

CHAIRPERSON'S GUIDE

YANKEE CANDLE® | FUNDRAISING

let's get fundraising!



Easy Selling: Online & Catalog

yankeecandlefundraising.com | 1-800-351-1533

CHAIRPERSON IMPORTANT REMINDERS

Please read BEFORE starting your sale

Changes to your sale:

If you need to make any changes to your sale (dates, number of sellers, chairperson, cancellation) please notify your local sales representative.

Order Forms:

Be sure to include the seller's first and last name, chairperson/teacher name and organization on the top of each order form.

Please do not use Red Ink to complete the Order Form

- ❖ **WHITE** copies are to be sent to Yankee Candle Fundraising in the Fed Ex envelope provided. **(These will not be returned)**
- ❖ **YELLOW** copy should be retained by the Chairperson for future reference.
- ❖ **PINK** copy should be retained by Seller for reference when distributing product. (You may choose to collect the pink copy as well and return it to the seller at the time of delivery.)

If you need additional order forms you may go online to www.yankeecandlefundraising.com, click on Resources tab and select Chairperson from the drop down menu. Order Form is available to print. Please retain a copy of these for your records if you do print them online.

Submitting Orders:

A pre-paid Fed Ex envelope with your Yankee Candle customer number has been supplied to you for returning the completed order forms (**white copies only**) to Yankee Candle Fundraising. Please make sure that if multiple groups within your organization are conducting a fundraiser that the correct groups are put in the correct preprinted Fed Ex envelope. Yankee Candle Fundraising is not responsible for orders received which belong to another company. **Do not send payment with your orders.** Please complete the yellow Fundraising Confirmation Sheet that is included in Chairperson's Guide and place in Fed-Ex envelope with white copies of order forms.

Tallying Orders:

Please verify that the product ordered and the monies collected agree. Upon completion of order tally by Yankee Candle Fundraising a detailed report of sales by seller and product is available via your Chairperson Portal.

Product and SKU Reference Sheet:

Complete listings of product to include Catalog number, SKU number, Description of Product and Price may be accessed and printed at www.yankeecandlefundraising.com, click Resources tab and select Chairperson from the drop down menu. Product listing is available to print.

Teacher/Team/Group:

Orders must be separated by Classroom/Team. Place each group of order forms (**white copies only**) into a separate Classroom/Team envelope. This will assure that student orders are processed with the correct Classroom/Team name. Classroom/Team designation will be printed on seller box labels for easier distribution. Failure to use Classroom/Team envelopes may lead to orders being processed alphabetically with no Classroom /Team designation.

Sales Tax:

Local sales tax rates will apply unless a copy of your organization's tax-exempt documentation is provided. Online orders are not included in tax exemption. Tax will be charged on all Online orders. Tax percentage charged per Online order is based on the "ship to" state of the Online order. Tax Exempt Form may be found at www.yankeecandlefundraising.com under the Resources tab and select Chairperson from the drop down menu. Tax Exempt Form is available to print. Please include your organization name and customer number on Tax Exempt Form. Completed Tax Exempt Forms must be faxed to (413) 665-0099. **Please check with your local/state agencies for tax regulations in your area**

Late Orders:

Orders received at Yankee Candle Fundraising after your original orders will be subject to additional shipping and processing charges. Please note items reported as missing that were not processed and billed on original invoice will be processed and billed as late orders and are subject to additional shipping and processing charges. **Fax late orders (with a cover sheet including organization, chairperson names and customer number to Yankee Candle at (413) 665-0099.**

Chairperson Portal

You have received a user name and password to our web portal service via e-mail. This feature will allow you to view details of your most recent Fund Raising Campaign. From Program set-up to Invoice and Delivery, our web portal service will make your experience with Yankee Candle Fund-Raising much more enjoyable.

Please follow the steps below to enter the Portal:

1. Portal entry can be accessed at www.yankeecandlefundraising.com. Click on "Chairperson Login", located at the top right corner of the web page.
2. Enter your username and password that was provided at the bottom of the e-mail received from Yankee Candle. Be sure to include all letters and numbers noted for your username. Click "Login".

