GRAVE SPECIFIC REQUESTS

HOW TO TUTORIAL

WREATHS *across* AMERICA

What Are Grave Specific Requests?

A Sacred Mission

Grave Specific Requests allow sponsors to honor veteran loved ones by ensuring a wreath is placed directly on their grave.

Order Online

Select the **"Grave Specific"** option under Customizations during checkout.

Sponsors can choose to place the wreath themselves or request a volunteer to place it on their behalf.

Order by Mail

Complete the **Grave Specific Wreath Sponsorship Form** or Tally Sheet.

Mail the completed form with your check. Always confirm the location accepts Grave Specifics before mailing.

"We are not here to decorate graves. We are here to remember not their deaths, but their lives."

— Karen Worcester, Executive Director of Wreaths Across America

Information Required for Placement

Mandatory: Veteran's first and last name.

Optional (Highly Helpful): Branch of service, military rank, date of birth, date of passing, and exact gravesite details (section, row, and/or marker number).

How to Sponsor Grave Specific Requests ONLINE

Delivery Guarantee Cutoff:

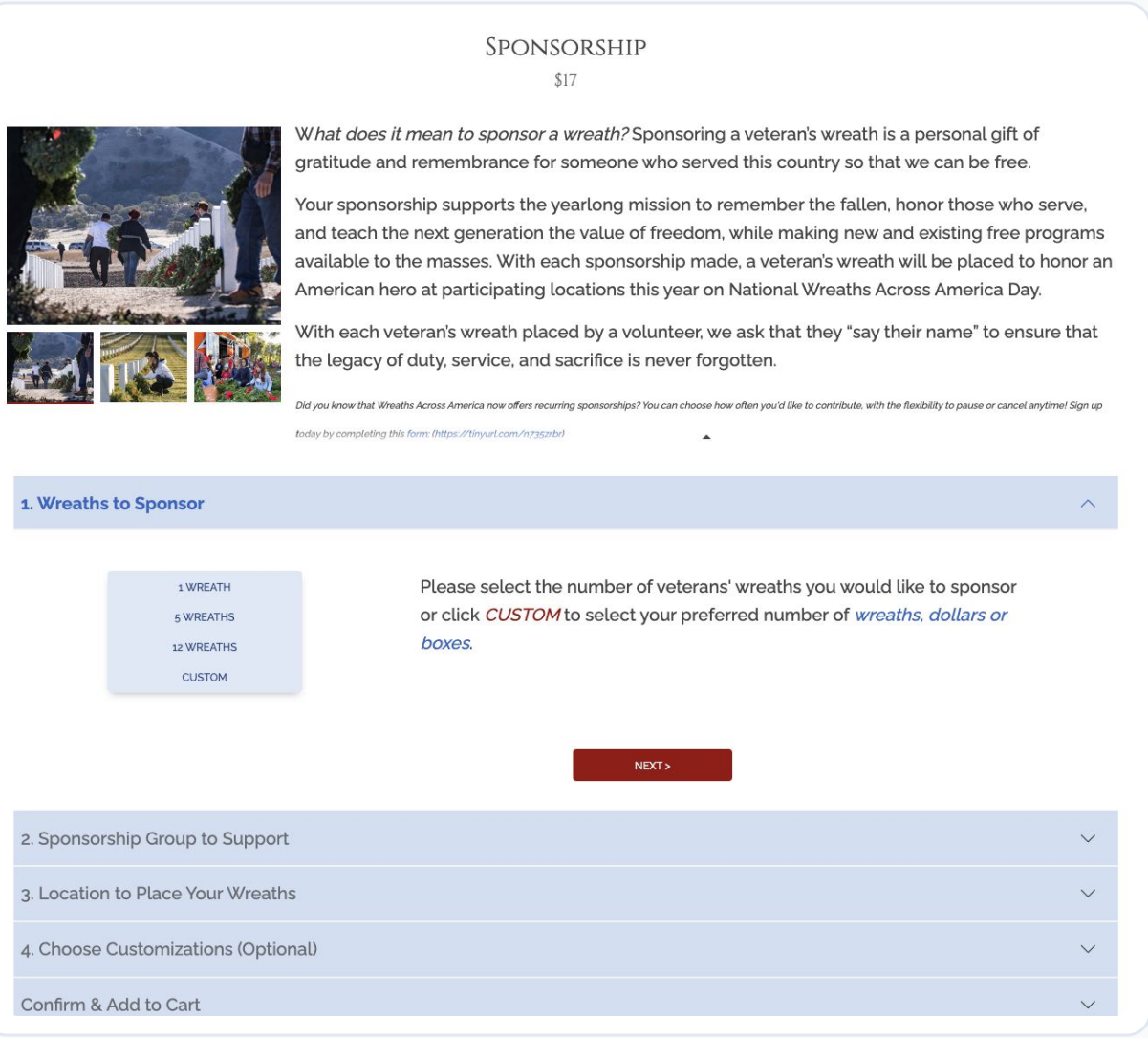
All Online Orders must be received by your Regional Cutoff Date to be guaranteed for delivery this year!

