







## **CARE GIFT PROCUREMENT BEST PRACTICES**

### **Care Gift Request:**

- Review the request sheet to see if it gives all the info you need.
- Send a 'reply' to the requestor to confirm you received it.
- If you need clarification or more info about a Care Gift request, email the requestor for details.
- If you have a concern about the quality of the requested item or if the approved amount for the purchase is not enough to make a good representation of CedarCreek (that we don't look "too cheap"), email the requestor with your suggestions and to get approval to go a different route or to get a higher amount approved.
- If you have already received a request for a care gift for someone and then receive a second request from another staff person or ministry leader for a gift for same person...or another family member, email the Requestor and verify they indeed want the second gift (or if they know someone else ordered it.....& maybe you should copy the 1<sup>st</sup> Requestor on that....judgement call).
- If Requestor does not give enough time to arrange an "Out of Area" delivery timely, email the Requestor about possibly delivering a gift basket to the Recipient's home a couple days later instead. (as they likely already had many flowers to disburse)

### **Delivery Time:**

- When ordering flowers/gift basket locally, give a day's notice when possible.
- When you're given short notice, a local delivery is possible to get a 'same day' delivery in the afternoon... if you call early that morning.
- Most florists do an AM & a PM delivery, and their delivery route is arranged according to location.
- Though our 'Care Gift Request' form asks for a delivery time, we can't request a specific time of delivery unless it is for a funeral/visitation. They will deliver by 1 hour prior to visitation (or service if no visitation).
- For an early funeral visitation/service, if order needs to be delivered by 9:00 or 10:00am, they may deliver the day before....OR there will be an extra charge for the driver to make our delivery first on their morning route.
- 'Out of Area' orders needed 'same day', by our local florists/house accounts can rarely make happen for us and for Saturday or Sunday, delivery even less likely to happen. (call as soon as they open for 'same day' delivery).
- FTD.com can possibly make "same day" delivery happen, but may be costly.
- Give two days notice for "Out of Area" when possible. If headed into a weekend, give 3 days notice.
- Some florists are not open or do not deliver on Sunday.

### **Delivery Fee:**

- All our House Accounts charge a delivery fee.
- Bartz & Ken's give us a 10% discount off base purchase price which usually covers their delivery fee.
- BoKa Flowers in Findlay charges a reduced amount when delivery is nearby (\$3.50- 5.00)
- For our FTD.com 'Gold' account there is free standard delivery/shipping with some exceptions..
- A delivery/shipping fee for FTD.com 'Gold' may apply for same day, 'next day', weekends, Sundays, holidays, and international (weekend delivery is more than double.....about \$30).
- Free delivery/shipping doesn't apply if the FTD.com purchase is a 'sale' item.

## Delivery Connection:

- All florists & FTD.com want the phone number of the gift recipient for a residential delivery, in case there is no one at home and a delivery time needs to be arranged. This is also true for hospital delivery because recipient may have 'gone home' before delivery happens.
- For funerals, the phone number of the mortuary or church is the one needed.
- This number should be on the Care Gift Request sheet submitted.
- Use FTD.com mostly for "Out of our Area" care requests (ie: funerals out of state). There is more flexibility to choose the arrangement you want.
- Local Florists can also arrange "Out of Area" orders, but you can only give a general idea of what you'd like.

## Arrangements/Gifts – purchase cost:

- The approved amount you have to spend on a gift is on the Care Gift Request sheet.
- This is a base amount and does not include a delivery fee, extra fee (ie: for wiring out of area, or for an early, late, or weekend delivery, etc.), or shipping, which can make the total \$10-30 higher than the approved base amount.
- You can factor in the discounts to add a little (\$5-15) to the base amount if you need to (10% at Bartz & Kens, reduced delivery at BoKa for in-town delivery, & no delivery fee at FTD.com 'Gold' when ordered early enough).
- For FTD.com, it's probably a good idea to add \$10 to the arrangement. Their local FTD florists they use do not always have the arrangement looking as full or nice as the pictures on FTD.com.
- When selecting an arrangement from a florist's website, take note that the price under the picture is not always the "as shown" price. Open it and see which of the 3 price points listed is for the one shown in the picture. It's often \$10-20 higher.
- Also, read the description for the "as shown" price point. The 3 prices can vary in the size of the arrangement either in heights & width, or in the number or type of flowers. (ie; cheaper price may be missing the roses shown in the middle or higher price, etc.).
- When you struggle to find a nice gift for the approved amount, email the requestor to approve extra amount you need.

## Gift Selection:

- In viewing pictures on a florist website, remember that changes can be made. ie: a pink ribbon can be purple...add a ribbon...leave off a ribbon... change a certain flower type (ie: no lilies or carnations)...add a few roses or add \$10 in flowers ...or change a purple vase to a clear vase, etc.
- Also, in website arrangement pictures, pay attention to the size given. The pictures are deceiving.
- Seasonal arrangements make nice gifts ..... ie: Spring flowers, Fall colors, Christmas greenery & trim.
- For funeral services, get something more sizable ie: basket of living green & blooming plants; container of living green plants with a few cut flowers (ie: roses or lilies etc.); a taller vased arrangement of colorful cut flowers (these are more expensive), or a basket of colorful cut flowers.
- For hospitals a smaller cut flower arrangement more suitable. Table top size good.
- For the home a smaller or medium size basket or vase of cut flowers good.
- If the funeral is already over, a gift basket of fruit & goodies or something edible delivered to the home is nice.
- To their home, other gifts ie: windchimes, garden stones, afghans, etc are nice. A few flowers can be added.
- A sizeable gift that gives more for the money is a basket of green living plants with/without blooming plants or cut flowers and colorful ribbon...or in a white container/basket with a couple large white lilies & white ribbon.
- A vase of a dozen premium roses is also nice for a funeral.