



269 South 300 East
Jerome, Idaho 83338
800-726-9669
208-324-1000
FAX: 208-324-7391
www.mossgreenhouses.com

Customer Application

Legal name: _____

DBA: _____

Physical Shipping Address: _____

City: _____ State: ____ Zip: _____ Check box if Billing is the Same

Billing address: _____

City: _____ State: ____ Zip: _____

Business phone: _____

Business fax: _____

Contact Person: _____ Title: _____

Cell phone: _____ E-mail: _____

Preference of Contact: EMAIL Cell Phone Text

Second contact: _____ Title: _____

Cell phone: _____ E-mail: _____

Preference of Contact: EMAIL Cell Phone Text

Type of Business: Ag Producer & Schools Landscaper Independent Garden Center/Nursery
 Florist Property Management Resort Grocery/Farm/Hardware Store Interior Service

Sales tax resale #: _____ Contractor License (Landscaper) # _____

Nursery/Florist License #: _____ Or your states equivalent. This is a requirement; your application will not be considered without this. **(Copy is Required. Please attach)**

Year present owner established: _____

Does your organization require Purchase Orders? Yes No

Hours of Operation: _____

Receiving Hours for Delivery: _____

Special notes i.e., delivery directions: _____

Can your location accommodate a 53' Semi trailer and truck? YES NO

Owners/Officers (title, addresses, phone): _____

Check one: Sole Proprietorship Partnership Corporation

If Corporation, what type? _____

Percent of ownership: _____

Additional Details: _____

SUBSTITUTIONS PREFERENCES

Do you accept substitutions on orders for your location? (Please see options below to specify your preference)

Same plant but different color: YES NO SOMETIMES

Likes with likes (this will be the closest item we have to what you ordered): YES NO

Would you like to be contacted on your pull day before 2 pm to go through substitution options?

Yes, I would like that:

No, I trust you will do a good job:

What is the best way to contact you to accomplish this?

Cell Phone: Office Line: Text: Email

What is that contact info? _____

****Note: This will NOT apply to special orders without direct guidance from you.**

BILLING AND INVOICES

Bookkeeper/Billing Contact: _____ Phone: _____

Email Address: _____

Preference on Receiving Invoices & Statements:

Invoices: Email Mail Fax Delivery Only **Statements:** Email Mail Fax

Invoice Timing: When Shipped Weekly Basis With Statement Delivery Only

Please send applications to tamip@mossgreenhouses.com

CREDIT CARD AUTHORIZATION

We require a credit card for all new customers and keep all your information private and confidential. This includes all DROP-SHIP Deliveries. We accept Visa, MasterCard, Discover and American Express for your convenience. Please fill in the information below and fax/scan to email or mail back to us.

All "Drop-Ship" Deliveries and Job Site deliveries will require a credit card payment.



Business Name _____

Name on Card _____

Card Number _____

Expiration Date _____ CVC Code _____

Signature _____

Please charge all my purchases to this account unless other arrangements have been made.

All information submitted will be held in strictest confidence and will solely be used to qualify applicant and determine line of credit.

Applicant agrees to keep accounts current within the conditions of Moss Greenhouses, Inc., invoice/billing policy and terms. In the event that it becomes necessary to enforce payment, applicant agrees to pay all collection, attorney, and court costs incurred by seller in such action. Applicant further agrees that if a suit is necessary that such suit may be brought in Jerome County, Idaho, only.

The undersigned hereby personally guarantees to pay all indebtedness of liability incurred in the name of the applicant firm without qualification or limitation. This guarantee shall bind the heirs, administrators, executors, successors and assigns of the parties hereto. The undersigned waives notice of default, diligence, resort to security, joinder of debtor, or obligation to proceed first against debtor.

I hereby certify the foregoing to be true to the best of my knowledge.

Date: _____

Printed Name: _____

Signature: _____

Payment Policy/Terms

Accounts are due and payable in full upon receipt of product. Accounts established less than 2 years will require payment in full upon delivery (C.O.D.)

