No-Contact Sales:
A Discussion with Garden Center Retailers

Brought to you by
AmericanHort, Proven Winners, & SBI Software

Dr. Bridget Behe
Michigan State University
- Moderator -

Jennifer Moss
Director of Sales & Marketing
Moss Greenhouses

Ben Polzin
Owner
Down to Earth Garden Center

Jill Vanduyvendyk
Owner
Dutch Gardens
Jill Vanduyvendydk
Owner
Dutch Gardens
#1 Order Pickup!
Place your order in the box and we will collect once complete.
506-249-1222
Ben Polzin –
Home@DwnToEarth.com

The Mustard Seed Boutique at DownToEarth

Down To Earth

GARDEN CENTER & SHOPS

MustardSeed.Boutique

www.DownToEarthshops.com
Casual Wear Collection
Feel comfortable, stylish & beautiful

Shop Our Online Store
Love
Where You Live

Shop now

Featured categories
Easter Gift Basket 2
$19.99

Select an option *
Select one

Quantity *

Add to Cart

Description
Check out these super cute Easter basket ideas! Each gift basket comes with kids gloves, 1 colored pot, 2 assorted seed packets, and enough soil to fill the pot. See the back of the seed packets for planting instructions.
4" Watermelon Peperomia

$12.99

Available for pickup or delivery

Description
Another one of our rare houseplants, Watermelon Peperomia (Peperomia argyreia) is a unique specimen. High to medium bright, indirect light is best. Allow soil to dry in between waterings. An easy way to tell when it needs water is by the flexibility of the leaves. Leaves firm to the touch? Plant is okay for water. Leaves are flexible & slightly bendable? Plant is ready for water.
We have so much GORGEOUS new pottery! Let us be your personal shopper for a curbside pickup! We can even take you on a FaceTime walk through the pottery yard, or anywhere else at Down to Earth! Let us know!

Who needs a personal shopper?! 😊 Down to Earth is adding another way to serve you by virtually walking you through your shopping! We will send pictures, FaceTime, talk & walk on the phone with you, etc.!

1. Contact us in one of the following ways:
   - Facebook Messenger
   - Phone 715-833-1234
   - Email home@downtoearth.com

2. Let us know what you’re looking for, and how you’d like us to contact you.

*Remember to check https://www.downtoearthsops.com/ first, as we are adding new items every day! Thank you for shopping locally!
Online Sales

Jennifer Moss – Director of Sales & Marketing

Moss Greenhouses- Jerome, ID
Who Moss Greenhouses is?

- 85% Wholesale across 6 different states – Over 300 different customers
  - IGC’s, Grocery, Farm Store, Hardware, Farmer’s Market, Ag Producers. No Big BOX.
- 12% Retail
- 3% Plantscaping Business
- In Business for 68 Years
- 4th Generation Family Owned
- 35% Employee Owned
The Challenge – Go Online NOW!
Thought Process

- Simple & FAST
- Basic Form
- Comes straight to an email
- Very Hands On
- Very User Friendly
- Use your Website Person! Mine is fire! Thanks Next Level Solutions!
Form from Email
Delivery
Process

- Receive Form Request
- Call the Customer. Discuss needs.
- Send pictures or any information that the customer might need to confirm order.
- Dummy Proof
- Confirm Order – Charge Customer
- They Can Pick UP or we will do Local Delivery
Challenges & Opportunities

- Time Consuming!
- Lots of Phone Time
- Foot Traffic = Low -> No Problem
- Foot Traffic = Medium to High -> Taxing on the Staff
- Delivery – Scheduling
- Lead to E-Commerce Piece
Facebook Marketing

- Live Video Talking about it.
- Starter Packs
- Bread and Butter Items
- Do the Thinking for the New Gardener
- Lots of Online Interaction!
- Weekly Q & A Sessions
- Working with Projects on Video on Facebook
Ag In the Classroom- Find the Upside!

Springtime = Planting + Learning

Moss Greenhouses, Inc. in cooperation with Idaho Ag in the Classroom wants to encourage you to make planting your yard and garden a family experience this spring. There are many learning opportunities outside of the house and your garden is the perfect classroom.

For lessons and ideas to help students in your home learn about gardening, visit National Ag in the Classroom at www.agclassroom.org and click on the Curriculum Matrix... Type in Gardening and let the fun begin!
Questions –
Jennifer.moss@mossgreenhouses.com
IGC Connect Google Share Drive

Quick and simple access to:
• Images/Plant descriptions for online sales
• New social Media Graphics
• Bench Card Files
• Resource Links

http://www.pwwin.rs/IGCResources
Proven Winners IGC Connect Facebook Group

- Created specifically for IGCs
- Easily access resources and assets (both Proven Winners and from external sources), but more importantly, to
- Connect with peers, ask questions and share information
- All new programs and tools for IGCs will be shared and introduced through this platform
We’re here to help!

Meghan Owens
Meghan@provenwinners.com
207-572-0465

Jessica DeGraaf
jessica@provenwinners.com
616-706-7970
No Contact Plant Pick Up

Protect People and Jobs
Simple Process to Sell Plants

Everything you need, One Login.

Online Store
Live Pictures
Credit Card Payment

Scheduling & Loading Pickups

Automatic Email Alerts to Consumer
We are offering a web based platform to support a safe, no contact sales process for retailers of Live Goods.

Our mission is to protect the essential worker and the consumer at no cost to the Supplier or Retailer.
Look Up a Store Near You

Enter your zip code or a nearby location above.