Step-by-Step Instructions for Online Ordering

1. Click the red **Sponsor Wreaths** button.
2. Select the number of wreaths to sponsor.
3. Choose the sponsorship group to support.
4. Pick the location for wreath placement.
5. Add customizations: **Grave Specific Request** , Remember Wall Post, Pair Wreaths, e-Card/Mailed, or In Honor/Memory Of.
6. Confirm and add to cart, then checkout or add more sponsorships.

IMPORTANT

Online Orders will appear on the **Details tab** of your Wreath Count Report within 24-48 hours of processing. They will show up on your Wreath-O-Meter and Research Orders right away!



How to Add Grave Specific Details ONLINE

If the participating location offers Grave Specific Requests, that option will be available online and sponsors can request that a wreath be placed on a specific veteran's grave.

1. Choose a Placement Option

- I'll place the wreath myself
- Please have a volunteer place the wreath

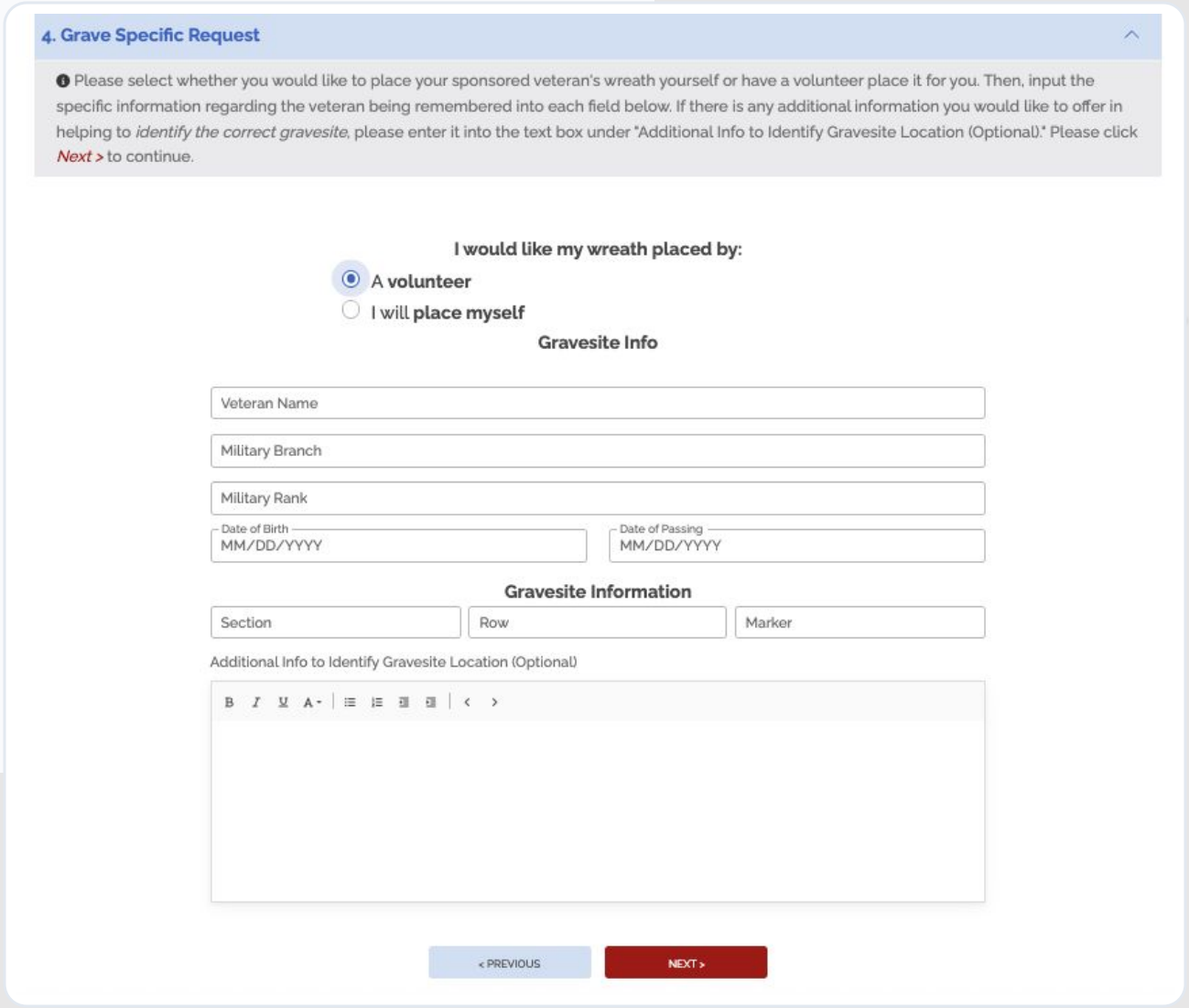
2. Required Information

- Veteran's first and last name

3. Helpful (Optional) Information

- Branch of service & Military rank
- Date of birth and Date of passing
- Gravesite details (Section, Row, Plot, and/or Marker)

The more information you provide, the easier it is for volunteers to locate the correct gravesite.