All unpaid accounts become past due 30 days from date of invoice. Unpaid balances are charged interest at the rate of 2% per month. Payment received on account will be credited to finance charges first, then to invoice in date order. If an account is delinquent (30 days+) further deliveries may be unavailable, or subject to C.O.D. basis until the account is current.

- **Accounts that have not paid or are not kept current are subject to collection & Attorney fees. Moss Greenhouses, Inc. reserves the right to charge customers a \$35.00 fee on all checks returned for non-sufficient funds.**
Credit history is established after 2 years, and an approved credit application.
- **Visa, MasterCard, Discover and American Express** are accepted, and we request these for all our C.O.D. accounts. All Visa, MasterCard and Discover Card information will be kept confidential on file.
- All customers must complete a current resale certificate and provide us with a current Idaho State Nursery License number or your respective State Nursery License number before we can sell any product to you.

C.O.D.

- **Credit Cards are required on account to charge prior to delivery. After two years of established history, you can fill in a credit app to qualify for terms.**
- All invoices need to be signed to acknowledge delivery. If unable to accept delivery, prior arrangements for payment must be made or the driver will not unload product. **No C.O.D. deliveries will be left with a customer without payment.**

Plant Availability

- Due to market demands and growing conditions, all varieties listed in our catalog are subject to availability. All product listed in our catalog are always not available during the season.
- Availability of product varies during the season, so we update a list daily and then do a complete update weekly. Our availability is faxed, emailed, and displayed on our website on Friday evening of each week. We will either fax or email availability to all customers unless otherwise notified. A 'living' availability will be faxed on each order day as it changes.
- **Password for the website is forward24**
- Faxing or emailing your order is the suggested method of ordering.
- **FAX: 208-324-7391 or 208-324-4812.** Email: tamip@mossgreenhouses.com,
- travish@mossgreenhouses.com, lesliec@mossgreenhouses.com, paulab@mossgreenhouses.com
- **Please make sure your business name and date is on your faxed order.**
- Please total each page and total the entire order so there is less room for misinterpretation. A salesperson may call you concerning your faxed order unless otherwise noted not to call. Please indicate on fax.
- If you do not wish us to substitute colors of the same variety, to fill your order, let us know on your fax. If you do not inform us otherwise, we reserve the right to make substitutions.
- Weather and the number of orders shipped can create changes daily. It is best to view availability as a living document – always changing!

YOUR SALE REP IS YOUR TICKET TO SUCCESS

We are here to help you with all your bedding plant and hanging basket needs. Please utilize your salesperson to meet the demands of your business to achieve a successful season for your company.

Ordering Guidelines

- We encourage our Customers to email, fax, or call us with their orders before deadlines. The following guidelines are set up to help us expedite your order processing. Please let us know if you have special requirements.
- To ensure prompt service and quality, we have established a prompt schedule with an 7:00 p.m. cut-off for placing your order on your scheduled order day. This deadline helps us to schedule our trucks more efficiently.
- Please check the delivery schedule for your area so you can place your order by the deadline.
- Everyone will be contacted on their scheduled order day. **Orders are handled on first come, first serve basis.** We will pull orders in sequence received by sales staff (i.e., fax, phone, or Email).
- **Orders not placed by phone will be given a chance to fax or Email their orders by 7:00 p.m. All orders received after the deadline 7:00 p.m. will be processed for the next delivery day. No call-in orders on load day.**
- Minimum required to bring an order to your area is equal to a flat per mile of distance traveled for delivery (one way).
- Upon request, invoices can be faxed to your business when your order is pulled.
- If you run into an emergency, please call your Sales Representative, and we will work with you. Full truckload orders (approximately 500 flats) for one customer can be scheduled as needed for your area. Please contact us as soon as possible with your needs. This will be scheduled based on truck availability.
- **SUBSTITUTIONS:** We want to make sure you get what you need. If we run through a crop and do not have exactly what you ordered, we will contact you with suggested substitutions, so you do not go without. Please provide us with the best way to contact you. We are great with texting as well to make your life easier.

