

Delivery Day Checklist

IMPORTANT INFORMATION FOR DELIVERY DAY

Your plants and flowers are on their way, and here is how to ensure that everything goes as smoothly as possible.

Unloading

- Safety is our #1 concern. All students and children are to remain a safe distance from the truck (at least a 25ft perimeter). The driver cannot operate the tailgate or unload the truck if anyone is too close. Students are not to be involved in removing carts from the truck.
- Do NOT assist the driver from inside the truck or by operating any of DeVry's equipment.
- Please have 1-3 adult volunteers who are available on call throughout the day to help receive the delivery. Carts will be removed from the truck for you to unload.
- Do not begin distributing plants until ALL items have been accounted for on the invoice.
- Remove all items from the carts. All carts **MUST** be returned with the driver.

Paperwork

- Each item **MUST** be counted at the time of delivery and checked off on the invoice.
- One copy of the invoice must be signed by the receiver and returned to the driver.

Shortages / Damages / Product Issues

- Call the office if there are any issues with your products **BEFORE** the driver leaves. We may be able to resolve the issue while the driver is still there.
- Make a note of all shortages/damages/product issues on the signed invoice to be returned to our office. This is very important for processing replacements or credits.

Payment

- Please have a cheque or money order made out to 'Growing Smiles Fundraising' for the exact amount owing (as shown on the order confirmation which should match the invoice).
- Our drivers are not set up to receive cash or credit card payments.

Photo Contest

- Have a camera on hand during delivery and distribution of your flowers! Not only is there a chance to win cash for your cause but it is also great to share a photo with a thank you letter to your supporters once the fundraiser is over. And **HAVE FUN!**

Call the Office: **1 - 866 - 806 - 1523**

- With ANY issues. Late deliveries, damaged or missing products, etc. We are here to help.