



2024 Girl Scout Cookie Program

TROOP PLAN BOOK

Dear Troop Leader or Troop Cookie Coordinator,

Welcome to the 2024 Cookie Program! Enclosed is our Cookie Program Troop Plan Book that will guide and help you prepare for a successful cookie season. The Girl Scout Cookie Program is a fun and rewarding experience to help your troop practice financial literacy and business skills, earn badges and rewards, and raise money for their troop supplies and activities.

The Cookie Program begins with preorders on Sunday, January 14, 2024, while girl delivery and cookies in-hand sales begin on Sunday, January 28, 2024.

For detailed information regarding the Cookie Program and a quick checklist for getting started, you want to refer to this Troop Plan Book and our Family Guide which have important cookie information for families. For more tools and resources, visit www.gscookiesetc.org/cookies

Getting Started is Easy!

1. Complete training by viewing the online Troop Cookie Coordinator training on gsLearn (available on 11/21/23) in your MyGS account.
2. Connect with your Service Unit Cookie Manager for specific cookie information for your area.

Watch for your Troop Launch email from our Cookie Program provider ABC Bakers.

New This Year:

- Troop Cookie Coordinators, girls and their guardians will be using the new Digital Cookie online platform to manage their online cookie stores, send emails to potential customers, track goals, and much more. Tip sheets and tutorials for Digital Cookie can be found in the "Digital Cookie Resources" accordion on the Resource tab located on www.gscookiesetc.org/cookies.
- Girl Scouts of Orange County is providing shipping promotions for direct ship orders at different times throughout the cookie program.

On behalf of all of us at Girl Scouts of Orange County, thank you for giving your valuable time to enrich girls' lives and provide them with opportunities they need to thrive. Keep an eye on your email inbox for ongoing updates related to the Cookie Program and be sure to check in regularly at www.gscookiesetc.org/cookies.

Lisa Nevares

Entrepreneurship Director

Please note that you are the only adult from your troop to receive this special mailing. If you are not the Troop Cookie Coordinator, or are no longer the Troop Leader, please pass this packet to your current volunteer or Troop Leader. Thank you!

Service Unit: _____

Troop #: _____

Volunteer Resources page on www.GSCookiesEtc.org Password: Magic24

ABC Smart Cookie ID _____

Password _____

For the latest information regarding the Cookie Program visit:
gscookiesetc.org/cookies



CONTACT INFORMATION

Your **Service Unit Cookie Team** is a group of volunteers in your local community who will be your primary contact persons during the Cookie program. They can answer any questions you may have and help you resolve problems. *The Service Unit Cookie Team Roster is located on the Volunteer Resource page (password protected) on GSCookiesEtc.org/cookies.*

SU Cookie Manager Name:

(Appoints and Supports Troop Cookie Coordinators)

Phone #:

Email:

SU Cookie Distributor Name:

(Coordinates SU initial order delivery- will provide date, time, and location)

Phone #:

Email:

Delivery Date, Time and Location

Our Troop pick-up day is: _____
(Date & Time)

At _____
(Location)

SU Booth Sale Coordinator Name:

(Acquires booth sites and runs booth sale lottery)

Phone #:

Date of Cookie Lottery:

Email:

Service Unit Girl Rewards Coordinator Name:

(Receives and passes out girl rewards)

Phone #:


Email:

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DATES AND QUICK CHECKLIST

Before the Program Begins

- November 21- January 13 ... Meet the Cookies and Cookie Share
- ... Qualify for Troop Cookie Coordinator position
 - ... Connect with Service Unit Cookie Manager
 - ... Complete Troop Cookie Coordinator Training
 - ... Partner with Troop Leaders to prepare for a Family Meeting
 - ... Visit gscookiesetc.org/cookies for updates and links
 - ... Access ABC Smart Cookies (our Cookie Program software)
 - ... Verify girl information in ABC Smart Cookies
 - ... Hold a Family Meeting
 - ... Collect completed Parent Responsibility Forms (gscookiesetc.org)
 - ... Participate in SU Booth Sale Lottery
 - ...  Access Digital Cookie
- December 12 by 11:59pm... Submit Troop's Initial Order
(pages 15-17)
- January 2-7... *Cookie Materials for Girls mailing to arrive to girls*
- January 7... Cookie Kickoff
- January 9... Watch for Girl Registration email for Digital Cookie
GSOC begins uploading troop banking information into Smart
- By January 11... Cookies
- ... Ensure troop bank information submitted
- January 14... Cookie Pre-Order and Online Program Begin!
- January 26-28 (page 18)... Pick up Troop's Initial Order
- ... Distribute orders to girls

