

# ONTARIO COOKIE RECEIVER HANDBOOK



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## What is the role of a Cookie Receiver?

Cookie Receivers play a vital role during our cookie campaigns.

A Cookie Receiver is a volunteer who provides a space where cookies can be delivered (this can be a garage, local meeting space or local business).

Upon receiving the delivery of cookies, Cookie Receivers then oversee the distribution of cases to units who have requested to pick up their cookies at their location.

Sometimes a Cookie Receiver can also oversee the distribution of provincial surplus cookies (extra cookies made available to units looking to receive more cases during a cookie campaign).

**For more details on surplus cookies and the distribution of these cases, please see page 9.**

## What are the requirements to become a Cookie Receiver?

A Cookie Receiver does not have to be an active Guider. We have family members, friends and local business owners that assist with the deliveries each campaign.

Cookie Receivers are required to:

- Have a location where cookies can be stored in a clean, cool environment. (Mint cookies should be stored at a temperature between 10°C and 22°C; sandwich cookies at below 28°C). Storage locations should be free of chemicals, paint, or any solvent producing an odour that could be absorbed by the cookies. Cookies must also be kept away from potential infestations.
- Have a willingness to receive orders on behalf of other units.
- Be available at the delivery point on the scheduled date from 9:00am – 5:00pm to accept the delivery, as we are given no set time as to when the delivery will occur until 2-3 days before the scheduled delivery date.
- All Cookie Receivers (if they are not already adult members in good standing) are required to complete and sign a Non-Member Volunteer application that includes a confidentiality statement and Code of Conduct. In addition, Cookie Receivers must provide a Police Records Check (PRC).
- We prefer that Cookie Receivers have an email address, as all of our communications during a cookie campaign are sent electronically. However, this is not an absolute requirement.

## How do I become a Cookie Receiver?

If you or someone you know would like to join our team of Cookie Receivers, please send an email to [cookie.coord@guidesontario.org](mailto:cookie.coord@guidesontario.org).

Please include in your communication:

- Contact information (e-mail and phone)
- Delivery location address
- Mailing address
- New or returning Receiver
- Number of cases able to receive at location (a one-car garage can fit approximately 300 cases)
- Pallets to be left on site or pallets to be removed, once delivery is complete
- Special instructions (directions, days of the week not able to receive, office or home, etc.)

## Prior to your delivery day

In the months leading up to cookie delivery, Cookie Receivers need to watch for important communications from the Ontario Cookies staff. Communications will be sent from one of the following email addresses:

[Cookie.adviser@guidesontario.org](mailto:Cookie.adviser@guidesontario.org) – Provincial Cookie Adviser (Volunteer)

[Cookie.coord@guidesontario.org](mailto:Cookie.coord@guidesontario.org) – Cookie Coordinator (Provincial Staff)

[Cookie.admin@guidesontario.org](mailto:Cookie.admin@guidesontario.org) – Cookie Administrative Assistant (Provincial Staff)

- Fall campaign deliveries take place during the month of September (communications sent to Cookie Receivers in July and August)
- Spring campaign deliveries take place during the month of March (communications sent to Cookie Receivers in February)

### *Proposed Delivery Schedule*

Once the Ontario Cookies staff confirms the proposed schedule for the delivery of cookies during a campaign, via communications with our National office and the transport company, we will email these proposed dates to all Cookie Receivers.

A copy of the proposed delivery schedule will also be made available to all Ontario and Nunavut Guiding units, via our weekly (Tuesday) eNewsletter.

### *Changes Needed*

If a change is needed to any of your delivery details (i.e. phone number, person who will be receiving the cookies, location of cookie delivery), the following steps must be completed no later than one week before your scheduled delivery:

- Email sent to [Cookie Coordinator](#) outlining the change needed
- Cookie Coordinator will then send a report to the National Office requesting the change needed
- Upon receiving an updated report from the National Office, email will be sent to the Cookie Receiver confirming if the change was made or if any additional steps are needed

### *Electronic Cookie Receiver Package*

All Cookie Receivers will receive an Electronic Cookie Receiver Package by email the month prior to the delivery of cookies. This package will include the following documentation that will need to be printed prior to the delivery day (both will be included in the communication as an attachment in PDF format):

- **Case Collection Form**
- **Surplus Distribution Form** – this form will only be included if an order of provincial surplus cookies is included in the delivery

Note – some Cookie Receiver packages will be sent by postal mail if the Cookie Receiver does not have access to email.

