



Girl Scouts of Greater Chicago and
Northwest Indiana
Lisle Regional Service Center
2400 Ogden Avenue, Suite 400
Lisle, IL 60532-3933
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www.girlscoutsgcnwi.org

COOKIE PROGRAM

Delivery Procedures for Troop Managers

Troop Manager Responsibilities

- ✓ Pick up the troop's order at the scheduled date and time. If you are unable to pick up the order on the scheduled date and time, it is the troop manager's responsibility to find someone from the troop to pick up the order as scheduled. Orders that are not picked up as scheduled will be rescheduled for the following Friday at the delivery agent's location in Sycamore, Illinois. the regional office will not accept or fill late troop orders at the office.
- ✓ Bring a copy of the troop report summary with you. Make sure the delivery ticket matches your order.
- ✓ Put your troop identification card on your dashboard AFTER the vehicle arrives at the delivery site. **DO NOT BLOCK YOUR VISION**
- ✓ Bring enough vehicles to take the entire order in one trip. Review the vehicle capacity in the Program Sales Guidelines and Procedures. Troops will not be allowed to get into line until all vehicles have arrived
- ✓ Two people from each troop should be in each vehicle. If the vehicle is a van, the passenger needs to get into the back of the vehicle and help stack the cases.
- ✓ In case of inclement weather, vehicles must provide adequate coverage to protect the product. If adequate coverage is not available, the vehicle cannot be used and will be turned away.
- ✓ Troop volunteers arriving before or after their service unit timeframe will be turned away from the delivery site.
- ✓ Verify your order immediately when you get home. Call the Girl Scout office the first business day to report any discrepancies. Refer to the schedule of events for the last day discrepancies will be corrected. Do not return to the delivery site to make a correction.
- ✓ Troop managers cannot remove cases from the delivery trailer.
- ✓ **CHILDREN AND PETS ARE NOT ALLOWED AT THE DELIVERY SITE.**