

2019 COOKIE PROGRAM SUPC CHECKLIST

This checklist contains important details just for Service Unit Product Chairs (SUPCs). Be sure to review the full *2019 Cookie Program Kit* for full program information.

COOKIE PROGRAM DATES: FEBRUARY 1 – MARCH 17
ORDER-TAKING: FEBRUARY 1 - MARCH 10

BOOTH SALES: FEBRUARY 8 – MARCH 17
ONLINE SALES: FEBRUARY 1 - MARCH 17

RESOURCES

The color of the star matches the color of the resource where that information can be found.

★ Shout Out! Weekly Newsletter: Includes important updates and reminders throughout the program.	★ 2019 Cookie Program Kit: Detailed guide for volunteers about the Cookie Program.
★ Smart Cookies: abcsmartcookies.com	★ The Bridge: gsgibridge.com/cookieprogram
Girl Scouts of Greater Iowa: 800-342-8389 info@gsiowa.org	

SUPC RESPONSIBILITIES

- ★ Fill out the *Service Unit Product Chair Agreement*.
- ★ Be sure you're receiving the Shout Out! Weekly Newsletter. Visit gsgibridge.com/shout-outs to join the mailing list!
- ★ Attend a webinar training specifically for the SUPC role in December and January. A recording will be available on the Bridge for those who cannot attend.
- ★ Help leaders understand the policies and guidelines of the Cookie Program. We want girls to be safe, have fun, and reach their goals, and we ask adults to use your best judgment and common sense to support participating girls!
- ★ Plan a Cookie Rally for your service unit. Use your planning guide and rewards kit to show girls all the cool items they can earn!
- ★ Secure a delivery location for your service unit's Initial Order, and be sure to recruit volunteers to help you out on delivery day!
 - Delivery locations must be entered into Smart Cookies! Check out the *Delivery Station - Smart Cookies Guide* for instructions. You will also receive a Shout Out! in January with more on what to expect on delivery day.
 - Cookies are typically delivered on a straight-truck with a large rear opening or on a semi. Delivery locations with loading docks are ideal; however, other sites that have large doors or a suitable parking lot, are also great options for unloading cookies.
 - Communicate with troop leaders in your service unit about the date, time, and location of their Initial Order pick-up.
- ★ Support Juliettes (girls participating individually) as their local point of contact.
 - Many Juliette parents/guardians will have access to Smart Cookies to manage their Girl Scout's participation, just like a troop. In the event that the Juliette's parent/guardian is unable to manage her participation through Smart Cookies, you as the SUPC will need manage the program in Smart Cookies for that Juliette. For complete information and deadlines for Juliettes, please see the *2019 Cookie Program Juliette Kit*.
 - You will find all Juliettes in your service unit in Smart Cookies with troop numbers that start with 99. We'll notify you directly of Juliettes that you'll need to manage.
- ★ Be a cheerleader! Encourage the troops and girls in your community to reach their goals.

DATES YOU'LL WANT TO KNOW

December 4: SUPC Cookie Program Webinar Training from 12:00 – 1:00 p.m. or 6:00 – 7:00 p.m.

January 2: SUPC Smart Cookies Webinar Training from 6:00 – 8:00 p.m.

January 15: Deadline to enter service unit Delivery Station information into Smart Cookies.

February 2-7: Initial Orders are delivered to each service unit.

PLANNING FOR DELIVERY DAY

- ★ **Weather/Logistics:** During this time of year, it's important to factor in how weather might play a part in the arrival time of the truck and the time it takes to unload. The driver will do their best to be on time or communicate with you if they are running behind. Be sure your location will give you plenty of time to unload, sort cookies, and give troops time to pick them up.
- ★ **Get Lots of Help!** Be sure to have plenty of volunteers to assist. Service unit orders can be rather large, so the more hands available, the quicker things will go.
- ★ **Things to bring on delivery day:**
 1. Delivery agent contact information.
 2. Two copies of the *Delivery Station Order Detail* report. This can be found in Smart Cookies under Summary Reports. This report provides each troop's Initial Order.
 3. Dot Sheets: Found in Smart Cookies under Order Reports. These sheets will help when sorting inventory for each troop.
- ★ **Be Early:** Arrive at least 15 minutes prior to the scheduled delivery time to prepare for the truck's arrival.
- ★ **Have the delivery agent unload the product.** Volunteers are not allowed on delivery trucks. While the driver(s) unload cookies, have volunteers sort cookies by variety. This will help when dividing up troop orders later.
- ★ **Count!** Do not rely on the driver to count the product for you. As cookies are unloaded off the truck, have two people counting and use this as your master count. As troops and Juliettes pick up their Initial Orders, have two people count again and both sign the *Delivery Station Order Detail Report* for their order.
- ★ **Check for Damages:** If you find a damaged case before the driver has left, be sure to notify them. They usually have extras and can replace it. However, if you find damaged cases after the driver has left, be sure to report the damages as soon as possible, by contacting Girl Scouts of Greater Iowa at 800-342-8389 or info@gsiowa.org

