



COOKIE DELIVERY DAY Q&A FOR THE COOKIE RECEIVER

This Q&A is to assist the cookie receiver in handling any problems arising during delivery of Girl Guide cookies. This document is an especially handy resource if a problem arises after regular business hours or during a weekend delivery. **Please note any issues arising after regular business hours or during a weekend delivery will be first priority on the morning of the next business day.**

A cookie delivery incident reporting and request form must be completed for all delivery incident and requests, and submitted to the cookie adviser for resolution, invoice reconciliation and evaluation purposes.

Q: You have not heard anything about the actual delivery date of your cookie order and the confirmed delivery window is less than two weeks away.

A: Contact your cookie adviser immediately. Your cookie adviser is able to tell you when your scheduled delivery date is. It is the division cookie adviser's or designate responsibility to communicate to cookie receivers the actual cookie delivery date.

Q: A district in your area needs another 50 cases of cookies for a weekend cookie selling blitz and your area's delivery is arriving in two days. You request to have your area's order decreased by 50 cases and transferred to the district order.

A: This type of request cannot be accommodated by Dare Foods. All orders must be delivered to the original cookie receiver. It is then up to the Guiders to arrange transfer of cases to other locations. Transferring cases close to the delivery date leaves too much room for error and causes much confusion for carriers. If a district needs more cases, check with other districts/areas to see if anyone has any cases they can spare. You can check with your area cookie adviser to see if she is aware of any extra cases in the area or province/territory. If additional cases are needed to cover borrowed stock, a "wish list" order request can be submitted to the national logistics coordinator using the cookie delivery incident reporting and request form. Wish list order requests are considered at the end of the delivery period once all deliveries across the country are made and inventory counted. Requests are granted on a first come, first served basis, as availability permits.

Q: You need to complete a cookie delivery incident reporting and request form.

A: The cookie delivery incident reporting and request form is used to report any issues arising from delivery, emergency address changes, or any other matter about the delivery process you feel should be reported. Once the form is complete, forward it to your cookie adviser. The form can be found in the Cookies section on Member Zone at <https://memberzone.girlguides.ca/C9/Delivery-and-Ordering/default.aspx>.

Q: The carrier delivering your cookies has just showed up at your door with no prior warning. You never received any notification of your delivery date.

A: If you are able to accept the cookies, please do so to avoid possible redelivery charges. Then complete a cookie delivery incident reporting and request form explaining you received the cookies but were never notified of your actual delivery date. Send the form to your cookie adviser for follow-up. If you are unable to accept the cookies and refuse delivery, complete and submit a delivery reporting and request form to your cookie adviser explaining the situation and she will follow-up to arrange redelivery and determine where the gap occurred.

Q: The carrier shows up at your door to deliver your cookies – two days earlier than the scheduled delivery date.

A: If you are able to accept the cookies, please do so. Indicate the date you actually received your shipment on the Proof of Delivery (POD) slip. Complete a cookie delivery incident reporting and request form to report this incident as an early delivery. If you are unable to accept the cookies and refuse delivery, complete and submit a cookie delivery reporting and request form to your local cookie adviser explaining the situation. She



will follow-up with the national logistics coordinator to arrange redelivery and determine where the gap occurred.

Q: It is the day of your scheduled delivery. It is now 5:00 p.m. and your cookies have not arrived yet.

A: Please be patient. Although it may be the end of the business day for most, carriers may still have deliveries scheduled or may be delayed. If the cookies do not show up on your scheduled delivery day, contact your cookie adviser immediately. You are not at any time to contact Dare Foods or the carrier. All requests and follow-up must go through your local cookie adviser.

Q: It is the day of your scheduled delivery. You have waited all day for your cookies and they never arrived.

A: Contact your cookie adviser immediately. The adviser contacts the national logistics coordinator to check on the status of your delivery. The national logistics coordinator has Dare Foods contact the carrier to determine the problem and work towards a mutually agreeable date to deliver the cookies (at no extra cost). In the meantime, complete a cookie delivery reporting and request form to report the incident as a late delivery. You are not at any time to contact Dare Foods or the carrier. All requests and follow-up must go through your local cookie adviser.

