

# User guide for ordering resources

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## How to order MITO Resources

Log in to the [MITO Resources site](#) using your mymitonz username and password. You will have received an email with these details.

### Menu options

You will see several menu options across the top of the screen. These provide access to different information as follows:

Menu option	Description
<b>T&amp;Cs</b>	It is important that you are aware of MITO's terms and conditions when you are ordering resources.
<b>Resources Updates</b>	This page has useful information regarding specific resources, i.e. updates and expiry dates.
<b>Resources</b>	This is the default page when you log in. It is where you browse resources and fill your cart.
<b>My Orders</b>	View orders you have placed since MITO's new Resources ordering system went live in May 2026. You can see the status of all orders. Note that you will not be able to see any orders you placed in the previous MITO ordering system.
<b>My Invoices</b>	View invoice details relating to orders you have placed since MITO's new Resources ordering system went live in May 2026. You can download a PDF version of any invoices. Note that you will not be able to see any orders you placed in the previous MITO system.
<b>My Favourites</b>	Save a list of items that you regularly purchase so you can easily find them each time.
<b>Your Cart</b>	This yellow box shows items you have added to your cart and have not yet purchased. There is a count showing how many individual items are in your cart.
<b>My Account</b>	This shows your profile information and it's where you can <a href="#">Logout</a> of the system to end the session.

## How to browse and order resources

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### Step 1 – Browse resources

Use [Search resources](#) bar to browse resources.

#### Note:

- If you have selected a category, for example 'Passenger Transport', you will need to select [Reset Filters](#) at the bottom of the list to be able to search through all resources.
- If you click on a heading resource, you can see more detail about what is included when you order that item—for example, whether it is just an assessment or also includes materials like trainee activity booklets and study guides.

### Step 2 – Order resources

To buy resources, click [Add to Cart](#) and enter the quantity required.

#### Note:

- As you add quantities of items you will see the number in the yellow cart box increase.
- You can alter the quantity entered required using the + / - / [Remove from cart](#) buttons.

### Step 3 – View Your Cart

Click the [shopping cart](#) on top right to see **Your Cart**.

## Step 4 – Proceed to Checkout

The screenshot displays the 'Your Cart' page on the Mito website. The top navigation bar includes links for T&Cs, Resource Updates, Resources, My Orders, My Invoices, My Favourites, a cart icon showing \$27.38 and 2 items, and a My Account link. The main heading is 'Your Cart'. Below this, there is a table of items:

Item	Unit price	Quantity	Total
AM-10980	NZ\$13.69	2	NZ\$27.38

Below the table, there is a 'Continue Shopping' button. To the right, an 'ORDER SUMMARY' box shows:

Subtotal:	NZ\$27.38
GST (incl.):	NZ\$3.57
Total:	NZ\$27.38

A 'Proceed to Checkout' button is highlighted in yellow. A red box highlights the 'Continue Shopping' button. A circled number '4' is placed below the 'Proceed to Checkout' button.

Once you have viewed your cart and are happy that you have ordered everything you need, you should click [Proceed to Checkout](#).

### Note:

- The **Order Summary** displays the breakdown of costs involved.
- Your address determines the shipping fees, so they do not appear until you complete the next section.
- If you need to add more items, select [Continue Shopping](#) on the bottom left of the screen.

## How to check out

The screenshot shows the Mito checkout page. At the top, there is a navigation bar with links for T&Cs, Resource Updates, Resources, My Orders, My Invoices, My Favourites, a cart icon showing \$40.68 and 2 items, and a My Account button. Below the navigation bar, the page title is 'Checkout'. The main content area is divided into two columns. The left column contains two steps: '1 Purchase Order' (with a circled '5' next to it) and '2 Address Information' (with a circled '6' next to it). The 'Purchase Order' step has a text input field for 'Purchase Order Number' containing '0123'. The 'Address Information' step has two sections: 'Shipping Address' and 'Billing Address', both with dropdown menus and 'Edit' buttons. The 'Shipping Address' dropdown is selected, showing 'Waterloo Road, Lower Hutt, New Zealand'. Below this, there is a section for 'Ariel Johns' with the address 'Waterloo Road, Waterloo, Lower Hutt, Wellington 5011, New Zealand' and an 'Edit' button. There are checkboxes for 'Use same address for billing' and 'Signature Required'. At the bottom of the address section, there is a 'Delivery Instructions' field containing 'Leave by front door'. The right column contains an 'ORDER SUMMARY' table. The table has the following rows: 'AM-10980 x 2' with a price of 'NZ\$27.38'; 'Subtotal' with a price of 'NZ\$27.38'; 'Shipping' with a price of 'NZ\$13.30' (circled in red); 'GST (incl.)' with a price of 'NZ\$5.31'; and 'Total' with a price of 'NZ\$40.68'.

