

PLUGS & LINERS ORDERING PROCESS

Tips for Success: Follow these steps for a headache-free ordering experience.

1. Order early and double check lead times



Early orders receive the best selection of products and vendor discounts. Place your order by the below dates to maximize your savings.

Early Order Discount Deadlines: *Harris Exclusive 1% Additional EOD Savings*

Four Star Greenhouse – Save 2%-3%	Oct. 15	Raker-Roberta's – Save 10%-11%	Nov. 1
Pleasant View Gardens – Save 2%-3%	Oct. 15	Raker-Roberta's Mums – Save 10%-11%	Feb. 15
Mast Young Plants – Save 1.5%-2.5%	Oct. 31	Raker-Roberta's Poinsettia – Save 10%-11%	May 1

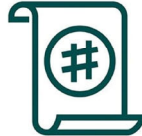
Refer to the Harris Seeds' Plug Price Lists for specific lead time information.

2. Separate your orders



Please separate your orders by vendor and ship week to allow one vendor and one ship week per order. When placing your order, select the Monday of the ship week you are requesting your plants to arrive.

3. Keep order minimums in mind



Vendor order minimums and applicable order minimum fee can be found on the first page of the vendor price lists. (Click on desired vendor on website menu to download price lists.)

4. Distinguish order types



Grown to order

Great for growers who plan in advance. An average minimum of 10-12 week lead time is required. Some trays take longer or shorter to sow. Check vendor price sheets (downloaded via the QR code) for lead times.

Verify in advance if popular items are available before placing your order by reviewing live inventory via the vendor ePicas site (for all vendors except Raker Roberta's.)

Vendor availability

- "At-Once" order chosen from small selection of already sown stock.
- Subject to vendor availability. Great in a pinch, but time sensitive!
- Payment is required within 48 hours of submission to make vendor shipping deadline and avoid cancellation.

Some restrictions apply.

5. Calculate freight



Maximize Boxing

Most vendors have specific box sizes that can be filled with multiple tray sizes and quantities. A boxing guideline is listed on the front of each vendor price list.

We recommend filling the box as much as possible for cost effectiveness and to help minimize possible damage in transit.



To save money on freight, take a look at these tips:

Saver Weeks – look for budget-friendly shipping on select weeks

Location – choose a grower nearest to you to save on freight costs.

Order size – Larger orders warrant a grower truck, leading to lower freight rates per tray.

** Freight is estimated and subject to change.*

6. Place your order

How to place your order:

- Print/fill out an order form, which can be found in each vendor price list (*scan QR code on opposite page to get price lists*)
- Send in order via —

EMAIL: Email completed copy to
plugdept@harrisseed.com

MAIL: Mail completed copy to 355 Paul Rd.,
Rochester, NY 14624

FAX: Send completed order form to 877.892.9197

PHONE: (800) 544-7938

Be prepared when you call:

- **Have your Customer Number ready** – may be located on the back of catalog, fall order recaps, and any acknowledgements received from Harris Seeds
- **Have your Item Names and Item Numbers ready and tray size selected** – found on vendor price lists.
- **Have second and third choice items chosen**
- **Ship week selected** – calendar on back of catalog

7. Order Changes

While you are waiting for arrival:

Review your order

- Review your acknowledgment
- Let Harris Seeds know immediately if something is incorrect on your order acknowledgement

**Once product has been sown, changes cannot be made*

Be prepared for revised acknowledgements regarding vendor changes

- Have substitutes in mind in case something is not available

What to do if you are notified that an item is cancelled from your order (Do not worry, this can happen due to the nature of growing live plants!)

- Check vendor availability for available substitutes to add to your order.



All orders are subject to vendor changes

- No customer-initiated changes once an order has been processed and sent to the vendor
- No changes to availability orders
- Be prepared in case of grower shortages, crop failures, and supply issues
- Have second and third choices ready
- Place a new order for substitute

Order already shipped?

Many vendors can ship a new order for 'replacement' trays the same or following week. Please consider order minimums and boxing, and review on-line inventory.