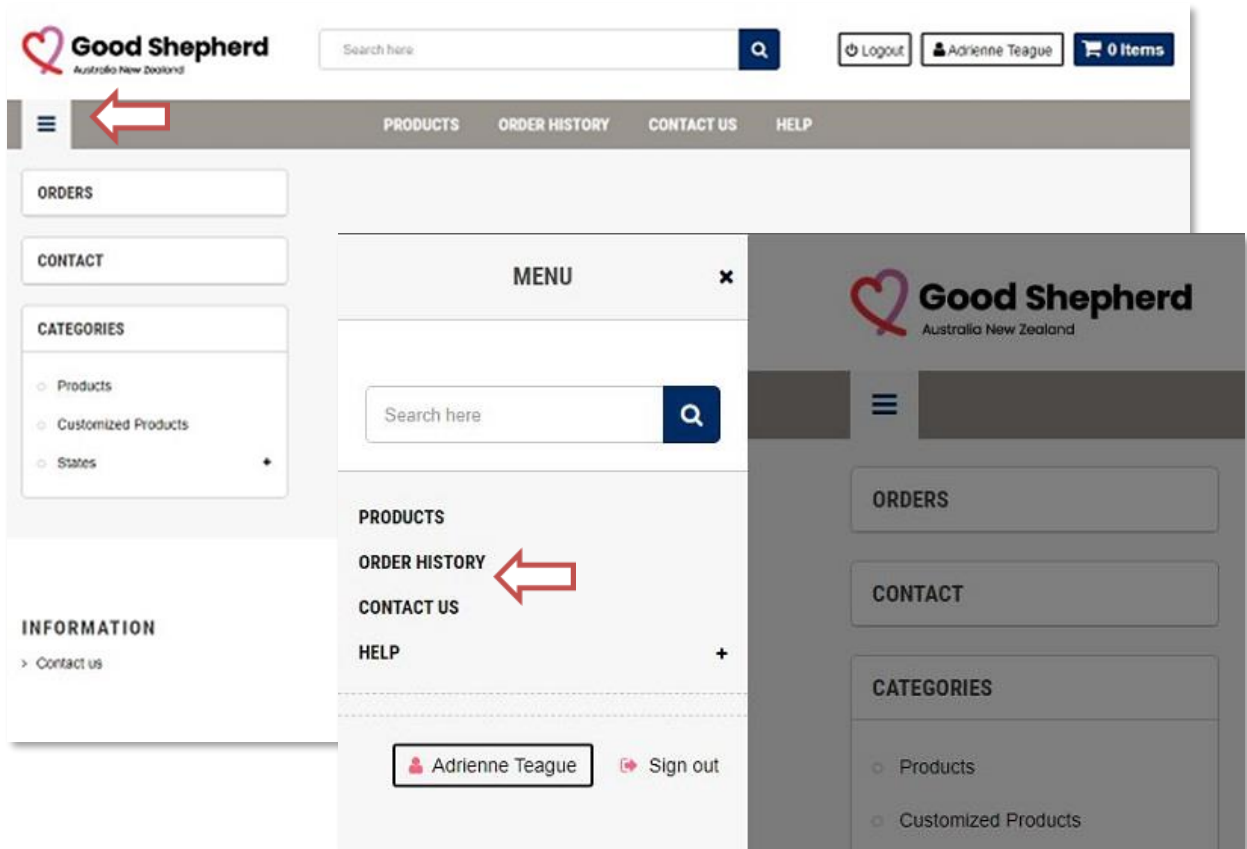
The image consists of three overlapping screenshots of the Good Shepherd Australia New Zealand website, illustrating the steps to change a password. Red arrows indicate the sequence of actions.

- Top Screenshot:** Shows the main website header. The user's name, "Adrienne Teague", is displayed in the top right corner next to a "Logout" button and a shopping cart icon showing "0 Items". A red arrow points to the user's name.
- Middle Screenshot:** Shows the "My account" page. The user is logged in as "Adrienne Teague". The page title is "MY ACCOUNT". A red arrow points to the "My personal information" link in the account menu.
- Bottom Screenshot:** Shows the "Your personal information" page. The user is logged in as "Adrienne Teague". The page title is "YOUR PERSONAL INFORMATION". The page contains a form with the following fields:
  - Social title:  Mr.  Mrs.
  - \* First name: Adrienne
  - \* Last name: Teague
  - \* E-mail address: asteague21@gmail.com
  - \* Current Password: [masked]
  - New Password: [input field]
  - Confirmation: [input field]
  - SAVE buttonA red arrow points to the "New Password" field.

