

2020 COOKIE PROGRAM SUPC CHECKLIST

This checklist contains important details just for Service Unit Product Chairs (SUPCs). Be sure to review the full *2020 Cookie Program Kit* for full program information.

- Fill out the *Service Unit Product Chair (SUPC) Agreement* found on The Bridge (gsgibridge.com/cookieprogram).
- We'll sign you up for our Shout Out! Weekly Newsletter and get you set up in Smart Cookies, the online Cookie Program system.
- Secure a delivery location for the Troop Initial Orders in your service unit and be sure to recruit volunteers to help you out on delivery day! Don't forget to update your delivery station by December 9 in Smart Cookies; if you're in the Des Moines or Sioux City metro areas, don't worry, we've got your location covered! See directions on how to update your delivery station in Smart Cookies on page 3.
- Attend a live webinar training specifically for the SUPC role. A recording will also be available on The Bridge.
- 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 their 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! Check out page 4 for details.
- Support Juliettes (girls participating individually) as their local point of contact.
 - ▶ Many Juliette parents/guardians will opt to enter orders and rewards online themselves; however, if they need extra support, it is your role to facilitate order collection at the end of the program, enter information into Smart Cookies, and get product to them during (Troop) Initial Orders. We will notify you directly of Juliettes requesting assistance managing the program.
 - ▶ You will find all Juliettes in your service unit in Smart Cookies with troop numbers that start with 99.
- Be a cheerleader! Encourage the troops and girls in your community to reach their goals.

DATES YOU'LL WANT TO KNOW

NOVEMBER 19: Smart Cookies registration emails sent to SUPCs.

DECEMBER 5: Live training for SUPCs. Register on The Bridge (gsgibridge.com/cookieprogram).

DECEMBER 9: SUPC delivery station deadline in Smart Cookies.

FEBRUARY 1-7: Troop Initial Orders are delivered to each service unit.

RESOURCES

Find the 2020 Cookie Program Kit here!

RESOURCE	HOW TO FIND IT
The Bridge: Trainings, Forms, and Program Kits	gsgibridge.com/cookieprogram
Shout Out! Weekly Newsletter	Sent to your inbox every Thursday!
Smart Cookies Website	abcsmartcookies.com
<i>Smart Cookies Manual for Volunteers</i>	Step by step manual on how to navigate each section of Smart Cookies, included with your program materials.
Girl Scouts of Greater Iowa (GSGI) Staff	Phone: 800-342-8389 Email: info@gsiowa.org

TROOP INITIAL ORDER DELIVERY DAY

PREP FOR DELIVERY

Troop Initial Orders will be delivered between February 1 and 7. Cookies are typically delivered on a straight-truck with a large rear opening or on a semi. Delivery stations with loading docks are ideal; however, other sites that have large doors or a suitable parking lot are also great options for unloading cookies.

At least a week before delivery, you'll get a phone call from our delivery agent with your delivery date and time for Troop Initial Order delivery. Communicate with troops and Juliettes in your service unit about the date, time, and location of their Troop Initial Order pick up.

Materials needed for delivery:

- *Delivery Station Order Detail* report (found in Smart Cookies under Summary Reports): Two copies of each will be used as receipts. You keep one, and they keep one.
- Dot Sheets (found in Smart Cookies under Order Reports): These sheets will help when sorting inventory for each troop.
- Pens, highlighters, and clipboards, if available. These will make signing orders and noting damages quick and easy.

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.

RECEIVING THE DELIVERY

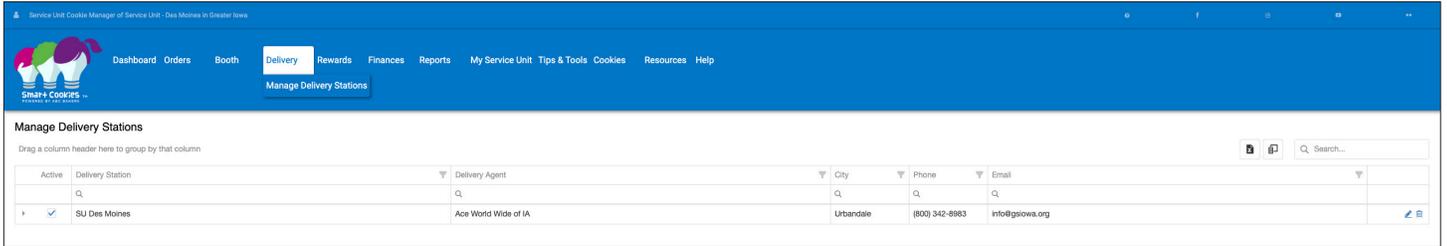
- Have the delivery agent unload the product. Volunteers are not allowed on delivery trucks. While the driver(s) unload cookies, have volunteers sort cookies by variety. This will help when dividing up troop orders later.
- Be sure to arrive early to your location. Twenty minutes before the scheduled delivery time is ideal.
- Use the delivery ticket provided by the delivery agent to count product. Count each variety before signing the ticket.
- At the time of delivery, **check each case for any obvious damage and report to the delivery agent.** If a case is damaged on the outside, open and check each package to confirm if it is still in sellable condition. **Please do not open every case if there is not obvious damage to the packaging.** If you notice missing or damaged product after the delivery agent has left, report it to Girl Scouts of Greater Iowa (GSGI) the next business day to ensure replacement or credit.
- Separate out orders by troop and Juliette using the *Delivery Station Order Detail* report. Do not allow troops or Juliettes to take product until all items have been sorted. Dot Sheets are a great tool to help this process go quickly!
- Both you and the adult responsible for pick up should count the items TWICE before the receipt is signed.
- Both the SUPC and delivery agent should sign the receipt (*Delivery Station Order Detail* report) and each should keep a copy.