How to Sponsor Grave Specific Requests MAILED

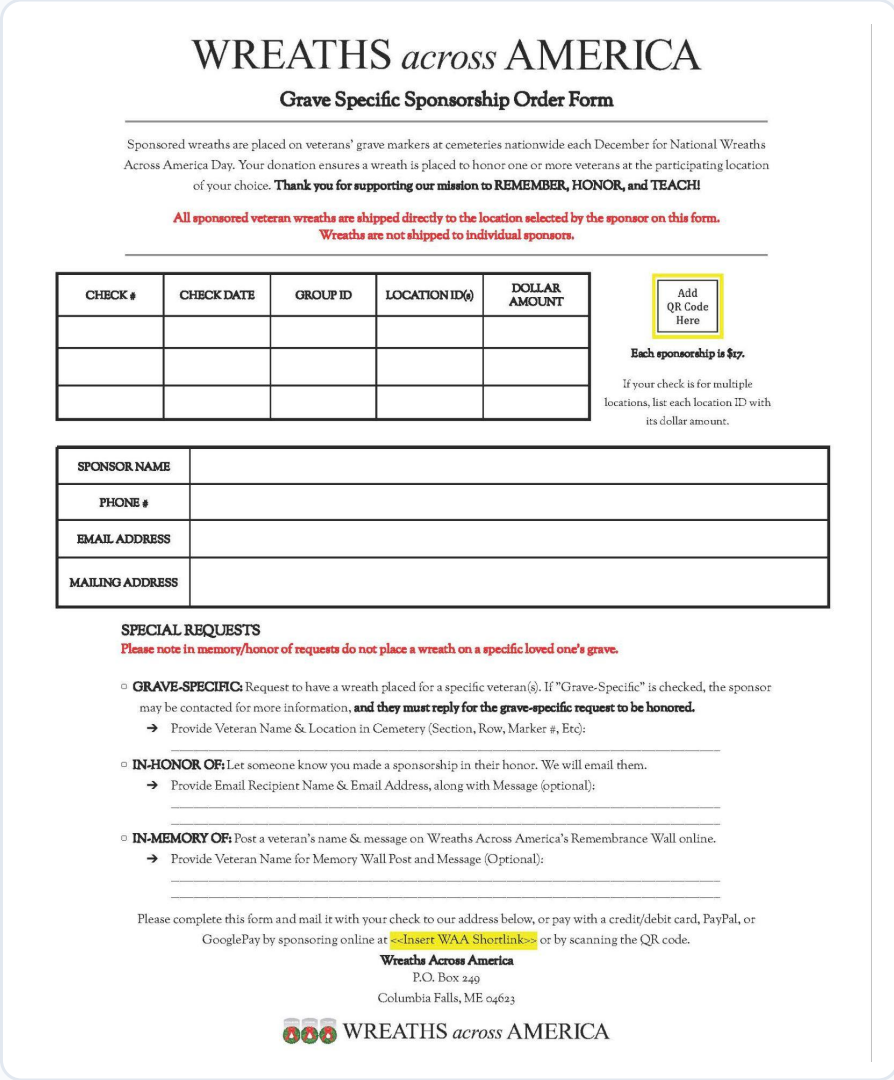
Before submitting a Grave Specific Request by mail, confirm the location accepts Grave Specific Requests by checking the location's WAA page online!

HOW TO MAIL GRAVE SPECIFIC REQUESTS:

1. **Use the Approved Order Forms** provided by your Regional Liaison Team.
2. **Complete the Required Forms:**
   - **Individual check** → Grave Specific Wreath Sponsorship Order Form
   - **Multiple checks** → Grave Specific Tally Sheet
3. **Mail Checks & Tally Sheet to:** Wreaths Across America, PO Box 249, Columbia Falls, ME 04623

IMPORTANT

- Include your **Group ID** and **Location ID** clearly on all forms. Complete all Grave Specific Request sections.
- Make checks payable to **Wreaths Across America** .
- Do not use staples, tape, or glue on any submitted items.
- Incomplete, incorrect, or illegible forms may delay processing.