Pick-Up Orders

Pick-up orders are available. **In order for us to have your order ready for you, orders must be placed 24-48 hours in advance of pick-up.** Our office hours are Monday through Friday 8:00 a.m. to 5:00 p.m., Saturday and Sunday (during season) 9:00 a.m. to 4:00 p.m. For safety issues and liability, customers cannot pull their own orders. No orders will be pulled or picked up on Saturday.

Re-Stocking Fee

Items returned due to over-ordering or misunderstanding of availability will be put back into stock at a 20% charge to the customer to cover labor and damage to product due to excessive handling. Product must be returned in a timely manner of 48 hours. (Depending on your delivery schedule.)

Customer Visitations

We love our customers to come visit our facility to see where their product is being grown and see our whole process. HOWEVER, it MUST be scheduled with the person you are meeting with. Our growing areas are closed to the public, an appointment is absolutely necessary to enter those areas. These scheduled visits are allowable throughout the year. If the salesperson or manager declines your request, please respect that decision and know that there was a sound reason behind it. During these visits, we will NOT pull product. We can put an order together and have it ready 24-48 hours following your walk for delivery or pick-up. Thank you for understanding this change in policy.

Phytosanitary Certification

The Department of Agriculture has restrictions on certain plant product that ships to Montana, Nevada and Washington. Products restricted are: Tomato, Pepper and Eggplant. Mint in Washington. *We cannot ship mint to Montana.* In order to ship these products, we must be inspected and then purchase a phytosanitary certificate for each delivery shipping to the above-mentioned areas. Customers' invoices will reflect a minimal charge for certification fees. Customers ordering these products **must place their order by 12:00 pm Mountain Time. Please inquire with us, or your Department of Agriculture, if you have any questions. There is a charge every time we do this of \$35.**

List Pricing

- We have reorganized our pricing structure with a “List Price”. This is an industry standard for several segments of the horticulture industry.
- Customers will now be broken down into types of businesses. Those include:
 - Ag Producers & Schools
 - Independent Garden Centers & Nurseries
 - Landscapers
 - Florists
 - Interior Service & Install
 - Property Management Companies
 - Resorts
 - Grocery/Farm/Hardware Stores
- In order to qualify for Wholesale Pricing, you must have a current Nursery License and /or a Contractor’s License. We will need a copy of your updated license on an annual basis.
- If your organization requires Purchase Orders for all orders, please let our office know so we adjust your account appropriately.
- Preferred Pricing will be offered that will identify a discount for your individual account. We will evaluate sales from the previous year and loyalty on an annual basis and assign a discount level. It will come with your catalog every year.
- Any questions can be fielded through the wholesale sales team. Email us or call.

2024

Password for Online Availability:

forward2024

DELIVERY INFORMATION

- Minimums:** **SUBJECT TO ORDERS RECEIVED**
\$750.00 minimum per delivery location
coupled with a minimum mileage met to travel to delivery location.
This is before discounts or delivery charges.
Mileage is shared with all deliveries on route to the location. Rule of thumb is one flat/basket per mile (one-way).
- Delivery:** We do our best to honor delivery times, but specific delivery times cannot be guaranteed, due to the ever-changing road conditions.
We guarantee day, not time. This is due to things outside of our control.
If you have a cell phone number that you can be reached on, our driver can phone their anticipated delivery time. Provide us with a cell number for customer contact.
- Route Mileage:** Based upon distance from Jerome, Idaho and/or from the furthest delivery stop on the scheduled route. Physical restriction of trucks on roads must be factored into the route that is mapped out for deliveries.
- Delivery:** Your assistance in unloading racks is greatly appreciated, drivers can sometimes leave racks for the morning and pick them up in the afternoon.
- Payments to Drivers (COD):** We require a credit card payment for all "Drop-Ship" or **Job Site deliveries**.
COD customers **MUST** have a credit card on file to run **before** your order ships.
- Plant Racks:** We wish there were a million of these, however, we need to back-haul all the racks on each route to refill for our next deliveries. Thank you for helping us get these back to their home.
- Direct to Job Sites:** Due to the demand of our delivery schedule and the size of the delivery trucks, we cannot deliver directly to the job sites. Established locations, that accommodate 53'; 80,000 lb. trucks, must be accessible.
- Towns/Locations not listed:** Our sales staff will assist you in figuring your freight rates and delivery schedule.
- Invoices:** Please verify your delivered counts with driver before unloading plant material from the racks.
- Claims & Returns:** We pride ourselves on quality and stand behind our product. If you are unhappy with the quality, fill out a claim form with our driver and return on the same truck. For COD orders, we will issue credits as promptly as possible.
Please notify the delivery driver if product needs returned or a claim is required. Complete and sign a "Claim Form" to verify returned items are correct with counts, type of product and container/flat size to issue proper credit. Credit memos will be issued upon receipt of the claim form.
Contact Moss Greenhouses if there is a concern after the driver has left.
All claims must be made within 24 hours or claim may not be honored.
Pictures are often requested so we can remedy any concerns on our facility.

