



MS Society online shop - Frequently asked questions

What is the MS online shop?

Our online shop is a website managed by an external distribution company. You can order all our information resources from there as well as our fundraising and merchandising materials. These can be for your own use, for passing on to people affected by MS, and for all sorts of branch events. Information resources are free, and there is no charge for postage. Other materials have to be paid for.

How long does an order take to arrive?

Orders should reach you within four days of placing the order, but it's worth leaving five working days to be safe. If you need an order to arrive at a particular address on a specific date please contact us.

Can anyone use the online shop?

Yes. As a member of the public you can go onto the shop and order one free copy of any of our information resources. You can also order a limited selection of MS Society merchandise and pay for it with a credit card. You only need to register your details if you choose to.

What if I don't have internet access?

You can still use our paper order form for fundraising orders, but you would need to send off a branch cheque with the order. For information resources you can telephone the direct orderline **0300 1000 801**. If you need a paper order form please contact us. We ask people to order online whenever possible, however, as we pay for the phone and paper services separately.

What if I need to order in bulk?

As a support volunteer, for example, you may want to order information resources in bulk. As a fundraiser you may want to order paid-for merchandising and awareness-raising materials. Please contact us so that we can give you the correct type of account for your purposes - this usually takes up to one week. If you are ordering paid-for materials the order will have to be authorised before it can be released (see below for more on this).

Is there a limit on what I can order?

For information resources, we restrict bulk orders to 25 of any individual item, and 5 copies of any individual audio CD. If you need more than this in one order, please contact us.

Can more than one person order from our branch?

Yes, more than one person can use your branch account, so long as you do not try to use them at the same time. This could result in corrupted orders!

What do you mean by authorising orders?

When you order merchandising or awareness-raising materials we take the money out of your branch bank account to pay for them - we do this at the end of each quarter. This is why the order must be authorised by your branch treasurer, (or chair or secretary) who should have an authoriser account. If there is no-one in your branch with an authoriser account, or if they do not authorise your order for any reason, it will not be released.

Authorisers have personal accounts, not branch accounts. If you are an authoriser and have any questions about this, please contact us.

I'm a branch authoriser. Why do I have to authorise every item on the order individually?

You don't have to do this. If you wish to authorise the whole order in one go you can do so by using the 'status update' section at the top of the order summary screen. In the status box choose the menu item 'select all'. You will then need to add a comment, which could just be 'all authorised' or whatever you want to say.

How do I find what I want on the online shop?

The items are divided into categories for browsing – scroll down to find a category of interest to you. If you know the title or code of the item you are looking for, you can enter that into the search box. If using a title, it's best to use just one word out of the title. If you are using the code for an information resource, only enter the part of the code before the forward slash. For example, for our guide to *Claiming Personal Independence Payment (PIP)*, just enter 'PIP', or 'ES30'.

The second category, 'Key publications', follows the list on the website which we update each month.

I have an account but I can't order what I want. Why not?

It's possible that you have the wrong type of account. For example, if you have an authoriser account you will never be able to order items yourself -

another member of the branch must do this. Or you may find you can only order one copy of a resource when you need several copies, or that you can't see the branch materials. In any of these cases contact us so that we can sort out the account for you.

What if I'm not in when the materials are delivered?

The answer depends on whether the package goes by Royal Mail or courier (we choose the cheapest method for the parcel weight). A courier may be able to deliver to a neighbour if you have specified this in the 'Special delivery instructions' box, whereas the postman is more likely to put a card through the door. We can't track Royal Mail parcels but we can track courier parcels.

What do I do if my order doesn't arrive?

If your order doesn't arrive within five days please contact us. If you are a branch purchaser please make sure that the order has been authorised first. If it has not been authorised it will not have been released. If there is a problem over authorisation please contact us.

I want to send some materials direct to a third party. Can I do this?

Yes, you can overwrite the new delivery details on the delivery screen (and even save this address for future use). If the order needs to arrive within certain time limits please contact us to discuss.

I've got a question not answered above. How do I find the answer to it?

Please phone or email us for any further information and with any question about our online shop, including a forgotten password, an item you can't find, or an order that hasn't arrived.

Online shop contact details

Online shop link - <http://osc2.bmc-ics.com/mss2/public/index.php>

Volunteer website link - <http://volunteers.mssociety.org.uk/shop>

Email - shop@mssociety.org.uk

Tel - 020 8438 0999