

Easy Step Instructions for Spring 2025

Step 1: Check Your Shipment

Open the paperwork box and ensure it contains the following items:

- Promotion Posters
- Extra Order Forms
- Reminder Letters
- Collection/Homeroom Envelopes
- **Prepaid Return Label & Envelope (store securely)**
- Instant Internet Prizes & Instructions (if applicable)
- Teacher Incentive Sheets (if applicable)
- Participant Packets: CW Home Catalog, Prize Brochure (if applicable), Order Form, Participant Letter

Charleston Wrap^o Contact Info
Email: custserv@charlestonwrap.com
Website: www.charlestonwrap.com
Phone: 1-866-395-2926

Address:
321 Anderson Road
Walterboro, SC 29488

Step 2: Kick-off & Distribution

- Conduct a kick-off assembly if possible and distribute participant packets.
- Promote through morning announcements, emails, and reminder letters (3 days before the end date).
- Access kick-off videos and find more promotional ideas in the Sponsor Portal under "The Paperwork Box & Resources" & "Marketing Guide & Templates."

Step 3: Collection Day & Preparing Orders

- Collect all order forms and payments by the deadline.
- Complete necessary information on WHITE forms only, the YELLOW forms are for the organization and PINK is for the participants.
- Review each order form for accuracy, ensuring it includes the Participant/Teacher/Coach Name, Grade/Team Level, Phone Number, Total \$ Turned in (under "For Chairperson Use Only"), and address (if applicable).
- Organize order forms by teacher and use the prepaid UPS Label & Return Envelope to send it back to Charleston Wrap.
- Submit late orders via the Sponsor Portal by 03/03/25.

Step 4: Delivery

- Wait for an email from Charleston Wrap to set up and confirm the delivery date.
- Deliveries will be made via a common carrier (LTL or UPS). For **LTL deliveries**, if the door is wide enough and clear, the driver will place the pallet(s) inside. For **UPS deliveries**, the driver will deliver boxes to one central location.
- Delivery times cannot be arranged precisely; carriers aim to arrive by 3:00 pm. Ensure **5 to 10 volunteers** are available to help with pallet breakdown.
- Schedule **pick-up** for the **day after delivery** for safety.
- Prizes for participants with online sales only will be divided and placed in a labeled "Internet Prize box" for distribution.
- *Direct to Seller Organizations Only – Orders from participants will be sent to the address provided on their order forms or the address provided during registration. Prizes for participants with online orders only will be shipped to the school for distribution.*

Step 5: Participant Catalog Order Boxes

- Each box contains the participant's details, a numeric value corresponding to the alpha-sort list, and any brochure prizes (if applicable).
- Find the packing slip on the box or visit www.charlestonwrap.com/packslip for a copy.
- For any order issues, direct parents to CW Customer Service (instructions provided on the box).

Step 6: Returns/Problems with Orders After Delivery

- Place a "Returns Box" in the front office. Keep items if not contacted within 14 days after delivery.
- Parents/customers must contact customer service for issues within 5 days of delivery at <https://charlestonwrap.freshdesk.com/support/tickets/new>
- Corrections for paper orders are grouped and re-sent to the organization for review if needed.

Step 7: Invoice Payment

- Pay Charleston Wrap within 5 days of delivery to avoid extra charges – invoices will be emailed.
- Make checks payable to Charleston Wrap and mail them to the provided address.

Important Spring 2025 Dates

- **First Day** to Shop Online: **01/13/25.**
- **Last Day** to Shop Online: **06/13/25.**
- **ALL ORDER FORMS**, including late ones, must reach Charleston Wrap by **03/03/25.**
(Orders submitted after 03/03/25 will be returned to the organization for online placement or refunded.)