

Cookie Delivery

Distribution



What does a cookie delivery look like?

All cookies arrive wrapped on pallets, on a truck to the confirmed Cookie Receiver location



Receiver locations can be: 1) a home 2) an office OR 3) a warehouse location



What does a cookie delivery look like?

Requirements of a Receiver location

- All confirmed locations must have:
 - ✓ A cool/dry environment for the cookies to land
 - ✓ Ventilation and a temperature
 - ✓ Between 10°C & 22°C for Chocolatey Mint Cookies
 - ✓ Below 28°C for Classic Chocolate Vanilla Sandwich Cookies
 - ✓ A Cookie Receiver available from 8am – 5pm
- Additional resources to have on hand:
 - Tarps; these are helpful to place under or above the cases in inclement weather



What does a cookie delivery look like?

At a home / garage



What does a cookie delivery look like?

At an office



What does a cookie delivery look like?

In a warehouse



What to do when cookies arrive

Cookies arrive on pallets



- ✓ Make space in your garage, warehouse or office location
- ✓ If it's raining or wet, prepare tarps to place above and below the cases



What to do when cookies arrive



- **Cases are counted and inspected for damage**

- ✓ Check each pallet for potential damage of cases on the bottom, top and middle of the stack
- ✓ Count the number of cases received either:
 - ✓ On the pallet – If leave pallets was requested
 - ✓ In rows & columns (stacked 5 – 7 cases high) – If Do Not Leave Pallets was requested
- ✓ Drivers should allow up to 30 min for inspection



How to identify a damaged case

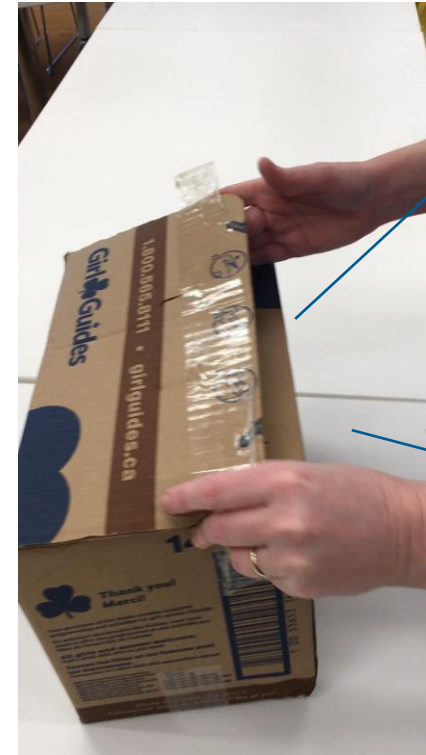
External



Dents & tears in the case



Internal

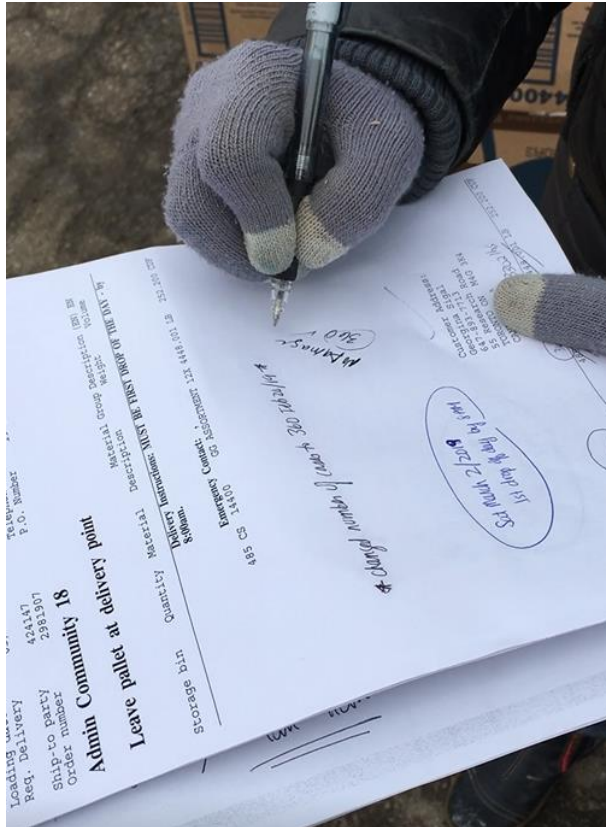


Crushed or punctured boxes



What to do when cookies arrive

The POD is signed by Driver & Receiver



- ✓ Sign the POD to indicate:
 - A) All cases received in good condition
 - B) # of damaged cases
 - C) # of missing cases
- ✓ If cases are missing record it on the POD
- ✓ If cases are damaged, ask the driver for replacements



What to do when cookies arrive

Stacks of cookies can be made for units to begin pick up



- ✓ If able; build stacks of cookies for units to easily count and pick up their order
- ✓ Stack cookies in rows of 10 cases for easy counting



What to do when units arrive

Cookie Distribution



- ✓ Print the Case Collection & Surplus Distribution Forms for units to sign
- ✓ If possible, create piles of cases to match the unit order amounts
- ✓ Ensure units count and sign for their cases before placing cookies in the car



What's left?

What to do before and after Cookie Delivery

- Before
 - ✓ Advise the cookie department of your availability during the delivery window
 - ✓ Advise the office of any location specific notes to share with units
 - ✓ If desired, contact your units to create a pick-up schedule
- After
 - ✓ Submit your CCF, POD & SDF forms by the office deadlines
 - ✓ CCF = Case Collection Form
 - ✓ POD = proof of delivery
 - ✓ SDF = Surplus Distribution Form