You will be able to track all facets of the upcoming sale.

If you have any questions about this service, please feel free to email us at froffice@yankeecandle.com. If you have not received your username and password, please contact your Sales Representative for assistance.

Online Shopping

Online Shopping is available. Your Customer Number is required to allow a Shopper to access the Yankee Candle shopping site. Shoppers will enter www.yankeecandlefundraising.com to access the website. Your Customer Number is entered in the "Start Shopping" box. All Online Purchases will ship direct to the purchaser, and your Organization will earn 40% in profit. Profit for Online purchases will be deducted from your catalog order invoice. When catalog order is at a balance of \$0.00, additional profit for online purchases will be mailed in form of a check every 30 days. If your organization is running an online sale only, profit will be mailed every 30 days. Sellers are also encouraged to register by clicking "Seller Login". More detailed instructions for seller sign up are included as a reproducible reminder notice in back of Chairperson's Guide.

Payment:

Do not send payment with your orders. Customers paying by check should make checks payable to your organization, **not to Yankee Candle Fundraising**. A Sale Invoice will be emailed to the Bill to email address that we have on file when orders have been shipped by Yankee Candle Company. If requested a hard copy of your Sale Invoice will be mailed to you within two days from the day your order ships. Chairperson is responsible for all expenses invoiced. **Payment may be made by check or credit card, do not send cash. Call our automated pay by phone service at 1-855-YCC-FUND to make a credit card payment.** Please include your customer number (found on your Sale Invoice) with all payments that are mailed to Yankee Candle Fundraising.

Payments should be made payable and mailed to:

Yankee Candle Fund-Raising

P.O. Box 3750

Boston, MA 02241-3750

Delivery:

Products will ship within 21 days of receipt of order forms to Yankee Candle Fundraising. Orders are delivered by a contracted service carrier, pre-packed by individual seller and labeled with Classroom/Team and Seller Name by organization. You will receive an email notification (including tracking numbers) when your order has been shipped. Transit time will vary from 1–5 business days depending upon your location.

Shipping Charges:

Total Retail Order Value:		
Beginning	Ending	Shipping Rates
\$0.01	\$100.00	\$15.00
\$100.01	\$200.00	\$25.00
\$200.01	\$300.00	\$30.00
\$300.01	\$399.99	\$35.00
\$400.00	\$999.99	\$50.00
\$1,000.00	\$9,999.99	5% of Retail Order Value
\$10,000.00	\$24,999.99	3% of Retail Order Value
\$25,000.00	\$999,999.99	1% of Retail Order Value

Problems, Errors, Missing or Damaged Items:

Any errors or problems with your order should be reported to our Claims Department at (800) 351-1533 within 10 days of delivery. Whenever possible, please wait 2-3 days following distribution of your orders before contacting Yankee Candle Fundraising. For your convenience Yankee Candle Fundraising now provides web access for individual sellers to report damaged and or missing claims directly to Yankee Candle Fundraising. Sellers packing slip will instruct seller to go to www.yankeecandlefundraising.com and submit a Claims form. Reported missing and or damaged items will ship directly to the seller's home address. When chairperson submits claims on behalf of the seller, these missing and damaged items will be shipped directly to the organization address that Yankee Candle Fundraising has on file for your organization. As an added convenience Yankee Candle Fundraising will cross check claims by seller to ensure duplication of replacement product shipments does not occur. Please note items reported as missing that were not processed and billed on original invoice will be processed and billed as late orders and are subject to additional shipping and handling charges.

Substitutions and Back Orders:

All orders are subject to availability. In rare occurrences we will back order items from original order shipment. We reserve the right to substitute a similar or like item or provide gift cards that are of equal or greater value or issue a refund at the invoice price. When items are back ordered the seller manifest received for your order will indicate the item, seller and quantities impacted. When items become available we will ship the original back ordered items directly to your organization, labeled with individual seller name.

