



Pickup day: the volunteer's card

Open the link. When a customer arrives, find their name, then press Check in.

The coordinator texts you the link. It opens **Pickup check-in** on your phone. No account is needed. Open it once while you still have signal.

1 Find their name.

Search by name, in any order (**Hollis, Brian** works), or the end of the order number.

2 Press Check in. "Picked up:" and their name means done: hand over their plants.

Wrong person? Press "Undo check-in".

3 "They still owe \$X. Did they pay you now?"

If yes, press "Yes, I took \$X in cash" or "Yes, I took a check for \$X" (you only see the ones your district takes) and give the money to the coordinator. Didn't take the money? Press "No, they will pay the coordinator".

Send them to the coordinator

- **Not on the list, or "Not picked up"?** Send them to the coordinator.
- **Wants a different plant?** Send them to the coordinator before handing anything over.
- **They did not take everything?** Tell the coordinator before they leave.
- **"Refund owed: \$X. Tell the coordinator."** Send the person to the coordinator.

Do not

- Never pay a refund from the table cash.
- Don't record a payment yourself. The coordinator does that when you hand the money over.
- **"Already checked in on another phone":** check with that table before handing out a second set.

No signal?

- Keep going. Check-ins are saved on the phone and send when the bars come back.
- The badge says "Offline. Check-ins are saved on this phone." When the bars come back you'll see "Back online." Nothing is lost.

End of the day

- The screen says "Everyone on the list has picked up. Give any money you took to the coordinator."
- **"This link isn't working"?** Ask the coordinator for a fresh link.

Ask the coordinator

The **Coordinator:** line at the top of the page is their number. Tap it to call or text. **Stuck?** Press "Stuck? Call or text" at the bottom of the list.

Coordinator: _____