

Starting Inventory Order Delivery

Delivery dates and locations vary by service unit so view eBudde or check with your Service Unit Cookie Program Chair (SUCPC) or Delivery Chair. Your SUCPC will ask for volunteers to help with delivery day.

- Print out your delivery confirmation and bring it with you to be sure you receive the correct number of cases.
- Go to the cookie delivery location at your scheduled pick-up time.
- **Please be patient, polite, flexible, and ready to help out if needed.** This is a great opportunity to practice the Girl Scout Promise and Law.
- Wear casual clothes and flat, comfortable shoes with traction. You may get a bit dirty.
- Bring enough vehicles to pick up your entire order at the same time (see vehicle capacity chart on the Delivery Confirmation in eBudde). The amounts use all space except the driver's seat and assumes that the vehicle has been cleaned out and emptied of all gear, car seats, pets, children, etc. Multiple vehicles for a troop must enter the line together. Strive to maximize the capacity of each vehicle and bring larger vehicles for larger orders to streamline the loading and unloading process. Some troops with large orders find it easier to rent a U-Haul for a nominal fee. Bringing more smaller cars than fewer larger cars/vehicles slows down loading at delivery.
- **Count, count, count** the cases before you sign for anything!
- Remember, you are financially responsible for whatever cookies you sign for, including errors.
- You will be expected to load your troop's order in your vehicle(s).
- Do not separate girl orders at the delivery station. Take the cookies straight home. Do not leave them in your car as they will melt or could be stolen!

Distribute Cookies to Girl Scouts

- Distribute **some** of the cookies to the Girl Scouts as soon as possible. Distributing fewer cookies at a time leaves cookies for booting and helps to manage inventory and payments. It also reduces the financial risk for the troop, as less cookies are returned to the troop's inventory.
- Schedule pick up times for each family. You **must** count out a Girl Scout's cookies with the parent/caregiver and give them a receipt signed by both the TCC and the parent. Keep the white copy and give the parent/caregiver the yellow copy.
- **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies. Also use this receipt book to record additional cookies distributed to the Girl Scouts and any money collected. The receipts will help you reconcile what each Girl Scout owes and has paid throughout the program.

Storage of Cookies

IMPORTANT: Do not store cookies in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place or location where animals, bugs or water can get to them. Remember, you are responsible for these cookies, even if they get wet, melt from heat, or otherwise become unsaleable.

What if a package is damaged?

If a package is damaged, it can be exchanged at a cookie cupboard for a non-damaged package

of the same cookie variety only. Damaged means:

- Crushed package
- Sealed but empty package
- Unsealed package
- Missing cookies
- Returned by customer for any reason

NOTE: Melted cookies are **not** considered damaged. You are responsible for any melted or mishandled cookies, and they will not be exchanged.