Q: You have an appointment the afternoon of your actual delivery date that you are unable to change. You need to know what time the cookies are to be delivered to your home.

A: Delivery companies cannot guarantee a specific time in which your delivery is to arrive. There are too many variables that can affect the “on-time” delivery of an order (distance between delivery points, time to unload, inspection of cartons, weather, road conditions, etc.) If you are unable to accept a delivery on the actual delivery day, arrangements for an alternative person to accept the cookies at the delivery location should be made. Be sure to provide the designated cookie receiver with the delivery guidelines. If you cannot find an alternate receiver, contact your local cookie adviser ASAP. Please note provinces will be billed any additional expense incurred for redeliveries made by the carrier due to cookie receivers not being present at delivery location to accept the order.

Q: The driver asks you to help unload the cases off the truck and stack them where you want them stored.

A: For your safety, neither you nor any designate or volunteer are to assist the driver with the unloading or stacking of cookie case. It is the responsibility of the driver to unload the cases off the truck and stack the cases at the location you requested. The cookies are the driver’s responsibility until unloaded and the POD (proof of delivery) slip is signed.

Q: You want to keep the cookies on pallets to facilitate movement of cases.

A: For large orders (any shipment arriving on three pallets or more), and you would like to keep the pallets to facilitate movement of shipment, cases may remain on the pallets but shrink wrap **MUST** be removed by the delivery people to allow for proper inspection (counting and case condition). It is your responsibility to dispose of the pallets **as the delivering company will not return to pick up the pallets.**

Cases will be unloaded off pallets by hand by the delivery people wherever feasible and depending on delivery/storage location, i.e. basement of a home. Cases are not to be stacked more than eight cases high at the storage location. In this case, the driver is not to leave the pallet but return the pallet to the truck.

Q: The cookies were delivered and left on the pallets. You don not have a way of disposing of them.

A: If you do not want to keep the pallets at your location you must indicate this request at time of ordering so that it appears on the delivery POD. You may also request the delivery company take them back at time of delivery. However, if no request was made for pallet removal at the time the cookie order was placed, the driver is not obligated to take the pallets with him/her.



Q: The driver does not give you sufficient time to count and inspect the cases.

A: The driver must allow you sufficient time to count and inspect the condition of the cases. Industry standard considers 'sufficient time' to be half an hour. Ideally, you should be able to check for damages as cases are being hand bombed (unloaded by hand) off the truck. Once stacked at the location you have indicated, cases can be counted rather quickly by multiplying the number of cases high by the number of cases going across the stack. Do not use this method to count cases that are still on the pallets as cases on pallets may not be stacked in even rows. If driver did not give you enough time for proper inspection indicate this on the Proof of Delivery (POD). Fill out Delivery Incident Reporting form (DRF), attach copy of the POD and forward both documents (DRF & POD) to your cookie adviser.

Q: The driver wants to leave you extra cases in case any damages are found in your shipment.

A: Do not accept any extra cases over and above the original number of cases ordered, unless damages or shortages are found at time of delivery. It is the driver's responsibility to allow you to inspect cases for any damages and replace only those cases damaged with good cases. Any extra cases you accept and sign for will be charged accordingly. Also, accepting extra cases needlessly may short other deliveries made later in the day. Be sure to clearly indicate on the Proof of Delivery (POD) the number of damaged cases and how many cases are to be redelivered to complete the order. The POD must show the signature of the individual that accepted the delivery.

Q: During the delivery you and the driver count the cases and discover you are a few cases short.