Returns/Exchanges:

Candles may be exchanged at any Yankee Candle retail store. Product returns must include your organization name, your customer number and a note requesting a credit and should be sent to:

Attn: Yankee Candle Fund-Raising Returns

Yankee Candle Company, Inc.

175 Heritage Drive

Pataskala, OH 43062

Credits will apply to orders returned within 90 days from the Fundraising Sale End Date.

We appreciate your business and hope you have a successful Yankee Candle Fund-Raising Sale.

FUNDRAISER TIMELINES

PRIOR TO START OF FUNDRAISING SALE

Arrival of Sales Materials:

- Fundraising seller packets
- Fed Ex envelope and Pre-address Label to return order forms to Yankee Candle Company
- Classroom/Team Envelopes
- Additional Order Forms
- Posters

Fundraising Seller Packets:

Prior to start of sale verify that you have received the requested number of seller packets.

Fed Ex Envelope and Label:

A pre-paid Fed Ex envelope and label with your customer number has been supplied to you for returning the completed order forms (**white copies only**) to Yankee Candle. **Please retain this envelope and Label in a safe place.**

Classroom/Team Envelopes:

Prepare a Classroom/Team Envelope for each of your Teachers and or Coaches participating in the fundraising sale. This envelope should be distributed to each teacher and or coach along with the fundraising packets when sale kicks off.

Additional Order Forms:

Additional order forms will be included with your selling materials. Place additional order forms in front office.

Posters:

Prior to start of fundraising sale, display promotional posters in high traffic areas to promote your sale.

START OF FUNDRAISING SALE

To Begin The Sale:

If you are unable to hold a "Kickoff Assembly", please request a "Kickoff DVD", or you may access this video at www.yankeecandlefundraising.com, click 'Resources tab' from top navigation and click 'Chairperson' under the drop down menu. You will find the video available under 'Materials Download'. Video is also available on You Tube.

Distribute Fundraising Packets:

Distribute fundraising packets and Classroom/Team Envelopes to all Teachers and or Coaches participating in fundraising sale. Include one fundraising packet for each Teacher/Coach. Notify Teachers and or Coaches that additional order forms are available in front office.

Request Volunteer Help:

Ask for volunteers to help you during the sale to promote, count money, process the orders, delivery day help, etc. You will need approx. 2-8 volunteers depending on your group size.

Promoting Your Sale:

Set a goal and be specific, and involve all interested parties in setting the goal, Administrators, Teachers, and Students. Choose a cause that everyone can support. Send home notices to inform parents of the fundraising event and the goals that have been established.

If your organization has an information sign or marquee, utilize it to promote your sale and to inform parents and the community about the sale and dates.

Decorate a bulletin board with brochures and campaign dates near the front office.

Enthusiastic reminders during the morning or afternoon announcements will help encourage students to participate.

Free & Low Cost Promotions

Be Creative, Increase Participation, Raise Funds, Have Fun!

Ideas for Principals, Teachers and Staff members to help your school:

- Student wins privilege of "Principal/Teacher for the day/hour/period"
- Free Homework Pass
- Crazy dress up day
- Inside out day
- No uniform day
- Spirit awards
- VIP coupons
- Free ice cream treat or pizza party for top 25 sellers
- Top class in each grade eats lunch first.
- Daily Surprises/Drawings

Public Address Announcements

Please make these announcements:

#1. On the Day of the Kick Off

Extra order forms and brochures are in the office for our Yankee Candle fundraising sale for those absent yesterday or anyone needing extras.

#2. Four Days After the Kick Off

Our Yankee Candle fundraising sale is almost over. Make lists of people to contact and people to help your sale.

#3. Friday Before Second Weekend

This is your last weekend to sell!!! Be sure to sell big and raise funds for (your organization).

#4 On the Day Orders Are Due

Orders and money are due today. If you forgot, please turn your order in tomorrow.

#5. On the Day After Orders Are Due

It's not too late to turn orders in. Please bring them tomorrow.