### *Delivery Notices to Units – Tailoring your message*

Leading up to delivery, the Cookies staff will send a message to Cookie Receivers asking them if they would like any specific message included in their delivery notice (a notice sent to units designated to pick up from a Receiver's location once cookies arrive).

Here are some examples of the types of notes that can be included:

- Please contact (Cookie Receiver Name) before cookies arrive to confirm a pick-up arrangement
- Units must make arrangements to pick up cookies by (date)
- All cookies must be picked up the same day as delivery, or provide pick-up schedule

- If you will not be the one picking up cookies, please contact me to confirm the name and phone number of the person who will be doing the pick-up

#### *Confirmed Delivery Date*

Once the cookie delivery schedule has been finalized by the transportation company, the Cookies staff will notify Cookie Receivers to confirm their official date of delivery.

Following this, a separate communication will be sent to Cookie Orderers, confirming when their unit cookies will be delivered, where they will be delivered and the contact details for their Cookie Receiver, so that pick-up arrangements can be made.

#### *Confirmation of Delivery Window*

Cookie Receivers will be contacted (by email or phone) by the transport company 2 to 3 days before their scheduled delivery date, to confirm a small window of time when the delivery will be expected.

## Delivery Day

The delivery day has arrived! Here are some very important steps that all Cookie Receivers need to follow on the day of delivery to help ensure their delivery goes smoothly:

- Ensure that the space where the cookies will be placed is on the main floor (garage, foyer, etc.), clean and ready for the delivery people to arrive.
- Have your Case Collection Form on hand, as this will confirm the number of cases you are to receive with your delivery.
- Do not assist the delivery person with unloading. They are trained and know how to do this safely.
- If you are having the cases removed from the pallets at the time of delivery, have the cases stacked **five high** as this will help when confirming the number of cases received.
- Inspect the shipment thoroughly. Count the cases and look for damaged product. The driver must allow you sufficient time for proper inspection.
  - If you have asked to keep the cookie cases on the pallets, please note that the carriers must remove the shrink wrap and provide you with sufficient time to inspect and count the cases on the pallet. Please ask the carrier to help you move a few cases to inspect the middle of the pallet, as this can sometimes be where damaged cases can be found.
  - If there is no damage and the correct number of cases was delivered, make note of this on both copies of the PODs and sign them.
  - If any damage is visible, actual count doesn't match the confirmed delivery amount, or you were not given sufficient time to thoroughly check the product, make note of this on both copies of the POD and complete the **steps included on page 8 of this handbook for "reporting missing/ damaged cookies"**.

### *Very Important – Inspecting and counting your delivery before sign-off and distribution*

- **Do not accept damaged cases. Damaged cases must be returned to the driver at the time of delivery.** If you do discover damaged cases or that your delivery is a few cases short, ask the delivery people if there are extra cases available on the truck to replace the damaged cases, before signing the PODs. If the driver does not have extras, be sure to clearly indicate on the PODs the number of damaged/missing cases. **Example: ~~80~~ 78 Received, 2 not received (damaged or missing) – 2 replacements requested**
- Damaged or missing cases must be noted on the PODs to ensure that replacement cases or credits can be received if there are no extra cases available at the time of delivery.
- Do not accept any additional cases over and above the original number of cases scheduled to be delivered, unless damages or shortages are found at the time of delivery. Accepting extra cases needlessly may short other deliveries made later in the day.
- Industry standard considers "sufficient time" to be half an hour. Ideally, you should check for damages as cases are being 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 the driver did not give you

enough time for proper inspection, indicate this on the PODs.