### Step 5 – Purchase order

Enter a [Purchase Order Number](#) if you want one recorded against your order. This is not a compulsory field.

### Step 6 – Address information

Enter your [Address Information](#). If this is your first order in the new ordering system, you will need to manually add your address. For any future orders, you can select this address or manually add a new address if you need to.

The address you select will trigger the Shipping cost to populate.

#### Note:

- Make sure to [Save Address](#) if newly entered.
- You can [Edit](#) and [Update](#) your saved addresses at any time. This will not update on any orders you have already placed.

## How to pay

3 **Payment** 7

Choose Payment Method

**On Account**  
Charge to your account and pay later by invoice.

I agree to the [terms and conditions](#) \* 8

Cancel **Pay Now** 9

**Important Note:** Online credit and debit card transactions will not be available initially. All payments will default to **On Account** until further notice.

### Step 7 – Payment method

Choose the **Payment Method**, e.g. **On Account**.

### Step 8 – Terms and conditions

Select the checkbox to agree to the **terms and conditions**. You can click on the blue wording on the screen to view MITO's terms and conditions.

### Step 9 – Purchase

Click **Pay Now**. The order is now complete and the details display.

Order Placed  
Your order has been successfully placed

**Order Information**

Order Number	Order Date	PO Number
MITO-101	May 20, 2026	0123
Payment Method	On Account	

**Delivery Addresses**

Shipping Address	Billing Address
Ariel Johns LearnWell Waterloo Road, Waterloo Lower Hutt, Wellington, 5011 New Zealand	Ariel Johns LearnWell Waterloo Road, Waterloo Lower Hutt, Wellington, 5011 New Zealand
Delivery Instructions Leave by front door	

**Order Items**

Product	Qty	Total
AM-10980	2	NZ\$27.38
Subtotal		NZ\$27.38
Shipping		NZ\$13.30
GST (incl.)		NZ\$55.31

### Note:

- You will also receive an email from **MITO Resources** confirming the order.
- If **Pay Now** is greyed out, there is a compulsory field you have not completed.

## How to view order details or shop some more

Order Items		
Product	Qty	Total
AM-10980	2	NZ\$27.38
Subtotal		NZ\$27.38
Shipping		NZ\$13.30
GST (incl.)		NZ\$5.31
<b>Total</b>		<b>NZ\$40.68</b>

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[View My Orders](#) [Continue Shopping](#)

### Step 10 – View order(s) and/or continue shopping

Click [View My Orders](#) and then [View Details](#).

Order Number	Date	Status	Items	Total	Actions
MITO-101	May 20, 2026	PLACED	2	NZ\$40.68	<a href="#">View Details</a>
MITO-70	May 11, 2026	PRINTING	2	NZ\$40.68	<a href="#">View Details</a>

Click [Continue Shopping](#) to return to **Browse Resources** page and continue shopping.

This will create a whole new order.

## My Orders

Order Number	Date	Status	Items	Total	Actions
MITO-80	May 14, 2026	PRINTING	9	NZ\$152.46	<a href="#">View Details</a>
MITO-67	May 8, 2026	PRINTING	4	NZ\$67.72	<a href="#">View Details</a>
MITO-66	May 8, 2026	CANCELLED	19	NZ\$252.49	<a href="#">View Details</a>
MITO-62	May 7, 2026	DISPATCHED	5	NZ\$66.45	<a href="#">View Details</a>
MITO-61	May 7, 2026	DISPATCHED	20	NZ\$249.35	<a href="#">View Details</a>

In this section, you can see all orders you have placed since the new MITO ordering system went live in May 2026. You can see the status of all orders.

