

REMINDER: The BloomNet Timely Reply Program



# IMPORTANT REMINDER

## THE BLOOMNET TIMELY REPLY PROGRAM

The BloomNet Timely Reply Program is designed to enhance communication between florists and ensure seamless order processing by encouraging receiving florists to provide a timely reply when rejecting orders and also submit delivery confirmations on a timely basis.



### PROGRAM ELEMENTS

The BloomNet Timely Reply Program sets forth that during "standard business hours" receiving florists must reject orders within two hours of when the order is received. Receiving florists must also submit timely delivery notifications on all orders. Timely delivery notifications include both Delivery Confirmations (DLCs) and Delivery Attempt Notifications (DLAs). The Cutoff time for delivery notifications is 7:00 pm the day of delivery.

BloomNet will track all orders, and assess charges according to the tables below. BloomNet will not receive any portion of these assessments and any charges collected will be credited to the sending florist. All disagreements related to assessments incurred are to be discussed with the sending florist.

DELIVERY CONFIRMATION	CREDIT
Submit Delivery Confirmation before 7 pm	\$1.00 CR

LATE REJECTS	PENALTY
Order Reject sent longer than 2 standard business hours	\$10.00
Order Reject sent longer than 24 hours	\$20.00
Order Reject sent longer than 72 hours	Full Value of Order
Order Reject sent longer than 2 standard business hours and after cutoff time on the day of delivery	2x Full Value of Order

LATE OR MISSING DELIVERY CONFIRMATION	PENALTY
Delivery Notification is missing on the order	\$2.25
Delivery Notification is sent after 7 pm cutoff time	\$2.25



### COMMUNICATION REMINDERS

By working together, we can help reduce cancellations, charge backs & redelivery requests.

#### Important Communication Reminders:

- 1) Reinforce with staff the importance of submitting Real Time Delivery Notifications & earn a \$1.00 credit for each DLC received before 7PM!
- 2) Submit Real Time Delivery Attempt Notifications on all deliveries that were attempted, but not able to be successfully completed. Be sure to enter accurate Delivery Attempt Notifications before 7pm per BloomNet's Timely Reply Guidelines.
- 3) For substitutions, send an INFO-Status Update message with the substitution details.

To learn more about submitting Real Time Delivery Confirmation options, visit [www.bloomnet.net/RealTimeDLC](http://www.bloomnet.net/RealTimeDLC)

Should you have any questions, please contact us at 1-800-BloomNet (1-800-256-6663), email us at [customerservice@bloomnet.net](mailto:customerservice@bloomnet.net), or chat with a BloomNet Customer Service agent at [www.bloomnet.net](http://www.bloomnet.net).

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