



- Choose CBR
- Nippers, Grout and other happenings
- The future of Merlin Mosaica

**Wonderful support from the ACT Government**

**Fabulous new product**

**Exciting moves afoot**

Welcome all to the June Newsletter. We are approaching the end of the financial year - and life is fantastically hectic, I must say!

### Customer Reviews:

I have re-instated customer reviews on the website. Did you know you can give a rating (0-5 stars), and post a photo?

You can also help my business by leaving a rating on google. Not everyone finds my business via Facebook, and google reviews help to boost my business. You can leave a review here: <https://g.page/merlin-mosaica/review?np> This link is also at the bottom of all my emails.

### YouTube:

I have created a YouTube channel. I certainly don't claim to be a media star, and there are not many offerings on there yet, but I took this step in order to demonstrate how to use some of the amazing new tools I have on the web-site.

Have a look here: [https://www.youtube.com/channel/UCcluGjRF0dYOWkDXRAv\\_PaA](https://www.youtube.com/channel/UCcluGjRF0dYOWkDXRAv_PaA) and promise not to laugh!!!

### Choose CBR:

I had hoped to get this newsletter out before the **Choose CBR** program kicked off, but that didn't quite happen. By now, it is all done and dusted! And what a wild ride it has been! I received my first orders very early in the morning (5:09am to be precise), and this when on until 11:31am, when the website crashed. Throughout the remainder of Day 1, the website yo-yoed up and down - meaning that you could get vouchers, but I was unable to redeem them. The same behaviour recurred on Day 2, causing the admin t4am to pause the program for a week. That was a blessing, as it meant I was able to submit the vouchers for manual redemption, and try to fine tune my processes.

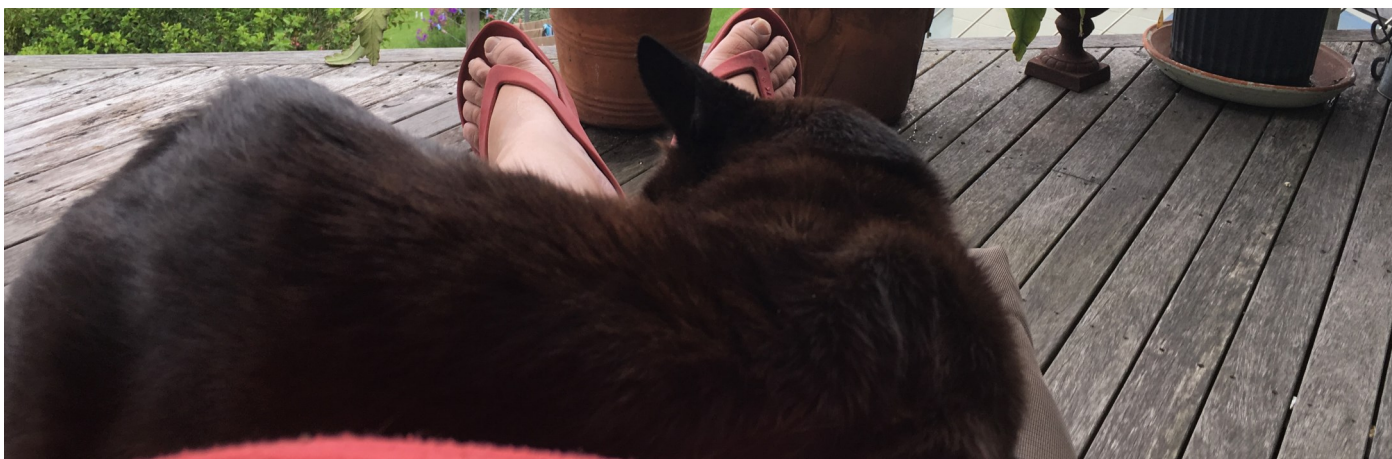
The program was not set-up to handle online businesses such as mine, and so there was a fair bit of manual duck-shuffling by me behind the scenes. Needless to say, I collapsed into bed after Day 2 at 8:30, and then spent the next 2/5 days doing a reconciliation between the bank, my orders and the Choose CBR admin team.

Phase II kicked off at 7:00am Friday 18th June. I pushed everyone heavily towards payment via Bank transfer, not just because it charged me no fees, but also because it involved considerably less manual input from me to process an order than did PayPal, Afterpay or Credit card. The majority of you heard my plea and helped me out - thank you!

I processed my last order of the evening at 11:45pm. Mindful that the "kitty" was depleting fast, I started processing code redemptions at 2:35am on the Saturday morning, and was hard at it until the

*"In nature, light creates the colour. In the picture, colour creates the light"*

*Hans Hofmann*





winners!!

program closed just before 8am. In summary, I processed 114 transactions via the website, plus a number of manual transactions. I think I have around 170 orders generated through the program. What can I say, but a **HUGE** thankyou to all of you who have supported me, and to the ACT Government for such a wonderful initiative - we are all

**Because of the volume of orders, delivery will be slow.** It is not easy for me to get assistance in packing, as my space is not geared for more than one person, and I would have to teach someone new where everything is. Also, my insurance is not set up to have someone working on the space, and tiles and glass can be tricky as we all know.

My aim is to ship the stand-alone, single orders first, as they are simple, then move on to those requiring consolidation. At time of writing, I know that my next shipment of QEP nippers is being packed and sent from the states.

### **New Product:**

My new translucent epoxy grout has shipped, and will be in Australia in mid-July. I have listed it on the website, so you can flag your interest and be advised when it arrives. I have received 2 of the coloured grout (in limited quantities) and more is on its way. I will be listing it sometime during the week or so, once I finalise pricing.

### **In the Pipeline:**

I have so many plans that I am unable to speak of just yet, as they are still in the initial stages, but rest assured, they are all good, and terribly exciting!

### **Retiring Product:**

Once I get through some of the Choose CBR order backlog, I will be re-assessing my product range. A number of items are now out of stock, and I will be carefully assessing them to determine which will be retired. I have to ensure that I stock products that can make a reasonable return.

### **The Merlin Lounge:**

Membership of the Lounge continues to grow at a healthy pace. This is heart-warming, as it indicates that more people are becoming aware of my store.

### **Google & Facebook Reviews:**

Like us? Leave a review on **Google**. It would really help my business a lot ...

<https://g.page/merlin-mosaica/review?np>

Also, if you can, please give me a shout out on **Mosaics Australia**, or one of the other more general Mosaic Facebook pages.

Till next time ...

*Ali*