#6. On the Last Possible Day to Turn in Late Orders

It's still not too late to turn your orders in. Please bring them in NOW.

Reproducible Reminder Notices are contained in back of Chairperson's guide to copy and send home important information to keep parents/sellers updated.

DURING YOUR FUNDRAISING SALE

Re-confirm Volunteers:

Remind your volunteers that you will need assistance with order processing, money counting, product distribution on delivery day; 2-8 people would be great.

Keeps Excitement Going:

Keep the Fundraiser going with daily announcements, drawings, and school wide messages to parents via phone conferencing, email distribution, Facebook, etc.

END OF FUNDRAISING SALE

Prepare Place to Process Orders:

Set up a quiet and safe area to process the orders and count money. Have calculators, pens, paper clips, rubber bands, classroom envelopes, snacks and drinks available.

Prepare Order Forms:

Make sure each order form has a seller last name and first name. Do not use Red Ink to complete the Order Form. Verify that the amount of money collected matches with the amount of orders taken. If there are any order discrepancies, send a letter home to the parents explaining the problem; do not send home the original order form. If checks are received, it is always a good idea to put the student's name and room number on the memo line of the check.

Deposit Money:

Deposit all monies collected into your group's trust account.

Forwarding Order Forms to Yankee Candle Company for Processing:

The student/parent should keep the pink copy of the order form, the yellow copy should be retained for your records, **and the white copy** should be forwarded to Yankee Candle Company. If there is more than one order form for a student, staple them together. Place the white order forms into the corresponding Classroom/Team envelope. Place the Classroom/Team envelopes in grade order; K,1,2,etc. Complete the Fundraising Confirmation Sheet included in your Chairperson Guide. Rubber band Classroom/Team envelopes together and place your completed Fundraising Confirmation Sheet on top. Insert Classroom/Team envelopes and Fundraising Confirmation Sheet in the Fed-Ex envelope provided with your material shipment.

Late Orders:

Orders received at Yankee Candle after your original orders will be subject to additional shipping and processing charges. The shipping and processing charge will be applicable even when the Late Order ships with original orders.

Fax late orders (with a cover sheet including organization, chairperson names and customer number to Yankee Candle at (413) 665-0099.

DELIVERY DAY

Order Arrival:

Your products will ship within 21 days from receipt of order by Yankee Candle Fund-Raising. Your Yankee Candle Fundraising Representative will work with you on setting specific day of delivery. Yankee Candle Fundraising will send a shipment confirmation e-mail to the designated Chairperson when the order ships from our warehouse. E-mail will include sales information pertaining to seller totals and corresponding box numbers.

Distribution of Boxes:

Have a team of volunteers ready to help distribute the boxes. All of the boxes are clearly labeled with the student's name and the Teacher's/Coach's name. Each label will also include a Numeric Value which corresponds to Alphabetical listing. Boxes can be arranged in numeric order by label number to provide for alphabetic sorting and pick up.

Delivery Service:

Orders are shipped via Yankee Candle Contracted Carrier or via Fed-Ex ground. A Yankee Candle Contracted Carrier will call and schedule an appointment for delivery. The driver will bring the boxes inside to a central location that you designate. Fed-Ex ground is not required to make an appointment for delivery. If any issues arise, please contact our service center at 1-800-351-1533.

Replacement Product:

The following message will appear at the bottom of each seller's packing slip. "Please review your order within 5 days of receipt. Report any missing and or damaged items by accessing our website at www.yankeecandlefundraising.com. Click the Resources tab and select Claims Form from the drop down menu. Complete the online form and submit to Yankee Candle for processing. Please note items reported as missing that were not processed and billed on original invoice will be processed and billed as late orders and are subject to additional shipping charges. Yankee Candle Fundraising will ship replacement products reported by seller to the address indicated by seller.

