

1 March 2019

## New process for ordering

From 1 April 2019 the forms and labels you order from Wickliffe through ECOS online and by phone (like WoF and CoF labels, checksheets and LT400s) will be managed through a new publications portal with Blue Star.

This means there'll be a new process to follow when ordering labels and forms (and any other stationery) from the Transport Agency. It's simple and online, with just a few set up steps and then you'll be ready to go.

## New website for ordering

From 1 April 2019 please go to the following website to order your labels and forms:

[https://portal.bluestargroup.co.nz/login/nzta\\_agent](https://portal.bluestargroup.co.nz/login/nzta_agent)

You won't be able to order through ECOS or over the phone from 1 April 2019.

## How to log in

With the publications portal your username is the same as your ECOS username (eg INSXXXXX). The first time you log on enter your username into *both* the username *and* password fields. Do not use your phone ordering number.

## Changing your password

The first time you log on you'll be prompted to change your password, and add an email address to receive order notifications.

The screenshot shows a web form for password reset. It contains the following fields and buttons:

- Message: "Thanks, your default password needs to be reset!"
- Instruction: "You can reset your password by completing the information below."
- Note: "Please Note: This will reset the password for Demo NZTA!"
- Field 1: "Enter New Password:" with a text input containing "enter your new password".
- Field 2: "Repeat New Password:" with a text input containing "confirm your new password".
- Field 3: "Enter Your Email:" with a text input containing "enter your email address".
- Button: "Update" with a checkmark icon.

Three callout boxes with red arrows point to the form:

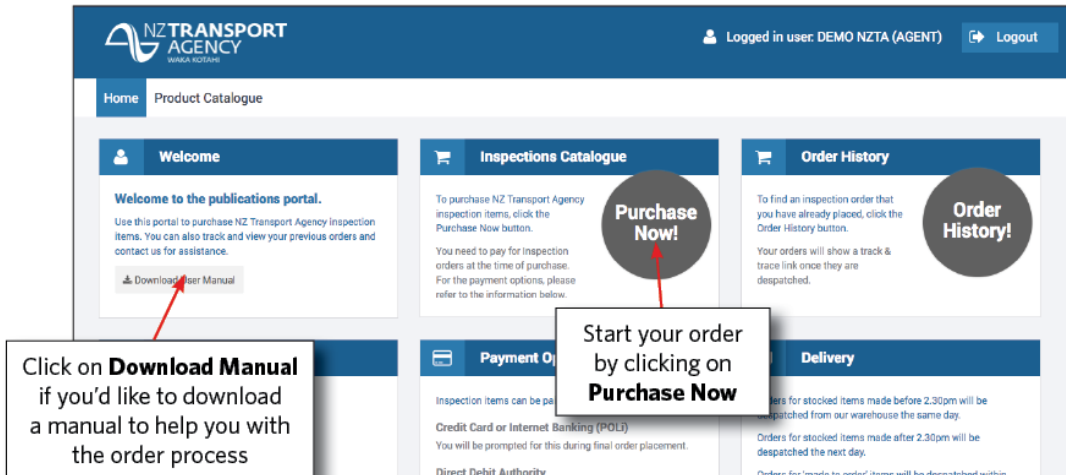
- Box 1: "You'll need to enter your new password twice" (points to the first two password fields).
- Box 2: "Then enter an email address to receive order notifications" (points to the email field).
- Box 3: "Press **Update** when you've finished entering your details" (points to the Update button).

## Place your order

Once you've done this, you'll be ready to place your first stationery order.

Click on the **Purchase Now** button to start your order.

If you need help using the system, you can download a user manual by clicking on **Download Manual**.



## Payment options

There are three ways to pay in the publications portal (check with your bank for any fees they may charge in addition to any surcharges mentioned below):

- Direct debit
- Direct credit
- Credit card (including debit VISA and Mastercard)

### Direct debit

This is where you pre-authorise your bank to transfer money to Blue Star for the amount of your purchase. This is a simple way to pay and does not require your organisation to share any financial information with staff and you can keep all of your banking passwords separate.

We've attached a direct debit authority form to this letter. **Please fill it in, scan and email with proof of your bank account number (eg deposit slip or a screenshot with your bank and details), to [nzta.inspections@bluestargroup.co.nz](mailto:nzta.inspections@bluestargroup.co.nz) as soon as possible so it can be pre-loaded before you make your first purchase.** If you haven't sent in the direct debit authority form there will be a delay on your first order while this is processed.

Please allow 10 working days for the initial set-up of the direct debit.

There are no surcharges with direct debit.

### Direct credit (POLi)

This is where you do an immediate transfer of funds from your bank account to Blue Star through a secure third-party app called POLi. Direct credit has a 1% surcharge capped at \$3.00 plus GST.

## Credit card

This is where you pay for your purchases immediately with a credit card. Blue Star accepts Visa, Visa Debit, Mastercard, Mastercard Debit and American Express. There is a surcharge for credit card payments (Visa/Mastercard: 2.75%, American Express 3.25%).

## Can I still pay by cheque?

As the new ordering system is online only, from 1 April cheques will not be able to be used as a form of payment.

## Will the prices be the same?

Yes. All products will be the same price as they currently are with Wickliffe.

## Can I order over the phone?

From 1 April, you won't be able to make stationery orders over the phone. All orders must go through the website as above.

## How long will it take to process my order?

Orders will be dispatched within 24 hours. If you place your order before 2.30pm, it will be dispatched the same day.

## Can I track my order?

With the new publications portal you can track your orders from the **Order History** page. Once your order has been dispatched you can track and trace the order. You'll also receive an email when the order is dispatched so you know that it is on the way.

## I'm stuck and need help

If you're having any issues with ordering or using the new website, call Blue Star for assistance on 0800 504 704 or email [nzta.support@bluestargroup.co.nz](mailto:nzta.support@bluestargroup.co.nz).

## If you don't receive your order

If you don't receive your order within three working days please email [nzta.support@bluestargroup.co.nz](mailto:nzta.support@bluestargroup.co.nz).

Regards,



Ali Hemi

Manager, Contract Management and Support