

Online Store FAQs & Tips

How do I get a username and password for the online store?

You must have an existing store A/R account, registered with a 4-digit customer number, in order to apply for online access. If you are not registered with us, please fill out and send in this [form](#), or call in and give us the information over the phone. If you are registered with us, click [here](#) to apply for access to our online store. Please fill in all the fields, especially your company name (or your 4-digit customer number if you know it), so that we can link it to your store A/R account.

You will receive an email shortly after you submit the form, with the username you selected and a temporary password. We encourage that once you log in with this temporary password, that you change it to something you will remember.

How do I place an order online?

You first must be logged in with a username and password in order to begin adding items to your shopping cart. You can search for the specific plant or find it through browsing our department catalog. Once you find the specific plants you are looking for, select the quantity you would like and then “Add to Cart”. Once your shopping cart is complete, you can begin the checkout process and submit your order.

Once I place an order online, what happens next?

Once your order has been submitted, a salesperson will respond to you within 24 hours in order to discuss the order, schedule for pick up or delivery, and arrange payment.

What is the different between “Add to Cart” and “Add to List” in your online store?

If you are not ready to purchase items, you can save them in your list for ordering in the future. At any time you can select items from your list and add it to your cart.

[Click here](#) to view a detailed brochure on how to use Shopping Lists most effectively.

Can I create an estimate online?

No. Our online store does not allow you to create estimates. However, if you would like to have the plant list entered into our system, and saved for you as an estimate...you may place an ORDER online and in the comments section during checkout, enter in the text

“ESTIMATE ONLY PLEASE”. When we receive it, we can change the order into an estimate for you. Our sales staff will contact you and get the estimate to you shortly.

A quick way to create a pseudo-estimate is to add items to your cart and press the Printer icon in the upper right hand corner of the screen. This will create a list with the prices and total listed out, which you can print out and use for working on your design project.

How can I display more search results?

Under your Account tab, “My Settings”, you can adjust your search results to display 60 or more.

How do I search for plants on your website?

There are several ways in which to start your search for plants on our website. (Note that you must be logged into your store account in order to see pricing and availability). The most simple way to start your search is to type in the botanical or common name into the search bar along the top header menu. You may type in the entire name or just a few letters of the first, or subsequent words. If you know the item number or SKU, you can also enter that into the search bar.

For example, if you are looking for Podocarpus gracilior, you can just type in "podo grac". If you have a particular form you are looking for, for example, an espaliered form, you can narrow your search by typing into the search bar "podo grac ESP".

A quick cheat sheet:

- ESP - espaliered
- STD - standard single-trunk tree form
- MULTI - multi-stem or bush form
- STK - staked
- PT - patio tree
- DP - decorative pot
- CP flat - Cell pack flats, 48 plants per flat (for annuals only)
- JP flat - Jumbo pack flats, 36 plants per flat (for annuals only)
- K-10 - 10 4" plants per flat (for annuals only)
- FLAT - a mud flat, no separation