

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 25 ft 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 the inside of 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 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 credit.
- **Take photos.** We are not the ones touching the plants when they get shipped so photos are absolutely necessary for us to investigate if anything happened. Take photos of the plants and papers that were shipped on the carts.

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 our 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, ect. We are here to help.

