



SKAGIT GARDEN'S GUIDE TO *Success*



EVERYTHING YOU NEED TO KNOW RIGHT AT YOUR FINGERTIPS



Skagit Gardens 2024

fill and print, or print and fill

KEEP ME HANDY THIS SEASON!

ACCOUNT
MANAGER : _____

PHONE : _____

EMAIL : _____

800-753-8372

plantorders@skagitgardens.com

Can't reach your
Skagit rep? You can always
reach our office by
phone or email
Monday - Friday
8AM-4:30 PM (PST)

ORDER DEADLINE (11AM): M T W TH F

TRUCKS DEPART : M T W TH F

ORDER
MINIMUM: \$ _____
(PRE-FREIGHT)

FREIGHT: _____ %

During low volume times of the season, deadline & ship days may shift - your Account Manager will communicate updates throughout the season.

WEBSITE
LOGIN: _____

PASSWORD: _____

The website is the most accurate place to view customer specific pricing and our inventory for any given ship date. For more information, please see page 5.

PAYMENT
TERMS: _____

REMIT
ADDRESS:
(FOR CHECKS) Skagit Horticulture, LLC
PO Box 2233
Spokane, WA 99210-2233

PRICE
LEVEL: List Select Choice Premium

DELIVERY INSTRUCTIONS

If you have specific notes for drivers, let us know & we will attach a note to your account that will be seen on all future deliveries. As not all trucks are equipped with liftgates, please let us know if you have a forklift on property or if a liftgate is required to offload orders.



LESS THAN LOAD DELIVERY

On weeks we have less than a full truck to your area, delivery can be completed in most cases with an LTL service. In those instances, products will arrive on pallet racks. Additional charges for liftgate use and residential delivery may apply. Please check with your Account Manager for more details.

RACK COLLECTION

When racks are left with delivery, the quickest way to get them picked up is to submit a [Rack Request](#) pickup form found under the Resources menu on our website. This goes straight to our Customer Service and Logistics Team for processing. We try to schedule pickup for the next time we are in your area.



CREDITS

In a situation where you receive damaged material, you can always fill out our Credit Request form on our website or email us at plantorders@skagitgardens.com and we will issue you either partial or full credit. Please adhere to the following guidelines:



- 1 Submit credit requests within 48 hours of receiving your order
- 2 Include photo(s), product(s) name & item number, quantity affected, and reason for request (damaged, overgrown, too small etc)
- 3 Please do not send plant materials back with the driver. We are able to process requests much quicker with simply information and a photo

FIRST QUARTER

Month	Wk	Holiday	Important Deadlines
JAN	1	New Years (1/1)	
	2		Previous Q3 & Q4 Review
	3		
	4		
	5		
FEB	6	Valentine's Day (2/14)	
	7		2/16 - Preorder Spring Hanging Baskets
	8		
	9		
MAR	10		
	11		3/15 - Preorder Peak Season Q2 orders
			3/15 - Prepricing 2024 Retail /SKU
			3/15 - Preorder 2024 Pumpkin Kits
	12	First Day of Spring (3/19)	
	13		Q1 Review

— Suggested

— Recommended

— Final

THIRD QUARTER

Month	Wk	Holiday	Important Deadlines
JULY	27	Independence Day (7/4)	
	28		
	29		7/15 - Preorder 2025 Spring Hellebore - <i>pro-rated</i>
	30		
	31		
AUG	32		
	33		8/16 - 2025 Custom Order Submission
	34		
	35		
SEP	36	Labor Day (9/2)	
	37		9/13 - Preorder Q4 orders
	38	First Day of Autumn (9/22)	
	39		Q3 Review

— Suggested

— Recommended

— Final

SECOND QUARTER

Month	Wk	Holiday	Important Deadlines
APR	14	Easter (3/31)	
	15		4/12 - Preorder 2024 Holiday Kit
			4/12 - Preorder 2025 Easter Kit
	16		
	17	Earth Day (4/22)	
MAY	18		
	19		
	20	Mother's Day (5/12)	
	21		
	22	Memorial Day (5/27)	
JUNE Pollinator Month	23		
	24		6/14 - Preorder Q3 Orders
	25	Fathers Day (6/16) First Day of Summer (6/20)	
	26	National Pollinator Week (6/24 - 6/30)	Q2 Review