During the Program

January 14-March 10 (pages 19-20)	... Assist girls with direct, Cookie Share, and online sales
January 22 (pages 25-26)	... Run <i>Booked Booth Sales Summary</i> report
January 26 (page 17)	... Place Late Initial Order, if missed December 12 deadline ... Plan Order Feature Live—Place planned order if more cookies are needed
January 28 (pages 19-20)	... In-hand cookie sales and girl deliveries begin!
February 1 - March 10 (pages 29-32)	... Collect girl money & provide parent with receipt ... Enter girl payments in ABC Smart Cookies ... Check for counterfeit bills and deposit funds
January 31 (page 25)	... Participate in <i>First Come First Serve Booth Sale Reservations, if Fall Product Bonus was achieved</i>
February 1 (page 25)	... Participate in <i>First Come First Serve Booth Sale Reservations, as needed</i>
February 1 (pages 21-24)	... Cupboards begin to open ... Place Planned Order in ABC Smart Cookies for additional product as needed ... Allocate initial orders, additional cookie orders, and booth sales to girls in ABC Smart Cookies (including Cookie Share)
February 9—March 10 (pages 25-28)	... Booth Sales ... Adult Booth Training and Etiquette
February 13 (pages 31-32)	... Make deposits to troop account ... Submit Payment Adjustment form by 3pm (if needed)
February 14 (page 32)	... ACH debit of troop's first payment begins
February TBD	... Start of Troop Cookie Finder Link Program
February 22 (page 33)	... Visit Cookie Swap Site (if needed)
March 10 (page 29)	... Collect final balance from parent, issue receipts and deposit funds ... Cookie Program ends

After the Program

March 8-12 (pages 35-39)	... Complete end of sale processing
March 12 (page 32)	... Make final deposit into troop's bank account ... Submit Payment Adjustment Form by 3pm (if needed)
March 13 (page 39)	... Submit final troop report email to Service Unit by 9am
March 14 (page 32)	... ACH debit of troop final balance begins
May 1-15 (pages 40-42)	... Pick-up girl rewards from the Service Unit Rewards Coordinator
May 20 (page 42)	... Submit final girl reward adjustments (if needed)

Throughout the Program

December - May	... Resources
(page 45)	... Websites
(page 46)	... Additional Support
(page 47)	... Position Description

MEET THE COOKIES

All Girl Scout Cookies are \$6.00 per package.
There are 12 PACKAGES in 1 CASE of cookies.
Food products are not returnable or exchangeable.*



Adventurefuls

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt



Toast-Yay

French Toast Inspired cookies dipped in delicious icing



Lemonades

Savory slices of shortbread with a tangy lemon flavored icing



Trefoils

Iconic shortbread cookies inspired by the original Girl Scout recipe



Thin Mints

Crispy chocolate wafers dipped in a mint chocolaty coating



Peanut Butter Patties

Crispy cookies layered with peanut butter and covered with a chocolaty coating



Caramel deLites

Crispy cookies topped with caramel, toasted coconut, and chocolaty stripes



Peanut Butter Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Gluten Free

Caramel Chocolate Chip

Caramel, semi sweet chocolate chips and a hint of sea salt
Limited Availability



Donate to Cookie Share

Share a package of your favorite Girl Scout Cookie with military and food banks

Troops cannot return cookies after pick-up. Girls/Troops should always accept damaged exchange/returns from customers.
Troops exchange damaged/returned cookies at a Cookie Cupboard.*

Prop 65—Please see Council's FAQs located on Gscookiesetc.org about guidance around Prop 65.