United States

National Search Plant Pick Up - [Click Here]
Guest Check out in a Few Clicks
### Review of the Order

**Order total:** $38.50*

*Order Total does not include Royalties, Freight, Tags, etc., if applicable.

<table>
<thead>
<tr>
<th>Product</th>
<th>Item #</th>
<th>Stock</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>Primrose Assorted</td>
<td>100002</td>
<td>96 in stock</td>
<td>$5.50</td>
</tr>
<tr>
<td>Primrose Danova White</td>
<td>100015</td>
<td>8999 in stock</td>
<td>$5.50</td>
</tr>
<tr>
<td>Primrose Glory Fantastique</td>
<td>100001</td>
<td>101 in stock</td>
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<td>Primrose Danova Blue</td>
<td>100035</td>
<td>1200 in stock</td>
<td>$5.50</td>
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<tr>
<td>Primrose Danova Lemon Yellow</td>
<td>100029</td>
<td>900 in stock</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

*Note: The order total does not include Royalties, Freight, Tags, etc., if applicable.*
Thank you for your order
Make a payment of $22.04 to Timbuk II Plant Company

A note from Timbuk II Plant Company:
Invoice WEB-10021

Credit Card

Total Amount ($)：$22.04
Card Number：
Expiry Date：
CVV：
First Name：
Last Name：
Postal Code：

Pay Now
No Contact Order Confirmation / WEB-25721

aaron@sbiemail.com
to sales

No Contact Order Pick Up Notification

Pick Up Time
You will receive an email with pick up day and time shortly

Pick Up Location
No Contact Plant Pickup Demo
121 Main Street Portland OR 97211

Thank you for Supporting No Contact Pick Up
Text a friend to sign up their favorite place

Order more again
Click Here

https://nocontactplantpickup.com/

Order Receipt

<table>
<thead>
<tr>
<th>Item</th>
<th>Size</th>
<th>Qty</th>
<th>Amount</th>
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</thead>
<tbody>
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<tr>
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<td>$5.50</td>
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<td>Primrose Danica Lemon Yellow</td>
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<td>$5.50</td>
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<tr>
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<td>Primrose Danica White</td>
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<tr>
<td>Primrose Glory Fantastique</td>
<td>288</td>
<td>1</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

Sub Total: $5.50
No Contact Pick Up App

Filter...

Load Pick Ups
Search by order to load pick up orders

Schedule New Pick Ups
Set pickup date and time on new pick up orders

View Scheduled Pick Ups
Grid of scheduled pick up orders with filter options

Management Options
Your Merchant Portal and more

Schedule Pick Up - Click Here
No Contact Order Pick Up Date: 04/09/2020 @ 12:00PM

aaron@sbitteam.com
to me

sbi software

No Contact Order Pick Up Notification

Pick Up Time
04/09/2020 @ 12:00PM

Pick Up Location
No Contact Plant Pickup Demo
123 Main Street Portland OR 97211

https://nocontactplantpickup.com/

Show in Window at Time of Pick up

WEB-25726
Dashboard

- **Load Pick Ups**
  - Search by order to load pick up orders

- **Schedule New Pick Ups**
  - Set pickup date and time on new pick up orders

- **View Scheduled Pick Ups**
  - Grid of scheduled pick up orders with filter options

- **Management Options**
  - Your Merchant Portal and more

Consumer Pick Up > Load Pick Ups
Order Picking

Aaron
aaron@sbi.team.com
WEB-25726

Notes:
Red SUV

<table>
<thead>
<tr>
<th>Description</th>
<th>QTY</th>
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<tbody>
<tr>
<td>Primrose Glory Fantastique</td>
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<tr>
<td>Primrose Assorted</td>
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</tr>
<tr>
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Order Complete: [ ]

Save
### Scheduled Pick Up Orders

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<tr>
<th>Order Number</th>
<th>Date Entered</th>
<th>Pickup Date</th>
<th>Pickup Time</th>
<th>Pc. Count</th>
<th>Consumer Name</th>
<th>Consumer Email</th>
<th>Consumer Phone</th>
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</thead>
<tbody>
<tr>
<td>WEB-25726</td>
<td>Apr 8 2020 9:09AM</td>
<td>04/09/2020</td>
<td>12:00PM</td>
<td>1440</td>
<td><a href="mailto:aaron@sbiteam.com">aaron@sbiteam.com</a></td>
<td>Aaron</td>
<td>5034815324</td>
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<td>6:00PM</td>
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<td>WEB-25722</td>
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**Review Scheduled Orders**
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<th>Description</th>
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<th>Avail</th>
<th>SUM</th>
<th>Picture</th>
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<tbody>
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<td>12605</td>
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<tr>
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<td>Retail Center</td>
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Upload Live Pictures and Inventory Pics
### Snapdragon Snapshot Yellow

**Size:** 4inch  
**Product ID:** 14195

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<th>Location</th>
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<th>NOW</th>
<th>MO</th>
<th>Lost</th>
<th>AV</th>
<th>STCK</th>
<th>COMM</th>
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<td></td>
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#### Count

<table>
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<tr>
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<tr>
<td>Qty Loss</td>
<td>Landsc</td>
<td></td>
<td>Crop Height</td>
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</table>

**BOM Correction**

**Notes**

- **Availability Notes**
  - Notes1
  - Notes2
  - Notes3

- **Production Notes**
  - PNotes1
  - PNotes2
  - Production Notes3

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**Inventory Control - Count, Dump & More**

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**sbi software**
SBI Platform: One Login, Any Device
Questions?

Find more information in the AmericanHort Coronavirus Resource Center at AmericanHort.org/Coronavirus