girl scouts
heart of central
california

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 service unit cookie team for the specific details of picking up your Initial Order.

Is that going to fit?

Please make sure to bring an appropriately sized vehicle to your Cookie Drop event. Remember that these are guidelines; your vehicle may fit more or less than the listed quantities. *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	25-50 cases
Mid-size Sedan	50 cases
8-Passenger Minivan / SUV	90 cases
Full-size Station Wagon	90 cases
Standard Pickup Truck	150 cases
Full-size Van with Seats	150 cases
Full-size Van without Seats	200 cases
14' U-Haul	600 cases

Going to Mega Drop?

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. Please do not bring your own inventory sheet. You will be provided with an inventory sheet (also known as a Dot Sheet). Orders must be picked up day of event as orders not picked up incur additional fees.

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 vehicles**; all vehicles must arrive at the same time and enter the line together. All cars must enter the line at the same time. If drivers do not arrive at the same time, the troop must wait off-site until they can all enter together.

Can I get out and count?

Drivers are to remain in their cars as they move down the line. Each driver can bring one designated person to load cookies into their car, but it is not required; please do not bring additional adults or minors aside from the loader. Each troop will have a volunteer Walker assigned that will walk with their car(s) from start to finish. Walkers 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.

Can I bring my own Loader? What should I expect as Loader?

Please let your Walker know if you are providing your own Loader. Loaders should be someone other than the driver of the car. Girl Scouts can load if they are Cadette, Senior, and/or Ambassador age. 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 are incorrect, contact GSHCC's Customer Care team within 24hrs.

What happens at the end?

At the end of line, your assigned walker will have you sign your GSHCC-approved inventory sheet and you will receive a copy. You will then head to the designated tie-down area (if needed) and then exit through the marked exit route.

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 the inventory sheet you received, please contact 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.

Girl Scouts should start delivering their Initial Orders as soon as they receive their cookies. Booth sales, virtual booths, cookie stands, wagon sales and walkabouts may not start prior to the advertised program date.