

CREATOR HUB
by crowd**fundr**



Fulfillment Workbook

Use this workbook in conjunction with the details on crowdfunding fulfillment on the HUB:

<https://crowdfundr.com/creatorhub/crowdfunding-fulfillment-toolkit>

Fulfillment Schedule

Mark down these important dates and keep them somewhere you'll see often, so nothing falls behind!

Action	Date
Campaign launch date	
Campaign end date	
Deadline for orders to printer/manufacturer	
Expected date to receive/complete all orders	
Estimated local delivery date	
Estimated domestic delivery dates per state/province	
Estimated international delivery dates per country	
Send feedback email #1	
Send feedback email #2	
Final campaign update	

Reward Shipping Budget

Complete this table for each reward and bundle, including every variant if the size and/or weight is significantly different.

Reward item & variant(s):			
Variable	Fixed Cost	Price Per Unit	Contingency buffer
Packaging – box/envelope			
Packaging – stuffing/padding/inserts			
Shipping – Domestic & local			
Shipping – Domestic & out-of-state/province			
Shipping – International country #1			
Shipping – International country #2			
Shipping – International country #3			
Shipping – Add-on shipping price			

QA/QC Checklist

Ensure every item shipped is checked over for these criteria and write down who inspected each order.

Transaction Number: _____

Supporter name & email: _____

Name of Inspector: _____

- Matches advertised:
 - Dimensions
 - Colour
 - _____ (custom variable)
 - _____ (custom variable)
- No visible defects
- No functional defects
- No presence of safety hazards
- Packaging is:
 - Consistent
 - Free of defects
 - Durable

Communication

Copy and paste these templates and modify to your liking.

Order received – sample custom message.

We are absolutely thrilled to reach out to you with a heartfelt “Thank you” for your contribution to our campaign. Your support means the world to us, and we can't express our gratitude enough.

Your belief in our project is not only a tremendous boost to our campaign but also a vote of confidence in our vision. With your help, we are one step closer to making our dream a reality.

We promise to keep you updated on our progress and ensure that you are a part of every milestone we reach.

Order out for delivery

Subject line: Your order is on its way!

Dear **[Supporter's Name]**,

Exciting news – your order from our Crowdfundr campaign is now out for delivery!

Here are a few important details to keep in a safe place:

Estimated Delivery Date: You can expect your order to arrive on or before **[Estimated Delivery Date]**. Please note that delivery times may vary based on your location and other factors.

Tracking Information: Your courier is **[courier name]** and your tracking number is **[tracking number]**. Click this link **[insert link]** to track your package!

Contact Us: If you encounter any issues or have questions regarding your order, please don't hesitate to reach out to us at **[support email or write 'reply to this email']**. We're here to assist you with any inquiries you may have.

We hope you're as excited as we are for your order to arrive. Your support has been invaluable, and we can't wait for you to enjoy the results of our campaign. Once you receive your order, we'd love to see photos or hear about your experiences – please feel free to share them with us on social media using our campaign's hashtag **#[YourCampaignHashtag]**.

Thank you once again for being a part of our journey.

[Your Name]

[Your Title]

[Your Campaign/Organization Name]

Order delivered

Subject line: Your order has been delivered!

Dear ***[Supporter's name]***,

Your reward from our Crowdfundr campaign has been successfully delivered to your address! It brings us immense happiness to know that you now have in your hands the result of our collective efforts and your generous support.

If you have a moment, we'd love to see your unboxing experience or hear about your thoughts on your reward. Feel free to share your photos and feedback with us on social media using our campaign's hashtag ***#[YourCampaignHashtag]***.

If you encounter any issues with your reward or have further questions, please don't hesitate to reach out to us at ***[support email or write 'reply to this email']***. We're here to assist you.

Once again, we extend our deepest gratitude for being a vital part of our journey. We couldn't have achieved this without you.

[Your Name]

[Your Title]

[Your Campaign/Organization Name]

Follow-up email

Subject line: Your feedback matters – please take this short survey.

Dear **[Supporter's Name]**,

We hope this message finds you well and that you're enjoying your reward from our **[name of campaign]**.

