

Gertens Fundraising - Delivery Day Tips

What to expect from your delivery:

Gertens drivers operate 26 ft dock trucks with lift gates.

Please consider the size and utility of the vehicle when choosing your delivery space. The trucks are 13'6" tall, and low hanging trees or structures could be an obstacle. The order comes on rolling carts which will be lowered from the back of the truck with a lift gate. **A level unloading space is critical to safely unload your order.**



The day before your delivery, you will get a call with a one-hour window for your delivery. Sometimes it can take until late afternoon for efficient routing to be finalized.

On delivery day - Your Gertens delivery driver will call with an E.T.A. and to get any special instructions when they are headed to you from their previous stop. Commercial drivers are not allowed to interact with their phone in any way while driving. The driver will be unable to reach you while he is in transit.

Tips for receiving your product:

Designate space for each item prior to the truck arriving.

Keep each item in the same sequence as the fundraiser order form, so it will be easier to count when the product arrives. When the truck arrives, unload the product in organized rows.

Count your product and check in against the invoice our driver gives you. The invoice will reflect the order you placed with us. If you did our fundraiser online, the driver will have a printed copy of your bulk product list. This lists the total of each item needed to fill your orders.

If there appears to be something missing:

- Re-check your items against the invoice (or bulk item list) our driver brought you. This will reflect the order(s) you placed with us.
- Please check with your volunteers before calling Gertens fundraising office to be sure the plants haven't already been handed out or set aside.
- If we have missed something or you have a damaged item, please call us at 651-239-1321 or 651-239-1347. Missing or damaged items can be picked up at **Gertens Greenhouse Production/Will Call Area–Dock 9** (we are separate from the retail store), or Gertens will do their very best to get replacements out within 24 hours.

Please call ahead if picking up so we can have the item ready for you.

Fundraising office winter hours: 8am – 4:30pm Monday through Friday

Winter Care instructions:

Poinsettias, Cyclamen, and Succulent Gardens need to be kept **above 50° F**



- Make sure to have a warm space for sorting your plants.
- Always transport poinsettias/plants inside a heated vehicle.
- Park close to the building to keep time outside under 1 minute if possible.
- **Below 20°, plants can be damaged after 15-20 seconds outside.**
- Once home, open poinsettias as soon as possible. If needed, can be kept in the closed paper sleeve up to 48 hours. If they need to stay in the sleeve longer, unstaple and open the top, and place in a well-lit warm area.

Care for fresh Greens:

- Your fresh greens will hold up best in cold temperatures.
- Store holiday greens outside or in an unheated garage if you are not able to distribute right away.