

# All About Ordering Online (with step-by-step instructions)

When you are ordering online, you may wish to have this document open or printed so that you can easily refer to it. It includes a preface to ordering, step-by-step ordering directions, troubleshooting, and additional good info.

## Preface to ordering

### Is there anything I should know about this new online shopping experience?

CNPS has provided a platform for all chapters to use for their online stores. This means that various chapters have contributed to the plant descriptions and plant photos. So you may see plants in inventories other than Shasta Chapter's. When you click on the photo of the plant, it will take you to the page where you can order what size and number of plants you'd like. You will see "Select an option" if there are any choices to make. Example:

- 1 Gal-South Coast
- 4" South Coast
- 1 Gal-Monterey
- 4"-Quart- Shasta
- 1-Gallon- Shasta

Be sure to only select the plant sizes that have "Shasta" following them.

### What are prices for the 3.5" deep, 3.5" round, (3) 3.5" deep, 4"-quart and 1-gallon plants?

- 3.5" deep = \$4.50
- (3) 3.5" deeps = \$10 (these are small, young plants)
- 3.5" rounds (*Dudleya* spp. only) = \$5
- 4" quart = \$4.50 to \$5
- 1-gallon = \$6 to \$8 (most are \$7)

Apply Members-Only discount when checking out.

### Is there a minimum number of plants that I need to order?

Yes, we have a minimum order of \$15 (pre tax).

### What payment options are there for the online store?

Most major credit cards are accepted. You can also pay with Google Pay.

## Step-by-step instructions for ordering online

Click on the Shasta Chapter plant store URL: <https://cnps-shasta.square.site/>

1. Select the plant you want by clicking on the photo.
  - a. Multiple plant sales may be going on at the same time. You MUST choose only Shasta Chapter plants. If there is an option box, then it may have only Shasta Chapter plants for sale, in which case it will say: 4"-quart-Shasta and 1-gallon-Shasta; but it may also say "4"-South Coast" or another chapter name. You must choose only Shasta plants.
  - b. Enter the quantity and the size you want. (Make sure it has "-Shasta" after the size (example: 4"-quart-Shasta or 1-gallon-Shasta).
  - c. A small window will open on the right side of your screen. You can close the window by clicking the "X" on the upper right to continue shopping for more plants.
2. To continue adding plants to your shopping cart, go back to the last page you were on.

**Note:** If you get an error page, saying that they'll notify the "powers that be" and there's a monkey with it, wait a minute or more and try refreshing the page again. And everything should work out.

**Also:** You might get a "plant not available at this location" message when you add a plant. If you do, then there is a blue button below that error code that says "change location." Simply click on that and change it to the Shasta location. (It's a weird technology "bug" that you will never see on your plants.)
3. When you are ready to check out, click "Checkout" on the last plant you selected or on the cart in the upper right-hand corner.
  - a. Fill in your details, please add your email and phone number in case there is a question about your order, and then click "Next." (Your phone number and email will not be shared and will only be used if there's a question about your order.)
  - b. Please fill in make/model and color info about the car you're most likely to be driving when picking up plants. (If you drive a different car instead, don't worry about it.)
  - c. If you're a member, you can apply the discount coupon code in the box below the "taxes." Then click on "Apply." Remember that the coupon code is case sensitive. If you do not see a box to put the coupon code in; then you might have to click on "+Add a coupon code" to get the box to appear.

4. When you purchase your plants, It will give you a plant order pickup day and time to pick your order up: Saturday, April 10, between 10 AM and 2 PM.  
**Note:** If, during checkout, you are given a different date to pick up your plant order, simply notify us at: [ShastaCNPSpropagation@gmail.com](mailto:ShastaCNPSpropagation@gmail.com) to let us know. **All** plant orders will be given out on Saturday, April 10, between 10 AM and 2 PM. (The program does have some glitches and we're still learning how to get around them. We need to know who's been given any information that differs from what we want it to be. We will be watching the orders come in.)
5. In the pick-up window, make sure you carefully select:
  - a. "As soon as possible," or
  - b. "Schedule for later." If you select this option, then select a time to pick up your plant order.Also, select:
  - c. "Request curbside pick-up"
6. Fill in your payment information (and if you are a member, **remember** to use your Members' Only Discount Coupon Code!) and click "Apply."
7. Remember to "Submit" your order.
8. Print out your order. At the bottom of the order there will be information about:
  - a. who ordered it
  - b. your contact information
  - c. **your pickup time and location**
9. **At the appointed time**, drive up, put your mask on, locate the signs for Shasta Chapter Plant Order Pickup Area, tell us your name, pick up your boxed plant order, check it, load it in your car, and then continue with your day. Best COVID-19 practices will be in place.

## Troubleshooting

### What if I accidentally select a plant from another chapter?

If you find yourself on a page that has a list of chapters on the left and has "Shop All" at the top, then select Shasta on the left. As long as it says "Shasta" above the first of the plant photos, you can order.

If you accidentally select a plant that is not being sold by the Shasta Chapter, you will see, on the right side, a window appear that will have a warning triangle and the comment in red-orange: "This item is not available at the selected pick-up location." **You need to make sure to remove the plant from your cart by clicking on "Remove." This is to the right of the box with the number of plants that you selected.** That should clear it from

your cart. Then go back to the page with all the plant photos and select “Shasta” on the left side.

### **What if I add plants and wait a long time before paying for the order?**

The store automatically removes plants from the inventory as they are purchased. So you might find that a plant is no longer available because someone else bought it.

### **What if something happens and I want a refund?**

It turns out that refunds are easy. If you’re unable to pick up your order and want a refund, all you have to do is email us at: [ShastaCNPSpropagation@gmail.com](mailto:ShastaCNPSpropagation@gmail.com) and we will issue a refund for you. (This may take up to 48 hours.)

## **Additional good info**

### **What can I do to make the online shopping experience easier?**

First, you can browse the [Current Native Plant Availability List](#). If you have any questions about any of the species, you will find direct links to Calscap’s description of each plant. Also, you can pre-determine what plant sizes you want from the [Available Plant Sizes](#) document. The plants come in 4” quarts, 3.5” deeps, 3.5” rounds (*Dudleya* spp. only), 1-gallon pots, or (3) 3.5” deeps for \$10, and a few species come in several sizes. Print the list and write in how many of each plant species you’d like, in what size, if there’s a choice, to make your shopping experience quicker and easier when purchasing online.

### **What are standard COVID-19 practices?**

When picking up your order, please observe standard COVID-19 protocols: wear a mask and maintain social distancing. This will be a drive-through pick-up. If you need help loading, please ask, but we prefer you load your plant order yourself.

### **Who benefits from the 2021 Spring Native Plant Sale?**

The income from this sale supports the Shasta Chapter’s grants and scholarships. These benefit the public and students while supporting the CNPS mission to increase understanding, appreciation, and horticultural use of native plants. We and our wildlife benefit from every native planting. Because these plants have evolved with their pollinators, they add habitat value to our landscapes. While fall is the best time to plant most hardy perennial native plants and shrubs in our area; they can still be planted in the spring with additional checks to “baby” them through the hot summer.