



## COOKIE DELIVERY

We deliver over 200,000 cases of cookies to troops in 4 days. We have multiple locations placed strategically to be accessible to as many troops as possible. Semi-trailers are positioned in the parking lot of each location so that troops can drive through the line and their cookies are loaded for them. It takes everyone working together to make the deliveries successful.

The Troop Cookie Manager and/or other assigned adult will pick-up the cookies for the troop on their assigned day and time they selected after placing the troop's initial order.

### **Please, be on time!**

It is important that you come at your designated time. We have cookie pick-ups scheduled every 5 minutes. Coming at a time other than your assigned time slot will throw off the entire day's schedule. We have a team working to have your order ready when you arrive. In the event you come at a different time, you may be asked to move your vehicle and wait until you can be worked into the schedule. Coming at your designated time keeps everyone happy.

We deliver in all weather, unless a location is determined to have hazardous conditions. We have two ways in which you can be notified if there is a problem/cancellation at a delivery location:

1. A notification will be sent via eBudde to your email address containing information on the problem/cancellation at the delivery location.
2. Call GSNEO's Program Cancellation Hotline at 1-800-852-4474 ext. 0128 if you suspect a cancellation.

### **Cookies Count! –A troop is responsible for ensuring they receive the correct cases at delivery.**

- You will receive your troop specific pick-up sheet listing your troop's order when you arrive at your delivery time.
- Each delivery site only has enough cookies for the troops assigned to that delivery location. We cannot accommodate requests for extras; you will need to place a reorder.
- We reserve the right to refuse to load your vehicle if it is deemed unsafe, too small, or could potentially damage the cases.
- The delivery agents will do all of the loading, but YOU must get out of your car and confirm the count. If they are loading too fast, slow them down. If you notice a case is damaged, do not accept it. You are in charge of the loading and counting.
- There will be an area available for you to pull over and recount your order. We will help count as many times as necessary until you are completely confident that you have the correct number of cookies. You will sign for the cookies, agreeing that your order is correct and complete.
- Once the order is loaded, you must return your signed pick-up sheet at the check-out station. At this time, you will receive any initial rewards your girls have earned.

**NOTE:** If you miss your assigned initial pick-up day, you will not get your cookies that week. You will be required to pick-up your cookies at a reorder station the following week. If you have booths scheduled for the first weekend, they may be cancelled. We will contact you to make arrangements.

**Check out the Reports  
Tab in eBudde!**

The Delivery Stations report allows you to preview the list of possible pick-up locations. With your troop, discuss the best pick-up location before you make your final selection.