

Hi NSPG members!

With one order in the works (PSH), and two more on the horizon (Tuckers and Sounding Stone), I just wanted to go over some group order etiquette that will help make the entire process smoother for you and our supply coordinator.

I thought I'd provide you with a reminder of our supply coordinator's role in organizing a group order. Our supply coordinator is Natalie Burns and her role involves communicating with the suppliers, confirming the delivery date and notifying the guild members participating in that order, and is there on pick up day to ensure that what our member's collect is what they have paid for.

Natalie's role does not include:

- Breaking down the bulk order and organizing the orders
- Lifting any heavy boxes of clay
- Tracking down missing items or ongoing discussions with the supplier regarding a member's order

Anyone who has placed an order must be able to lift their own boxes into their vehicle or have someone with them who can do this heavy lifting. This is mandatory for these orders to continue to work.

The group orders are not meant to replace larger orders for potters who would normally get pallets delivered to their studios. These are orders for potters who only require 10 or so boxes of clay at a time. Our suppliers are generally not putting the same clay bodies on one pallet so it does mean that members will have to look for their correct clay body and help to have it removed from the pallet. We have asked the suppliers to organize the clay differently and will know on the next deliveries if they were able to accommodate us.

If for some reason you have a large number of boxes of clay, please let our coordinator know and arrange to arrive early at the shipping depot to collect your boxes first, with your own helper, to speed up collection for other members who only have small numbers of boxes.

We have heard from Natalie that some NSPG members have been rude to her at pick up and suggesting that she should be doing more for them. This behaviour will not be tolerated and in the future these members will be removed from our group orders. This is largely a volunteer role for Natalie with a small amount of remuneration that in no way makes up for the time she is spending to help us receive our supplies. Please be polite at pick up.

As you may or may not know, the Nova Scotia Potter's Guild is a volunteer organization. Our organization works because our entire board is made up of volunteers who want to see the guild grow and thrive. Historically, our group orders have worked because guild members have given some of their time on pick up day in order for the day to go more smoothly. This seems to have changed and needs to begin again. If you have ordered material on a group order please offer to contribute some of your time that day to help our coordinator.

These orders will only work for everyone if people are willing to help make them work.

Thank you in advance,

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