



2021 COOKIE PICKUP FAQs FOR SERVICE UNITS & TROOPS

A note from GSU to our volunteers:

We are so excited to be partnering with our new delivery and logistics company, Bailey's Moving & Storage, to facilitate our 2021 cookie pickups and deliveries.

A few troops were able to experience this streamlined process last year in our pilot program with Bailey's, and they were extremely happy with the process. We are pleased to be able to use them throughout the state to provide a much better experience for all of you.

We have heard from many of you that there may still be some confusion regarding the warehouse pickups scheduled for Saturday, February 20, so we have compiled this information in one easy-to-use document for service units and troops.

PROCEDURES & INFO AT-A-GLANCE

Please read the full FAQs below, but here are some quick procedures for Saturday, February 20.

- View your assigned pick up time in eBudde
- Troops will arrive at their designated time (no more than 5 minutes early), with their [car sign](#) filled out and placed in all vehicles' windshields or on the dash. Please ensure you have this information BEFORE you arrive at the warehouse. Troops with multiple vehicles must all be together before approaching the check-in location.
- A member of the GSU staff will direct troops to where they will go on the property.
- The Troop Product Manager (or designee) will verify the pre-pulled order
- Warehouse staff will load the order into the vehicle
- Please bring a tarp or cover in case of inclement weather. You are responsible for the cookies as soon as they leave the warehouse. Tie downs are required to secure numerous cases of cookies.
- Masks and social distancing will be mandated.

How is this year different than warehouse days in the past?

- We have a new warehouse and delivery agent
- We will be utilizing 3 major warehouses with multiple docks instead of 1.5 warehouses in the past
- Orders have been pre-pulled by service unit and troop, and scheduled out to each loading dock door
- Troop pickup times have been loaded into eBudde
- Additional deliveries have been prearranged with outlying and other various service units and troops
- The number of volunteers allowed in each vehicle and at each site has been reduced due to COVID restrictions and to follow our safety precautions
- Masks and social distancing will be mandatory

- The reality is that we are moving a much smaller number of cookies than we have in the past, so warehouse pickup orders are not as large as previous years. (Don't worry – we have plenty of cookies for you in our Cookie Cupboards and Cookies on the Go to stock up for your booths and reorders!)

How many warehouses will be participating in the pickup on Saturday, February 20?

We have four warehouses operating on Saturday:

- **North Salt Lake**
Bailey's Moving & Storage - 400 North 700 West, North Salt Lake, UT 84054
- **Ogden**
Bailey's Moving & Storage - 2361 B. Avenue, Ogden, UT 84401
- **Orem**
The State House – 631 East 1700 South, Orem, UT 84097
- **St. George**
Slater Transfer – 715 E. Commerce Drive, St. George, UT 84790

What if my troop is not part of the pickups at the 4 warehouses on Saturday, February 20?

Our Product Sales Team has been working directly with the service units and troops who are in outlying areas of our state, or who have separate deliveries or pickups. Please contact your SUPPR for details on when your cookie pickup is scheduled.

How do I find out when my service unit/troop is assigned for pick up?

For troops and SUs who are picking up from our warehouses, the times have been assigned and have been loaded into eBudde.

- SUPPRs: Click on the Delivery tab and eBudde will show you your schedule for all of your troops.
- TPMs: Click on the Delivery tab, and then the View Confirmation button.

Why do troops only have 10-minute assigned time slots?

Please note that most troop orders are much smaller this year than in previous years. In addition, Bailey's has already pulled all orders by service unit and troop, and then each door was assigned with time slots. Troop leaders will simply verify their order before it is loaded into their vehicle.

Can I arrive early?

We ask that all troops arrive no more than 5 minutes before their designated time. This allows us to take care of each troop in the time and order they are scheduled.

How many people can be in each vehicle? Can children come?

Due to COVID restrictions, we ask that each vehicle has no more than 2 adults. Children are not allowed at the warehouses due to safety regulations.

What safety precautions do we need to take at the warehouse?

Everyone must wear a mask at all times, and social distancing must be observed.

My troop has numerous vehicles coming to pick up my order. How do we manage this?

We ask that you coordinate beforehand to ensure that you all arrive together. You will not be allowed to proceed to the loading dock unless all vehicles with your troop are together. Troops will arrive at their designated time (no more than 5 minutes early), with their [car sign](#) filled out and placed in all vehicles' windshields or on the dash. Please ensure you have this information BEFORE you arrive at the warehouse.

How do I get our free Cookie Booth Shield?

Each troop participating in cookie booths will be given a free cookie booth shield during their pickup time. Each troop will also be receiving a bag with hand sanitizer, recruitment cards, and a troop finance envelope. If you preordered additional shields, they will be distributed to you at your troop's designated time.

What if there is bad weather?

The forecast calls for a large snowstorm in the valley. We will communicate with troops and service units no later than 3:00 p.m. on Friday, February 19, to confirm or communicate changes if needed. We will use eBudde emails as well as social media (GSU Program Support page and various service unit pages).

Why did we get our pickup times the same week as the warehouse day?

The warehouse day was communicated with SUPPRs in November. As it has been in years past, we do not have the exact pick up time until the week of the scheduled day. We realize that some troops or service units may have seen their times pop up in eBudde before Tuesday, but not all times had been loaded in to the system. We sent an email through eBudde once these times could be seen by everyone.

QUESTIONS? If you have any questions about your pickup time or location, please contact Allison at (801) 716-5125 or awickel@gsutah.org. For emergencies during non-business hours, please call (801) 891-8395.

FOR TROOPS AND SUs USING THE NORTH SALT LAKE WAREHOUSE

The North Salt Lake facility has 3 warehouses, with 9 total doors for pickups. [A map of the warehouse can be found here](#). Once you have arrived, please follow all directional signage to find your assigned location.

FOR SERVICE UNIT PRODUCT PROGRAM REPRESENTATIVES**Who needs to be there from my service unit?**

Each SUPPR should plan to be at the warehouse for the duration of their service unit's troop times to help their troops with the process. Although not required, SUPPRs may bring 1 additional adult to help supervise or expedite for the service unit. Due to COVID restrictions, a total of 2 total adults from the service unit may attend.

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