If you select the [View Details](#) button, you can see more detail about the order, including the delivery address and all items ordered. If the order has been dispatched, there will be a tracking link you can use to track the order.

You will still get emails from the MITO system at various stages of your order:

- An initial email when your order has been placed
- An email when your order has been dispatched
- An email when you have asked us to cancel your order—this can only be done if your order has not yet been printed.

**Note:** You will not be able to see any orders you placed in the previous MITO system.

# My Invoices

<a href="#">T&amp;Cs</a>	<a href="#">Resource Updates</a>	<a href="#">Resources</a>	<a href="#">My Orders</a>	<a href="#">My Invoices</a>	<a href="#">My Favourites</a>	\$0.00	<a href="#">My Account</a>
<b>Invoice Management</b>							
Invoice Number	Order ID	Date	Due Date	Status	Total	Actions	
INV00056797	MITO-80	May 14, 2026	Jun 20, 2026	UNPAID	NZ\$152.46	<a href="#">View Details</a>	
INV00056691	MITO-67	May 8, 2026	Jun 20, 2026	UNPAID	NZ\$67.72	<a href="#">View Details</a>	
INV00056690	MITO-66	May 8, 2026	Jun 20, 2026	UNPAID	NZ\$252.49	<a href="#">View Details</a>	
INV00056688	MITO-62	May 7, 2026	Jun 20, 2026	UNPAID	NZ\$66.45	<a href="#">View Details</a>	
INV00056687	MITO-61	May 7, 2026	Jun 20, 2026	UNPAID	NZ\$249.35	<a href="#">View Details</a>	

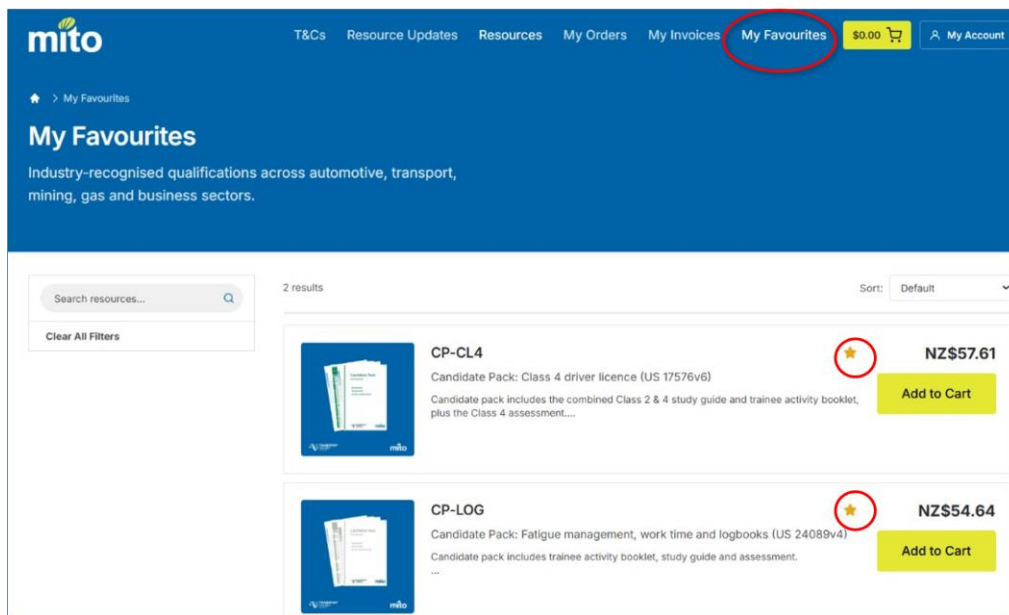
In this section, you can see invoice details for all orders you have placed since the new MITO ordering system went live in May 2026. You can see the status of all orders.

If you select the [View Details](#) button, you can see more detail about the order, including the billing address, all items ordered and whether the order has been paid for.

You will also be able to download a PDF copy of the invoice.