A: Ask the driver if there is any extra stock of undamaged cases on the truck to complete the shipment. If the driver does not have extras, complete a cookie delivery incident reporting and request form to report the shortage and request the number of missing cases. Alternatively, the driver may make arrangements with you on the spot for redelivery of the shorted cases. Be sure to clearly indicate on the Proof of Delivery (POD) the number of shorted cases and how many cases are to be redelivered to complete the order. The POD must show the signature of the individual that accepted the delivery. – Example, 80 – 78 received, 2 not received (*in case of shortage*), – 2 replacements requested.

Q: During the delivery you find damages to cases and request replacements for the damages.

A: **Do not accept damages.** Ask the driver if there are any extra cases on the truck to replace the damages. If not, complete a cookie delivery incident reporting and request form to report the damages found and request replacements for the damages. Alternatively, the driver may make arrangements with you on the spot for redelivery. Be sure to clearly indicate on the Proof of Delivery (POD) the number of damaged cases and how many replacement cases are to be redelivered. The POD must show the signature of the individual that accepted the delivery. – Example, 80 – 78 received, 2 damaged (*in case of damages*) – 2 replacements requested.

Q: During the delivery you find damages and tell the driver you will not accept the damaged cases. The driver refuses to take back the damaged cases.

A: **Do not accept damaged cases.** It is the driver's responsibility to take back all damaged cases. Ask the driver if there is any extra stock of undamaged cases on the truck to replace the damages. If not, complete a cookie delivery incident reporting and request form to report the damages found and request replacements for the damages. Be sure to clearly indicate on the Proof of Delivery (POD) the number of damaged cases and how many replacement cases are to be redelivered. The POD must show the signature of the individual that accepted the delivery.

Q: The driver does not have a copy of the Proof of Delivery (POD) to provide you.

A: It is the carrier's responsibility to provide all their drivers with a client copy of the Proof of Delivery (POD) slip. The POD slip is Dare Foods' and Girl Guides' only proof delivery was made and in what condition. Be sure the driver provides you with a signed copy of the POD slip. If the driver does not have a client copy of the POD, indicate on the packing slip attached to the shipment (ask the driver for the packing slip if you can't find it) the identical information you have provided on the POD slip, and have both you and the driver



sign it for your records. If the driver is using an electronic signing device, then have the driver provide you with a print out of the signature or sign the packing slip.

Q: The carrier has delivered your cookies. You and the driver have counted all the cookie cases and all seems correct. You sign the Proof of Delivery (POD) as delivery received in full and the driver leaves. While you are distributing the cases to Guiders/parents, you discover that some cases are either missing or damaged.

A: If the POD was signed as delivery in full/in good condition, then, we can only assume the delivery was made with no shortages or damages and you will be charged for the cases as if the order was delivered in full. **No credit or replacement will be provided.**

However, if the POD has no indication of a shortage and you still want to receive the missing cases, please complete a cookie delivery incident reporting and request form detailing your issue and your request for more cases. This request will be placed on the wish list order and if this request can be fulfilled you will receive and be charged the cases accordingly.

If you do not want replacement for either the missing or damaged cases, it is important that this be reported for evaluation purposes. Please complete a cookie delivery incident reporting and request form and submit the form to your cookie adviser.

If subsequent damage is found after the delivery was completed please forward a photograph showing the damage, along with a completed cookie delivery incident reporting and request form to your cookie adviser.

Q: During delivery, the driver was disrespectful/inappropriate and did not follow the delivery guidelines as set out by Girl Guides national office.

A: Complete a cookie delivery incident reporting and request form explaining the events in detail and submit the form to your cookie adviser for follow-up. The incident is reported to Dare Foods and the carrier employing the driver handles the incident in the appropriate manner.

Q: The truck delivering your cookies damaged your property.

A: Girl Guides of Canada is not responsible for damages caused by the carrier to the property of a homeowner. The property damage caused by the carrier is the responsibility of the carrier. A cookie delivery incident reporting and request form must be completed and sent to the national logistics coordinator to have Dare Foods contact the carrier on the homeowner's behalf to assist in resolving the situation. Girl Guides of Canada only carries property insurance for the office building at 50 Merton Street, Toronto, and does not have any other property insurance.