- You and the delivery people must agree on the count and condition of the cases before signing the PODs.
- Both copies of the POD must be signed, the original and the copy version as well. Do not dispose of the copy after delivery as this will need to be returned to the Cookie Department along with your Case Collection Form.
- **Ensure that units are not picking up cookies when your delivery is still being completed. This could result in miscounted cases.**
- If on the day of delivery you have any questions or concerns regarding your delivery (for example, it has not arrived, damage to property, problem with carrier), please follow the process outlined by the National Office: Cookie Receivers are not at any time to contact Dare Foods or the carrier. All requests and follow-up must go through your Provincial Cookie Adviser ([cookie.adviser@guidesontario.org](mailto:cookie.adviser@guidesontario.org) or 1-877-323-4545 x 6804)

## After Delivery

Your cookie delivery is now complete! Here are your next steps:

- Report any delivery incidents to the Cookie Department right away (**see page 8 on how to report incidents to the Cookie Department**). Some examples of incidents that need to be reported immediately are:
  - Missing or damaged cases not replaced at the time of delivery.
  - Not given enough time for proper inspection
  - Problems with the delivery company
- Have the Case Collection Form printed and ready for when units come to pick up cookies from your location.
- Inform units that their cookies have arrived – this can be done before delivery (once you have received confirmation of your delivery window) or after delivery, by phone or email (you will find both listed on your Case Collection Form).
- Units must sign for their regular order amount. It is best to have the units and you count the cases together, so that both you and the individual picking up the cookies agree that it the correct amount being taken and signed for on the Case Collection Form.
- Units must take the exact number of cases printed on the Case Collection Form. They cannot take less and can only take more if their Cookie Receiver has a supply of surplus cookies available (**see page 9 for more details regarding surplus cookies**).
- Inform the Cookies staff of any units that have not picked up cookies from your location within the time frame you set for pick-up. Upon being notified, Cookies staff will immediately follow up with the unit so that pick-up arrangements can be confirmed as soon as possible.
- **Once all cookie cases have been distributed, return the completed Case Collection Form and copy of your signed POD to the Cookies staff.** These must be returned by the specified date which is set for each campaign. This date will be written on the bottom of the Case Collection Form, which will also provide you with different options for returning the form.



## Reporting missing/ damaged cookies

Should you receive any damaged cases, or if you receive fewer cookies than your confirmed delivery amount, it is important that you:

- Note these discrepancies on both copies of the POD (proof of delivery) at the time of delivery
- Report them to the Cookies staff right away via our [Missing/ Damaged Cookie Case Report Form](#)

Please note that you will be asked to send a copy of your POD showing that the missing/ damaged cases were noted at the time of delivery.

Once you have completed and submitted the form, a report will be sent to the Cookie Coordinator, who will share your report of missing/damaged cases with our National Office to see if replacement cases or a credit can be received.

The Cookie Coordinator will contact you once the National Office has reviewed your report and next steps have been confirmed (for example, if replacement cases will be delivered).

## Surplus cookies

If you are a Cookie Receiver who will be receiving a supply of surplus cookies included in your delivery, here are the distribution steps you will need to follow:

- Print the Surplus Distribution Form included in your electronic cookie receiver package (**page #3**). This will be sent as an attachment in PDF format.
- Prior to your delivery day, the Cookie Administrative Assistant may send you an email regarding early surplus requests. This email will confirm units that have requested surplus cookies and the number of cases they have reserved. If you still have cases remaining after that, these can be distributed to any unit requesting additional cases at the time of pick up.
- When distributing surplus cookie cases, please ensure that all units have completed and signed for their surplus cases on the printed Surplus Distribution Form.
- Inform the cookie department as soon as your last case of surplus cookies has been requested/distributed. Surplus updates must be sent by email for our records. Updates cannot be given over the phone.
- Once all surplus cases at your location have been distributed, please immediately fax, scan or take a clear photo of the completed Surplus Distribution Form to 416-920-1440 or [cookie.admin@guidesontario.org](mailto:cookie.admin@guidesontario.org).

Forms can also be mailed to:  
Attention: Cookie Administrative Assistant  
Ontario Guide House  
180 Duncan Mill Road, Suite 100  
Toronto, ON  
M3B 1Z6

### *How do units request surplus cookies?*

We have developed an [online list of Cookie Receivers](#) that will inform units of all the locations where surplus cookies are available during each campaign. This web page will list only the following details pertaining to each Receiver's location:

- Receiver Name
- Receiver Email
- City

When contacting a Receiver to request surplus, units are asked to provide the Cookie Receiver with:

- Full unit name (including number, location and level of Guiding – for example the 1<sup>st</sup> Sunnydale Brownie Unit)
- Unit iMIS#
- Number of surplus cases being requested

As in the past, requests are met on a first come first served basis. There is no limit as to how many cases of surplus cookies a unit can request.