— Suggested

— Recommended

— Final

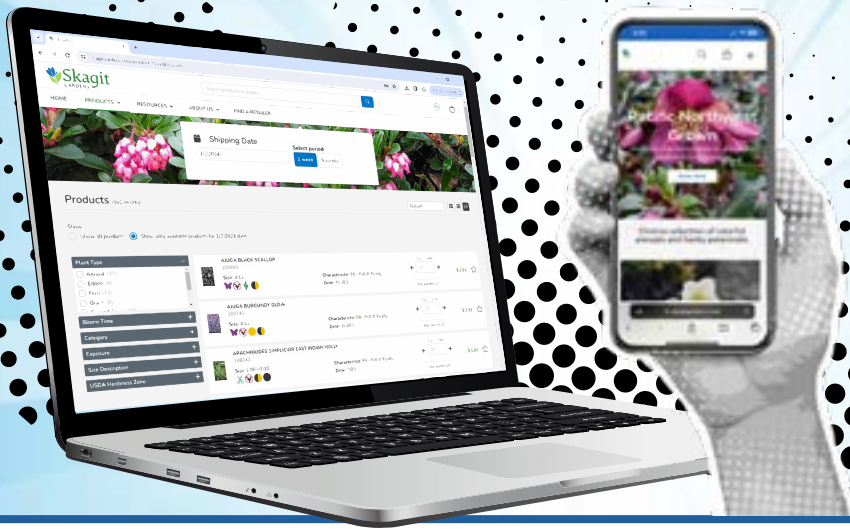
FOURTH QUARTER

Month	Wk	Holiday	Important Deadlines
OCT	40		
	41		
	42		10/15 - Growing Success Submission
	43		
	44	Halloween (10/31)	
NOV	45		
	46		
	47		
	48	Thanksgiving (11/28)	
DEC	49		
	50		12/9 - Last 2024 Order Deadline
			12/13 - Preorder Q1 Orders
	51	Christmas (12/25)	
	52		Q4 Review

— Suggested

— Recommended

— Final



EASY PEASY ONLINE SHOPPING

BEFORE YOU START...

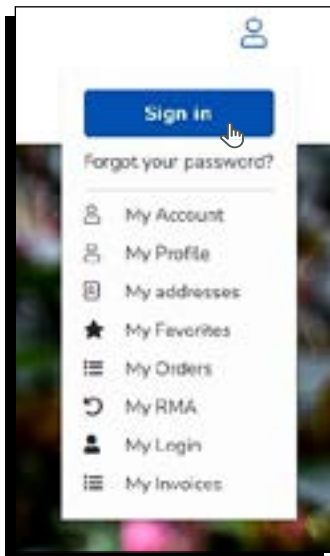
1 RIGHT BROWSER RIGHT DEVICE

For best overall online performance, we recommend using Google Chrome on a desktop. Browsers such as Safari, Firefox and Edge will work as well. Keep in mind **the “show only available products” feature for the 5 week view is not accessible on a mobile device.**



2 SIGN IN

Our website is always available for browsing, however to place an order, view your pricing and availability, you must sign in.