WREATHS *across* AMERICA

Grave Specific Sponsorship Order Form

Sponsored wreaths are placed on veterans' grave markers at cemeteries nationwide each December for National Wreaths Across America Day. Your donation ensures a wreath is placed to honor one or more veterans at the participating location of your choice. **Thank you for supporting our mission to REMEMBER, HONOR, and TEACH!**

All sponsored veteran wreaths are shipped directly to the location selected by the sponsor on this form. Wreaths are not shipped to individual sponsors.

CHECK #	CHECK DATE	GROUP ID	LOCATION ID(s)	DOLLAR AMOUNT

Add QR Code Here

Each sponsorship is $17.

If your check is for multiple locations, list each location ID with its dollar amount.

SPONSOR NAME	
PHONE #	
EMAIL ADDRESS	
MAILING ADDRESS	

SPECIAL REQUESTS

Please note in memory/honor of requests do not place a wreath on a specific loved one's grave.

- ▫ **GRAVE-SPECIFIC:** Request to have a wreath placed for a specific veteran(s). If "Grave-Specific" is checked, the sponsor may be contacted for more information, **and they must reply for the grave-specific request to be honored.**
  - ➔ Provide Veteran Name & Location in Cemetery (Section, Row, Marker #, Etc):
- ▫ **IN-HONOR OF:** Let someone know you made a sponsorship in their honor. We will email them.
  - ➔ Provide Email Recipient Name & Email Address, along with Message (optional):
- ▫ **IN-MEMORY OF:** Post a veteran's name & message on Wreaths Across America's Remembrance Wall online.
  - ➔ Provide Veteran Name for Memory Wall Post and Message (Optional):

Please complete this form and mail it with your check to our address below, or pay with a credit/debit card, PayPal, or GooglePay by sponsoring online at <<Insert WAA Shortlink>> or by scanning the QR code.

Wreaths Across America
P.O. Box 249
Columbia Falls, ME 04623

WREATHS *across* AMERICA

The Grave Specific Dashboard

A Valuable Organizational Tool

It's quick and easy to manage Grave Specific Requests in the Dashboard!

The Grave Specific section serves as a valuable organizational tool for Location Coordinators. It allows them to effectively manage and coordinate the placement of grave-specific wreaths for National Wreaths Across America Day.

The last day to add Grave Specific Requests is your Regional Cutoff Date.

Role of Group Leaders

Group Leaders play a crucial role in supporting volunteer Location Coordinators. They can offer assistance by contacting sponsors to gather additional information about their grave specific request, help with placement, and send photos of wreaths to sponsors to provide a meaningful connection.

ONLINE Orders

Online orders are automatically added to the Grave Specific Report. No manual entry needed.

MAILED Orders

Mailed orders are added to the Grave Specific Report after WAA-HQ receives and processes the paper sponsorships.

MANUAL Entry

Volunteers can manually add their own Grave Specifics directly to the dashboard. Do not duplicate entries.

How to Submit Grave Specific Requests Collected Offline

For your group and location to receive credit, all forms must have your Group ID and Location ID printed clearly in the required sections.

FIRST STEP

Gather Requests

Before entering or mailing anything, compile your complete list of Grave Specific Requests.

Required Details Checklist:

- ✅ Veteran Full Name
- ✅ Cemetery Location
- ✅ Row & Plot Details

SUBMISSION OPTIONS

OPTION 1: Mail the Forms

Mail the completed Grave Specific Order Forms and payments. These requests are processed for you.

OPTION 2: Manual Entry

Enter each request in your dashboard before the cutoff date, then mail checks with the Tally Sheet.

Mail Checks To:

Wreaths Across America

PO Box 249
Columbia Falls, ME 04623

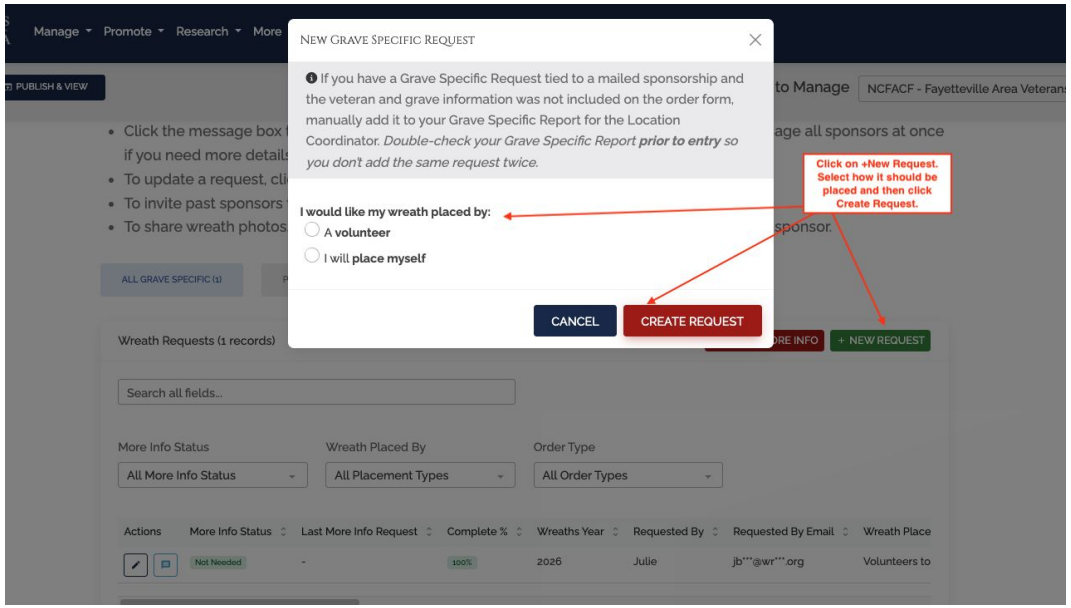
Checks must be made payable to Wreaths Across America.

