

Delivery Day Information



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.

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.

Order 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:** Photos are essential for us to investigate any problems. Take pictures of the plants and the paperwork shipped on the carts.

Payment

- **Prepare Payment:** Have a cheque or money order made out to 'Growing Smiles Fundraising' for the exact amount owed (as shown on the order confirmation matching the invoice).
- **No Cash/Credit:** Our drivers cannot accept cash or credit card payments.

Photo Contest

- **Capture the Moment:** Have a camera ready during delivery and distribution! Not only can you win cash for your cause, but it's also great to include photos in thank-you letters to your supporters. And remember to have fun!

Need Help? Call the Office!

For any issues such as late deliveries, damaged or missing products, etc., contact us at 1-866-806-1523. We're here to help.

