



WE'VE CHANGED OUR FREIGHT DISTRIBUTION COMPANY

A number of our partner schools experienced delays and issues with deliveries during 2024. We apologise to those impacted and want to let you know we have listened to the feedback and are making changes to improve our service.

From January 2025, Team Global Express (TGE) will again deliver our school orders. TGE has previously provided excellent service to our schools, ensuring deliveries are received quickly.

As of November 11th, all Book Club orders have been shipped using TGE, and our Issue 8 Book Club customers have already noticed the change.

What does this change mean for 2025 Book Club orders?

- If your email address has been registered with the order, your freight notifications will come from TGE (myteamge@teamglobalexp.com)
- You will receive the following tracking emails to keep you up-to-date: *Shipment Created, Picked-up, Out for Delivery, and Delivered*
- If your mobile phone number is registered with the order, you will also receive an *Advanced Shipping Notice* text message from TGE
- You can also use your tracking number and the TGE portal to check on your order status

We look forward to delivering your orders on time and getting books into the hands of children around the country.