

How to Ship a Package

Double Check

- Is the shipping price enough for shipping speed required? Is the shipping address correct?
- Has the item been paid / rung up with receipt attached?
- Is Fromagination's Wisconsin Cheese Card included? Is the Cheese Card card included?
- Is there a gift message? Has the hand-written card been included in the box?
- Are all food companions present (substitute if needed)?
- Are prices covered or removed from all products?

You Will Need

- Shipping box – 9x7x6 for insulated totes, 14x10x6 for most larger orders
- Insulated tote – (if included in the gift set, or if one has been paid for)
- OR Insulation, cut to line bottom and sides of shipping box
- Ice packs – 2 to 5 depending on room
- Bubble Wrap Bags – for ice packs, crackers, jars, any breakables
- Fromagination's Sheep stickers and “Refrigerate on Arrival / Perishable” stickers
- Packaging tape

Assemble the Order

- Ice packs in bubble wrap bag along the bottom
- Cheese closest to ice packs (soft cheeses, then blue, then harder cheeses)
- Non-perishables on top, with breakables and crackers in bubble wrap bags
- More ice packs along sides or on top if room left
- Adorn with any tissue paper or other decorative touches if desired
- Cheese card and gift message in front pocket of tote, or over folded insulation
- Tape up box, sheep sticker in upper left corner, perishable sticker in upper right

Shipping via FedEx

1. Place package on the shipping scale
2. “Ship” gray button in the upper left corner, then “Shipment Detail” tab under it
3. Enter:
 - Contact name (the recipient’s name)
 - Leave the “Recipient ID” blank
 - Address 1 (the entire recipient’s address, including apt numbers, suite numbers, etc)
 - Zip Code, then tab to next field, should fill in state and city for you
4. Click on Weight, scale should automatically read weight
5. Choose speed: Ground, Standard 2nd Day or 2nd Day, Standard Overnight
6. “Ship Alert” gray tab, enter the buyer’s email address, click the first and last check boxes (Shipment notification and Delivery notification) After checking that everything is correct, click the purple “Ship” button in the lower right to print the shipping sticker.



7. Place the small rectangular upper half of the sticker on the original order form, and the larger main label on the package itself. Place completed package in the walk-in

After the Package is Ready

- Ground packages: call FedEx Ground **the day before** and tell the system how many packages we want to have picked up
- 2nd Day or Overnight packages: call FedEx Express and follow the automated prompts, before 2:30 PM. Begin with saying "Schedule an express pickup"

Filing the Order Form

- Always retain the order form for our records, including the FedEx tracking number sticker, which should be placed on the order form
- Place the completed order form in the basket for "Completed Orders" in the shipping area
- Paper order forms are filed alphabetically, by year, for any follow-up need later
- Large/corporate orders, once completed, go to Maureen for customer service follow-up

