girl scouts heart of central california

Service Unit Mini Drop Checklist

Hosting a Mini Drop can be a lot of fun and helps your service unit get cookies to your girls in a way that is convenient for volunteers in your area. Use the checklist to help plan your service unit's event.

Service unit cookie drops will be scheduled between
February 11 – February 18

Before the event – December

Build a cookie drop team! – Ask for support from your fellow service unit volunteers; this will make planning and running your event easy and fun! You can partner with other service units to create one larger drop.

Note: You must have a minimum of **1,000 cases** in your Initial Order to have a Mini Drop.

Find a location. – Start looking in your area for locations that would make for a good cookie drop location. Good locations will have the following:

- ☐ Easy access for volunteers and large delivery trucks
- ☐ Clean, well-lit and pest free
- ☐ *Bonus!* If your location is covered and has loading docks or fork lifts
- ☐ *Please avoid:* locations that have stairs, narrow hallways and are not easily accessible for volunteers/delivery agents

Important Note: Service unit cookie drops cannot be held on the same dates as regional Mega Drops. ***No deliveries will be made February 13 for northern regions, and no deliveries on February 15 for southern regions.***

Recruit some help. – Now that the initial planning of your event is done, recruit some volunteers to help on the day of the cookie drop.

- ☐ Volunteers who are supervising the delivery of cookies or directing the delivery agent *must* be adults only.
- ☐ You must have a minimum of 10 volunteers to help with your Mini Drop.

    - Volunteers assist in counting and breaking down pallets, filling orders, distributing Dot Sheets, etc. Recommended tasks are set-up, order stager, clean-up, and counters.
    - The more volunteers you have, the more quickly your event will move.
- ☐ Girl Scout Cadettes, Seniors and Ambassadors can assist. For their safety, children under the age of 13 are not permitted to be at a service unit delivery location.
- ☐ If you are combining your Mini Drop with another service unit, be sure to coordinate volunteers from all service units.

Fill out the paperwork. – It is important and necessary to fill out all the paperwork. Please make sure that your service unit is properly insured and scheduled. Designate a site coordinator that will be responsible for submitting the form, day-of logistics and the main point of contact for the day of event.

Fill out and submit the Mini Drop Request Form by **Sunday, November 29**. This form is required, even if your service unit has hosted a Mini Drop in the past. Please make sure to include the following:

- ☐ A minimum of two dates the venue is available in the delivery time frame (in case the delivery agent cannot coordinate your first pick with the other drops happening). If neither date is available, GSHCC will reach out to coordinate the next best date.
- ☐ Additional accident insurance is no longer required.
- ☐ Fill out the *Mini Drop Risk Management Plan* and submit with other paperwork.
- ☐ The site coordinator will be contacted informing them of your scheduled delivery date by end of December.

No late forms will be accepted. If your service unit does not complete the required forms by the deadline, your service unit will be required to attend your nearest Mega Drop location.

(All forms can be found at www.girlscoutshcc.org and in the service unit Dropbox)

Once your event date is confirmed with the delivery agent, confirm the date with your cookie drop location and share with the troops and volunteers in your area.

Before the Event - January

- ☐ Confirmation of approved delivery date and estimated delivery time frame (usually 2 hour block)
- ☐ Let all troop leaders, TCMs and families know you are hosting a Mini Drop
    - Ensure you have enough volunteers for your event, and if not, communicate this to troops
- ☐ Give troops a schedule of when they can pick up; make sure to allow time for your location to be set up and delivery to happen.
    - Develop a system to make scheduling easy. There are free services, such as Sign-up Genius, that will help you keep track of scheduling.

    - If you are combining with other service units, ensure the service unit cookie manager in the other units is communicating with their troops regarding scheduling
- ☐ Make signs for your event and plan how and where things will be set up the day of the event. Create a map to share with troops and assist you with set-up.
- ☐ Decide if you need additional equipment such as pallet jacks, carts, tables, chairs, etc.
    - The delivery agent cannot leave pallet jacks behind.
    - A Check-In table is recommended.

Week Before the Event

Be prepared! – Troop Distribution. – Making sure that troops receive their order correctly is very important to having a successful service unit drop. If you are combining your Mini Drop with another service unit, ensure that they provide copies of the Delivery Station Order Detail Report and the Dot Sheet by Delivery Station Report to the person responsible for the Dot Sheets.

