



Bill Moore & Co., Inc.



Inside this issue:

Order Tracing	1
Using FedEx	1
Feature Plants	2
Product Catalogs	2

Improved Customer Communication by Jillian Mann

As your plant broker we are constantly looking for ways to improve communications with you. We strive to give you all the necessary information to help you plan for your incoming shipments of plants. In addition to sending out order acknowledgements immediately after entering your orders into our system, we also give you notification of shipping two weeks prior to the ship date. Over the past year we have we have developed a system of order tracing by reconfirming the order with the supplier and notifying you of the results.

It all starts off by checking with every supplier to make sure they have received every single purchase order that we send them. As your order tracing specialist, I e-mail our salespeople a list of what is shipping so they can check and verify that

everything on the orders is correct including varieties, quantities and shipping method. I then check with the suppliers two weeks prior to the scheduled ship date to make sure everything is scheduled to ship on time and that the order is complete. Next I notify the customer that the order has been confirmed to ship or inform them of any changes that might have to be made. This notification is typically done by fax or e-mail.

This system has great benefits for our customers. It helps to make sure orders are shipped on time. We are also able to identify suppliers that are not meeting our standards for promptness and accuracy in filling and preparing orders for shipping. It also gives customers another form of advanced notice of what they should be expecting in the very near

future. Customers can look at the notification and see exactly what is coming and when to expect it. They can also check and make sure that what is going to be shipping is correct. We will continue to provide you with the best customer service possible. If you have questions about this system or suggestions for improvement, please contact me by phone at 800 237-7794 or e-mail at jillian@billmooreco.com.



In our previous issue we informed you that Bill Moore & Co., Inc. would start using UPS Ground for smaller shipments. After much consideration, we have decided to use FedEx to continue to keep your freight costs as low as possible. If you have any questions, feel free to contact us.

Bill Moore & Co., Inc.
PO Box 1587
Brandon, FL 33509
800.237.7794 (Toll free)
813.689.6706
813.684.5856 (Fax)

Feature Plants



Saritaea magnifica "Glow Vine"

This vine has a stiff upright growth habit. Its mature height reaches 20 feet. Full sun is recommended along with a warm to hot growing temperature. This beautiful plant blooms in fall, winter and spring with 3 inch across blooms.

Available in 50cp/72cp/105cp or 4in.



Curcuma

We offer 15 varieties of Curcuma. These eye catching plants are shipped in from Thailand. They are shipped as bulbs in 350-500 per case. Put your orders in now for shipping starting in March.

Bulbs per case vary by variety. Please contact your local sales representative for complete variety listing.



If you would like to receive our newsletter by e-mail, or have questions/comments, just e-mail jillian@billmooreco.com

New Additions to our Website

Bill Moore & Co., Inc. has recently added a few product catalogs to our website. These pages offer information and pictures of products including; Dahlia, Liriope and Cajun Hibiscus. So come check us out at the following links.

[www.billmooreco.com/Thailand Plants.pdf](http://www.billmooreco.com/Thailand%20Plants.pdf)

[www.billmooreco.com/Cajun Hibiscus.pdf](http://www.billmooreco.com/Cajun%20Hibiscus.pdf)

www.billmooreco.com/Liriope.pdf

www.billmooreco.com/Daylilies.pdf

www.billmooreco.com/Dahlia.pdf