3 SHIP DATE

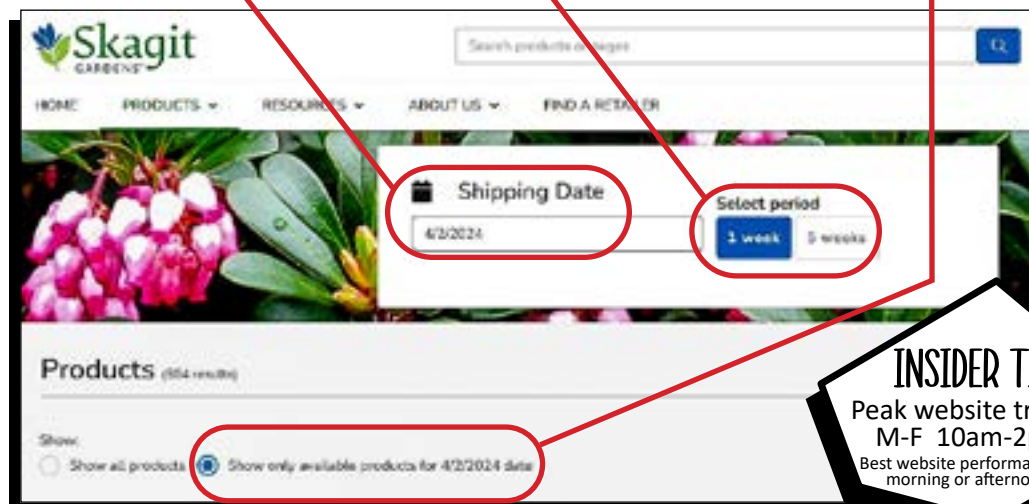
From the Products page, select a ship date. Click the date to change it.

4 WEEK VIEW

Select 1 Week or 5 Week. The 1 Week view shows products for said shipping date. The 5 Week view shows availability for 5 consecutive ship dates at one time.

5 AVAILABILITY

Enable the “show only available products” button for a current list of available products for the specified ship date. **Our availability is live.**



INSIDER TIP...

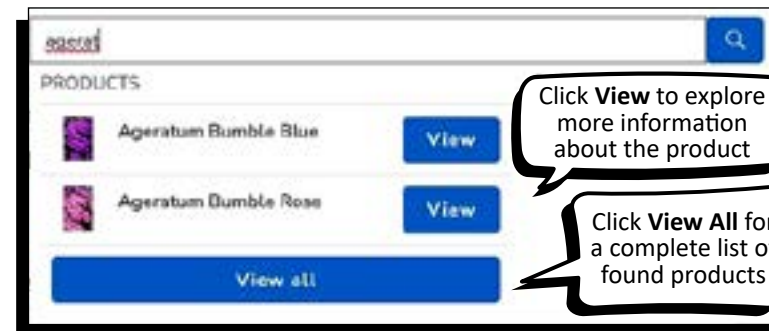
Peak website traffic:
M-F 10am-2pm
Best website performance in
morning or afternoon

WHILE YOU'RE SHOPPING...

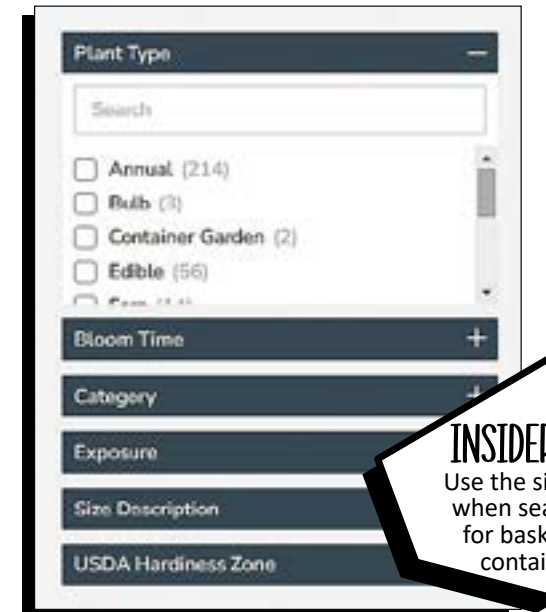
1 SHOP MORE SCROLL LESS

Minimize the scroll time by utilizing these tools for maximum efficiency.

(A) Use the **search bar** when looking for a specific variety. Any item containing the letter sequence you entered will appear.



(B) Use the **category filters** to help narrow down your search. There are six different filters for your convenience.



2 REFER TO OUR RESOURCES

Any question you may have can most likely be answered by referring to our resources located under the resource tab on our website.