- ☐ Print a copy of the **Delivery Station Order Detail Report** from Smart Cookies for your reference on delivery day.
    - You will count the inventory with the delivery agent and you **must** accept the exact total quantities listed at the bottom of this report; no more, no less.
- ☐ Using the colored Dot Sheets (provided by ABC Bakers with your service unit supplies), print two per troop, one for your records and one for the troops' records.
    - You can print numbers on the Dot Sheets by running the **Dot Sheets by Delivery Station Report** in Smart Cookies. Load the Dot Sheets into your printer and print this report.
    - You may also write the numbers on Dot Sheets but printing is recommended for accuracy.
    - Ensure Dot Sheets are reviewed against the Delivery Station Order Detail Report for accuracy prior to troop distribution.
- ☐ Finalize the troop pick-up schedules to all troops/TCMs. Remind troops to show up on time.
- ☐ Finalize the volunteer schedule and send out to everyone that volunteers.
- ☐ Provide directions or a map of the pickup location.
- ☐ Send emails to all troops with important information
    - Include schedule, maps, etc.
    - Remind troops that if they bring multiple vehicles, they must arrive together.
    - Troops must take whole order at one time
- ☐ Ensure you have necessary supplies such as: first aid kit, pens, pencils, clipboards, binder, tape, scissors, box cutter/utility knife, hand sanitizer, extra masks, etc.
    - Neither GSHCC nor the delivery agent is able to provide supplies for your event.

Additional Considerations:
Check the weather forecast prior to your event! Before you send out emails to troops, check if you need a back-up plan based on weather. In the event of rain, if your event is outdoors, you will need to have a plan for your cookies. Cookies cannot be left in the rain so you will need to keep them stacked on the pallets and covered. Troops brining open bed trucks should bring two tarps, one for the bottom and one for the top of their cookies.

Day of the event

Cookie Delivery Time – The day of your service unit drop can be busy, but with the support of your cookie drop team and the pre-planning done, it is sure to be a breeze.

- ☐ Arrive at least 30 minutes before your delivery is scheduled.
- ☐ Greet the delivery truck when it arrives and show the driver where you would like each variety of cookies placed.
- ☐ Stack cookies by variety, up to eight cases high (max).
- ☐ Keep in mind that delivery drivers are only there to drop off the cookies, they cannot assist during the event.
- ☐ Verify the number of cookies received is the number on the delivery ticket you will sign.
- ☐ If there are shortages, overages or damaged cases that cannot be corrected during delivery, please note it on delivery ticket before you sign for it and contact GSHCC within 24 hours.
- ☐ Ensure troops are arriving on time. Have volunteers start calling troops if they are late to ensure your event wraps up on time.

Volunteers – Assign volunteers stations or duties ahead of time to make volunteer management easy.

- ☐ Assign volunteers to each cookie station to help with loading troop cars and counting what is being picked up by the troops.
- ☐ Schedule volunteers to pick up their Initial Orders after all cookies have been unloaded, counted, and signed for by your service unit's site manager.
- ☐ Have set-up volunteers place signage where necessary.
- ☐ Unpack supplies and take them to appropriate station.
- ☐ Count cookies with troops to ensure accurate counts.
    - Troop must sign copy of Dot Sheet you are keeping. They do not need to sign their copy.
    - Have a bin to collect signed Dot Sheets. You will keep these for your records until the end of the program.
        - GSHCC may ask you for copies in the event an inventory discrepancy needs to be resolved.

Inventory Discrepancies – Troops should count their inventory prior to distributing cookies to girls. In the event of inventory discrepancies, troops must send an email to GSHCC Customer Care at customercare@girlscoutshcc.org no later than **24 hours** after their cookie pick-up with the following information:

- Troop number
- Type of discrepancy (shortage, overage, or damage)
- Varieties and amounts (cases or packages)

Troops will receive an email with instruction regarding their inventory discrepancies. Emails should be printed and presented at a local Cupboard. More information on reporting troop inventory discrepancies are also found in the Cookie Guides.

*Example of what ABC considers a Damage.



Wrapping up the event

Now that your Mini Drop is over there a just a few final details left and you are done! Make sure to:

- **Clean up your location.** – Remember a Girl Scout always leaves a place better than she found it. Make sure to pick up any debris that came from your event. (I.e. paper, wrapping, pallets, food, etc.)
- **Thank your location.** – A thank you card goes a long way to building lasting relationships with the venues in your community. Have your whole team sign it to make sure your venue feels the appreciation!
- **Turn in final paperwork**. **–** Email customercare@girlscoutshcc.org with any discrepancies you noted and a copy of the delivery ticket. Please make sure to include your service unit name and the date of your event.

Nov. 29	***Dec. 10-15***	***Feb. 11***	***Feb. 13 & 15***	***Feb. 18***
Form deadline for Mini Drop Request	Confirmed delivery dates from delivery agent	Deliveries begin	Mega Drops *(no other deliveries can be made in those regional areas)*	Deliveries End

Thank you for all you do!