



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

**FAQ's**

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



## Welcome to the Good Shepherd online customised portal

Access the customised No Interest Loans (NILs) marketing portal for printed and digital marketing materials. These materials are branded, client-facing materials to help you promote NILs.

This saves you time creating your own materials with access to digital PDFs to use immediately and printed materials delivered to your door.

To view the full NILs Customised Marketing Portal User Guide click this link:

<https://goodshep.org.au/customised-marketing-portal/>

Or go to the "Help" Menu at: <https://goodshep.busplus.com.au/>

The below FAQs outline how this service works.

### ACCESS & NAVIGATION:

#### How do I 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 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 system via a smart phone device such as Apple iPhone (iOS) or Samsung Galaxy (Android).

#### How do I register?

See user guide page 4 or watch this How To Video:

<https://youtu.be/FBNZddKX8Y0>

#### How do I navigate the Marketing Portal?

See user guide pages 6 to 7 or watch this How To Video:

<https://www.loom.com/share/64be90ff164d417a9c040372efb9949a>

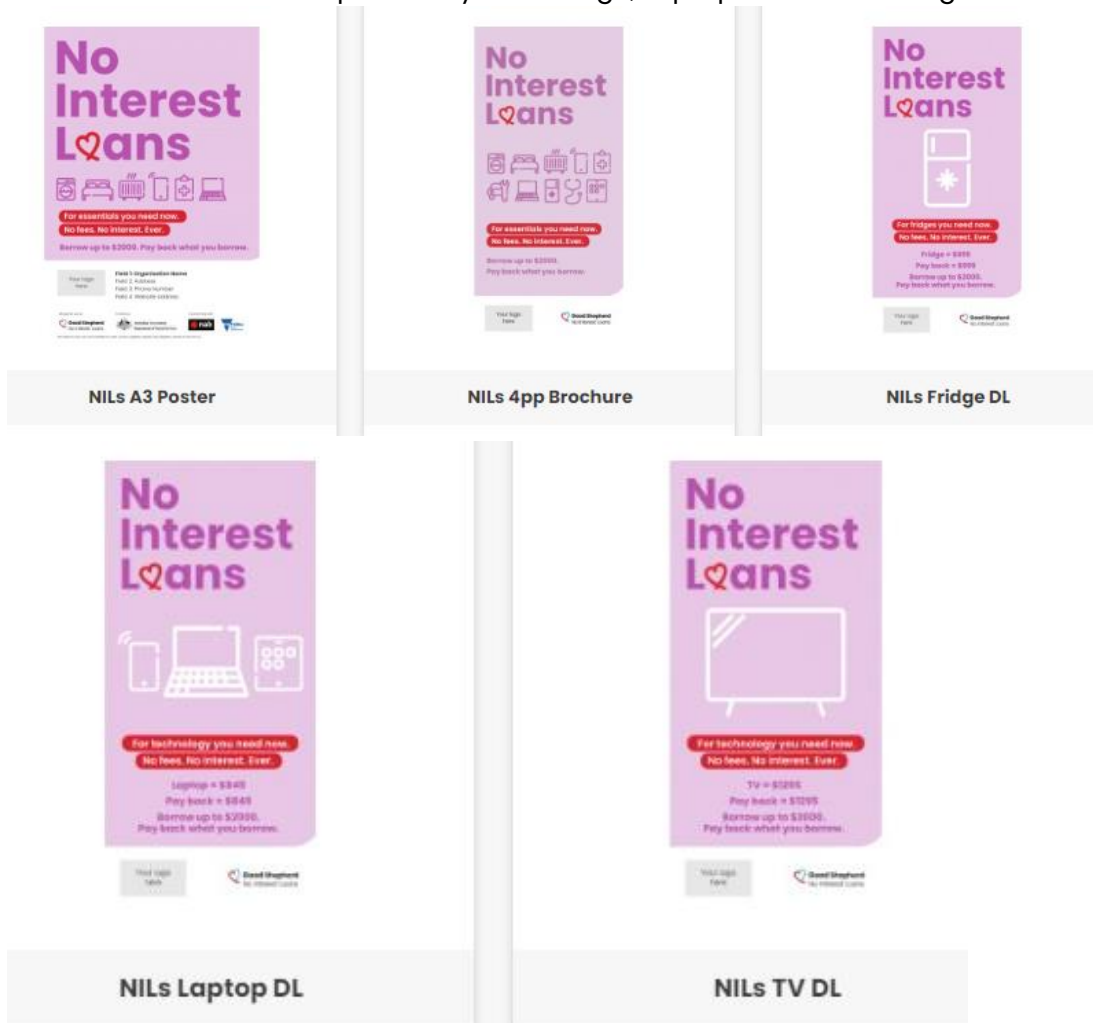
#### How do I update my personal information and account details including changing my password?

See user guide page 5

## TEMPLATES:

### 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. One design.



### Can I order printed & electronic / digital materials?

Yes – you can order just printed materials, just electronic materials, or both. Customise the materials (add logo and contact details) you want and select “Print only”, “PDF Only” or “Both Print & PDF” when ordering.

## PRINT / DELIVERY:

### Are there minimum / maximum print order quantities?

Yes.

Fixed quantities are more efficient than printing different quantities of each item, and provide cost savings to Good Shepherd as we place a bulk National order with our print supplier.

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 organization.

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

### Can I order larger quantities?

No – you can not order larger quantities than the maximum set via the Marketing Portal. We have set fixed quantities in the Portal as it is more efficient, provides cost savings and ensures we can cater to all of our providers Nationally.

**However:**

If you wish / have a need for larger print quantities to reach more NILs eligible clients, please add this request in the “**additional information**” section at checkout or contact [communications@goodshep.org.au](mailto:communications@goodshep.org.au) with your request. Please be specific in terms of your desired quantities per item and we will evaluate this against our budget for this activity and always try to accommodate these requests.