This section contains information regarding topics including but not limited to:

Crop Photos product photos taken weekly and made accessible for our customers to use as a reference

Credit Requests fill out and submit this form if you received damaged material

Programs a list of annual and seasonal brochures made printable for your convenience

Photo Library our collection of product images free to use for promotional material (*please include attribution: Photo Courtesy of Skagit Horticulture*)

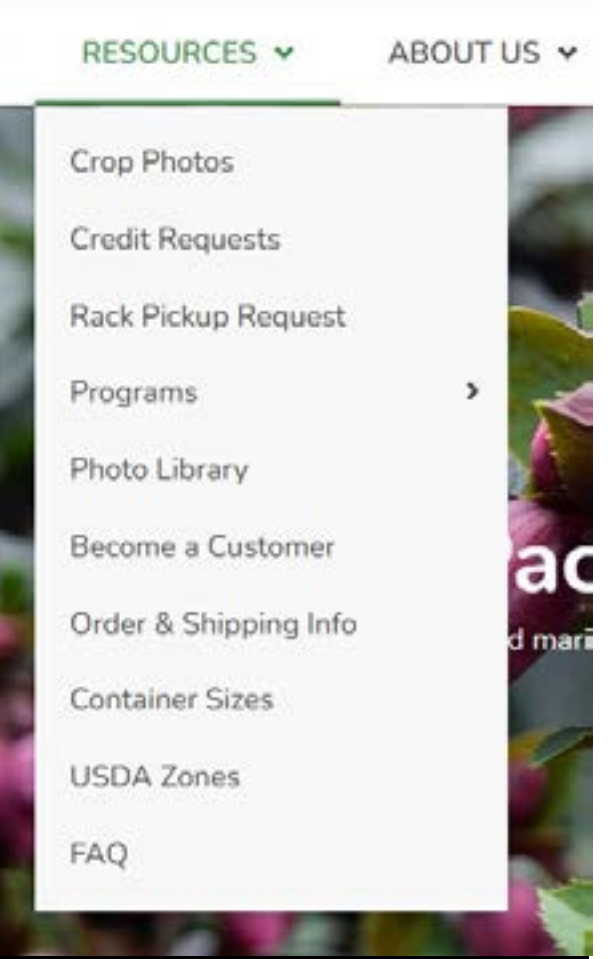
Become a Customer starting point for new customers

Order & Shipping Info deadlines, minimums, surcharges, restrictions, credit card fees (etc) per state

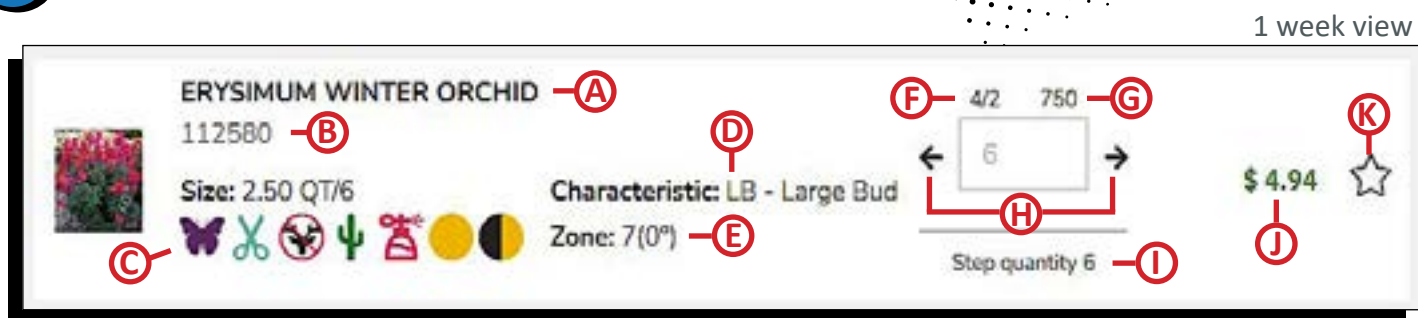
Container Size info/images regarding product size

