# Delivery Day Checklist

*here's how to make delivery day go smoothly*

GROWING smiles

## BEFORE DELIVERY

- [ ] **VOLUNTEERS & STUDENT SAFETY** — Have volunteers ready and gently remind students to stay clear of carts and unloading areas.
- [ ] **REVIEW YOUR INVOICE** — Review your invoice to see if a balance is owing or if a credit is due.
- [ ] **PRINT YOUR INVOICE / TEAM ORDER SUMMARY** — Use this to verify items and sign off during delivery.
- [ ] **CHECK EMAIL FOR DELIVERY UPDATES** — Keep an eye out for your Delivery ETA notification.

**PLEASE NOTE:**

No cheques need to be handed to the driver. Please E-transfer or mail the cheque.

## DURING DELIVERY

**PLEASE NOTE:**

For safety, **please do not enter the truck**, the driver will handle unloading.

Carts will be placed as close as possible to your entrance, **they cannot be brought indoors.**

**Please thank the driver :)**

- [ ] **TAKE THE PLANTS OFF THE CARTS** — After the driver unloads the carts off the truck, take the plants off the carts with your volunteers.
- [ ] **CHECK ITEMS AGAINST YOUR INVOICE AND SIGN THE PROOF OF DELIVERY** — If anything is missing, please note the quantities you received on the invoice or give us a call on our customer service line. Please don't hold up the driver.
- [ ] **CART RETURN** — Make sure to remove all items from the carts. All carts must be returned to the driver.
- [ ] **CAPTURE PHOTOS & VIDEOS** — Take a moment to document your delivery day.

## AFTER DELIVERY

- [ ] **SORT CUSTOMER ORDERS** — Organize orders using your printable customer receipts at your convenience.
- [ ] **REPORT DAMAGED OR MISSING ITEMS** — Take photos and let us know within 48 hours. Use the File a Claim page on your website to submit claims.
- [ ] **SEND IN YOUR PHOTOS FOR THE PHOTO CONTEST** — Post your photos and tag @growingsmilesfundraising or email us your photos at info@growingsmilesfundraising.com.

**PLEASE NOTE:**

We're here for you even after delivery. Feel free to watch for our emails and reach out anytime with questions or support needs

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