

White Cloud Coffee Fundraiser Program



The Process

In order to successfully partner with you and your organization, please provide us with contact information. (Custom information form attached) This will help to improve communication and lead to a pleasant and successful experience.

As a Fundraising client you may receive a custom label to identify and support your organization and or cause.

Please follow the label ordering instructions provided. (Design request form attached)

Products offered:

- Coffee Products 12 oz bags (see full list on Summary Form)
- Hot Chocolate 16 oz bags

Processing orders:

- Processing your order will begin when we have ***an approved label on file, your coffee order and payment method.***

- ***To place your first order:***

Call: 208-322-1166 or 1-800-627-0309 (Open 9:00 - 3:00, Mon-Fri)

Please leave a message if you call during off hours.

- Fulfilling orders will take approximately 5-7 business days from the date of order. (Depending on size of order this timeline could be longer or shorter – we will contact you as soon as the order is completed and ready for pick-up)

Re-orders may be:

Phoned in: 208-322-1166 or 1-800-627-0309 (Open 9:00 - 3:00, Mon-Fri)

Faxed to: 208-322-6226

E-Mail: coffeeorders@whitecloudcoffee.com

Whichever method used, please contact us by phone so that we can ensure your order is received and processed on a timely and accurate basis.

Payment methods:

All coffee is to be paid for upon order completion.

Please provide your credit or debit card information when placing your first order. Your account will be charged once the order is completed.

Walk-in clients may pay by a local check.

We cannot start your order until we have received your payment information.

Pick Up/Shipping:

Orders will be ready for shipping or pickup within 5 to 7 business days (depending on size of order) from the receipt of your order.

On occasion, there are delays due to label availability or special handling requirements.

Please provide any special requests on a timely basis.

This will help us to ensure we either meet or exceed your expectations!

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Checklist

- Provide contact information (Customer Information Form attached)
- Order custom labels when applicable (Design Request Form attached)
- Silver is the default bag color, but we do offer additional selections.
Ask our graphics team when ordering custom labels for appropriate color bags.
- Please supply us with a credit or debit card number when placing your first order.
- Submit your re-orders either by fax, email or over the phone.

Your account will not be billed until we ship or place it on will-call.

You may pay with a local check when you picking up orders.

Please note that we cannot start your order until we have final label design & payment information.

Please let us know about the success of your fundraiser and feel free to talk with us about setting up a perpetual program for the future.