

2022

Ordering Instructions

PLACING THE TEAM ORDER

1. Tally Paper Orders

Collect all the paper order forms and count total quantities for each item.

2. Review Online Orders

Log in to your team website and go to "Customer Orders" from the Team drop down Menu. If you used the website to collect orders they will all be listed here. This is also the time to cancel any orders you don't want to place. Any order NOT paid for and NOT cancelled are INCLUDED in the final order. We recommend you to follow up with your customer if there are duplicates or any unpaid orders. Please reach out to us if you need help with this.

3. Place Team Order

Go to "Place Team Order" from the Team drop down Menu and follow the prompts on each page.

Step 1: This will automatically be filled in with any of the online orders that have been placed by customers. Cancelled orders will not be included in these totals. Unpaid and NOT cancelled WILL be included.

Note: If you have not collected online orders, simply leave the totals as 0 and click "Next".

Step 2: Enter all the total quantities from the paper orders that you tallied earlier.

Step 3: Here is where you will add or subtract amounts for extras and adjustments. We recommend extras of popular items just in case of shortages or damages. (That way your customer still receives what they ordered.)

Step 4: Please specify the shipping details for your order by filling in the delivery address, the receiver information, a preferred delivery window if you have one, also please note any special instructions for the driver. Unfortunately we cannot guarantee these requests.

Step 5: Review the order to ensure all the details are correct and then click "Submit"!

4. Wait for an Order Confirmation

You will receive an email notification that your order was received. After that we will send you an order confirmation within 2 business days showing a breakdown of the plants ordered and the total amount due.

5. Review Order Confirmation

Review the order confirmation to ensure that the quantities and shipping details are correct. If an error did occur, please let us know right away.