

Covid 19 Update

Subject Heading: ITM - Preparing for Level 3

Level 3 - 28th of April

Following the Government's announcement of changes to Alert Level 3 requirements and the announcement that the construction sector will be returning back to work once we move out of Alert Level 4, we would like to share with you some changes to how ITM Stores will operate as we move to reopen in Level 3.

Far North ITM will commence contactless trading from Tuesday April 28th under Level 3. We will be processing orders preferably received via email if that can't be achieved then by phone and are able to receive those now. Alternately Orders can also be placed via our Website <https://farnorthitm.co.nz/> via requesting a quote, this ensures you are selecting the right product you want.

- Mangonui **Sales@fnitm.co.nz**
- Kaitaia **Saleskaitaia@fnitm.co.nz**

Collection or Delivery of Orders Placed

- Once we have received your order it will be put in the queue as we are processing them in order that we receive them in
- If you are collecting; you will be contacted with a time to collect
- Far North ITM On-site process; Sign in at the checkpoint, we will be recording time in/time out for contact tracing, you will be directed where to park for collection of goods ordered and loaded, once loaded you can exit the car to tie down. If the product does not require to be loaded, you will be shown where you can collect the product. Please respect the 2m distancing from our staff. If you require to make an EFTPOS payment you will be directed to the area to make payment.
- If you requested a delivery; a time will be confirmed back once the order is processed - please refer to the ITM Deliver to Customers Attachment for our process.
- Paperwork will be provided via email; packing slip, invoices & receipts. 'Justoneclick' has all your account information whether you are on a charge account or cash account, it will show you all your invoices and orders not processed yet. Please contact accounts if you wish to have access to this.

Payments

If you are not on a charge account preferred method of payment is via credit card over the phone or via Direct Credit before collection. Payment needs to be received before goods can be taken. Bank Details will be emailed through on a proforma invoice

Milk Run

We are going to introduce the Milk Run - Delivery of building products on set delivery day/times, more info will be sent out in the next couple of days. This is to minimise people coming to the ITM sites and introduce a cost-effective delivery service.

Both stores will be operating the following trading hours:

- Monday to Thursday 8am -5pm
- Friday 8am to 4pm
- Saturday 8am to 1pm

The best contacts are your Trade Sales Teams.
Contact information for Orders:

Stores	Phone	Email
Mangonui	09 406 0048	sales@fnitm.co.nz
Trade Sales - Ross	027 256 5036	ross@fnitm.co.nz
Trade Sales - Jamee	022 544 5921	Jamee@fnitm.co.nz
Accounts - Danielle	027 293 9903	accounts@fnitm.co.nz
Kaitaia	09 408 3927	saleskaitaia@fnitm.co.nz
Trade Sales - Kirsty	022 183 8136	kirsty@fnitm.co.nz
Trade Sales - Jimmy	027 437 47563	jimmy@fnitm.co.nz
Accounts - Danielle	027 263 6373	accounts@fnitm.co.nz
Frame & Truss		
Enquiries - Ross	027 256 5036	ross@fnitm.co.nz

Charge Accounts

- Thank you to all the customers who have paid their accounts, it is very much appreciated as it allowed us to pay our suppliers.
- Accounts which are not up to date will not be able to continue to charge up until the account is clear, so please do not be offended if we tell you your account is on hold.
- As per trading terms accounts are due on the 20th of the month following charge up.
- Any concerns please contact Accounts. **accounts@fnitm.co.nz**

Remember, if you are feeling unwell or showing symptoms of the below, please don't come into the store, stay home and consult your GP or Healthline on 0800 3585453.

- fever
- cough
- shortness of breath
- sneezing or a runny nose

Rest assured that we are working to ensure safe working environments for both staff and customers across all 94 ITM Stores. Please note, the Alert Level parameters and status are subject to change, and as such, ITM will react accordingly.

Should you wish to discuss any of the above directly, please contact: Danielle Moa - 0272939903 or Anaru Moa - 0273633202

Please take the time with your families to ensure all precautions are taken in stopping COVID-19.

Stay safe, we look forward to seeing you soon.

The Far North ITM Team