



• ON YOUR MARK, GET SET, GO! •

• • • REACH YOUR GOALS WITH • • •

• Mom's Pantry •

• CANADA'S FUNDRAISING SPECIALISTS •

• FUNDRAISING INSTRUCTIONS •

GET STARTED NOW

• - 2018 / 2019 - •

• PARTNER OF MORE THAN 5000 CANADIAN GROUPS! •

MAKING FUNDRAISING EASY





THANK YOU!

For choosing us as your fundraising partner.

Here are the **NEXT STEPS** on your path to fundraising success.

In your fundraising package, you will find this instruction guide, your order forms, catalogues, and the Fundraising Delivery Details & Information Sheet.

We recommend distributing one copy of the fundraising catalogue, and 1 order form per seller which supports up to 3 customers per order form.

If you need more order forms, they can always be downloaded at our website under the fundraising forms section. Or call our office to have more catalogues or order forms sent out!

We are always here to help, contact us at info@momspantry.ca or toll free at 1-800-350-MOMS (6667)

NOW LET'S GET STARTED!






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ORDERING SHIPPING AND DISTRIBUTION



CUSTOMER ORDERING PROCESS



Mom's Pantry offers two methods of ordering for your customers:

Ordering online or using Mom's Fundraising Catalogue & Order Form.

Both methods are available to your customers (their choice) but you will probably want to encourage online ordering as it means less work for you (no forms or money collection).



USING MOM'S CATALOGUE & ORDER FORM

Orders are placed using Mom's Pantry's Fundraising Catalogue & Order Form, which is supplied with this kit (or can be downloaded from momspantry.ca). Please complete the form carefully, as any missing or incomplete information may delay processing of your order.

You'll find that the Catalogue will become a quick favourite with many of your customers as it gives them a chance to consider the many product options available to them. Don't be surprised if you get some pretty sizable orders!

When collecting these forms from your sellers, make sure that :

- A** The buyer's and seller's names are clearly written on order form. These are used primarily to produce labels. Easy to read names make for easy sorting and reporting.
- B** The chosen payment option is correctly noted (cash, cheque or credit card). If credit card is selected, make sure an authorization number has also been recorded.
- C** The seller's/buyer's math is correct (errors do happen!) and that the money collected or cheque amount agrees with this total.

PAYMENT OPTIONS

Buyers using Order Form can choose to pay using three methods:

- Cash
- Cheque (payable to your school/organization)
- Credit Card (MasterCard, VISA, American Express)

If choosing to pay by credit card on their order form, your customers will need to call Mom's Pantry's Head Office (1-800-350-6667) to make payment. They will then receive an authorization number that they will record where indicated on the order form. These payments will be reflected as credits on your final invoice.

****Please note, only the credit card payment will be processed over the phone. Please make sure you still submit the original order form to Mom's Pantry for processing.**



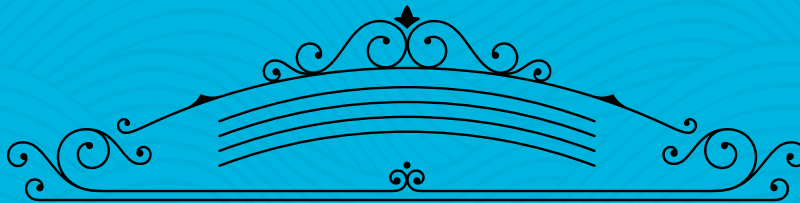
ORDERING ONLINE

Your sellers & buyers also have the option of placing their orders online at momspantry.ca using the **Order Number** and **Group Passcode** printed on the front of your blue order forms. Simply add items to cart, and checkout.

If they choose this option they will also be required to pay for their purchase at the same time (using either Mastercard, VISA, AmEx, or Discover). If your buyer does not complete the entire payment process, the order will not be submitted. They will receive a confirmation e-mail once the order has been finalized.

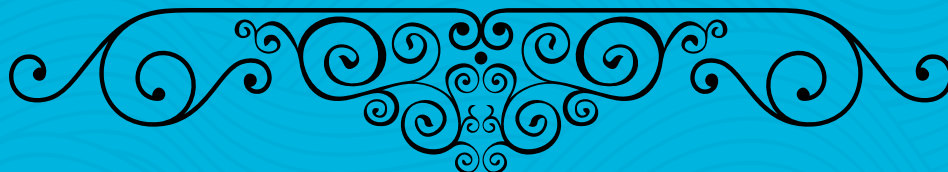
As a fundraising coordinator, you'll be able to track the progress of your fundraiser through your administrator account by selecting your fundraiser, and clicking **«View Sellers»**. Detailed instructions on this process can be found on the back of your Fundraising Details and Information Sheet.