USDA Zones Hardiness Zone map (updated 2023)

FAQ a compiled list of frequently asked questions



3 KNOW THE LEGEND & LINGO



A. Product Name (Genus & Variety)

B. Item Number

C. Plant Icon Legend

- full sun
- part sun/full shade
- full shade
- pollinator friendly
- cut flower
- deer resistant
- drought tolerant
- fragrant

D. Characteristic refers to the growth stage of the plant

(NG) New Growth green shoots emerge from soil

(FR) Full and Ready foliage and well rooted

(LB) Large Bud buds and foliage, no color yet

(CC) Cracking Color buds are partially opening

(BB) Bud and Bloom full/partial openend buds

(N/A) Not Ready planned for future

E. Hardiness Zone map located under Resources on web

F. Shipping Date

G. Quantity Available for Purchase

H. Next Ship Date move to the next/previous ship date

I. Minimum Order Increments quantity of pots per flat

J. Price

K. Favorites add items to your "favorites" list for future reference

*Website product information matches plant tag

4 KEYBOARD SHORTCUTS



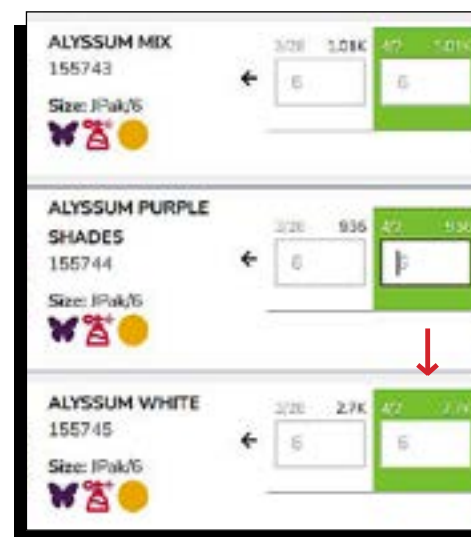
Right & left arrows will move you to either the next or previous ship date



Up & down arrows will navigate you to the next or previous product



The enter key will navigate you to the next product.



WHEN YOU'RE READY TO CHECK OUT...

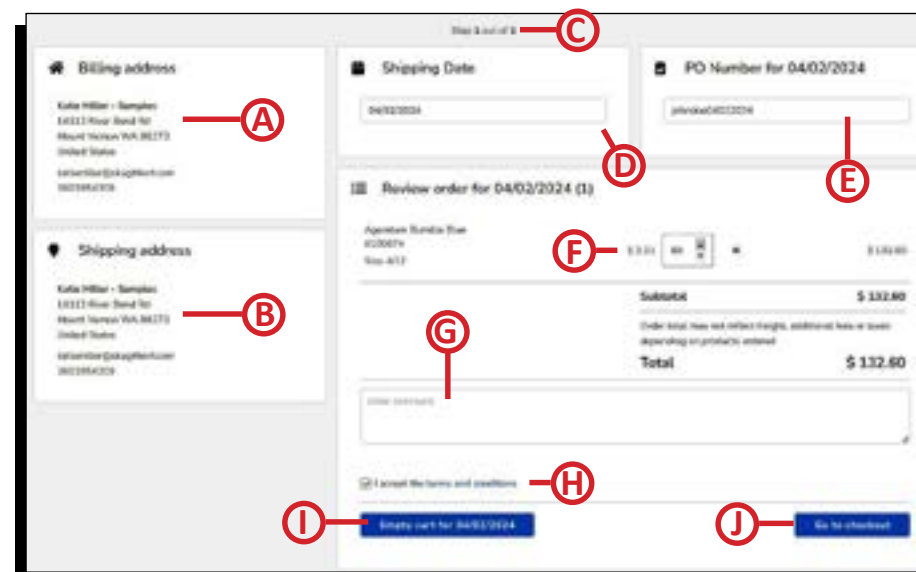
1 WHEN IN DOUBT, CHECKOUT



To keep our availability accurate and in real time, once items are placed in a cart, that item is reserved for **3 hours**. If the cart has not been submitted within that timeframe, those items are released back to the market. Keep in mind you will still see the item in your cart even if it's sold out. In which case, the system will require you to remove the sold out item when finalizing your order.