## Appendix

### A2 – Navigation on a mobile device

Alternatively, click on the Hamburger Menu. It will open this next screen to the Left Hand Side, which you can use to view the same areas within the site.



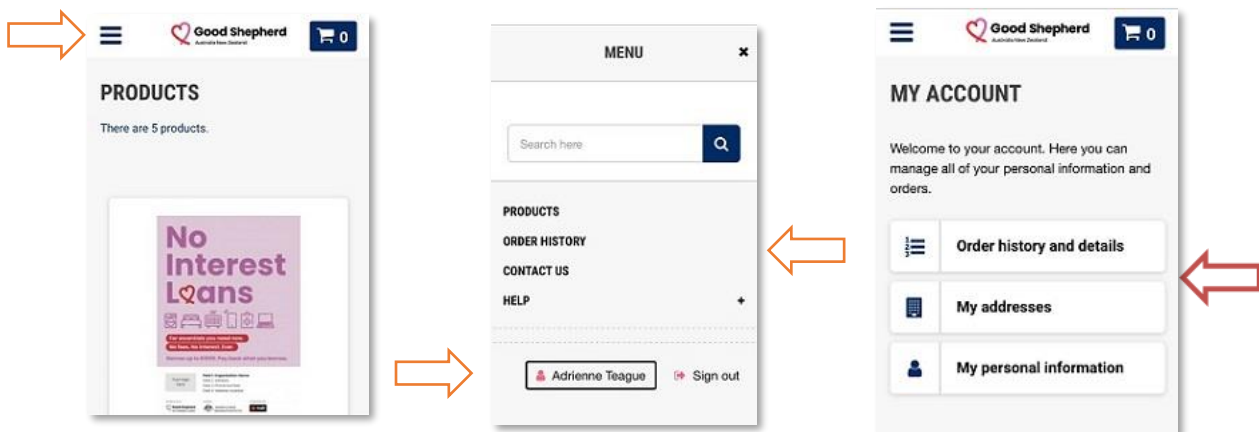
The responsive mobile interface opens directly onto your “Product” page.

Products can be scrolled using touch screen swipe to browse the product list.

To Navigate the site – click on the Hamburger menu as shown below.

This will then layer a second page where you can choose to view “Order History”, “Contact Us” or “Help”.

If you click on your name at the bottom of this page, you will be able to access your account, view your “Order History”, view or change “Addresses” and your “Personal Information”.



# Appendix

## A3 – Making changes to the customisation.

Change your logo by clicking on the “BIN” symbol.

[KO4]

The screenshot shows the Good Shepherd website interface. On the left is a preview of a purple brochure titled "No Interest Loans" with various icons and text: "For essentials you need now. No fees. No interest. Ever. Borrow up to \$2000. Pay back what you borrow." Below the preview are four smaller thumbnail images. On the right is the "NILs 4pp Brochure" customization form. It includes a progress bar (1 Customise, 2 Validate, 3 Order) and buttons for "SAVE", "SAVE AS", "PROOF", "LOAD SAVES", and "VALIDATE >". The current save ID is "Salvos - ID\_SAVE: 665". Under "Upload your logo.", there is a small image of the current logo with a trash icon (the "BIN" symbol) and an orange arrow pointing to it. Below this are form fields for "Organisation Name" (Salvation Army), "Address" (72 Gertrude Street, Fitzroy VIC, Australia), "Phone Number" (03 9388 5500), "Email" (information@salvationarmy.com.au), and "Website Address". A "NEED HELP?" section at the bottom right provides contact information: info@goodshep.busplus.com.au.

Clicking the “BIN” symbol immediately deletes the logo. You will now click “Choose File” and locate a new logo (as per STEP TWO). You text remains unchanged.

Should you need to, you can also change the text fields now.

This screenshot shows the same customization form as above, but with two orange arrows highlighting specific elements. One arrow points to the "Choose File" button in the "Upload your logo." section. The other arrow points to the "Phone Number" input field, which contains the example text "(03) 8796 7000". The rest of the form and navigation elements are identical to the previous screenshot.

At this point, when saving your customisation, you now have two choices:

1. Selecting **"SAVE"** will replace the customisation you had previously saved. Use this if the initial customisation was incorrect.
2. Selecting **"SAVE AS"** will prompt you to give this customisation its own name. You will now have two customisations to choose from when you "load saves" on other pieces of NILs Collateral.