CARE GIFT PROCUREMENT INSIGHTS

Bartz Viviano Flowers - (419) 474-1600 (main location.....Secor Rd, Tol.)

M-F: 8am – 7pm

Sat: 8am – 6pm

Sun: 10am – 3pm

- Regardless of the Bartz location you order from, all flowers/gift baskets are made at & delivered from, the Secor Rd Store (main location).
- Can use locally for WT, ST, OR, & PB campuses.....WH depends on how far out/which side of town.
- Bartz gives us a 10% discount, <u>before</u> adding delivery charge (usually enough to cover delivery).
- Bartz immediately emails us an order confirmation that can be submitted to CedarCreek "Payables".
- A delivery confirmation will be emailed to us after the flowers/gift basket has been delivered.
- We will receive a monthly statement.
- "Out of Area' orders:
 - 1. Bartz fills our order through an FTD florist in requested area.
 - 2. They charge a 'relay' fee (\$7 or 8?).
 - 3. We still get billed through Bartz
 - 4. Our 10% discount will not apply.
 - 5. Keep it simple (don't know what we'll get from unknown florist).
 - a. clear vase of colorful cut flowers
 - b. basket of green & colorful flowering live plants
 - c. basket of green plants w/a few colorful cut flowers mixed in
 - 6. Give price point before relay fee & delivery added. (ie: \$90 order may end up at \$110).
 - 7. When concerned if it will be nice, add \$10-15 in flowers (email that need to requestor).

Kens Flowers - (419) 874-1333 (main location.....S Boundary, PB)

M-Sat: 8:30am – 6pm Sun: 10:00am – 5pm

- Can use locally for WT, ST, OR, & PB campuses....WH depends on how far out.
- Kens gives us a 10% discount, <u>before</u> adding delivery charge (usually enough to cover delivery).
- Kens says they immediately email us an order confirmation, but I don't get it & not in spam.
- Submit PO to 'Payables'
- We will receive a monthly statement.
- 'Out of Area' orders:
 - 1. Kens will do...same instructions as above in Bartz
 - 2. Have mostly been using <u>Bartz</u> for 'Out of Area' orders

Anthony Wayne Florals - 567-246-2289 (Providence St, WH)

Sun- M: Closed

T- F: 10am – 5pm

Sat: 10am – 2pm

- Can use locally for WH campus
- Some WH campus attendees live outside AW Florals delivery area
- No discount is given us at AW Florals
- AW Florals immediately emails us an order confirmation that can be submitted to "Payables".
- We will receive a monthly statement
- 'Out of Area' orders:
 - 1. AW Florals will do..... same instructions as above in Bartz
 - 2. Have mostly been using <u>Bartz</u> for 'Out of Area' orders

BoKa Flowers - 419-422-6929 (Main St, Findlay)

- M-F: 9am 5:30pm
- Sat: 9am 2pm
- Sun: Closed
 - Can use locally for Findlay campus
 - Some Findlay campus attendees live outside BoKa delivery area.
 - No discount is given us at BoKa flowers
 - BoKa Flowers immediately emails us an order confirmation that can be submitted to "Payables".
 - We will receive a statement (due asap)
 - 'Out of Area':
 - 1. BoKa Flowers will do.....same instructions as above in Bartz
 - 2. Have mostly been using <u>Bartz</u> for 'Out of Area' orders

Taste of Toledo Gifts – 419-861-4438 cs@tasteoftoledo.com (Chappel Dr, Levis Commons)

M-S: 10am – 8pm Sun: 12pm – 5pm

- Can use locally for WT, ST, WH, OR, & PB campuses.
- We've mostly used Taste of Tol. to send a gift basket to someone's home
- You can order by phone or email.
- If you order by phone, ask Taste of Tol to send you a confirmation email can submit to 'payables'.
- T of T will also email an invoice to use with payment (due asap)
- No discount is given us at Taste of Tol.
- They will deliver locally within their area.
- 'Out of Area'- they can mail or ship for us.

FTD.com/gold – 1-800-736-3383 (Questions?? Call customer service)

- We have a "Gold" account.
- Our 'Gold' account is password protected.
- "Gold" gives us free standard delivery/shipping.
- You must be logged into our "Gold" account to receive this discount
- Some exceptions may apply for same day, next day, weekend, Sunday, holiday, international, and special time deliveries/shipping. Sale items may also be excluded for the free delivery/shipping. See FTD.com/gold FAQ for details. <u>https://www.ftd.com/custserv/ftdgoldmembershipfaqs.epl#faq</u>
- There is no limit on the number of orders you may make during our membership year.
- No minimum purchase is required to receive free standard delivery/shipping with "Gold" account.
- Payment is due via charge card when purchase is ordered.
- We can apply to have sales tax credited back to us with our sales & use tax exemption certificate.
- FTD.com is best used as an "Out of Area" solution.

"Other" – Requests

- Other florists, businesses, gift shops, & websites can be used to order Care Gifts (ie: Cookie Lady, Incredible Edibles, etc).
- For these requests our procurement expert will <u>not</u> select the gift. The Requestor will send a link for the item wanted and any other needed info via the Care Gift request form.
- If this is a business that does not deliver, the Requestor will be responsible for the delivery.
- For bulk Care Gift items for a campus to keep on hand til needed (ie: You Matter onsies, sympathy throws, sympathy picture frames, books, etc.), the campus should request these via the 'Research, Purchase, & Sell' request form rather than the 'Care Gift' request form in CreekHelp.

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 1st 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 be 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 that 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 <u>changes can be made</u>. 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 le: 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.