**** There will not be an order form submitted for online orders, please use the administration portal to track your online sales.**



« THE SERVICE WE HAVE RECEIVED HAS BEEN AMAZING. THE PRODUCTS SELL THEMSELVES AND ARE OF THE HIGHEST QUALITY. I HIGHLY RECOMMEND MOM'S PANTRY TO ANY SCHOOLS OR COMMUNITY GROUPS THAT ARE LOOKING FOR A PROFITABLE, HIGH-QUALITY FUNDRAISER! »

Kelly Kuzyk
MacKenzie Middle School, Dauphin (Manitoba)



WAYS TO SUBMIT YOUR FUNDRAISER

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BLUE ORDER FORMS + ONLINE

Ship all of your completed Blue Order Forms and fundraising delivery sheet using Xpresspost, a courier, or deliver them in-person to Mom's Pantry:

Mom's Pantry
3241 St. Mary's Road
Winnipeg, MB R2N 4B4

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ONLINE ORDERS ONLY

If all orders were completed online, fax (204.954.2066) or email (info@momspantry.ca) the completed fundraising delivery sheet and check the box noting that all orders have been completed online. Mom's Pantry will then close and process your fundraiser.

GET HELP!

When fundraising, there's no need to do it alone! Find a team who can help you along the way, either by distributing forms, getting the word out to your group or helping distribute the boxes on delivery day. They always say, "The more the merrier!" and it helps to have a team of support.

DELIVERY DATE

When completing your fundraising delivery sheet you will have an opportunity to request a preferred delivery day, plus one alternate, for your order. Mom's Pantry will work hard to meet your request, but we ask for your understanding should another date need to be arranged due to high delivery volumes during your requested dates. The standard turnaround period is 10 to 15 days.

50% DEPOSIT

When submitting the detail sheet to Mom's Pantry, a 50% deposit is required. Since we've already received payment for all online orders and blue order forms that were paid with a credit card, the deposit only needs to include the orders that have been paid to you with cash or cheque.

Some groups prefer to prepay the entire value of their fundraiser, as this can help with your own internal accounting and record keeping. If you choose to go this route, you will receive a cheque for your commission on delivery day.

FREE SHIPPING SYSTEM

Mom's Pantry employs a dedicated fleet of trucks and drivers to deliver our products across Canada. Our caring drivers will do everything in their power to ensure that you receive your shipment on time and with all products intact. Please see opposite page for more details on how we make free shipping possible.

ONLINE ORDERING DOS AND DON'TS

Online Ordering is an added value to your customers. It uses less paper, takes less time, and creates less work for you!

- DO complete payment online at time of ordering.
- DON'T submit blue order forms for orders that have been placed online. The orders have already been submitted, and we have them in our system.
- DO make sure to fill out the seller's name when prompted!
- DON'T collect Blue Order Forms from all of your participants and input the orders online, yourself. This will lead to improper labelling, missing products, and a disorganized delivery.

DON'T FORGET!

You must include the fundraising delivery sheet! This sheet gives us all the information we need about your delivery, including the location, contact person, and any special instructions.

MINIMUM ORDER TARGETS

Mom's Pantry will ship your fundraising order free of charge. However, shipping frozen goods can be very costly. We therefore ask that your order achieve a minimum amount according to this chart. These order volumes are instrumental for us to maintain our free shipping model for all groups across Canada.

If your order falls short of the target, please call us and let us know. In many cases we can still offer free shipping and on-time delivery by combining your order with other fundraisers in your area. 1-800-350-MOMS (6667)

REGION

TARGET AMOUNT

Winnipeg & Surrounding area

\$ 1,000

Manitoba

\$ 1,500

Saskatchewan

\$ 1,500

Alberta

\$ 1,500

Ontario

\$ 1,500

Quebec

\$ 1,500

Vancouver & Victoria (British Columbia)

\$ 2,000

All other British Columbia areas

\$ 2,500

Territories & Maritime Provinces

\$ 2,500

CONFIRMATION OF DELIVERY

Mom's Pantry will call you several days in advance to confirm your delivery time & details. Please note, until you receive this call, your delivery is not confirmed. Once your delivery is confirmed get the word out to your group.

PRO TIP: Did you know you can send a mass email out to all of your online customers via the fundraiser administration portal.



«THE MEDICINE HAT CHRISTIAN SCHOOL RECEIVED
OUR MOM'S PANTRY ORDER YESTERDAY AND I JUST
WANTED TO SAY THANK YOU. THE DRIVER WAS
COURTEOUS AND PUNCTUAL. THE ORDER WAS CLEARLY
LABELLED AND EASILY DISTRIBUTED TO ALL OF OUR
HAPPY CUSTOMERS. WE WERE SO PLEASED WITH HOW
FAST AND EASY IT WAS TO HAND OUT. BEST OF ALL,
MY FAMILY TRIED SOME FOR BREAKFAST THIS MORNING
AND IT WAS DELICIOUS! »

Michelle Stigter
Medicine Hat Christian School
Medicine Hat, Alberta





DISTRIBUTION

STEPS FOR A BETTER DELIVERY DAY

Once your delivery has been confirmed by Mom's Pantry, schedule the customer pickup time to be one half to one hour afterward. For example, if Mom's Pantry is scheduled to deliver at 1:00 p.m., have your sellers/customers arrive at 1:30 or 2:00 p.m. to pick up their packages. This delay will give you enough time to ensure that everything is organized and ready when people begin to arrive for pick up. Be careful not to delay too long, or your frozen products might thaw!

