



GIRL GUIDE COOKIES

It's amazing what a cookie can do!

Delivery Tips from Receivers

Deliveries of all sizes:

1. Check the proposed delivery dates and prepare your schedule accordingly.
2. Send out an email to Guiders in advance to remind them of the delivery date and that alternative arrangements must be made if they are not available on the day of.
3. Get helpers! (especially for big deliveries)
4. Ensure there is a clear and easy path for the driver to access the delivery location.
5. Ask the drivers to hand cart each box so it can be counted and checked for damage.
 - a. Note any damaged cases on the POD and have the driver sign-off.
6. Do not ask them to deliver to a basement or downstairs.
7. The delivery people will stack cases as per your instruction. Stacks 5 high are easiest to count and are sturdy. Cases can be stacked up to a maximum of 7 high.
8. Some Receivers have cell phone numbers on hand to text Guiders when the cookies come in. Emails can get missed easily and are not checked as often.
9. You can set the rules for pick up based on your schedule. Some Receivers:
 - a. Request that pick up happens on the day of delivery.
 - b. Provide a pick up window for units.
 - c. Develop a schedule for pick-up with 15 to 20 minute time slots.
 - d. Ask units in advance if an alternate time is required.
 - e. Send a BCC email to all units at their location to advise when delivery is complete.
 - f. Stack counted piles for each unit and label them with the unit's name.
10. Create a BCC email to the list of units picking up at your location.
 - a. Send a note to units and a phone number to contact if the day and time you have set for pickup doesn't work. This way you can set up an alternate time.
 - b. Inform this list by email when the cookies have arrived and are ready for pickup.
11. Be vigilant when counting out cases for pick up – it's easy to lose track. Some Receivers ask units to wait until cases are stacked, counted and signed before loading.

That's a lot of cookies! Practical experience from your peers:

"I send out an email in advance asking for pick up time preferences (we have no storage; it all has to be done day-of). Leaders respond with a pick up window request time. I develop a schedule to have pick up in 15 to 20 minute time slots (depending on size of order) and ask everyone to only come at their designated slot (not early or late). It's strict, but efficient. We are able to distribute 1000 cases of cookies among some 12 different units in about 6 hours." – Jannene MacNeil, Receiver Oakville, __ Years

"The more helpers to unload the truck, (if your location does not allow for the fork lift to fit) the faster the delivery process goes for everyone"



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"I create piles of cookies for each unit before anyone is allowed to pick up. That way I get to inspect the cases, count the cases and there is less confusion with more than one group counting and loading at once."

"Don't be afraid to say no when they ask if they can park on the driveway. Prepare labels with unit names and number of cookies ahead of delivery. Contact the units picking up and make sure they have arranged for someone to pick up cookies the day before delivery, ask them to confirm."

"Yes, when you have someone come to pick up their cookies, look at the number required and figure out how many layers of cookies plus the exact number of extras. Then remove any extra from that layer and set aside. Then insert a piece of bright coloured paper between the layers so that the exact number of cookies required is above the coloured paper. This works very well for me."