To avoid this, we recommend you check out your order and come back to edit it if need be. As long as your order hasn't been shipped, you have the ability to add or remove items from your submitted orders.

2 CHECKOUT PAGE



A. Billing Address

B. Shipping Address Addresses auto populate from our internal system; any changes or updates must be made through your Account Manager

C. Multiple Carts which cart out of total

D. Shipping Date

E. PO Number enter name of order (your preference) *alpha-numeric only, no special characters*

F. Product Quantity Ordered use arrows to add or subtract quantity (for large changes we recommend you navigate back to the product page)

G. Comments

H. Terms & Conditions click to checkout

I. Empty Ship Date Cart empty cart for selected ship date

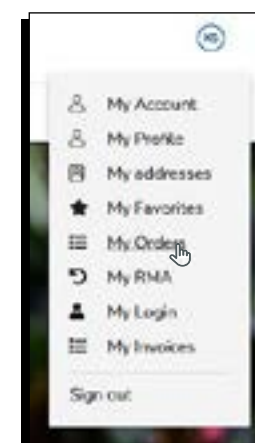
J. Checkout final step

EDITTING SUBMITTED ORDERS...

1 MY ORDERS

Under your sign in, click "My Orders"

The green unlock icon represents pre-deadline orders (editable); the red lock icon represents past deadline orders (uneditable).



2 SAVE EDITS

Once you're done with the updates, be sure to click the "Save Update" button, otherwise you will be stuck in "edit view"



HELP IS HERE
Contact your account manager or our office at 800-753-8372

RETAIL PLANT CARE TIPS

WHEN PLANTS ARRIVE...

Inspect plant material for overall quality upon arrival. If there are any issues, please contact your account manager within 48 hours.

Plants may need immediate watering before displaying for sale.



SPACING

Space out products, especially plants with full foliage. Good air circulation is important for plant health. Spacing reduces disease issues and the need to groom foliage frequently.



SUN AND SHADE

Ensure plants have appropriate sunlight. Different species have varying light requirements; group them accordingly.

No natural shade? Use shade cloths or sails! These are great for blocking direct sunlight. Best to drape over a structure above the plants rather than directly on them.

Even sun-loving plants can benefit from light shade in warmer months, preventing small packs and heavily rooted plants from drying out.



WATERING

Check plant material *daily or more* for water needs.

Watering variables include but are not limited to: sun/shade, heat (reflective/direct), wind, fans, length of day, root systems, plant preference.

Avoid directly watering flower or foliage, soil only.

Water thoroughly, then let plants “dry down”—foliage and top will be dry.

Late fall through early spring, water plants first thing in the morning to allow foliage to dry before night fall.

Under and over-watering can lead to disease; best to maintain “moist, well-drained soil”



ROOTS



Inspect plant roots as necessary - healthy root systems are usually white, with many small root hairs.

If soil doesn't dry, but the plant is wilting, it likely has root rot and should be discarded. Rotted roots are brown and mushy.

EXCEPTION: Ferns naturally have brown roots

PRUNING & DEADHEADING



Maintain attractive plants by removing dead or yellowing leaves and spent flowers. This will also reduce the chance of disease issues.

Prune/trim if necessary to retain desired shape and size

WEATHER & ENVIRONMENT

If freezing conditions are expected and plants must be held outdoors, water thoroughly and cover with frost cloth. A well-watered soil takes longer to freeze than dry soil and will provide additional root protection.

Rapid movement from environment extremes can cause plant damage. If possible, avoid this and instead acclimate plants to their new conditions.

Example: moving from a shaded location to a hot location could cause wilt or leaf burn.



NUTRITION

Include fertilizer in your watering rotation. Actively growing plants require more.

Always read fertilizer levels to understand mixing instruction and frequency of application.

Consider a fertilizer injector for efficient, regular application.



