

DELIVERY GUIDELINES FOR GIRL GUIDE COOKIES

Thank you for being a cookie receiver for Girl Guide cookies!

Pre-delivery Preparation:

- Have your cookie adviser's contact information on hand in case of any problems. **They are your contact for guidance if needed.**
- Be sure you will be available at the delivery point at the scheduled date and time.
- Ensure your storage space is clean, dry, and protected. Storage location should be free of chemicals, paint, or any solvent producing an odour that could be absorbed by the cookies. Keep away from potential infestations (insects, rodents, etc.).
- Keep cases dry and away from moisture of any kind. Beware of bare cement floors that may transfer moisture to the carrying cartons and cause weakness. Deliveries will not be made to locations having dirt floors.
- Keep away from heat. Do not store in vehicles or outdoors. Mint cookies should be stored at a temperature between 10°C and 22°C; sandwich cookies at below 28°C.

Delivery Day:

- Delivery vehicles larger than a cube van must park at the curb to avoid damage to the homeowner's property.
- Workplace Safety and Insurance Board regulations need to be followed. **DO NOT ask delivery people to remove their safety footwear to enter your home.** Delivery people have the right to refuse to deliver if unsafe conditions exist.
- **DO NOT** assist the delivery person with unloading. They are trained and know how to do this safely.
- Cases will be unloaded off pallets by hand by the delivery people wherever feasible and depending on delivery/storage location, i.e. basement of a home. Cases are not to be stacked more than eight cases high at the storage location.
- It is the responsibility of the receiver to dispose of the pallets. If you would like the delivery company to **take the pallets back at the time of delivery**, this requirement **must be entered at time of cookie ordering** in order to be indicated on the Proof of Delivery (POD) slip.
- **Inspect the shipment THOROUGHLY.** Count the cases and look for damaged product. Driver **MUST** allow you sufficient time for proper inspection. **When signing the POD be sure to sign BOTH copies of the POD – yours and the driver's.**
 - If there is no damage and the correct number of cases was delivered, **make note of this on the PODs** and sign them.
 - If any damage is visible, actual count doesn't match the order, or you were not given sufficient time to thoroughly check the product, **make note of this on both copies of the POD** and then sign them. Afterwards complete a Delivery Incident Reporting Form providing additional details as necessary and forward it to your cookie adviser with a COPY of the POD.
 - **DO NOT accept damaged cases**, ask the delivery people if there are extra cases available on the truck to replace the damages/shortage before signing the PODs.
 - You and delivery people **MUST** agree on the count and condition of cases before signing the PODs.
 - **The signed POD** is the transfer of responsibility from Dare Foods to Girl Guides. If the driver is using an electronic device to obtain signature for delivery, ask for a print out of the PODs or sign the packing slip attached with the delivery.

After delivery:

- **Do not discard your copy of the POD after your delivery.** Keep the POD in a safe place until after the invoicing process is complete.
- Complete the delivery reporting and request form (on reverse side) if:
 - You had damages or shortages in your shipment and no extra cases were available for replacements (indicate on POD)
 - You experience a problem with the driver *i.e. not given time to count the order*
 - You receive an early or late delivery
 - There are other delivery concerns/issues you feel needs to be reported
 - You were not allowed sufficient time for proper inspection (indicate on POD)

Complete the form on the reverse of this page and forward to your cookie adviser immediately.

COOKIE DELIVERY INCIDENT REPORTING AND REQUEST FORM

Experienced a delivery incident? Complete and submit this form to your cookie adviser immediately after your cookie delivery

Report No. (completed by National):		Date received:		Date sent to Dare:	
Date form completed:					
Form completed by:					
Original Delivery Information – provide the original ordering information entered into the online ordering website					
Order confirmation code:					
Cookie receiver's name:					
Delivery address:					
City, Province, and Postal Code:					
Main phone # (000-000-0000):	000-000-0000				
Other phone # (000-000-0000):	000-000-0000				
Area name:					
Division name:					
District name:					
Cookie Adviser:	Name:			Phone: 000-000-0000	
Number of cases ordered:					
Delivery date requested/notified:					
Delivery Report or Request Details – provide details of delivery incident or request for change information					
Type of report:	<input type="checkbox"/> Early/Late Delivery <input type="checkbox"/> Address/Date Change Request <input type="checkbox"/> Wish List Order Request <input type="checkbox"/> Damage/Shortage <input type="checkbox"/> Delivery Problem <input type="checkbox"/> Miscellaneous				
Copy of Proof of Delivery (POD) slip attached?	<input type="checkbox"/> Yes <input type="checkbox"/> No NOTE! Dare Foods will replace damaged product returned to Dare Foods and where the issue is clearly indicated on the POD at time of delivery. For damages not visible during delivery and found after driver left, please provide a photograph of the damage. Shorted cases must also be clearly indicated on POD in order to receive replacement or credit.				
Initial Report/Request Details:	<i>Be detailed in your report. If you are requesting a change, provide complete details including full contact information.</i>				
Follow-up by GGC/Dare Foods:	<i>This section will provide the follow-up details and final resolution of initial report/request. All correspondence between provinces and cookie department regarding this report will appear in this section.</i>				
Date resolved by carrier: (to be completed by national office)			Date Dare notified GGC of resolution:		