COOKIE SHARE

January 14-March 10, 2024 Community Service Project

Our Cookie Share program allows girls to learn about philanthropy and giving back to the community, while earning proceeds for their troop and credit towards their rewards.

The council virtual Cookie Share Program is a cookie donation opportunity for customers to buy cookies to be distributed to our nation's military and local food banks. These purchases will be delivered directly from the council to our community partners.

The benefits to participate in the Council Virtual Cookie Share are:

- Girls receive credit towards their rewards for virtual Cookie Share sales.
- Troops receive proceeds for each package of virtual Cookie Share sold.
- Customers are given the chance to give to others while supporting Girl Scouts.
- Virtual Cookie Share donations are tax deductible.
- Cookie inventory and delivery is managed by the Council.



Cookie Share can be purchased online through the Digital Cookie system

Virtual Cookie Share is simple and easy! Here's how to participate:

1. Before orders begin, discuss Cookie Share with your girls. Explain how to take orders, collect payment and provide special Cookie Share receipts. Explain who will be receiving the donations. Make posters for your Booth Sales.
2. Girls ask **every** customer to purchase extra packages for the Virtual Cookie Share program while selling, online, door-to-door and during booth sales. Purchases are recorded on the girl order card or on their online site while selling individually and the troop should track their Virtual Cookie Share donations at booth sales.
3. Since Cookie Share purchases are tax deductible, girls should provide Cookie Share Receipts to each customer. Coach girls on how to print out receipts from the Cookie website: gscookiesetc.org/cookies on the [Resources & Documents page](#).
4. Troop Cookie Coordinators input Cookie Share from door-to-door, booth sales, and online girl delivery purchases into ABC Smart Cookies using the Cookie Share choice in the *Cookies* tab (see page 34) and deposit all money into the troop account.

Girls who sell 15+ packages of Virtual Cookie Share will earn a Cookie Share patch



Troop's Own Cookie Share

Girl Scout troops may choose their own organization to receive Cookie Share donations provided they follow the guidelines on the Donation Agreement form found on gscookiesetc.org/cookies/documents/. Patches for Troop's Own Donation/Service Project can be ordered for purchase from our Girl Scout Shop.



The girls in the Troop make the decision if they would like to participate in the Council's virtual Cookie Share or host a Troop's Own Cookie Share project. Service Units who do their own Cookie Share project may invite Troops to participate, but **cannot** make it a requirement.

GETTING STARTED

November 21, 2023-January 13, 2024

Welcome to Training

You must complete all steps by January 13, 2024 to pick up cookies!

Qualify for Troop Cookie Coordinator position (check off as you go!):

- ☐ Register online for the 2023-2024 Girl Scout Membership year.
- ☐ Select Troop Cookie Coordinator position in [MyGS Member Profile](#) and pass background screening (once every 3 years).
- ☐ Ensure *Troop Banking* form has been submitted (must be done every year). See list on www.gscookiesetc.org/cookies/documents.
- ☐ Connect with your Service Unit Cookie Manager for:
 - ◆ Cookie Receipt Booklets
 - ◆ Sample Cookies (1 package of Lemonades per troop)
- ☐ Complete online Troop Cookie Coordinator Training located in your MyGS.



Have your Troop Plan Book and Family Guide ready when you participate in the online Troop Cookie Coordinator training.

November: Training Packets Arrive

Troops will receive training packets in the mail in November (one per troop). Training materials are available for download on gscookiesetc.org/cookies/documents/. Troops not receiving a training packet and want a physical copy of the training materials should email CustomerCare@GirlScoutsOC.org with “Cookies-Training Packet” in the subject line and one will be mailed to you.

Training Packet include:

- ◆ Troop Plan Book
- ◆ Family Guide
- ◆ Parent Responsibility Form

January: Girl Cookie Program Packets Arrive

Girls will receive a Cookie Program Packet in the mail in early January as well. Girls who do not receive a packet will need to contact CustomerCare@GirlScoutsOC.org with Cookies—Girl Packet in the subject line and one will be mailed to them. Packet includes:

- ◆ Family Guide
- ◆ Cookie Order Card
- ◆ Money Envelope
- ◆ Girl Rewards Flyer
- ◆ Parent Responsibility form

The Parent Responsibility form is also available electronically and is located on gscookiesetc.org/cookies/documents/. Parents must complete the form and submit either a physical or electronic copy to you before their Girl Scout can participate in the Cookie Program.