Updating Your Delivery Station in Smart Cookies

ENTERING DELIVERY STATIONS FOR SERVICE UNITS PRODUCT CHAIRS (SUPCS)

One of the main responsibilities of SUPCs is securing delivery locations for the Initial Order. Once a delivery location has been secured, SUPCs will need to enter it into Smart Cookies as a Delivery Station.

1. To enter in the delivery location, log into Smart Cookies, go to the Delivery tab, and then select Manage Delivery Stations.
2. Click on the pencil to the far right to edit the Delivery Station with the delivery location for the service unit.



3. Verify the delivery station address, add/edit as needed.
4. Verify your manager contact information, add/edit as needed.
5. Verify the location contact information (the person who will be there the day of the delivery, if different from the manager contact information,) add/edit as needed.
6. Include any important instructions for the Instructions box for the delivery agent. **(The Notes box is for internal use only – this box does not show up on the delivery ticket.)** Information to include in the instructions box could be any date/time restrictions, or instructions the delivery drivers may need to know before arriving. These requests are not guaranteed but we will do our best to accommodate them if possible.
7. If you do not know your delivery agent and that field is blank, contact us at info@gsiowa.org so we may assist. Do not enter anything in the Receiving Date field.
8. Click Save.

HOSTING A SERVICE UNIT COOKIE RALLY

It's time to RALLY your Girl Scouts into cookie greatness! And this is your handy guide to getting there! Why is a Cookie Rally important? The short answer is "rallying" your girls can launch their Cookie Business in to a bright future! Data shows girls who attend a local Cookie Rally sell 12-15 packages more than those that don't.

While the Girl Scout Cookie Program is a GREAT way for your troop to earn proceeds, it also allows girls to learn valuable life skills including Goal Setting, Money Management, People Skills, Decision Making, and Business Ethics – all while selling America's Favorite Cookies!

Visit The Bridge to request patches, sample cookies, and sample rewards (optional) for your rally! We recommend requesting these items at least two weeks prior to your rally date so we can get them to you in time!

Looking for more activities for girls? Check out the Snow Much Fun Activity Kit and the new Cookie Entrepreneur Family Pins on The Bridge!

PRO-TIP: Check out the ABC Bakers Flickr Page - flickr.com/abcbakersvolunteergallery for fun graphics and coloring pages for this year's Cookie Program!

WHAT IS A COOKIE RALLY AND WHY SHOULD WE HAVE ONE?

A Cookie Rally is a service unit-led event that gets girls excited about the Cookie Program before it even starts! A rally is a great way to preview the upcoming Cookie Program, teach girls the value of setting and achieving goals while generating enthusiasm and support for the Cookie Program among adults and girls alike!

WHEN SHOULD WE HOST A COOKIE RALLY?

It's up to you! Some options might include:

- A few weeks prior to the Cookie Program.
- The night prior to the official start of the Cookie Program.
- A few weeks into the Cookie Program, to help swap success stories and trade inventory.

WHERE SHOULD WE HAVE OUR COOKIE RALLY?

Look at the number of girls and adults you anticipate attending and how much space you'll need for activities. School cafeterias and/or gymnasiums are usually ideal places to hold a rally.

WHO SHOULD WE INVITE TO OUR COOKIE RALLY?

- All Girl Scouts in your service unit and their leaders/parents/guardians/other volunteers. Even if a girl is not participating in the Cookie Program, she might want to lead an activity or help a younger girl out.
- **PRO TIP:** Do you have a lot of new parents/guardians? Use a separate room to give them the scoop on the Cookie Program while the girls are going through activities.
- Does a girl want to come who's not a currently registered Girl Scout? Contact your local Volunteer Experience Manager or Regional Recruitment Manager for help!

STEPS FOR A SUCCESSFUL EVENT

1 SET-UP

- Plan on being ready to go at least 30 minutes before the event start time.
- Check-in begins 15 minutes before event start time.
- Greet participants as they arrive.
- Provide name tags and any other materials needed.
- Be prepared for late arrivals!

2 WELCOME: 10 minutes

- Plan for a simple activity—such as songs or games—while the participants wait for the event to start.
- Opening activities may include an opening flag ceremony and/or recitation of the Girl Scout Promise and Law, introductions, and announcements.

3 STATIONS: 15-20 minutes per

- Give groups enough time to move from one activity station to another. This will also allow time for the facilitators to clean up from the last group and prepare for the next group.
- Alternate active/hands-on activities with more stationary activities.

GROUP ACTIVITY: Optional

- Gather the girls for a high energy send-off, with a show or game that highlights all the great rewards girls can earn!

4 WRAP-UP: 10-25 Minutes

- Allow time for final announcements, thank-yous, and closing activities, such as a closing flag ceremony or sharing of projects.
- Optional: ask everyone to fill out a short survey to help you plan for future events!
- Be sure to ask for help with event tear-down and clean-up. Girl Scouts leave a place better than they found it!