Have your team/volunteers meet at the delivery spot at least 15 minutes prior to the scheduled arrival of the Mom's Pantry Driver.

DETAILED REPORTING

Included with your delivery will be your sellers' report (outlining each sellers' sales and earned commission), the final invoice for your fundraising order, and your group's account statement. If applicable, your group's commission cheque will also be included.

DISTRIBUTING YOUR ORDER

All Mom's Pantry Shipments arrive pre-sorted, packaged and labelled individually by seller; all you need to do is match the package with the seller. Here's how it works:

- Each seller is assigned a number by Mom's Pantry, which is also printed on the front of each Blue Order Form which are returned to you with your shipment.
- Each package is then labelled with the seller number, seller name and buyer name.
- Just sort by number starting with number one and go upwards - it's that easy!

FINAL PAYMENT

Prior to delivery, Mom's Pantry will let you know what your remaining balance is for payment. Cheque or money order can be given to our driver upon delivery, or mailed to :

Mom's Pantry
3241 St. Mary's Road
Winnipeg, MB R2N 4B4











FREQUENTLY ASKED QUESTIONS



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OUR MOST COMMON QUESTIONS AND ANSWERS

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|  <p>Can I use old order forms/catalogues I have left from last time?</p> |  <p>What if I run out of order forms or catalogues?</p> |
|  <p>No. We are continually striving to bring you a variety of quality products. That means that products and/or pricing may have changed since your last Mom's Pantry Fundraiser.</p> |  <p>Please call one of our Fundraising Team Members and we will send you more order forms OR download an electronic version from our website www.momspantry.ca</p> |
|  <p>I like both options of ordering (online & paper order forms), can we do both?</p> |  <p>Is it important to have seller name/buyer name on each order form?</p> |
|  <p>Definitely. We provide both options so that it is easy for you. Just collect the Blue Order Forms and send them to us. Please do not send us online orders, as we already have those in our system. We will have the online orders ready and will add them to your overall order. Individual payments for online orders will be credited to your account and reflected on your account statement.</p> |  <p>Yes. We enter this information into the computer and generate our labels for sorting and distribution according to seller/buyer. It is important that it is clearly written as this ensures accurate reporting, too.</p> |



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| <p>Q Can people make cheques out to Mom's Pantry for their individual orders?</p> <p>A No. Individual order cheques should be made out to your group. Payment for the full fundraising order is then made by cheque or money order to Mom's Pantry Products from your organization. Individual order cheques will be returned</p> <p>Q Should I sort the order forms?</p> <p>A Yes. Once you collect all the order forms, sort by sellers' last name (A-Z) and then by customers' last name (A-Z). We will then number and label all products accordingly for easy sorting/distributing.</p> <p>Q What if I receive late orders?
Can I add-on to our order?</p> <p>A Sometimes. We will accept add-ons if they are \$100.00 or more. Only the coordinator can place the add-on and it can only be done once. We do this to ensure that we don't miss anything, and a one-time addition is the easiest way to reduce this risk, and doesn't delay your selling process continually waiting for orders to be added. Collect all the add-ons, and when they reach \$100.00 or more, fax or e-mail them to us. Please call or e-mail to let us know you will be sending them in or if you have questions.</p> <p>Q Do I need to check the totals on each order form as they come in?</p> <p>A Yes. We recommend that you check over each order form as you receive it. Ensure each column total adds up and matches the Grand Total. This ensures that the payment you received from the seller/buyer matches the product that they ordered.</p> | <p>Q Do I need to keep track of each seller's orders and amount?</p> <p>A No. We return all the original order forms to you and include a detailed sellers' report which outlines what each seller sold and the commission they made on their sales which will help you in allocating funds raised by each person towards the project.</p> <p>Q Are your products labelled with nutritional information & baking instructions?</p> <p>A Yes. All of our products have labels in English and French with a list of ingredients, nutritional content and instructions. You can also find information on our products at momspantry.ca</p> <p>Q What if there is damaged or missing product on delivery?</p> <p>A Please e-mail or call us with the following: group name, seller/customer name & number, quantity and name of item(s). We will check our systems and then either replace the product or provide a refund. Our products always come with a 100% money back guarantee. For missing product, we recommend that you wait 72 hours before contacting us, as in most cases someone else has taken the product home by mistake and will return it.</p> |
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Mom's Pantry

3241 St. Mary's Road, Winnipeg, Manitoba R2N 4B4, Canada

Tel.: 1 800 350-MOMS (6667) / **Email:** info@momspantry.ca / momspantry.ca



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