

# Easy Step Instructions Spring 2024

## What's in This Shipment?

### Paperwork Box (If applicable)

- Promotion Posters
- Extra Order Forms
- Reminder Letters
- Collection/Homeroom Envelopes
- Prepaid Return Label & Envelope → **Please do not lose this, keep in a safe place.**
- Instant Internet Prizes & Instructions

### Participant Packet Boxes

- Participant Packets
- Teacher Incentive Sheets (if applicable)

### Charleston Wrap® Contact Info

Email: [custserv@charlestonwrap.com](mailto:custserv@charlestonwrap.com)

Website: [www.charlestonwrap.com](http://www.charlestonwrap.com)

Address: 321 Anderson Road  
Walterboro, SC 29488

Customer Service: 1-866-395-2926

## 1. Starting & Running Your Sale

### Kick-off & Distribution

- Kick-off the campaign with an assembly if possible & distribute participant packets. Our kick-off videos are located under “The Paperwork Box & Resources” in Sponsor Portal.
- Promote during the morning announcements, send reminder emails, and pass out reminder letters 3 days before the end date. For more ideas, login to your Sponsor Portal and click on “Marketing Guide & Templates”.

### Collection Day & Preparing Orders for Charleston Wrap

- Gather all order forms and money on the end date. You can accept late orders for 2 or 3 more days, then enforce cut-off date.
- Separate order forms by teacher using the “Collection/Homeroom Envelopes” provided. Fill out the information on the front! No need to sort alphabetically.
- **Check Each Order Form:**
  - Participant Name, Teacher/Coach Name, Grade/Team Level, Phone Number
  - Enter the “Total \$ Turned In” under the “For Chairperson Use Only” section.
  - **\*Direct to Seller Organizations Only\*** Fill out the address section completely or the order will ship to the organization.
- WHITE forms go in the collection/homeroom envelopes, YELLOW copies are for the organization, PINK copies are for the participant.
- Place prepaid label on enclosed FedEx envelope and send off with FedEx.

○ **\*Late Orders\*** Orders collected after the original batch is mailed must be submitted through the Sponsor Portal no later than 3/1/24.

## 2. Delivery

- We will email you in advance to set up a delivery date and orders are delivered via common carrier. **Exact time for delivery is NOT POSSIBLE to arrange (carrier does best to arrive by 3:00 pm).**
- Deliveries are made via LTL or via FedEx. When LTL, a truck driver will roll the pallet(s) inside if the door is wide enough, and no obstacles are present (stairs etc.). When FedEx, the driver will deliver the boxes to one central location.
- The organization is responsible for breaking down pallet(s), so please have 5 to 10 volunteers at the organization to assist.
- **IMPORTANT: We cannot stress enough, DO NOT have parent pick up on the day of delivery. Be smart, be safe, and schedule pick up for the following day!**
- Prizes for participants with only internet sales will be sent to the organization divided by participant in box labeled “Internet Prize Box”.
- **\*Direct to Seller Organizations Only\*** - Participant orders will be sent to the address provided on their order form or provided when participant registers. Prizes will still be shipped to the school for distribution for students with only online orders.

## 3. Participant Catalog Order Boxes

- Each box will be labeled with the participant's name, grade, teacher, and numeric value which corresponds to the alpha-sort list for the organization.
- Itemized packing slip is listed on the participant's label on the box.
- Parents can go to [www.charlestonwrap.com/packslip](http://www.charlestonwrap.com/packslip) to receive a copy of their order form or view a larger packing slip (noted on box).
- Prize Brochure Prizes (if applicable)
- Instructions on the box will explain the procedure for handling any problems with orders. Direct all parent questions to CW Customer Service.

## 4. Returns/Problems with Orders after Delivery

- Place a “Returns Box” in the front office in case a customer must bring back an item. If we do not contact you within 14 days after your delivery, you may keep the returned items.
- Parents/Customers must contact **Customer Service at 1-866-395-2926 or [www.charlestonwrap.com/fixit](http://www.charlestonwrap.com/fixit)**, within 5 days of delivery of product to report any issues.
- **\*Paper Order Corrections\*** If we must send replacement items for paper orders, they will be grouped together & reshipped to the organization.

## 5. Invoice Payment

- Charleston Wrap should receive payment no later than 5 days after your delivery to avoid any additional charges.
- Make checks payable and mail to: **Charleston Wrap, Attn: Accounts Payable, 321 Anderson Rd., Walterboro, SC 29488.**

### Important Spring 2024 Dates

- **First Day to Shop Online:** 1/15/24
- **Last Day to Shop Online:** 6/14/24
- **ALL ORDER FORMS, including LATE ORDER FORMS, must be received by Charleston Wrap no later than 3/1/24.**  
(If an order form is turned in after 3/1/24, it will be returned to the organization to place online or refund.)