

Delivery Station Selection

Once you submit your initial order, eBudde™ may ask you about delivery. The process will be determined by the service unit you are in, so please find your service unit name below so that you know what to expect.

Many Options

Your troop will see many options for your delivery station. If you are in one of these service units, please read through this document and reach out to your SUCC with any concerns or questions.

- Lakeland
- Oak Leaf
- Osage
- Program
- River Crossing
- Riversbend
- Route 66
- Scissortail
- Spartan Pass
- Three Feathers
- Whispering Oaks
- Will Rogers

Prairie's Edge

Prairie's Edge SU has two options. Please select the option that is best for your troop.

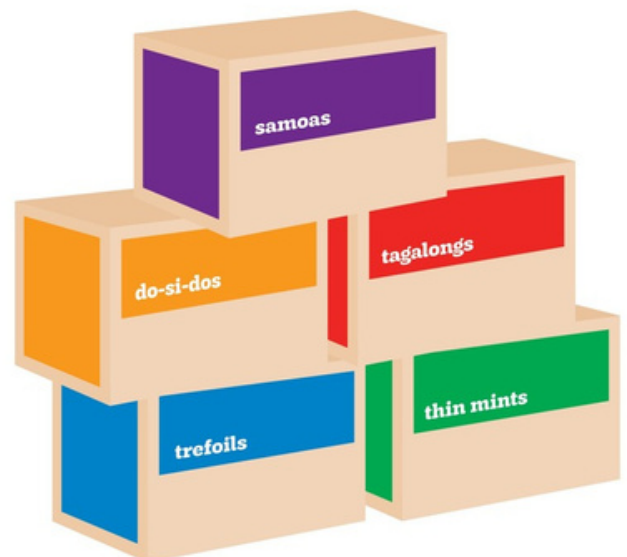
- Cushing
- Stillwater

Automatic

Cookies for all the troops in your service unit will be delivered to one location. Your troop will automatically be assigned to that location so there are no additional steps for you to complete.

Service Units with automatic delivery station selection.

- Aphchi
- Cherokee
- Cherokee Strip
- Crosstimbers
- Lake-Wood
- Little River
- Magnolia
- Pine Mountain
- Tiak Starr
- Tulledega



Many Options

Troops in the Tulsa Metro area will see many options and should select the delivery station based upon the size of their initial order.

60 Cases or Less

- Select “Tulsa HLC” Delivery Station.
- These troops will receive a link in January to sign up for a pick-up time January 27-28 at the Council cupboard location.
- Troops should not distribute cookies to Girl Scouts or customers until January 30.

301-400 Cases

- Select “Friday Warehouse” Delivery Station.
- These troops will pick up their cookies on Friday, January 29 at the warehouse.
- These troops will select their pick-up time slot right away.
- Troops will pull their vehicles into the bay doors one at a time.
 - This works best with box trucks and flatbed trailers, so that pre-counted pallets can be loaded into the vehicle by a forklift.
- It is helpful to order the quantity of each cookie flavor based upon the layers on each pallet. See the chart on the next page.
- Troops should not distribute cookies to Girl Scouts or customers until January 30.

61-300 Cases

- Select “Saturday Warehouse” Delivery Station
- On Saturday, January 30, pick-up cookies at the warehouse in the drive-thru pickup line.
- These troops may select their pick-up time slot right away.
- It is helpful to order each flavor in multiples of five.

401 + Cases

- Troops will select the delivery station with their troop number to have your entire troop order delivered to a location convenient for your troop.
 - If this is your first year, email customercare@gseok.org to request it.
 - The delivery station manager will verify the information in eBudde™ is correct and complete any missing information.
- Troops must be flexible for the week of delivery (January 25-29) and work with the warehouse for scheduling.
- Troops should not distribute cookies to Girl Scouts or customers until January 30.

Tulsa Metro FAQs

Q - What if I pick-up for multiple troops?

A - You can group troops together and select your delivery station based on the total number of cases when added together. If you want to pick them up on different days or different methods, you are welcome to do so.

