

# Delivery Day Checklist

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

## Unloading

- **Prioritize Safety:** Keep all students and children at least 25 feet away from the truck. The driver cannot operate the tailgate or unload the truck if anyone is too close. Students should not assist in removing carts from the truck.
- **Avoid Inside Help:** Do not assist the driver from inside the truck or by operating any of DeVry's equipment.
- **Adult Volunteers:** Have 1-3 adult volunteers ready throughout the day to help with receiving the delivery. The driver will remove the carts from the truck for you to unload.
- **Invoice Check:** Wait until all items have been accounted for on the invoice before starting to distribute plants.
- **Cart Return:** Make sure to remove all items from the carts. All carts must be returned to the driver, if the driver says otherwise please contact our team.

## Paperwork

- **Count Each Item:** At the time of delivery, count each item and check it off on the invoice.
- **Sign the Invoice:** One copy of the invoice must be signed by the receiver and returned to the driver. 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.

## Shortages/Damages/Product Issues

- **Inform Us:** Note all shortages, damages, or product issues on the signed invoice to be returned to our office. Report issues within 48 hours of delivery.
- **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

- **Prepare 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)
- **No Cash/ Credit:** Our drivers are not set up to receive cash or credit card payments.

## Photo Contest

- **Capture the Moment:** 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.