To help us improve and ensure that we continue to deliver the best possible experience to our supporters, we kindly request a few moments of your time to complete a brief feedback survey. Your insights and suggestions are invaluable to us and will make a significant difference.

[Include a prominent link to the survey here]

Your feedback will help us understand what we're doing right and where we can make improvements. Whether it's about the quality of your reward, the delivery process, or your overall experience with our campaign, we want to hear it all.

[Optional]: *As a token of our appreciation for participating, we'll be entering all respondents into a drawing to win a special surprise gift. Your candid feedback is instrumental in shaping our future endeavors, and we genuinely appreciate your input.*

We'll see you for our next campaign!

[Your Name]

[Your Title]

[Your Campaign/Organization Name]

Refunds/Exchanges/Delay Communication

Use these email templates to communicate about refunds, exchanges, and delays around your supporters not receiving their rewards on time.

(Emails begin on next page)

Refunds – Not accepting refunds

Subject: Important Update Regarding Refund Requests

Dear ***[Supporter's Name]***,

I hope this message finds you well. We sincerely appreciate your support and commitment to our project. Your belief in our vision has been instrumental in bringing us closer to our goals.

We understand that circumstances may change, and we want to acknowledge and appreciate the trust you placed in us by contributing to our crowdfunding campaign. It is with a sense of responsibility and transparency that we address your recent request for a refund.

After careful consideration and evaluation of our financial commitments and project timelines, we regret to inform you that we are unable to process refund requests at this time. Please allow us to explain the reasons behind this decision.

[Provide a brief explanation of the challenges or constraints that prevent refunds, such as project-related expenses, budget limitations, or contractual obligations.]

We recognize the importance of maintaining open communication with our supporters, and we want to assure you that every contribution is valued. While we cannot fulfill refund requests, we remain committed to delivering on our promises and ensuring the success of the project you supported.

If you have any specific concerns or questions, please do not hesitate to reach out at ***[support email or write 'reply to this email']***. We are here to address any inquiries you may have.

Once again, thank you for being an integral part of our journey. We are truly grateful for your support and understanding.

Best regards,

[Your Name]

[Your Title]

[Your Campaign/Organization Name]

Refunds – Are accepting refunds.

Subject: Seeking Your Valuable Feedback

Dear **[Supporter's Name]**,

I hope this message finds you well. Firstly, we want to express our sincere appreciation for your initial support for **[Your Project]**. Your contribution has been invaluable to us.

We've processed your refund request, and while we respect and honor your decision, we are always eager to learn and improve. If you feel comfortable sharing, we would greatly appreciate any feedback or insights you may have regarding your decision to request a refund. Your input will help us enhance our offerings and better meet the expectations of our supporters.

Your thoughts are important to us, and we want to assure you that any feedback you provide will be treated with the utmost confidentiality. Please feel free to respond to this email, or if you prefer, you can reach out to our support team at **[support email or write 'reply to this email']**.

Once again, thank you for being a part of our community. We wish you all the best, and we genuinely hope our paths cross again in the future.

Kind regards,

[Your Name]

[Your Title]

[Your Campaign/Organization Name]

Delay in supporter receiving their reward

Subject: Important Update: Delay in Reward Fulfillment

Dear **[Supporter's Name]**,

We trust this message finds you well and want to express our sincere gratitude for your support of **[Your Project]**.

We are reaching out to you today with an important update regarding the fulfillment of rewards for this campaign. Regrettably, we've encountered unforeseen challenges that have led to delays our getting rewards out for shipping.

Due to **[Insert reason for the delay]**, rewards will not shipped on the anticipated date **[Original shipping date]**.

Our revised shipping date is **[New shipping date]**. We understand the anticipation and excitement surrounding the fulfillment of rewards, and we sincerely apologize for any inconvenience this may cause.

We want to be transparent and communicative with you about these delays and new shipping dates, so please don't hesitate to email us at **[support email or write 'reply to this email']** with questions or concerns. Your feedback is important to us, and we are committed to addressing your inquiries promptly.

Once again, thank you for your continued support and understanding. We value your commitment to our project, and we are dedicated to keeping you informed as we work through these challenges.

Best regards,

[Your Name]

[Your Title]

[Your Campaign/Organization Name]