- There are a limited number of troops who can have outbound delivery. If the two troops combined equal at least 550 cases, you may request your own pick up for 401+ cases by emailing customercare@gseok.org.

Q - What if the delivery station that we are supposed to select for our troop can't work for us?

A - Send an email to customercare@gseok.org and request a change. Some of the options are more flexible than others.

- "Saturday Warehouse" is always an option.
- "Tulsa HLC" is best for smaller orders as you will be loading the cookies yourself.
- "Friday Warehouse" MUST be large orders that can be loaded while on a pallet.

Pallet Information

	<u>Cases/Layer</u>	<u># of Layers</u>	<u>Cases/Pallet</u>
ADVENTUREFULS®	18	10	180
LEMON-UPS®	21	8	168
TREFOILS®	16	10	160
DO-SI-DOS®	20	10	200
SAMOAS®	15	12	180
TAGALONGS® - Carton	16	10	160
TAGALONGS® - Soft Pack	18	10	180
THIN MINTS®	20	10	200
EXPLOREMORES®	20	10	200
TOFFEE-TASTIC®	17	12	204

Tulsa HLC

Troops in the Tulsa Metro area will pick up their cookies from the council cupboard located in the back of the Girl Scout Hardesty Leadership Center.

4810 S 129th E Ave, Tulsa, OK 74134

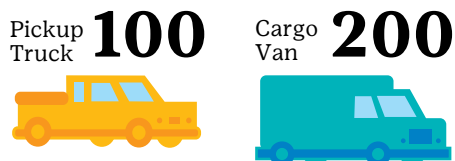
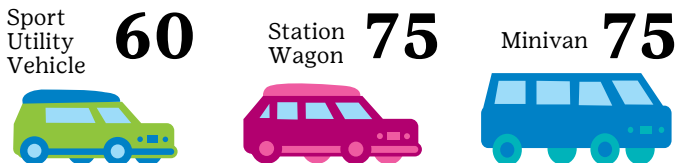
The troop will select a day and time to pick-up January 27-28.

Watch for a link sent by email. Time slots will NOT be available in eBudde.

What to Bring

- Troop Cookie Manager who can count, verify and sign for cookies.
- A vehicle to hold all of your cookies.
- A phone to check-in and verify pick-up in eBudde™.
- eBudde™ Delivery Confirmation page with your troop Pickup Code.
- Someone who can load the cookies in the vehicle.

Case Capacity



Pickup

- Please arrive at your scheduled time.
- Check-in by texting the pick-up code from eBudde™.
- You will be greeted by staff or volunteers and directed to your troop cookies and receive the “bubble report”.
 - **Verify that the bubble report matches your troop order.**
 - **Count each variety and initial the corresponding spot on the bubble report to confirm that you have the correct number of cookies.**
- When you are sure it is correct, turn in your bubble report and check out using eBudde™.
- Be sure to load the correct cookies into your troop vehicle.

Distribution

Your troop is able to pick up cookies before many in the area. **It is VERY important that none of these cookies are given to girls or customers before Saturday, January 30.**

Friday Warehouse

Troops in the Tulsa Metro area with Saturday Warehouse pick-up will get their troop cookies on **Friday, January 29** at The Armstrong Company

1900 N Indianwood Avenue, Broken Arrow, OK 74012

(south of 61st Street between 129th E Ave & 145th E Ave)

Troops will sign up for a time slot in eBudde™.

Slots are available during the initial order time.

What to Bring

- Box truck or trailer so that pallets of cookies can be loaded using a forklift. With this method, you need only the driver to count and verify the cookies.
- A phone to check-in and verify pick-up in eBudde™.
- eBudde™ Delivery Confirmation page.
- A pen for you counter to initial and sign.

For safety reasons, the warehouse asks that we do NOT have children on site. If you have to bring your children with you, they must stay in your vehicle at all times.

Arrival & Check-in

- Please arrive at your scheduled time and head to the south end of the building.
- You will be greeted in the parking lot by staff or volunteers who will:
 - ask you to check-in by texting the pick-up code from eBudde™.
 - direct you to the correct bay door.
- You will then back into the bay door.

