Groundfolk

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: _____