Important Notice:
Submit each request only once. Requests mailed on forms should not also be entered manually.

How To MANUALLY ENTER a Grave Specific Request

STEP 1: Initiate the Request

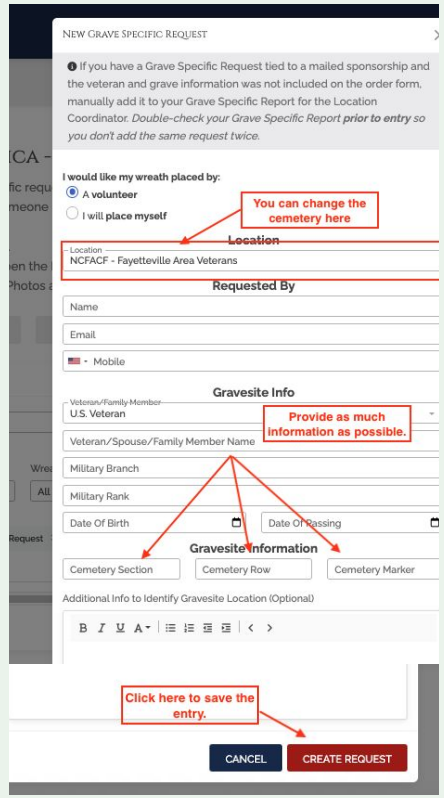
Click on **+ New Request** in your dashboard. Select your placement preference, then click **Create Request** .



STEP 2: Enter Information

Provide as much veteran and gravesite information as possible to assist volunteer coordinators.

- Double-check cemetery location.
- Fill in all information you have on the veteran.
- Click **Create Request** to save



Provide as much veteran information as possible to ensure volunteer Location Coordinators can place the wreath.

How to Manage Grave Specific Requests

Edit

Opens the request for editing details including placement choice, location, requester info, and veteran/gravesite details.

Send Messages

Sends individual messages to a sponsor asking for missing details, or allows you to fully customize the message.

Download Grave Specific List

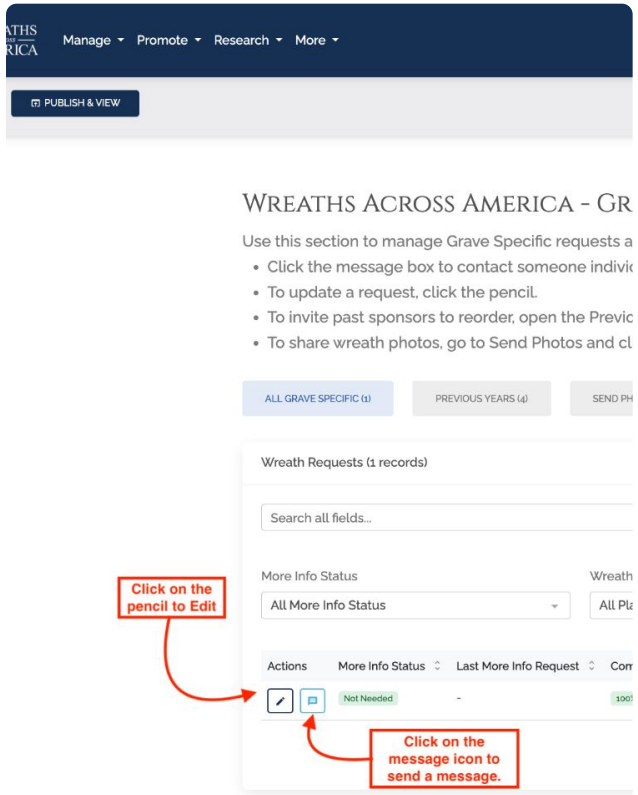
Click Download CSV to open and manage an editable list directly in Excel.

DOWNLOAD CSV

Empower your volunteer team to help manage Grave Specific Requests.