Invoice:

When orders are shipped a Sale Invoice will be emailed to the "Bill To" email address that we have on file at Yankee Candle Fundraising. If requested on contract a hard copy of your Sale Invoice will be mailed to you within two days from the day your order ships. Payment may be made by check or credit card, do not send cash. Call our automated pay by phone service at 1-855-YCC-FUND to make a credit card payment. Partial and full payments are accepted by phone.

Returned Checks:

Customers will be assessed a service charge of \$20.00 for each check returned to our bank regardless of reason the check is returned.

Collection Costs, Delinquent Payment Fees:

All sums not paid when due shall bear interest at the maximum legal rate allowed by law. If payment due hereunder has to be collected upon demand of an attorney, or collection agency or suit has to be instituted for the enforcement hereof, Customer agrees to pay all costs and expenses thereof including, without limitation, reasonable attorney's fees (including appellate attorney's fees, collection fees) and court costs.

We appreciate your business and hope you have a successful Yankee Candle Fund-Raising Sale.

REMINDER!

FUNDRAISING ORDERS ARE HERE AT OUR SCHOOL.

PLEASE MAKE PLANS TO PICK UP YOUR ORDER:

Thanks for your support!

ATTENTION!

**STUDENTS, TEACHERS, PARENTS...
OUR FUNDRAISER IS ENDING!!**

ALL FUNDRAISER MONIES AND ORDERS ARE DUE:

Thanks for your support!

RECORDATORIO!

**LAS ÓRDENES DE RECAUDACIÓN DE FONDOS
ESTÁN AQUÍ EN NUESTRA ESCUELA.**

POR FAVOR HAGA PLANES PARA RECOGER SU PEDIDO:

GRACIAS POR SU APOYO

ATENCION!

**ESTUDIANTES, MAESTRO(A), PADRES...
NUESTRA VENTA TERMINA!**

TODO LAS ORDENES Y DINERO DEBEN SER ENTREGADAS:

GRACIAS POR SU APOYO

Fundraising Confirmation Sheet

Please complete and return this form with your orders. We use the address that you include below when shipping your orders. Please be sure to include an address that someone is available to receive your orders during regular business hours.

***PLEASE NOTE: WE CANNOT SHIP TO PO BOXES.
Please do not send payment with these orders. Thank you.***

YANKEE CANDLE CUSTOMER # 99_____

Total # of Sellers:_____

ORGANIZATION:_____

CHAIRPERSON: _____

If you wish to CHANGE or CONFIRM your ship to address, please complete lines below:

Name/Business Name: _____

***Street: _____
(No PO BOXES)***

City: _____

State:_____ Zip Code:_____

☐ ***Please check box if Ship address above is residential.***

We appreciate your business and hope you have a successful Yankee Candle Fund-Raising Sale.

Sell across the country!

Our FREE mobile app makes it so much easier!

With the Yankee Fundraising app, sellers can reach out to all their mobile and social contacts to shop online and support their fundraiser.

Contact aunts, uncles, cousins, grandparents, Facebook friends, Twitter followers. It's simple and fast! *(Available for iPhone and Android.)*

Download Yankee Fundraising at:

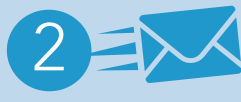


Or contact friends and family through email at yankeecandlefundraising.com. Here's how:



Create your seller account

- Click 'Seller Login'
- Complete 'Sign up to be a Seller'
- Enter your Organization's Group # (listed on the letter in your seller packet) & seller birth date
- Click



Provide e-mail addresses*

- Visit the 'Seller Dashboard'
- Enter e-mail addresses of friends and family members
AuntMary@email.com; UncleBob@email.com;
Grandparents@email.com; BFF@email.com
- Click



Track your sales & profits

- Your contacts will receive a custom email from you explaining your Yankee Candle Fundraising sale.
- Your friends and family members start shopping online.
- The profits from their purchases are applied to your selling total and your organization's grand total.
- Everything ships directly to your customers.

*Email addresses are confidential and will not be shared. See yankeecandlefundraising.com for details.

YANKEE CANDLE®

FUNDRAISING

yankeecandlefundraising.com | 1-800-351-1533