

# Black Friday-Cyber Monday Sale 2021

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*Frequently Asked Questions (FAQs) - External*



## Contents

1. About the BLACK FRIDAY-CYBER MONDAY Sale .....	2
2. Discounts in the BLACK FRIDAY-CYBER MONDAY Sale .....	2
3. Fulfilment of online products .....	2
4. Packages available in the BLACK FRIDAY-CYBER MONDAY Sale.....	4
5. Consuming online content .....	4
6. Help and support .....	6

# 1. About the BLACK FRIDAY-CYBER MONDAY Sale

## 1.1. How long does the BLACK FRIDAY-CYBER MONDAY Sale campaign go for?

The BLACK FRIDAY-CYBER MONDAY Sale will launch on Thursday, 25 November 2021 at 10.00am AEDT and finish on Tuesday, 30 November 2021 at 11.59pm AEDT.

## 1.2. Who is the BLACK FRIDAY-CYBER MONDAY Sale available to?

The BLACK FRIDAY-CYBER MONDAY Sale is being offered to our entire CA ANZ membership and to non-members in both Australia and New Zealand. It will be available to individual members/non-members and to organisations for group bookings with 6 or more registrants. If you have a group booking, please contact [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com) and they can help process your order.

## 1.3. Where will the products for the BLACK FRIDAY-CYBER MONDAY Sale be made available for sale?

The products will be available for purchase on our eStore and will feature custom campaign landing pages in [Australia](#) and [New Zealand](#). These campaign landing pages will go live on Thursday, 25 November 2021 at 10.00am AEDT.

## 1.4. What products are included in the BLACK FRIDAY-CYBER MONDAY Sale?

There are over **75** online CPD products across Australia and New Zealand available as part of the BLACK FRIDAY-CYBER MONDAY Sale.

There are also **3** packages available in the BLACK FRIDAY-CYBER MONDAY Sale. Please refer to **item 4.1** for more information about the packages.

# 2. Discounts in the BLACK FRIDAY-CYBER MONDAY Sale

## 2.1. How will the BLACK FRIDAY-CYBER MONDAY Sale discount appear on the eStore?

The general BLACK FRIDAY-CYBER MONDAY Sale discount will appear after the member/non-member has added the product to their cart on the eStore. The price shown on the eStore is the full purchase price, and not the discounted price. It will be automatically applied in the cart, unless otherwise stated in Marketing Communication. Discount codes are not required.

However, where a member/non-member has been provided with a specific discount code by email, they will then need to enter that discount code at checkout in the designated box after adding the product to their cart for that particular discount to apply.

# 3. Fulfilment of online products

## 3.1. How will members/non-members receive their product links for CPD purchased in the sale?

Once a member/non-member registers for a product in our eStore (AU/NZ), within 2 hours, they will receive 2 separate emails:

- Email One: Confirmation email with their tax invoice attached
- Email Two: An email containing their product links along with supporting materials - example below:

## CA ANZ Online Learning

Hi Marshia

Thank you for your recent purchase.

Please find below the links to access your online learning and/or additional materials.

Insolvency update and COVID-19

<https://connect.charteredaccountantsanz.com/p52ggtksktnk/>

Materials can be found [here](#).

Remote Working: The Keys to Keeping it Happy, Healthy and Productive

<https://connect.charteredaccountantsanz.com/pgyem85gv9un/>

How to Meditate

<https://connect.charteredaccountantsanz.com/pejakim4vwr2/>

Materials can be found [here](#).

How to Yoga

<https://connect.charteredaccountantsanz.com/pbsflkc2febn/>

Materials can be found [here](#).

Public Speaking and How to Present on Zoom - AU RW

<https://connect.charteredaccountantsanz.com/p3tskwh2oq2g/>

Materials can be found [here](#).

If you require any assistance, please email [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com).

Once you have completed your learning, log your CPD in My CA

(LINK: <https://sforce.co/2MbkMhk>)

Thanks again for choosing Chartered Accountants ANZ.

Kind regards

Chartered Accountants Australia and New Zealand

T: 1300 137 322 (AU) / 0800 469 422 (NZ)

E: [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com)

[store.charteredaccountantsanz.com](https://store.charteredaccountantsanz.com)

[www.charteredaccountantsanz.com](https://www.charteredaccountantsanz.com)

**NB: these emails may end up in the member/non-member's Junk/Spam folder. Please check this before getting in touch with the Member Support Team at [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com).**

### 3.2. What T&C's are members/non-members bound by when purchasing BLACK FRIDAY-CYBER MONDAY Sale products?

They are bound by the eStore T&C's, which are located [here](#). These are also listed in their confirmation email when they've successfully registered for an online product.

## 4. Packages available in the BLACK FRIDAY-CYBER MONDAY Sale

### 4.1. What packages are available for sale during the BLACK FRIDAY-CYBER MONDAY Sale?

There are 3 packages per eStore available during the BLACK FRIDAY-CYBER MONDAY Sale ranging from tax topics, audit and assurance topics, reporting topics to business mindset and people leadership topics across Australia and New Zealand. Some of the packages include complimentary products.

Please note that the BLACK FRIDAY-CYBER MONDAY Sale discounts apply to the total package price and will be applied when the member/non-member adds the package to their cart on the eStore.

### 4.2. How do members/non-members receive their online packages purchased in the sale?

Once a member or non-member registers for a product (paid or complimentary) in our eStore (AU/NZ), within 2 hours, they will be sent 2 separate emails:

- Email One: Confirmation Email with their tax invoice attached to the email
- Email Two: An email containing their product links along with supporting materials.

**NB: these emails may end up in the member/non-member's Junk/Spam folder. Please check this before getting in touch with the Member Support Team at [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com)**

## 5. Consuming online content

### 5.1. How long do members/non-members have to view the online content?

To get the most out of recorded CPD content, we encourage members/non-members to consume the content within six months from the date of purchase. This ensures that the content is relevant and as current as possible.

### 5.2. Do members/non-members need to log their own CPD hours for online content?

Regulation CR7 in The Members Handbook requires members to maintain a log of continuing professional development (CPD). While members can use their own log, CA ANZ have made it easy to keep track using the My CA CPD Log.

The log tracks your CPD hours when you purchase a CPD product from the CA ANZ store. The CPD hours will appear in real-time in the My CA CPD log where members get a quick overview of how they are progressing against specific CPD requirements. Once the member completes the training, they simply 'confirm' the new education record in their My CA Log and the CPD hours are added to their CPD wheel.

Please note that CPD obtained through the following ways are not tracked in the My CA CPD log and will need to be manually entered into the My CA Log by the member:

- Public Practice Program
- LinkedIn Learning
- Learning Partner products

## 6. Help and support

### 6.1. Who do I contact if I have any questions or need help?

Please contact the Member Support Team at [service@charteredaccountantsanz.com](mailto:service@charteredaccountantsanz.com) if you need any help or have questions regarding the BLACK FRIDAY-CYBER MONDAY Sale.

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