Pickup

- The counter will receive a copy of the bubble report.
- You will verify that the cookies on each pallet are correct. For each variety once you confirm the quantity, you will:
 - **Initial the corresponding spot on the bubble report.**
 - **Get the initials of the council representative on your troop bubble report.**
- If you have concerns about a discrepancy speak up right away.
- The warehouse staff will then load the full pallets into your truck/trailer.
- The counter will turn in the signed bubble report and check out with the Girl Scout representatives using texts from eBudde™

Distribution

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(south of 61st Street between 129th E Ave & 145th E Ave)

Troops will sign up for time slots in eBudde™.
Slots will be available during the initial order time.

What to Bring

- Enough vehicles to safely load all of your cookies. Vehicles should:
 - be clean (warehouse staff may get in to load the cookies).
 - be mostly empty. (Capacity below is for back seats being empty)
- Someone other than the driver (18 or older) to count the cookies and be sure they are all loaded into your vehicles. - One counter per troop (NOT per car).
- A 8.5" x 11" SIGN with your TROOP NUMBER in large bold writing to tape to inside the windshield of your vehicle upon arrival. Multiple cars should add 1 of 3, 2 of 3, etc.
- A phone to check-in and verify pick-up in eBudde™.
- eBudde™ Delivery Confirmation page.
- A pen for your counter.

For safety reasons, the warehouse asks that we do not have children on site. If you have to bring your children with you, they must stay in your vehicle at all times.

Arrival & Check-in

- Please arrive at your scheduled time.
- If you will have more than one vehicle for your troop, please make sure that you are all together before you get in line.
- You will be greeted by staff or volunteers who will:
 - give you your troop's "bubble report".
 - check on your troop number signs.
 - ask you to check-in by texting the pick-up code from eBudde™.
 - direct you to the staging area.

Case Capacity

Compact Car **23**



Hatchback Car **30**



Standard Auto **35**



Sport Utility Vehicle **60**



Station Wagon **75**



Minivan **75**



Pickup Truck **100**



Cargo Van **200**



Saturday Warehouse

Pickup

- Drivers must stay inside the vehicle throughout this process.
- The counter will walk alongside the vehicles to be sure the order is correct. At each cookie variety you will:
 - **Confirm the cookies stacked for your troop have the correct number.**
 - **Watch as the warehouse staff load those cookies into your troop vehicles.**
 - **Initial the corresponding spot on the bubble report when it is complete.**
 - **Get the initials of the council representative at that station on your troop bubble report.**

Check-out

- When you have all your cookies, all cars will pull forward to the check-out station.
- If you are confident that everything is correct, you will complete the check-out process. The counter will:
 - turn in the bubble report.
 - check out by confirming with text.
- If you have any concerns about a discrepancy speak up right away so that we can review your troop order.
- **It is very important that you KNOW your troop order is correct before you leave the warehouse.**



Outbound Cookie Delivery

Troops in the Tulsa Metro Area with 401 or more cases can request to have their troop order delivered to outbound location.

Early Plans

- If this is your first year for outbound delivery, email customercare@gseok.org to request a delivery station.
- The location for your delivery needs to be confirmed in eBudde™ by January 7.
- Deliveries will happen January 25-29.
- Your schedule needs to be flexible this week so that all the deliveries can happen.
 - Complete this form by January 7 to report any schedule conflicts you may have.

Council Contact

This is the staff person to contact for any issues or questions.

Celeste Franklin
cfranklin@gseook.org
(918) 745-5224

Location

The ideal location has:

- a garage door or wide entry.
- does not involve stairs or an elevator to access the space.
- has lots of space to stack the cookies and still be able to move around to prep orders.
- is available during all the dates of delivery.

Distribution

Your troop will receive cookies before many in the area. **It is VERY important that none of these cookies are given to girls or customers before Saturday, January 30.**



Delivery Station in eBudde

It is important to set up your delivery station correctly in eBudde™ to make scheduling and delivery a smooth process for everyone involved.



When you are in eBudde™, you should see a button for Delivery. If you do not, let Celeste know so that you can be added to the correct delivery station(s). Click that green button to see the dashboard for the delivery station.

