

# FAQs – Frequently Asked Questions



## 1. How much money can we make on your fundraisers?

The answer is up to you. We offer the pies and cobblers at our lowest price to fundraising groups. We'll provide information on the current retail range and you can determine your selling price from this information. It's important that you decide what is affordable to your buyers.

## 2. How much time is required to run your fundraisers?

The flexibility of our program plan allows you to decide this as well. We require a 2-week lead time from when your order is placed to when it's ready to be received. This ensures that we have enough pies and cobblers already hand-made to fulfill your order. What we've found to be a successful formula for our groups breaks down to

- 2 weeks selling (including an extra weekend if you'd like). In peak sale times like the Fall, we do request that groups sell for just 2 weeks so that they don't overlap with other groups in their area.
- 2-3 days to collect seller's orders and money then compile the final order
- 2 weeks for us to prepare your order.

## 3. How do we get the pies from you?

There are three ways that you might receive your order.

1. Pick-up in Silverton – We have appointments available Monday through Friday for you to pick up your order at our Silverton facility. This provides the most flexibility for you to fit the distribution into your schedule.
2. Delivery or Delivery/Meet – We have delivery trucks making routine rounds to marketplaces in areas extending to Vancouver to the North, Bend to the East, Eugene to the South and the Northern Oregon Coast on the West. If a group sells a minimum amount of items, we try to provide space on those delivery trucks that travel closest to your group. They may deliver it directly to your location of choice or have you meet them at one of their planned delivery locations. This will be arranged with our Fundraising Manager and Deliveries Manager. If your group isn't located near any of our delivery routes, you may choose to drive to our closest route location and meet the truck to pick up your order. This option may not always be available, especially during peak seasons like the Fall months.
3. We accommodate additional delivery trucks in peak seasons to meet the needs of our fundraising groups. Please contact our Fundraising Manager to find out how we can best serve your requests.

## 4. Do you provide order forms?

Yes. We have individual order forms for each of the 4 selling seasons, differing only in the Specialty Seasonal Pie which is offered. These beautiful, glossy forms have pictures and descriptions of the items offered on the back and are provided at no cost to our fundraising groups. We offer one order form per seller. Additional are available to be printed from this webpage.

## 5. What if we want to do our sale completely online?

Many of our groups decided to go completely online during COVID and were very successful. This requires that your group have a method of collecting money for the orders. We offer a generic form on this webpage for you to use as a template to customize your advertising and order form specifically for your group. You can cut and paste the pictures and descriptions and add your own group pictures to develop your personalized message to potential supporters.

## 6. How do we keep the pies and cobblers frozen?

We are committed to providing the highest quality, healthiest pies and cobblers on the market. Keeping them frozen is crucial to this goal, We have developed proven strategies to keep the products frozen from Point A (our facility or trucks which maintain the temperature at -10 degrees) to Point B (your buyer's hands). Recently, one group successfully kept our products frozen from Silverton, OR to Great Falls, MT. Our special packaging is designed to help maintain the frozen state. Once we see the size of your order, we can help you strategize how to maintain the quality of your order.

## 7. If I decide to come pick up my order in Silverton, how will I know if my order will fit in my vehicle?

Once we find out the size of your order, we'll be able to determine the space that you'll need. We have measurements for each product and are very familiar with how much will fit into varying sizes of vehicles.

## 8. Do you offer any vegan options for fundraising?

Yes. All our 2-crust pies are dairy-free, trans fat free and vegan. This includes our mini pies.

## 9. Do you offer any gluten-free options for fundraising?

There are no gluten-free options available on our order form. Our Country Store Gift Card does provide the opportunity to purchase our frozen fruits and other gluten-free options at the Country Store located between Salem and Silverton, Oregon.

## 10. How do we pay Willamette Valley Pie Company for our order?

That's as easy as pie - one check written to Willamette Valley Pie Company for your total order. (If you are a new group, we ask that you mail the check the day after you place your order so that we can receive it before your order is received. If you are a returning group, simply hand the check to our staff member when you receive the order. Orders cannot be released without payment.)

If your questions haven't been answered, please give Brenda a call at 971-345-1737 or email her at [brenda@wvpie.com](mailto:brenda@wvpie.com).

