

2019

SPRING FAQ'S

1 How do i register?

You can register by phone, email, Facebook, or online at: www.growingsmilesfundraising.com

Within 24 hours one of our fundraising representatives will confirm your information and get you started. It's that easy!

2 What are my first steps?

Once you are registered you will need to start planning your campaign. Start by picking a delivery date and a length of time that you would like to generate sales. Assemble your team, hand out forms and start selling.

3 When should we launch?

Start as early as possible for maximum selling potential. A successful fundraiser usually needs to run for at least 2-3 weeks. Deliveries are scheduled between mid-April to end of June. Please book your delivery date as early as possible as popular dates fill up quickly!

4 What are the team websites?

This is a great portal for marketing, collecting online sales, and managing your fundraiser. Use it to keep track of orders, payments and notifications. Your team's final order is submitted online here whether you use this resource for your fundraiser or not.

5 What resources are available?

We have many resources and information sheets available to you through the Resources page on your team website. This includes an interactive Timeline, a Goal Planner, product info sheets, a fillable team poster, and more! As well there is a dedicated team of coaches a phone call or email away ready to help you out or answer any questions you may have

6 How do my customers order?

We offer both paper order forms and online sales. Your customers can order directly with your sellers or online through your team's website. You have complete control over which products you would like to offer, and at what prices.

7 How do my customers pay?

Directly to you or your group. You decide what payment methods you want to accept. cash, PayPal, etransfers, cheques, etc. Cheques that you collect during the fundraiser should be made out to you or your group.

8 When are my orders due?

Final team orders are submitted to Growing Smiles Fundraising through the team website at least 10 days prior to your pre-scheduled delivery date.

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9 How do we place our order?

Your final order will be placed online through your team's fundraising website. Login as an admin and select "Team Order" found under the Team drop down menu. This form will walk you through all the steps!

10 Are there multiples requirements?

Yes, the multiples requirement has been brought back to help make the packing and shipping more efficient. All "12" items must be ordered in multiples of 12.

For more clarification, please see the Pricing Sheets link or call or email your fundraising representative.

11 When do i get my invoice?

We will email you an order confirmation within 2 business days of receiving your order. The order confirmation breaks down what will be shipped and the exact amount to make a cheque out for. Let us know ASAP if there are any discrepancies. An actual hard-copy invoice will be included with your delivery.

12 Is there a delivery fee?

There is a small charge for all orders that are under the minimum requirement. There is no delivery fee for orders that are above the minimum order value. The charge varies by location (usually \$35 - \$55). Please check your pricing sheet for exact amounts.

13 When do i pay?

Payment will be required at the time of delivery. Please pay the exact amount owing as shown on your order confirmation. Cheques or money orders should be made payable to "Growing Smiles Fundraising." Unfortunately we are unable to accept Third party cheques, cash or credit card payments at this time.

14 What time is my delivery coming?

Delivery Schedules are confirmed the day before your delivery. We will call you with a 2-3 hour time estimate for your delivery. With your final order you may submit a preferred time of delivery, but your request is NOT guaranteed and deliveries may be scheduled outside your requested time. We suggest arranging multiple people to be available to receive your delivery on your delivery date and at what prices.

15 What to expect on delivery day?

Plants are delivered to the address specified by you. We strongly advise that you have orders arrive the day before customers pick them up. Double check the plant count before the driver leaves to ensure there is nothing missing or damaged. If your order is not complete, please call our office and we will get your order taken care of.

16 How do i care for my plants?

Plants can be placed outside once temperatures are above 10 degrees Celsius and when all danger of frost has passed. Please refer to our Care Guidelines on the Resources page of your team website for more information.

What if i have quality concerns?

Please check your plants before the driver is paid and leaves; if there are any quality concerns call our office right away! One of our representatives will help resolve the problem. The best help can be provided within 48 hours of delivery.