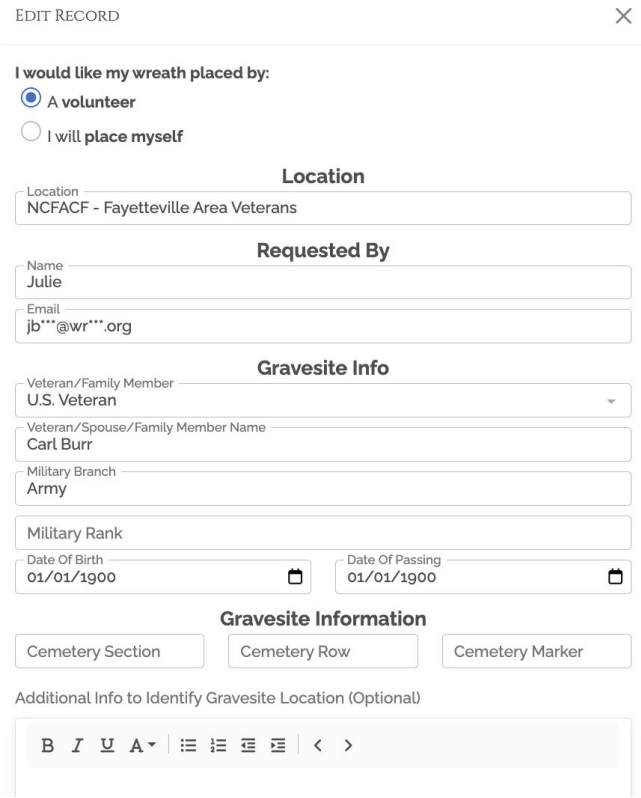
1. View Grave Specific Requests

Locate specific orders and their details



2. Edit Grave Specific Request Details

Manage and update gravesite info



Set Grave Specific Requirements For Your Location

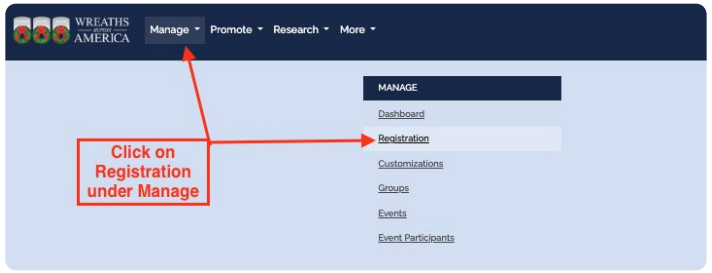
This is a great way for larger cemeteries to track requests that are missing important information.

Grave Specific Requests

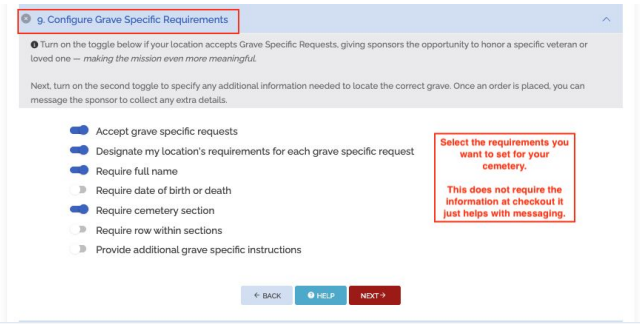
Setting requirements will **not restrict** sponsors from placing orders if they lack information.

Instead, it gives you the tools to automatically track completeness and **request missing details** afterward based on the percentage complete.

1. Click Registration Under Manage



2. Choose Your Required Fields



Configure Custom Location Rules

Select only the details essential for your cemetery structure (such as row, section, or full name). This customized checklist drives the amount of percentage complete in the grave specific requests in your dashboard.

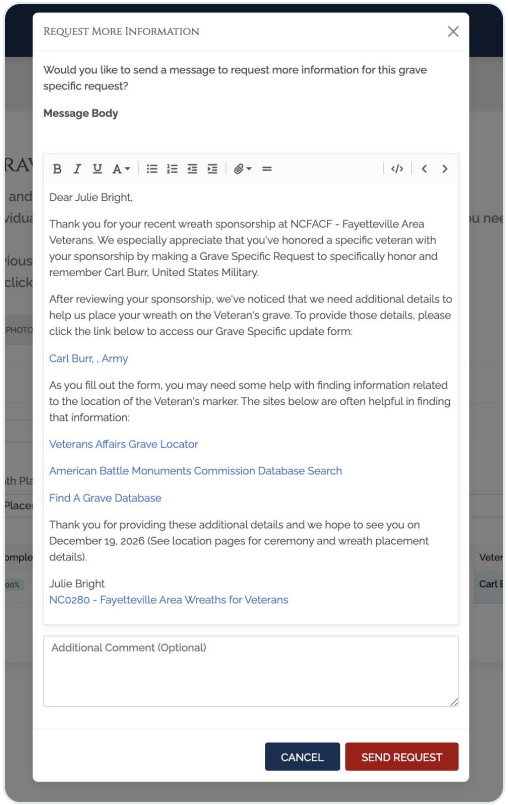
Request More Info

Individual Requests

Click on the message icon to request more information from a single sponsor.

