









## Cookie Receiver Best Practices

Here are a few ideas and suggestions that can help you with your cookie delivery

-  If you have requested to have cases taken off the pallets, ask the delivery company to stack cookies 5 cases high (if room permits); this will help when counting cases.
-  Prior to delivery day, create labels for each Unit order, listing the Unit name and number of cases ordered. Place the Unit labels around your delivery space so that on the day of delivery the transport company can unload cookies off the pallets into the appropriate piles.
-  Count and inspect cookies twice to ensure you are receiving the correct number of cases and to ensure that there is no damage.
-  Remind Units when they are picking up their orders to count their order twice to ensure they are picking up the correct amount.
-  Send personalized email to Units picking up from your location, providing them with pick up instructions, dates and times.
-  **Do Not** have Units pick up cookies during delivery.
-  Phone Units to remind them of your cookie pick up deadline.
-  Ensure that you have noted any missing cases, damaged cases, extra cases on the P.O.D. (Proof of Delivery), **before** signing.