DISEASE & PEST ISSUES

Scout regularly for disease or insect issues. Isolate and treat promptly with a safe and trusted product from your store or landscape maintenance supply; or by manually removing affected foliage or pests.

Dispose of infected material, or whole plant if issue has progressed beyond treatment.

Slug bait can be helpful for product displayed/held on the ground.





CREATE INVITING DISPLAYS WITH SKAGIT GARDENS PLANTS

ENTRANCE DISPLAYS

Creating a shopping experience at your garden center begins at your doorstep.

A creative and colorful entry captures the attention of your customers as they enter; drawing them inside your store with a burst of shopping inspiration fresh on their minds.

Add color and texture rich plants such as in-season annuals, ferns, grasses and perennials.

Remember, your entry is your customer's first impression of what's inside your store!

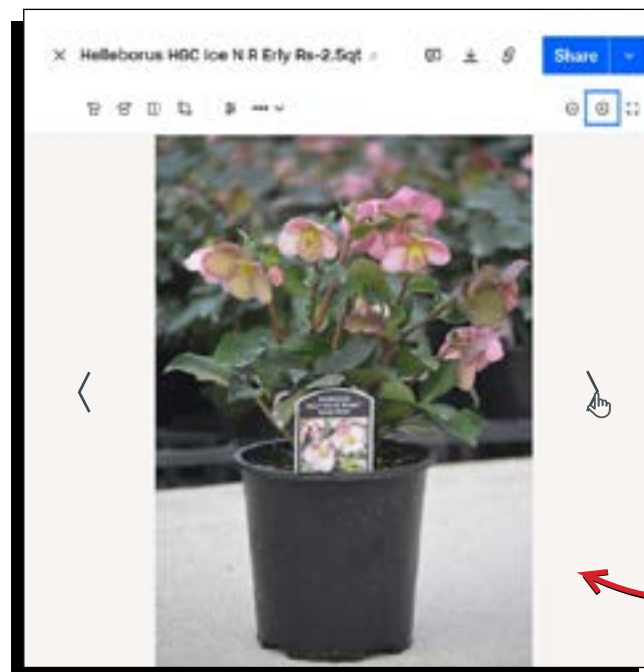


KEEP IT FRESH

Change out and replenish your displays frequently to keep your loyal and repeat visitors excited each time they visit your store.

You can always count on your Skagit Gardens Account Manager to let you know what's looking fresh on the farm.

Another option is to view our [Crop Photos](#) located under our Resources tab. Our Crop Photos are updated weekly to provide you an honest visual representation of what's looking good or what is currently in season.



CREATE AN ATMOSPHERE

Carry on the excitement inside your store with colorful bench displays and an easy traffic flow that will fill your customers with their own creative ideas!

Make your garden center feel like a home oasis by creating a scene that feels comfortable and inviting. Here are a few helpful tips for constructing the perfect garden atmosphere.

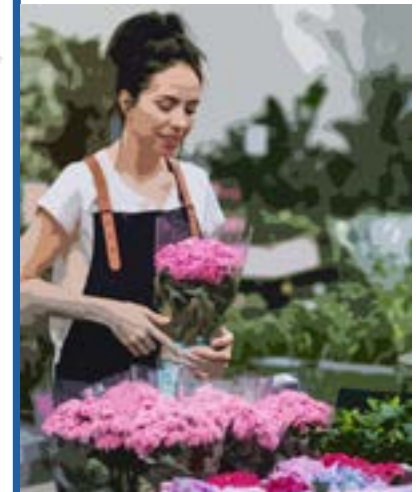
1 SPRUCE IT UP!

Compliment your featured plant sections by using colorful ceramic containers or wooden fixtures to add a touch of nature.

Hand tools, outdoor furnishings, and hardscaping merchandise will encourage additional sales opportunities.



2 STAFF FAVORITES



Create a staff and grower "favorites" display. Your customers are inspired by what you and your team think is cool!

3 SEASONAL DISPLAYS

Create displays and endcaps for all four seasons and important holidays.