These messages can be fully customized to address specific missing details.

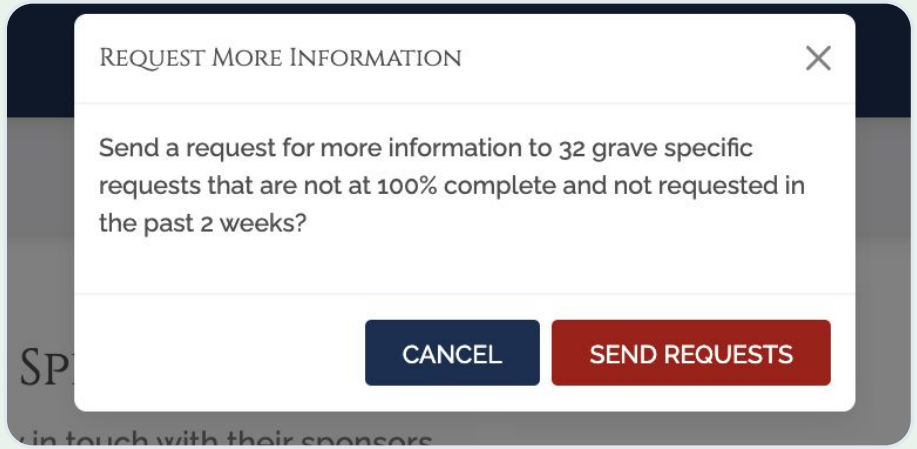
The links in the request more info messages allow the sponsor to add missing info, which updates automatically!



Bulk Requests

Click **Send Requests** to message all incomplete requests on the page at once.

This automatically excludes sponsors who have already provided 100% of the required information.



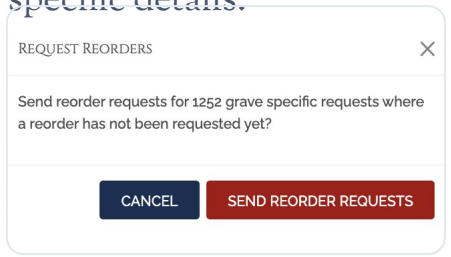
Location Coordinators can delegate a team of volunteers to handle their Grave Specific Requests!

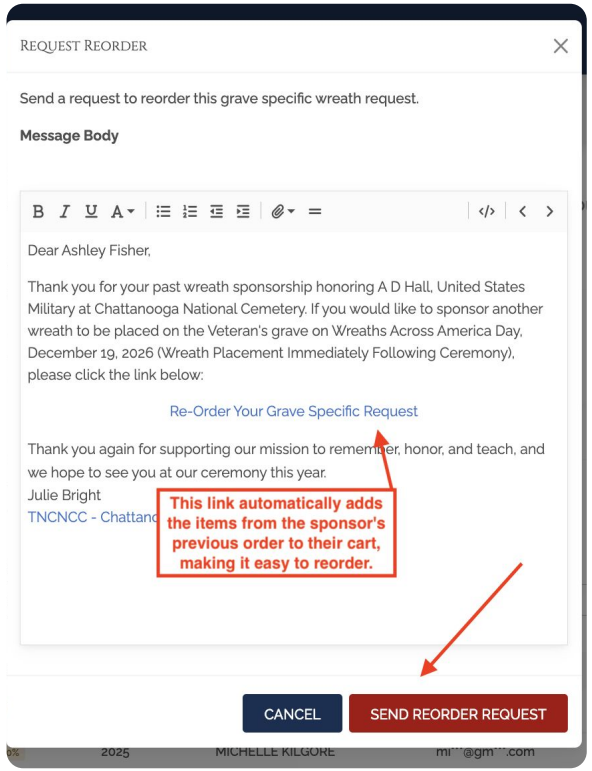
Make Grave Specific Reordering Easy

Individual Requests

Send an Individual Reorder Request: Click the message icon to send a reorder request to a single sponsor.

You can fully edit and customize the message before sending to address specific details.