**Note:** You will not be able to see any orders you placed in the previous MITO system.

## Saving Favourites



The screenshot shows the Mito website's 'My Favourites' page. The top navigation bar includes links for 'T&Cs', 'Resource Updates', 'Resources', 'My Orders', 'My Invoices', 'My Favourites' (circled in red), a shopping cart icon with '\$0.00', and 'My Account'. The main heading is 'My Favourites' with a sub-heading: 'Industry-recognised qualifications across automotive, transport, mining, gas and business sectors.' Below this is a search bar and a 'Clear All Filters' button. Two resource cards are displayed:

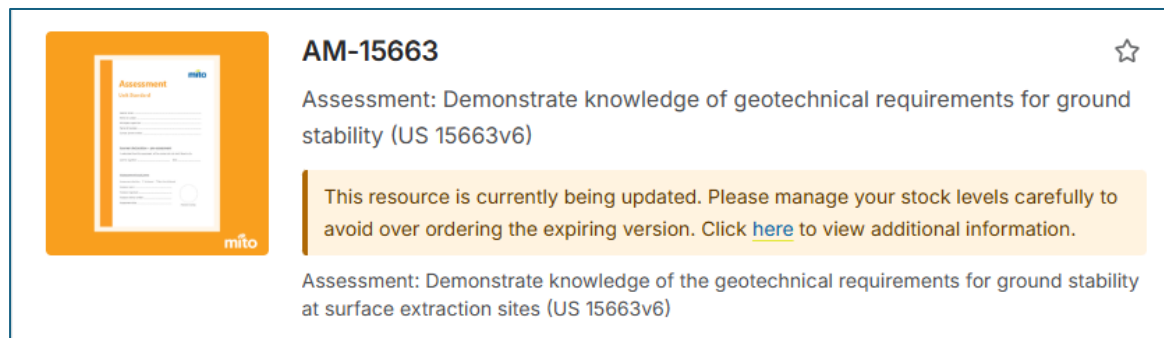
- CP-CL4**: Candidate Pack: Class 4 driver licence (US 17576v6). Price: NZ\$57.61. A star icon is circled in red.
- CP-LOG**: Candidate Pack: Fatigue management, work time and logbooks (US 24089v4). Price: NZ\$54.64. A star icon is circled in red.

Each card includes an 'Add to Cart' button.

When you are on the main list of resources, you can click the [Star](#) to add the resource to your list of [My Favourites](#). The star will go from clear to yellow. Just click on it again to remove it from the list.

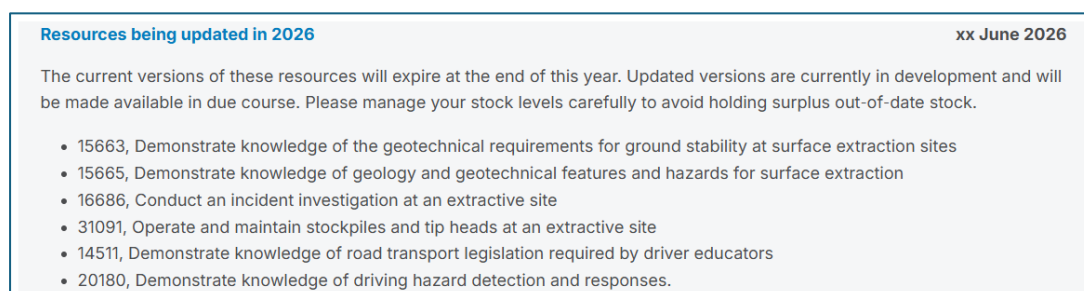
## Expiring Unit Standards

If a resource is due to expire this year, you will see a message like the one below:



The screenshot shows a resource card for 'AM-15663'. The card title is 'AM-15663' and the description is 'Assessment: Demonstrate knowledge of geotechnical requirements for ground stability (US 15663v6)'. A yellow banner contains the message: 'This resource is currently being updated. Please manage your stock levels carefully to avoid over ordering the expiring version. Click [here](#) to view additional information.' Below the banner, the full title is repeated: 'Assessment: Demonstrate knowledge of the geotechnical requirements for ground stability at surface extraction sites (US 15663v6)'. A star icon is visible in the top right corner.

