

# Cupboards

Cupboards will begin opening on Thursday, February 1, 2024 and will not be able to fulfill call-in, email, or drive-up orders.

## General information regarding planned orders

The only way to order additional cookies is to place a Planned Order in ABC Smart Cookies with a Cookie Cupboard beginning January 26, 2024.

- ◆ Troops are allowed five Planned Orders per week (a week = Monday—Sunday).
- ◆ Place your planned order and choose your preferred pick up day and time in ABC Smart Cookies
- ◆ Enter orders for each cookie variety by the **case** (12 packages of cookies = 1 case) **NO MIXED CASES!**
- ◆ Cookie Cupboards process Planned Orders in the order in which they are placed online. **DO NOT place the same order at multiple cupboards.** This causes the Council to improperly stock cupboards and negatively impacts troops needing cookies. Abusers will lose their privilege of ordering from a Cookie Cupboard.
- ◆ **Please do not change your planned order once it has been placed.** Place a new planned order if more product is needed.
- ◆ Cookie Cupboard Managers will confirm order, pick-up date, and time via email. Please make sure your spam controls are off to allow cupboard confirmation emails.
- ◆ **The following procedures will be in place for the health and safety of all volunteers:**
  - \* Cupboards will only be able to accommodate a certain number of planned orders an hour depending on location
  - \* The cupboard confirmation will have the assigned date and **time** (not a window of time) for your cupboard pickup. Please be sure to arrive at the cupboard on the date and time assigned. Requested pick-up **days and times** are **not guaranteed until confirmed by Cupboard Manager.**
  - \* Be sure to read the entire confirmation and look for any special notations from the cupboard manager such as, some locations do require you to wear a mask or may have a change in their pick-up process.
- ◆ **Respond to the Confirmation Email** especially if you need to reschedule your pick-up time or cancel your order.
- ◆ Print and bring a copy of the Cupboard Confirmation email with you.



## Safely Picking up Cupboard Orders

- Check your cupboard confirmation to see if the cupboard you are picking up from requires a mask when picking up product.
- Only Troop Helper adults who pass background screening are allowed to pick-up product. If you authorize another member of the troop to make the pickup, they must be a registered and screened Troop Helper who is authorized to drive and handle money for Girl Scouts. **Minors may not pick-up product.**
- Count product based on receipt. Do not put the order in your car until after the entire order has been counted.
  - ◆ If count is correct:
    - \* Take the copy or a picture of the receipt and load cookies into your car. By taking the copy or picture of the receipt and cookies, troop signifies that they agree with the count.
  - ◆ If count is incorrect:
    - \* Notify Cupboard Manager what is missing. They will recount the order, verify it against their reports, and make adjustments as necessary.
    - \* Troop recounts their order and takes the copy or picture of the receipt and load cookies into your car. By taking the copy or picture of the receipt, troop signifies that they agree with the count.
- Troop is financially responsible for all product listed on the receipt!
- Check the troop number and Service Unit information at the top of the cupboard receipt is correct before taking the items.
- **TROOPS DO NOT ENTER CUPBOARD PICK-UPS.** The Cupboard Manager will approve troop's planned order in ABC Smart Cookies within 48 hours.
- Troop orders not picked up on confirmed pick-up date, time will be deleted, and troops will have to submit a new order.
- Distribute late initial and additional orders to girls using receipts.
- Allocate late initial and additional orders to girls in ABC Smart Cookies.



**For All You Do!**

## Cookie Cupboard Locations and Hours

Cookie Cupboards are run by **VOLUNTEERS** and they deserve courtesy and gratitude. All Girl Scout Troop Helpers who pick-up troop orders should always be kind and polite towards our Volunteer Cupboard Managers.



**Please note:** Hours are subject to change due to the availability of our Cookie Cupboard **VOLUNTEERS**. Read the confirmation sent by the cupboard carefully for pick-up date and time.

Cupboard	Manager	Address	Hours
Cypress	Marti O'Neill	11604 Manila Dr. Cypress 90630	<a href="mailto:cypcupboard@ca.rr.com">cypcupboard@ca.rr.com</a> Mon-Sat 8 am-6 pm Sun 11 am-4 pm
HB-FV Cookie Jar	Chrysti Polito	18269 Trower Ct Fountain Valley, CA 92708	<a href="mailto:HBFVcookies@gmail.com">HBFVcookies@gmail.com</a> Mon—Thurs 3 pm-9:30 pm Fri—Sun 10 am-9:30 pm
Irvine	Run by team of Volunteers	Council Parking Lot 9500 Toledo Way Irvine 92618	<a href="mailto:Irvinecupboard@twc.com">Irvinecupboard@twc.com</a> Wed.—Fri 10 am-2pm
Mission Viejo	Stacey Bonnaud	27341 Via Amistoso Mission Viejo, CA 92692	<a href="mailto:mvcupboard@ca.rr.com">mvcupboard@ca.rr.com</a> Tuesdays: 11a-1p Wednesdays: 4-6p Fridays: 4-6p Sundays: 12-2p <b>Closed Feb. 15—19 and March 8—10</b> Days and hours of operation are subject to change due to volunteers schedules
Tustin	Louise Baxter	18122 Theodora Dr Tustin 92780	<a href="mailto:tustincupboard@ca.rr.com">tustincupboard@ca.rr.com</a> Mon, Tues, Wed, Fri: 10am—2pm Thursday: 4pm—7pm
Yorba Linda	Kristina Nevares Lainie Nicholson Run by team of volunteers	4652 Casa Loma Ave Yorba Linda 92886	<a href="mailto:ylcupboard@twc.com">ylcupboard@twc.com</a> Mon—Fri 10 am-12 pm and 6 pm-8 pm Saturdays 10 am—noon Closed on Sundays Days and hours of operation are subject to change due to volunteers schedules

