

Delivering Orders

Checklist

- ✓ **Street Director**
- ✓ **Cash Float**
- ✓ **Name Badge**
- ✓ **List of deliveries, in the order in which you will delivering them.**
- ✓ **The credit card vouchers, including refund vouchers**
- ✓ **Phone numbers needed to enable you to put Credit Cards through SNAP at time of delivery.**
- ✓ **Delivery Bags – with the Customer Order/Receipts stapled to them.**
- ✓ **Separate purse or other secure place to carry your cash float and the money that you are collecting.**
- ✓ **Sorry I Missed You slips (and pen)**
- ✓ **Something to leave with Customers as a “second offer”. This could be a special offer currently being promoted, or another catalogue.**

If the customer is paying by Credit Card ask for their Credit Card details, (Name on Credit Card, Credit Card Number, and expiry date so that you can authorise using Snap prior to delivery.) Some customers might want to wait to give you this information until you deliver, in which case make sure you take the SNAP telephone numbers and your SNAP password so that you can use SNAP at the time you deliver.

During the delivery your aim should be to ensure that:

- ✓ The Customer is happy that you have delivered what they ordered.
- ✓ Both you and the Customer are confident the right amount of money has been paid.
- ✓ The Customer is reassured that if they have any difficulties with their new Homecare product, the guarantee will be honoured.
- ✓ The paperwork is correctly completed.

Delivering Orders Continued

1. Introduce yourself and state why you are there.
For example, *“Hi, I’m (your first name) your local Homecare Distributor. I’m here to deliver your Homecare order.”*
2. Show them the Customer Order/Receipt and physically show them each item delivered, as some Customers have been known to forget what they ordered.

For example, *“Here’s your order for the three items ... (as you hand them the Customer Order/Receipt). And here’s your Juicette, Apple Corer and Baking Dish... (as you pull each item out of the bag to show them).”*

3. Hand over the delivery Bag to them, and ask for payment, Eg *“Here you are. That comes to \$39.00. Would you prefer to pay by cash, cheque or credit card?”*
4. Once you have received payment by cash, cheque or credit card and given any change that may be required, fill out and sign the receipt section of the Customer Order/Receipt, give them the Customer’s copy of the receipt and remind them of the Homecare guarantee. (If you receive payment by credit card, be sure to have them sign your copy as proof that you delivered the order).

For example, *“Here is your receipt. The Homecare guarantee is for 12 months. During this time we’d be happy to exchange or replace this product for any reason.”*

“So please hang onto this receipt as you will need it as proof of purchase if you would like an exchange or replacement. Please phone either myself or the office – both numbers are on your receipt.”

5. Now thank them and say goodbye

For example, *“Thank you very much for your order – I hope that you are very with happy with it. I’ll be dropping another catalogue in this area in another few weeks. In the meantime, please phone me if you think of anything else that Homecare might be able to help you with. Goodbye”.*