

## Initial Order Pick-Up

Troops will be able to pick up their Initial Orders from their regional Mega Drop or service unit Mini Drop location. Locations (and appointment times for Mega Drop) can be found by going to your Initial Order screen in Smart Cookies and scrolling to the bottom of the screen. Please contact your SU cookie manager for the specific details of picking up your Initial Order and Early Reward. Early Reward T-shirts **will not** be distributed at the Mega Drops.

### Is that going to fit?

Please make sure to bring the appropriate sized vehicle to the event. *Please remove everything from your vehicle to make room for the cookies you will be receiving, such as: pets, toys, tools, groceries, car seats, children and anything else taking up space that is needed to transport cookies. Pickup trucks must have tie downs to secure cookies and tarps in the event of rain (two – one for bed of truck and one to cover cookies).*

Compact Car or 3-Door	Up to 23 cases
Hatchback or Small Wagon	25-30 cases
Mid-size Sedan	35 cases
8-Passenger Minivan / SUV	60 cases
Full-size Station Wagon	75 cases
Standard Pickup Truck	100 cases
Full-size Van with Seats	150 cases
Full-size Van without Seats	200 cases
14' U-Haul	600 cases

# Going to Mega Drop?

Please place a [Windshield Flier](#) with your scheduled time and troop number in the driver side window.

**Troops must arrive at their scheduled time. Exceptions cannot be made as scheduling is done based on amount of troops and volume of cookies being moved.**

Orders not picked up at the Mega Drops will be returned to our delivery agent's warehouse. Troops are still financially responsible for these cases and must make arrangements to pick them up from the agent.

Vehicles will be removed from the line if it is determined passengers and cookies cannot be safely transported or if cookies will not fit.

## How many cars can I bring?

Troops will need to use a vehicle large enough to transport their entire troop's entire order. Troops are allowed to bring **up to three (3) vehicles**; all vehicles must arrive at the same time and enter the line together. Please coordinate your drivers to arrive at the same time.

## Are there any COVID-19 precautions I need to follow?

All persons picking up cookies at Mega Drop are required to wear masks and practice social distancing to ensure safety.

## Can I get out and count?

Drivers are to remain in their cars as they move down the line. Each driver is encouraged to bring one designated person to load cookies into their car, but it is not required; please do not bring additional adults aside from the loader. Each troop will have a volunteer Walker assigned that will walk with their car(s) from start to finish. Walkers/Counters will count out loud the number of cases being loaded in your vehicle to ensure the correct number of cases will be loaded in your vehicle.

## What should I expect as Loader?

Loaders should be someone other than the driver of the car. Girl Scouts can load as long as they are Cadette, Senior, and/or Ambassador age or older. Loaders should abide by the following:

- Do not lift more than 2 cases of cookies at once
- Do not count out loud. Your Walker will be responsible for counting
- Load the amount of cookies listed on your Dot Sheet (this will be given to you at check-in). If you feel amounts listed on your Dot Sheet is incorrect, contact our Customer Care team within 24hrs so we can rectify discrepancies, if any.

### **What happens at the end?**

At the end of line a Walker will sign the “dot” sheet used to determine your Initial Order and you will receive a copy.

### **My inventory received was incorrect, what do I do? (Shortages/Damages/Extras)**

Once you arrive at your destination, count your cookies again. If totals do not match after unloading, please contact [customercare@girlscoutshcc.org](mailto:customercare@girlscoutshcc.org) **within 24 hours** for authorization to visit a local Cookie Cupboard for replacements. Inventory discrepancies must be resolved at a Cupboard **within 1 week** of Cupboard opening day (February 25).

**Girl Scouts should start delivering their Initial Orders as soon as they receive their cookies. Booth sales, virtual booths, lemonade stands, wagon sales and walkabouts may not start until Friday, February 25, 2022.**