Ordering/Delivery Schedules & Freight Rates

<u>Location</u>	<u>Order Day(s)</u>	<u>Delivery Day(s)</u>	<u>Freight</u>
IDAHO			
Twin Falls Area	Mon/Thurs	Wed/Sat	7%
Glenns Ferry to Rupert	Mon/Thurs	Wed/Sat	7%
Mountain Home	Sun/Wed	Tues/Fri	9%
Wood River Valley	Sun/Wed	Tues/Fri	10%
Boise/Nampa/Caldwell/Weiser	Sun/Wed	Tues/Fri	14%
American Falls to Rexburg	Sat/Tues	Mon/Thurs	14%
Montpelier/Preston/Soda Springs	Mon	Wed	14%
Arco/Challis	Sat	Mon	14%
Salmon	Sat	Mon	16%
Driggs/St. Anthony/Ashton	Sat/Tues	Mon/Thurs	18%
McCall	Sun	Tues	18%
Grangeville/Orofino	Sun	Tues	21%
Lewiston/Moscow	Wed	Fri	23%
Coeur d' Alene/Sandpoint	Wed	Fri	26%
MONTANA			
(Orders must be placed by noon Mountain Time on Tuesday)			
Dillon	Tues	Thurs/Fri	18%
Bozeman/Butte	Tues	Thurs/Fri	20%
Helena	Tues	Thurs/Fri	22%
Missoula	Tues	Thurs/Fri	23%
Great Falls/Billings/Kalispell	Tues	Thurs/Fri	26%
NEVADA			
(Orders must be placed by noon Mountain Time on Tuesday)			
Wells	Tues	Thurs	14%
Elko/Spring Creek	Tues	Thurs	16%
Ely/Winnemucca	Tues	Thurs	20%
OREGON			
Ontario/Vale	Sun/Wed	Tues/Fri	14%
Baker City/La Grande	Sun/Wed	Tues/Fri	19%
Pendleton/John Day/ Burns	Sun/Wed	Tues/Fri	20%
UTAH			
Ogden/Logan/Tremonton/Hyde Park	Mon	Wed	14%
Salt Lake City	Mon	Wed	18%
American Fork/Draper/Riverton	Mon	Wed	18%
Heber/Provo/Spanish Fork	Mon	Wed	18%
Eagle Mountain/Spanish Fork	Mon	Wed/Thurs	19%
Roosevelt/Vernal	Mon	Wed/Thurs	22%
Cedar City/St. George	Mon	Wed/Thurs	26%
WASHINGTON			
(Orders must be placed by noon Mountain Time on Wednesday)			
Walla Walla	Wed	Fri	20%
Kennewick	Wed	Fri	23%
Spokane	Wed	Fri	26%
WYOMING			
Afton	Mon	Wed	13%
Alpine/Jackson	Mon	Wed	19%
Kemmerer/Pinedale	Mon	Wed	21%
Green River/Rock Springs	Mon	Wed	21%
Casper/Lander	Mon	Wed	26%
Eastern Wyoming (Based on Demand)	Please call you sales rep for more information.		26%-30%