4 PROVIDE INFORMATION

Make sure to provide cultural information on easy-to-read signage.

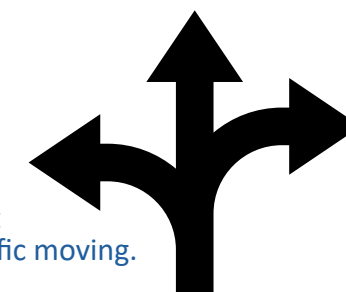
Create simple yet thoughtful signage and bench cards that will help tell the story of your plant's best features.

Remember, stories sell!



5 TRAFFIC FLOW

Consider the direction and flow of traffic when assembling displays. Allow the customer space to shop leisurely without feeling pressured to keep the flow of traffic moving.



6 GROUPING PLANTS

When arranging plant displays, it's best to pair up plants that have similar cultural needs, such as light, watering and fertilizer requirements.

UNLOCK LIMITLESS KNOWLEDGE WITH OUR OTHER [RESOURCE GUIDES](#) - ULTIMATE SOURCE FOR HELPFUL TIPS



(800) 753-8372
plantorders@skagitgardens.com

New Years Day

Easter

Mother's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas

January 1

March 31

May 12

May 27

July 4

September 2

November 28

December 25

January 2024						
S	M	T	W	R	F	S
1	1	2	3	4	5	6
2	7	8	9	10	11	12
3	14	15	16	17	18	19
4	21	22	23	24	25	26
5	28	29	30	31		

February 2024						
S	M	T	W	R	F	S
5				1	2	3
6	4	5	6	7	8	9
7	11	12	13	14	15	16
8	18	19	20	21	22	23
9	25	26	27	28	29	

March 2024						
S	M	T	W	R	F	S
9					1	2
10	3	4	5	6	7	8
11	10	11	12	13	14	15
12	17	18	19	20	21	22
13	24	25	26	27	28	29
14	31					

April 2024						
S	M	T	W	R	F	S
14		1	2	3	4	5
15	7	8	9	10	11	12
16	14	15	16	17	18	19
17	21	22	23	24	25	26
18	28	29	30			

May 2024						
S	M	T	W	R	F	S
18				1	2	3
19	5	6	7	8	9	10
20	12	13	14	15	16	17
21	19	20	21	22	23	24
22	26	27	28	29	30	31

June 2024						
S	M	T	W	R	F	S
22						1
23	2	3	4	5	6	7
24	9	10	11	12	13	14
25	16	17	18	19	20	21
26	23	24	25	26	27	28
27	30					

July 2024						
S	M	T	W	R	F	S
27		1	2	3	4	5
28	7	8	9	10	11	12
29	14	15	16	17	18	19
30	21	22	23	24	25	26
31	28	29	30	31		

August 2024						
S	M	T	W	R	F	S
31				1	2	3
32	4	5	6	7	8	9
33	11	12	13	14	15	16
34	18	19	20	21	22	23
35	25	26	27	28	29	30

September 2024						
S	M	T	W	R	F	S
36	1	2	3	4	5	6
37	8	9	10	11	12	13
38	15	16	17	18	19	20
39	22	23	24	25	26	27
40	29	30				

October 2024						
S	M	T	W	R	F	S
40		1	2	3	4	5
41	6	7	8	9	10	11
42	13	14	15	16	17	18
43	20	21	22	23	24	25
44	27	28	29	30	31	

November 2024						
S	M	T	W	R	F	S
44					1	2
45	3	4	5	6	7	8
46	10	11	12	13	14	15
47	17	18	19	20	21	22
48	24	25	26	27	28	29

December 2024						
S	M	T	W	R	F	S
49	1	2	3	4	5	6
50	8	9	10	11	12	13
51	15	16	17	18	19	20
52	22	23	24	25	26	27
1	29	30	31			

MOTHER'S DAY SHIP WEEK

HOLIDAY

Retail Ready Sales Team

Katie Miller



Retail Ready
Program Manager
800-753-8372
plantorders@skagitgardens.com

Seth Moylan



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