

# DRIVE-THRU DISTRIBUTION

**In this scenario, parents/students pick up books in a drive-thru format following social distancing guidelines and when stay-at-home orders are lifted. The event is well-publicized ahead of time.**

## **BASICS:**

1. Email parents their day/time for pick up. (Consider as you plan and schedule: The number of books to distribute, physical possibilities for multiple “lines” operating simultaneously, percentage of personalized books involved.)
2. Turn bus-loading zone into the pick-up area. Everyone stays in cars.
3. Anyone involved wears a mask/gloves. Have the list of buyers ready for check-off (perhaps separated by groups of the alphabet or by grade). Parents/students provide student name; personnel checks the list; driver pulls up to the receiving spot. Someone radios into the storage area what to bring out/have boxes ready for distribute.
4. In the storage area (cafeteria?), yearbook adviser (and staff) have yearbooks organized but only one person serves as the runner to the cars.
5. One person hands the book inside the window and off they drive.

## **IDEAS FOR ACCURACY AND EFFICIENCY:**

- Publicize the distribution list ahead of time, at least one week prior to distribution day. This will help to prevent parents and students from making a trip to the school only to discover there is not a book for them. Often, they think they have bought a book but haven't, and it's optimal for them to find that out before they drive to the school. This is especially important if you do not have many extra books to sell.
- Have the buyer sign for his/her book. It is important to create distribution lists that have a column for the student or parent to sign indicating 1) they have picked up their book and any other accessories and 2) that their book/accessories are not damaged or flawed.
- Create three separate types of pick-up lines.

### **1. LINE(S) TO DISTRIBUTE PRE-ORDERED BOOKS (This line could be in the car-rider lane, as an example.)**

- Make sure you put in this area ONLY the number of books needed to fulfill preorders.

### **2. LINE TO SELL BOOKS (This line could be in the bus lane.)**

- Make sure you put in this area ONLY the number of books you have to sell so that you don't accidentally sell too many books.
- You don't want to sell all the books until you have time to solve problems.
- Many schools stipulate that this is a cash-only line to eliminate the problems of bounced checks.
- Keep in mind that it is optimal to hold back about 10 books for a few days after distribution that you can use to solve problems. If you don't need them to solve problems, you can then sell them. Start a wait list as soon as you sell out.

### **3. LINE TO SOLVE PROBLEMS (This line could be in the staff parking lot.)**

- Make sure you set aside approximately 20 books here to solve problems or replace damaged books.
- Designate an area where someone can drive to resolve problems (examples — name not on the distribution list, personalized book is damaged, name stamp or name plate is misspelled, name plate is missing, yearbook is damaged, etc.). This will keep the line moving smoothly and reduce tension/temper.
- Have at least two people in this area who can help (one who can be a “runner” when needed) and have a box of yearbooks at this station to swap out damaged books.