1. To update the information for your delivery station, click the Settings Tab highlighted in green at the top of the image.
2. Click the Edit Settings button at the top of the page.
3. The fields highlighted in yellow on this image should all be updated for this year.
4. ADD YOUR PHONE NUMBER IN ALL FIELDS LABELED PHONE.

A screenshot of the eBudde 'Settings' page for a delivery station. The page has a blue header with tabs: 'Settings' (highlighted in green), 'Reports', 'Signup Sheet', 'Pickups', and 'Help Center'. The main content area is divided into two columns. The left column contains fields for 'Name' (Council), 'Delivery Station Phone' ((918)740-5436), 'Contact Person' (Celeste Franklin), 'Delivery Ticket Spec. Instr.' (Deliver to the garage door on the back of the building), 'Delivery Ticket Date/Time', and 'Contactless Pickup'. The right column contains fields for 'Number' (554), 'Delivery Agent' (Armstrong Relocation E. OK), 'Line name', 'Specific line names' (one per line, i.e. 'T. some-name'), 'Comments For SU/Troop', and 'DELIVER TO' (Name: Celeste Franklin, Address: Girl Scouts of Eastern Oklahoma). Several fields are highlighted in yellow: 'Settings' tab, 'Delivery Station Phone', 'Contact Person', 'Delivery Ticket Spec. Instr.', 'CONTACT' section, and 'DELIVER TO' section.

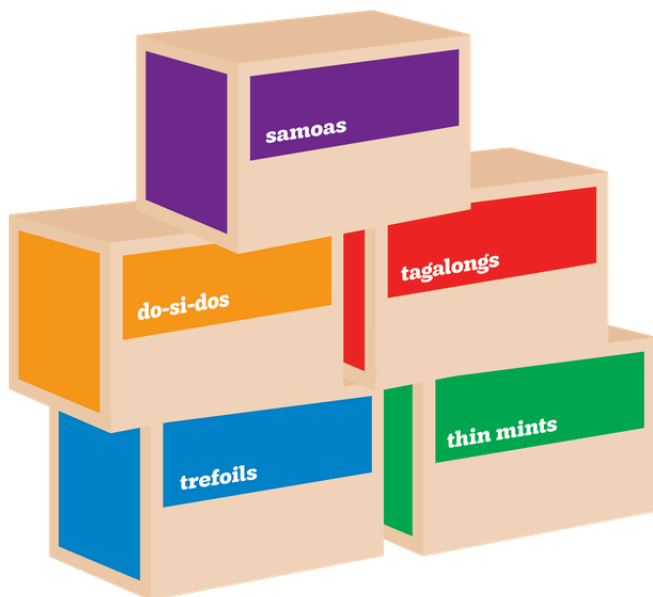
5. The Delivery Ticket Spec Instr is information for the warehouse staff who will be delivering to you. Add notes about which entrance to use or if you have a pallet jack available. If you want the cookies unloaded in a specific order, add those details here. We must be as flexible as possible as far as delivery dates are concerned; however, if you cannot have delivery on a certain day, please indicate that here.

Outbound Cookie Delivery

Cookies will be transported on pallets by large trucks. An adult troop volunteer who has a current Girl Scout membership, current background check with GSEOK and who has signed the cookie agreement by logging into eBudde™, should be there to accept the delivery.

Plan Ahead

- You staff from the warehouse will reach out to you to schedule your delivery.
- Prepare the space to know where and how the cookies will to be stacked.
- It is important to stack them by variety and helpful to organize them in the same order as they are on the order card when possible.



Day of Delivery

- The delivery agent should call or text when they are heading your way.
- DO NOT begin sorting until you and the delivery team have counted all cases and agreed on the totals.
- If there are badly damaged cases the crew may be able to replace them. If they do not have extras, notify Celeste and she can make inventory adjustments.
- Sign the delivery ticket for quantities actually received (including damages). Be sure to note any changes on the delivery ticket.
- You are responsible for all cookies signed for. If there are any concerns about quantities or issues with the delivery, call Celeste immediately.
- Send a copy of the signed delivery ticket to Celeste by text or email as soon as possible.