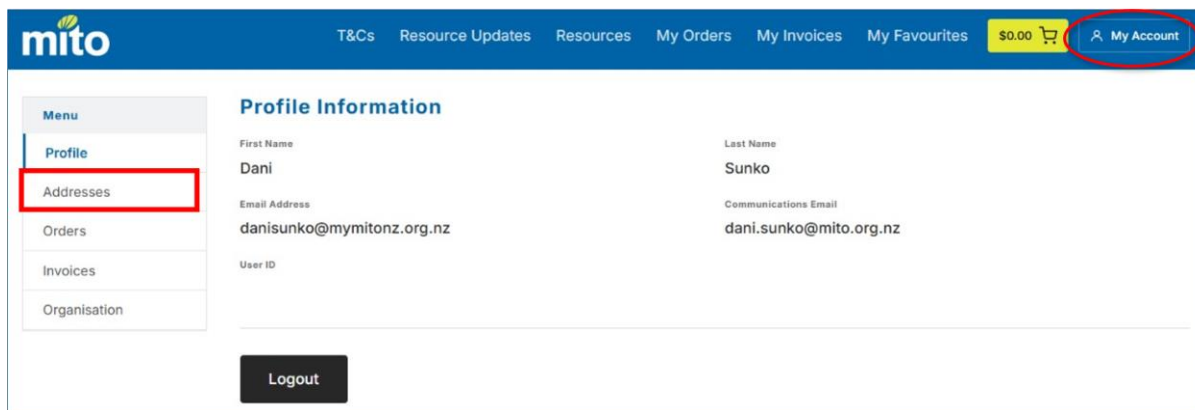
Select [Click Here](#) to see more details, as in the example below:



The screenshot shows a notice titled 'Resources being updated in 2026' with a date of 'xx June 2026'. The notice states: 'The current versions of these resources will expire at the end of this year. Updated versions are currently in development and will be made available in due course. Please manage your stock levels carefully to avoid holding surplus out-of-date stock.'

- 15663, Demonstrate knowledge of the geotechnical requirements for ground stability at surface extraction sites
- 15665, Demonstrate knowledge of geology and geotechnical features and hazards for surface extraction
- 16686, Conduct an incident investigation at an extractive site
- 31091, Operate and maintain stockpiles and tip heads at an extractive site
- 14511, Demonstrate knowledge of road transport legislation required by driver educators
- 20180, Demonstrate knowledge of driving hazard detection and responses.

## My Account

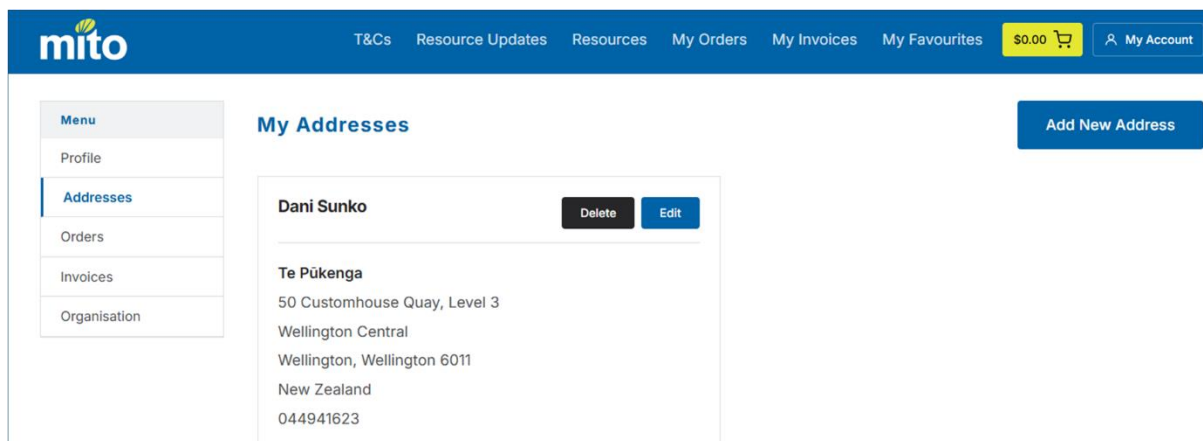


The screenshot shows the 'My Account' page. The top navigation bar includes 'T&Cs', 'Resource Updates', 'Resources', 'My Orders', 'My Invoices', 'My Favourites', a shopping cart icon with '\$0.00', and a 'My Account' button circled in red. On the left, a 'Menu' sidebar has 'Addresses' highlighted with a red box. The main content area is titled 'Profile Information' and displays the following details:

First Name	Dani	Last Name	Sunko	
Email Address	danisunko@mymitonz.org.nz		Communications Email	dani.sunko@mito.org.nz
User ID				

A 'Logout' button is located at the bottom of the profile information section.