## Sales Aids – What are these?

Most Cookie Receivers will receive a supply of sales aids one month before their scheduled delivery. Sales aids are selling tools that are made available to units each campaign and include:

- Cookie Dough Envelopes
- Cookie Posters

Orders for sales aids are placed with the National Office by the Cookie Coordinator each campaign. Cookie Receivers can refuse or request a specific amount at the time of renewal.

Whether or not sales aids are delivered to a particular location during any campaign is based on whether or not we confirmed the Cookie Receiver in that location, before the time our sales order is placed.

Fall Campaign – Order placed at the end of June

Spring Campaign – Order placed at the end of November

An email will be sent to Cookie Receivers soon after the sales aid order is placed, confirming the amounts scheduled to be delivered to their location.

During cookie distribution, Receivers are asked to make these sales aids available to all units picking up from their location.

**When units are taking sales aids, please recommend to them that they should only be taking 1 envelope per girl not 1 envelope per cookie case. This will also be communicated in their delivery notice.**

Any remaining sales aids after cookies have been distributed can be disposed of.

## Additional Cookie Receiver Resources

### *Cookie Jargon – What does that mean?*

- **Delivery Point** – Location to which cookies will be delivered.
- **POD(s)** – Also known as the Proof of Delivery slip. This is a piece of paper that will be presented to the Cookie Receiver for signature at the time of delivery, by the transport company driver.
- **Pallets** – At the time of delivery, cookies will arrive on a wooden pallet. Prior to delivery, Cookie Receivers must inform Ontario Cookies staff if they would like the cookies to remain on the wooden pallets or if they would like these taken away when the cookies are delivered. Please note that if it is requested that cookies be left on the pallet, the Cookie Receiver becomes responsible for the disposal of the pallets. Typical pallet size is 4ft x 4ft and holds 72 cases during the fall campaign and 90 cases during the spring campaign. However, please note that the transportation company may change the configuration of pallets to hold more cases/fit more pallets on a truck. Some deliveries in past campaigns have included more than 100 cases on a pallet.
- **Surplus Cookie Cases** – These are additional cases of cookies ordered by Ontario Council each campaign, which can be made available to any units in the province who require more cases to sell. Surplus cookies are not included in every delivery. Only some locations are selected to have surplus included. The decision to include surplus cookies at a particular delivery point is based on the Cookie Receiver confirming that they are willing to receive and distribute these additional cases.
- **Case Collection Form** – This is the form that units must sign when picking up cookies from their delivery point. It is included in the Cookie Receiver's "Electronic Cookie Receiver Package". This form will list the unit orders included in the scheduled delivery as well as each unit's Cookie Orderer and their contact information.
- **Surplus Distribution Form** – This form is provided to Cookie Receivers who have a supply of surplus cookie cases included in their scheduled delivery. Units picking up surplus cookies from the delivery point must complete all fields on this form and sign it before taking their cookies.
- **Delivery Window** – Time of day when cookies will be arriving on the scheduled date of delivery. This is confirmed by the transport company.
- **Sales Aids** – Cookie selling resources (Cookie Dough Envelopes and Cookie Posters) that are provided to units each campaign.
- **Carrier** – Another name for our transport company.

### *Delivery and Distribution – Tips and Tricks from the Provincial Cookie Adviser*

1. Stack cookies with the handles facing up. This makes your stacks more stable.
2. It helps to start stacking the cookies against something solid, like a wall. It helps keep the cases from tipping over.
3. If storing in a garage, keep stacks 3-4' away from the doors. Rain can often run under the doors a short distance and if the doors are open, the sun can heat the boxes up quite quickly.
4. When distributing to units, it is helpful to stack the unit's order in full and have them verify the count before they start loading into their vehicle. It can be difficult to keep an accurate count if you are counting directly from the main pile, especially if more than one person is loading.
5. If you have surplus available, ask units if they would like more cases when they pick up their regular order. This saves them a second trip and you an extra pickup. Guiders often know if they will need a few extra cases when they pick up.

### *National Resources*

- [Delivery Guidelines for Girl Guide Cookies](#)
- [Cookie Delivery Q and A for Receivers](#)

### *Provincial Resources*

- [Surplus Distribution Form Tip Sheet](#)