Partnering with Troop Leaders

Partner with your troop leaders to:



1. [Create your Troop Cookie Program Team](http://www.gscookiesetc.org/cookies) located on www.gscookiesetc.org/cookies on the “Resources” tab. It is highly recommended to create a cookie team to support the troop’s and girls’ efforts during the cookie program. **Don’t do it alone!** Enlist support from other parents in the troop.
2. Determine if your troop is willing to take on the risk of accepting checks (see page 28).
3. Have a goal setting session with the girls. Assist the girls in determining their troop and individual goals (see www.gscookiesetc.org/cookies on the “Resources” tab for more information about setting goals).
4. Establish troop’s plans to attend Service Unit’s Booth Sale Lottery.
5. Schedule Family Meeting to review the Cookie Program, talk about troop goals, and collect signed electronic Parent Responsibility forms. Invite **all families** to participate in the Cookie Program.
6. Prepare girls for their role in the family meeting.

ABC Smart Cookies:

ABC Smart Cookies is the main online platform Troop Cookie Coordinators use to manage their troop’s cookie program.

An email from noreply@abcsmartcookies.com with the link for registering as a volunteer will be sent to you once your Service Unit Cookie Manager enters your information into ABC Smart Cookies.

Helpful tip: Add noreply@abcsmartcookies.com to your safe senders list to ensure you receive the ABC Smart Cookies Email.

ABC Smart Cookies Registration

Sample Registration

11:19 AM (1 hour ago) ★

English > Spanish Translate message Turn off for: English x

Dear Girl Scout Volunteer,

Girl Scout Cookie season is starting soon! To help you get ready for a great cookie season please set up your account and register on the ABC Smart Cookies website, click the link below to get started:

<http://uat.abcsmartcookies.com/#registration?token=ce637114-d017-43eb-9e03-8719c267292e> ← **Step 1**

By registering on ABC Smart Cookies website, you will be able to complete your profile, start managing your cookie sale and have access to all of the resources available on the ABC Smart Cookies website!

Registration Form

Troop Info

Troop Leader: [Name] Girl Level: Unassigned Troop Number: 102 Council: Girl Scouts of Central Maryland

Contact Info

Home Address: [Address] Phone Number: [Phone Number]

Profile Info

First Name: [Name] Last Name: [Name] Email: [Email] Create your password: [Password] Confirm Password: [Password]

Step 2

Step 3

1. Click on your unique Registration Link.
2. Complete the *Contact Info* and *Profile Info* sections.
3. Click Submit.
4. A confirmation message will appear upon successful completion of the registration process.
5. You will also receive an email confirmation.

IMPORTANT: Save this email since it will contain your username and password as well as the link to ABC Smart Cookies.



Welcome to ABC Smart Cookies!

Sample Confirmation

11:42 AM (0 minutes ago) ☆

English > Spanish Translate message Turn off for: English x

Dear Girl Scout Volunteer,

Welcome to ABC Smart Cookies! Thank you for completing your account profile. You can start managing your cookie sale and have access to all of the resources available on the ABC Smart Cookies website!

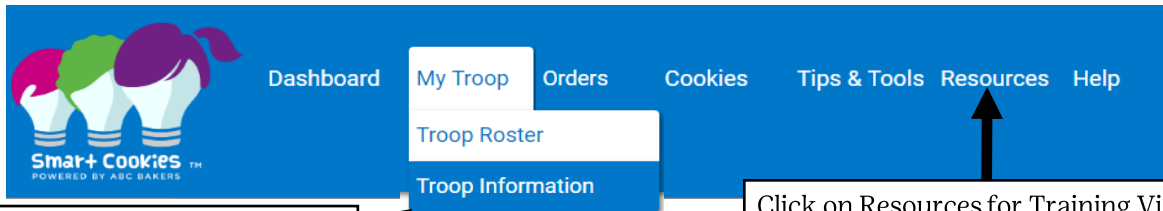
Your login information is the following:

Username: cas1371@gmail.com Password: casey2594 ← **Step 5**

You can login to ABC Smart Cookies account by clicking this link: www.abcsmartcookies.com/login

Thank you,
The ABC Smart Cookies Team

To View Troop Information and Accessing Training Videos:



Click on Troop Information under My Troop to view Troop's information. Contact Service Unit Cookie Manager if updating is needed.

