



Brisbane and District Ladies Golf Association

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Online Shop Ordering and Dispatch Procedure

Statement

The Brisbane and District Ladies Golf Association (BDLGA) is a non-profit organisation dedicated to fostering, encouraging and promoting golf for women and junior girls throughout the clubs in the district. A Management Committee is elected at each Annual General Meeting of the Association, and this committee is responsible for the administration and management of the Association's affairs and funds.

Purpose

The purpose of this procedure is to outline how **all product orders via the new online Shop**, established in April 2026 as part of the new BDLGA website launch, will be managed and covers order receipt, clarification of payment, order dispatch, and confirmation of order dispatch.

Scope

This procedure applies to all product orders received via the new BDLGA online Shop.

Requirements

1. Order receipt

1.1 Secretary receives email notification of new order.

2. Payment clarification

2.1 Secretary to forward email notification of new order to Treasurer.

2.2 Treasurer to confirm order payment in BDLGA bank account to Secretary via reply email.

2.3 Treasurer to create an invoice receipt to send to both Secretary and purchaser.

2.4 Secretary to acknowledge receipt of new order via reply email.

3. Order dispatch

3.1 Upon Treasurer confirmation of order payment, order to be posted via Australia Post.

3.2 Secretary to purchase required Australia Post stamp using BDLGA debit card.

3.3 Secretary to ensure BDLGA PO Box address included on rear of envelope in case of need to 'Return to Sender'.

3.4 Secretary to ensure receipt for Australia Post stamp obtained.

3.5 Secretary to submit Australia Post stamp receipt to Treasurer.

4. Order dispatch confirmation

4.1 Secretary to email purchaser on date their order is dispatched.

4.2 All email communication about Online Shop Orders to be filed under 'Treasurer' Gmail.

Version control:

Version	Date	Comment
1.0	19/07/2026	First version of procedure developed by Secretary and Treasurer.
2.0	07/08/2026	Updates to procedure.

Review date: 30 June 2028