When you are on your [My Account](#) section, you can easily update or add addresses. Just select the [Addresses](#) tab on the left-hand side of the screen.



The screenshot shows the 'My Addresses' page. The top navigation bar is the same as in the previous screenshot. The 'Menu' sidebar on the left has 'Addresses' selected. The main content area is titled 'My Addresses' and features an 'Add New Address' button in the top right corner. Below this, a list of addresses is shown. The first address is 'Dani Sunko', which has 'Delete' and 'Edit' buttons next to it. The second address is 'Te Pūkenga' with the following details:

**Te Pūkenga**  
50 Customhouse Quay, Level 3  
Wellington Central  
Wellington, Wellington 6011  
New Zealand  
044941623

You will then have options to:

- [Delete](#)
- [Edit](#)
- [Add New Address](#)

Note: This will not update the address on any orders you have already placed.

## Appendix 1: Terms and Conditions

### 1. Order delivery

We will use reasonable endeavours to process your order and dispatch the product(s) within five working days of receipt of your order. Rural delivery addresses should allow for additional time. We shall not be liable for any delay with delivery. All products are subject to availability, and we cannot always guarantee availability at the time of purchase. If a product you have ordered is unavailable, we will notify you by email and advise you of the expected delivery date.

Deliveries can be made with either a signature or no signature required. For a signature to be required on delivery, select the [Signature required](#) box available under the [Address Information](#) section on the [Checkout](#) page. Note that we do not deliver to PO Boxes.

### 2. Prices

All prices shown are in New Zealand dollars and include GST. Payments are required to be made in New Zealand dollars. Prices are subject to change at any time.

Product prices do not include delivery charges.

### 3. Payment

Payment can be made online via open banking, debit card, or credit card. We accept Visa, MasterCard, and Google Pay for online card transactions. Approved banks for the open banking gateway are ANZ, ASB, BNZ, and Westpac. All online payments are processed through BlinkPay, a certified third-party payment gateway. During checkout, you will be redirected to the gateway to complete your transaction using your preferred payment option.

Contact [finance@mito.org.nz](mailto:finance@mito.org.nz) for any payment-related enquiries.

### 4. Returns

If the product supplied to you is damaged or faulty on delivery (e.g. there are missing pages), please advise us immediately at [resourceorders@mito.org.nz](mailto:resourceorders@mito.org.nz). MITO will make all reasonable endeavours to arrange replacements for damaged or faulty goods, provided you have notified MITO of such damage or fault within 14 days of receiving the goods and the damaged or faulty goods have been returned to MITO.

There is strictly a **no returns policy** for over-ordering. It is important that you check that the orders you place are correct. Some resources may include notices regarding upcoming changes. In such cases, an acknowledgement of acceptance will be required prior to placing an order for the resource. Further information relating to these changes may be provided within the resource details.

MITO is not obliged to accept any other returns.

## **5. Privacy**

The personal information you have provided is securely stored, and we will not release personal information to any third party except where required or permitted by law, where the individual has authorised us to do so or where disclosure is connected to the purpose for which the information is collected.

## **6. Copyright**

All MITO material is the intellectual property of MITO Limited (MITO) and cannot be reproduced without express written permission from MITO. All rights are reserved.

## **7. Limitation of Liability**

To the maximum extent permitted by law, MITO excludes all liability for damage, injury or loss arising directly or indirectly from any defect in or non-compliance of the product(s). In any event, MITO's liability, whether in contract, tort or otherwise, for any loss, damage or injury arising directly or indirectly from any defect in or non-compliance of the product(s) or any other breach of MITO's obligations under these Terms and Conditions, shall not exceed the price of the product(s) ordered by you.

MITO shall not be liable for any consequential, indirect or special damage, or loss of any kind whatsoever.

## **8. Variation of Terms and Conditions**

MITO may at any time vary these Terms and Conditions.

## **9. Governing Law**

These Terms and Conditions shall be governed by the laws of New Zealand.