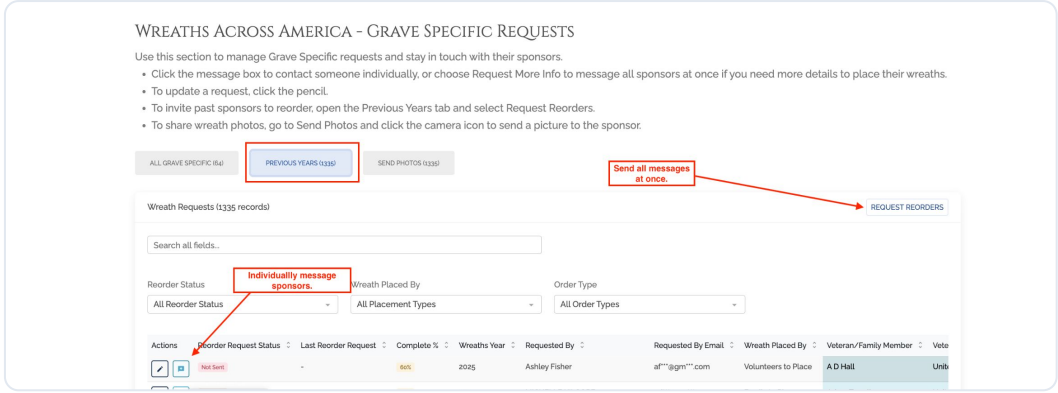




Bulk Requests

Send Bulk Reorder Requests: Click **Request Reorders** , then select **Send Reorder Requests** to send reorder requests to all eligible sponsors at once.

Bulk messages are processed instantly and cannot be edited before sending.



Reconnect with previous Grave Specific sponsors by sending personalized or bulk reorder requests. With one click, sponsors can recreate their previous order and continue honoring their loved one.

Sending Grave Specific Photos

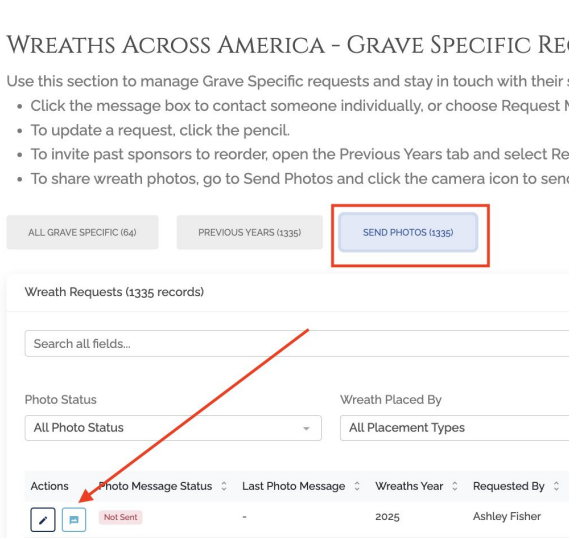
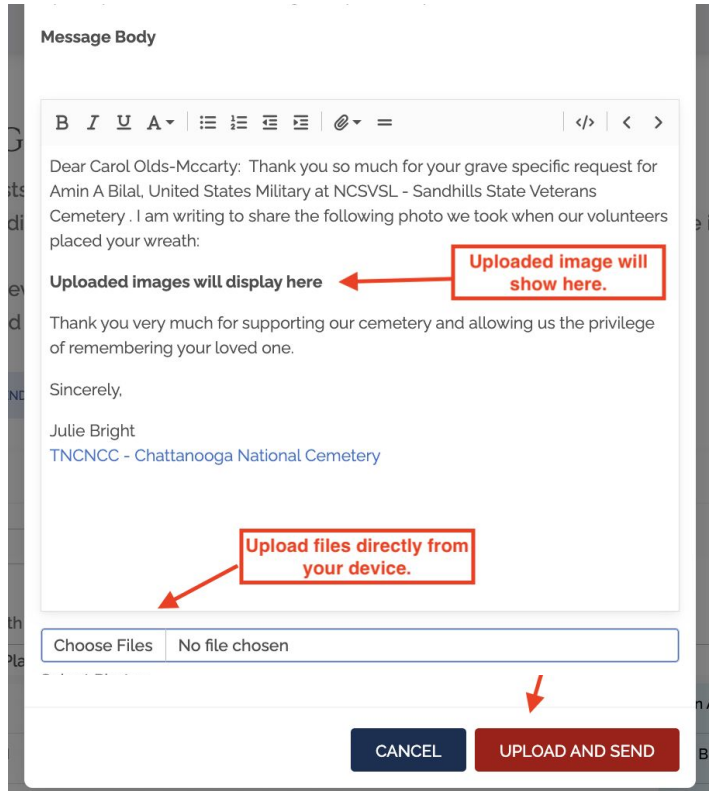
Send Grave Specific Photos

Click on the message icon and then choose a file from your device for a quick and easy upload.

The image will be automatically inserted into the email, and you can customize the message before sending.

Sharing photos helps sponsors feel connected by showing that their loved one was honored with care.

1. CLICK THE MESSAGE ICON



2. UPLOAD & SEND PHOTO