Click on Resources for Training Videos on ABC Smart Cookies, Digital Art (clip art), and more! These resources can also be accessed from the log-in page! (No log-in required)

Verifying Girl Information in ABC Smart Cookies

Beginning in November, ABC Smart Cookies will be uploaded on a weekly basis with all registered troop girls from our Girl Scout Membership database. To check that all of the girls in your troop are listed in ABC Smart Cookies, access the Troop Roster under *My Troop* in ABC Smart Cookies (see below).

If girls are missing in ABC Smart Cookies, please complete the following steps to ensure that all of your troop girls are registered:

- ♦ Work with troop parents and leaders to ensure registrations are submitted in MyGS for any missing girls.
- ♦ Submit transfer requests to customer care@girlscoutsoc.org for girls who have transferred into your troop or for girls who are no longer participating with your troop. Be sure to put "Cookie-Girl Transfer" in the subject line of your email.

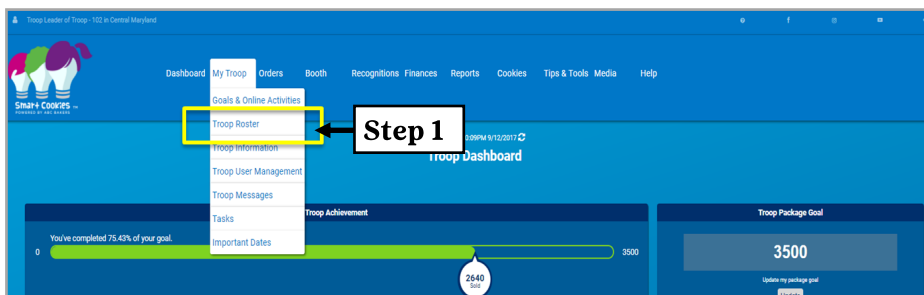


If a girl's name does not show up in ABC Smart Cookies one week after she has registered, please contact Customer Care at customer care@girlscoutsoc.org. Be sure to put "Cookie-Girl Missing" in the subject line. They will check to see if the girl's registration was completed.



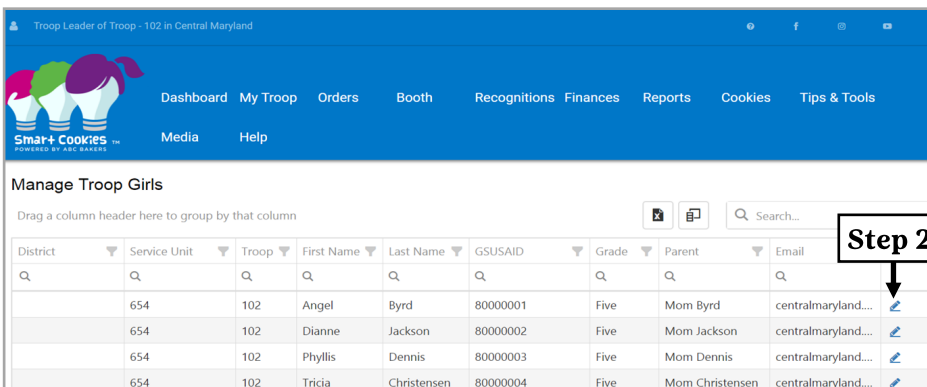
Troops will NOT be able to add, edit, or delete girls in ABC Smart Cookies.

To Access Girl Roster in ABC Smart Cookies:



1. Click Troop Roster located under *My Troop*.

2. To update girl information click the Pencil icon, make changes and click Save.





Digital Cookie Access

Digital Cookie is the online system girls with support from their parent/guardian will use to manage their Cookie business. Troop Cookie Coordinators will use this online platform to monitor troop's progress on the Troop Dashboard, access the Troop's virtual Booth link, send cheers to girls and more!