### Who pays for the print & delivery?

**This is FREE.** Good Shepherd pay the cost of printed materials. You will not be charged for the print and delivery of your customised materials.

**NO INTEREST LOANS** There are 5 products.

Order FREE printed and digital **No Interest Loans** customised marketing materials.

### How long will my print order take for delivery?

We are producing orders via a weekly print cycle. For orders placed before 5pm on a Tuesday – processing of those orders will occur on Wednesday & Thursday. Print on Friday. Shipping from Monday. **Please aim to have you order in by Tuesday 5pm.**

### Can I order print to multiple locations?

Yes – you can order to a single or multiple deliver location/s. See user guide pages 17 to 24 or watch this “How to Video”:

<https://www.loom.com/share/d09c123d32d24f8990ebf22bc8d11bd3>

## CUSTOMISATION:

### What file formats do you accept for logos?

In one of the following file formats: GIF, JPEG, PNG, SVG, AI

### How do I customise posters and flyers to show my organisation’s logo and details?

Click on the product you wish to customise and upload your logo under the **“Choose File”** section. Enter your organisation’s details, including address (optional), phone number, and email address/website (optional) under each item you want to order.

Follow the step-by-step customization process in the user guide pages 8 to 15 or Watch this How To video:

Single Customisations:

<https://youtu.be/q17eQtBixGA>

Multiple Customisations:

<https://youtu.be/HQk53CO37RI>

**Will I see a proof of my items?** Yes. You cannot order any items (print or PDF) without approving a proof of your customisation.

**Who approves the Proofs?** **You approve the final proof.** We have approved templates in place to receive your logo and/or text. You will customise these templates, the system will generate a proof for your approval. You can not order any materials without first approving your proof. Please ensure you check spelling and ensure phone numbers / emails / web address are correct before you approve your proof.

**I only want to order for 1 x organisation to 1 x address ....**

Watch this How To video:

<https://www.loom.com/share/6893263280744e398ab2fec5541f3b1a>

**I want to order for 1 x organisation to multiple delivery addresses .....**

Yes. You can choose up to 10 locations per item.

Watch this How To video

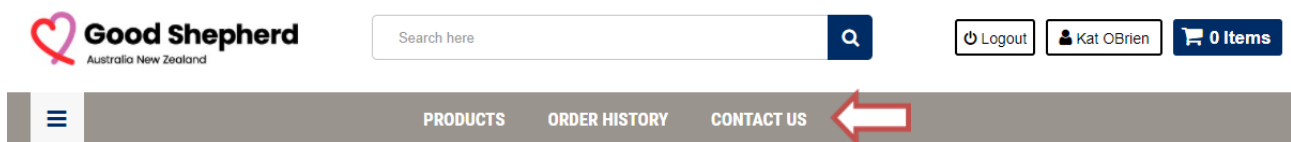
<https://www.loom.com/share/d09c123d32d24f8990ebf22bc8d11bd3>

## Help!

**How do I get further help & support .....**

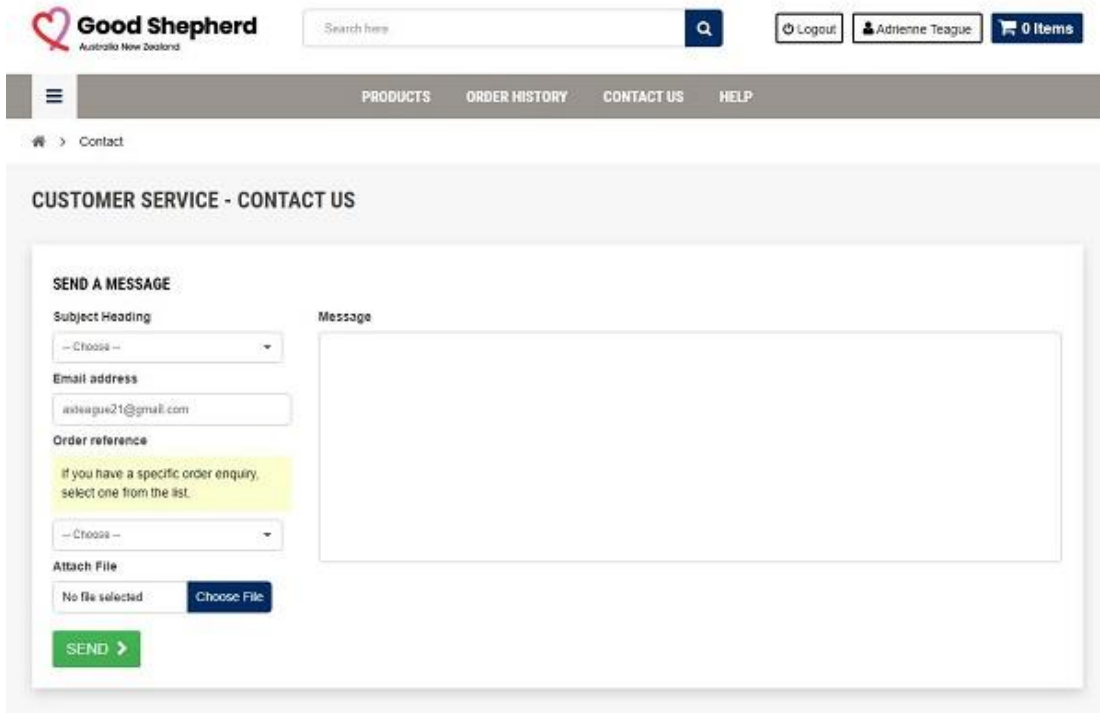
**In the portal platform .... Contact us online**

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



## 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)

OR

Email your dedicated State Manager