

Delivery Day Closures FAQs

Why did GSCO close several delivery sites on Feb. 3?

The delivery sites are arranged in coordination with delivery agents (trucking companies) and three of our delivery agents determined at about noon that the conditions were too dangerous to continue delivery operations. The Castle View location, which had heavy wet snow earlier in the morning was canceled before opening. The sites that were closed are Water World, Red Rocks, Waterstone, Buehler-Aurora, Castle View, Loveland, and New Life.

What was so dangerous?

The heavy wet snow was causing dangerous driving conditions. At some sites, warehouse workers were slipping on the slush and falling. Warehouse staff and GSCO volunteers were showing signs of hypothermia. Temporary tents set up to protect volunteers and workers were being crushed under the weight of snow. In one case, the police came to the delivery site and asked us to shut it down because the county was on 'accident alert.'

You knew it was going to snow, why didn't you plan for this?

The weather forecast right up to Saturday morning was quite variable, calling for only rain or up to 12 inches of snow. We worked with our delivery agents and they were comfortable moving forward with the planned delivery day at that time. At most sites in the morning, there was only rain. The conditions worsened as the day went on and three of the delivery agents ultimately made the call to close six sites at noon.

Why can't we pick up our cookies on Sunday?

Cookie delivery day is a huge logistical puzzle that requires hundreds of volunteers and warehouse workers. Early Saturday, when it was just Castle View that was shut down, we were confident those 75 troops impacted would be able to get their cookies on Sunday, but once three more delivery agents shut down an additional six sites we were no longer able to promise weekend delivery. On Saturday, delivery trucks were stuck at locations and on Sunday the delivery agents were working to get the cookies back to warehouses, making Monday the best next option for getting cookies out to troops.

How can I get my Initial Order of cookies?

The process is slightly different depending on which delivery site you were initially signed up to pick up from. You should have received an email from your Product Program Specialist on Saturday evening with next steps. If the timing assigned to you in that email does not work for your troop, please email the PPS and they will work with you to pick up the cookies at another time.

What if I don't have all the vehicles and drivers available for my scheduled pickup time?

You can pick up a partial order and then pick up the remainder of cookies on Saturday.

I can't pick up cookies in the middle of a work day, what should I do?

If the timing assigned to you in that email does not work for your troop, please email the PPS and they will work with you to pick up the cookies at another time.

My troop spent troop funds to rent a Uhaul on Saturday and then had our pick up canceled, will you reimburse us?

Yes, Girl Scouts of Colorado will reimburse troops for Uhauls or other expenses related to the canceled pick ups. Please use [this form](#) to submit details and be reimbursed.

How many troops were impacted by the delivery day closures?

About 300 troops were impacted out of 1,200 troops picking up cookies that day.

It's not fair that some Girl Scouts have cookies on opening day and others do not. How do you plan to address that?

Every year, there are reasons that a Girl Scout might or might not be able to sell with cookies in hand on opening day. This year, unfortunately, weather played a large role in preventing some troops from getting their initial order by Sunday. Girl Scouts are resilient, creative, and capable of overcoming obstacles such as this. We will continue to monitor the progress of these troops and determine if any adjustments need to be made toward the end of the season.

Why was GSCO so slow to communicate the plan with us?

Troops that were impacted by closures were called as soon as we were told we had to shut down. Then the Product Program team immediately began work with delivery agents to determine when they could get cookies to troops. It took time to get the full list of troops that did not pick up from Delivery Site Managers. There was not an immediate answer to be communicated and for this we apologize. The communications team was asking the same questions you were and the Product Program team was trying to get answers as quickly as possible.

Why wasn't there a Plan B?

Plan B is typically to move to the following Saturday. The warehouse won't hire their temporary staff until they know they need to shift to a Plan B. Cookies are a small part of their business that the warehouse has and they are scheduled with other work. We are now in the phase of coordinating everything to make Plan B a go. The trailers need to be pulled back to the warehouse, more workers need to be hired, the warehouse needs to make space for the delivery on Monday. We felt getting the cookies to troops as soon as possible on Monday was a better Plan B than having to wait until the following Saturday, which would have impacted booth sales and in-hand sales all week instead of just one day.