An email from the Girl Scout Program (email@email.girlscouts.org) with the link for registering as a troop volunteer will be sent to you beginning *January 9, 2024*. You may receive your volunteer email before parents have access. Be sure to add that email address to your safe senders list so you don't miss any emails!

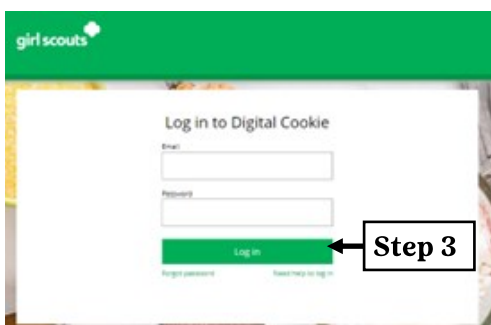
Helpful tip: Add email@email.girlscouts.org to your safe senders list and check your MyGS to ensure you have not opted out of receiving emails to ensure you receive all cookie related emails, including the Digital Cookie registration email. Contact customercare@girlscoutsoc.org if help is needed to opt in for emails.



1. Click the Register Now button.
2. Create your password and click Submit.

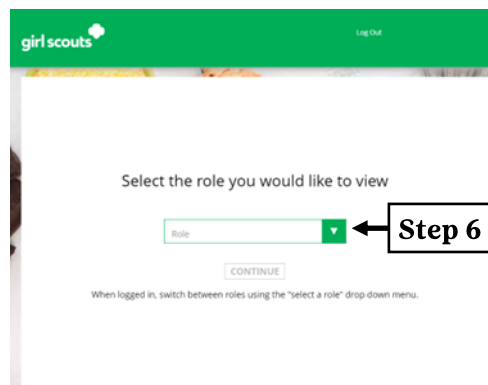
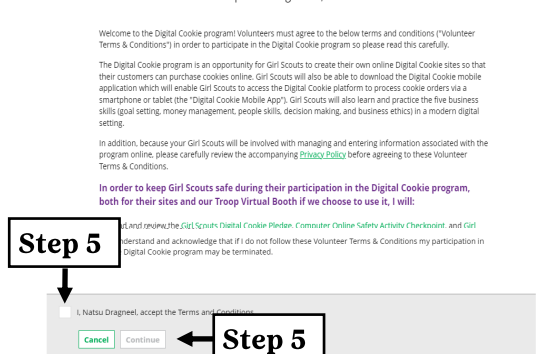
IMPORTANT: You will receive a registration confirmation email. Save this email since it will contain your username and password for Digital Cookies.

3. Login to Digital Cookies using the password you created and the same email address where you received your registration email.
4. Read the Terms and Conditions-Volunteer.
5. Check the Accept box and click Continue.
6. Select the Troop role if you hold multiple roles.



See the Volunteer Login Tip Sheet located on www.gscookiesetc.org/cookies for more information about accessing Digital Cookie.

Digital Cookie
Terms and Conditions for Volunteers
Effective July 30, 2014
Updated August 10, 2022



INSPIRE GIRLS TO LEAD

What do girls do in the Cookie program?

They “earn and learn”- they **earn** funds for their Girl Scout activities while **learning** key skills that will help them in business and life. The 5 Skills apply to all Girl Scouts who participate in the Cookie program, regardless of how they participate in Girl Scouting.



Goal Setting

Girls set sales goals, and with their team create a plan to reach them. This matters because girls need to know how to set and reach goals, how to succeed in school, on the job, and in life.



Decision Making

Girls decide where and when to sell product, how to market their sale, and what to do with their earnings. This matters because girls must make many decisions, big and small, in their lives. Learning this gives them the skills to make better decisions.



Money Management

Girls develop a budget, take orders, and handle customers' money. This matters because girls need to know how to handle money, from their lunch money, to their allowance, to (someday) their paycheck.



People Skills

Girls learn how to talk (and listen!) to their customers, as well as learn how to work as a team with other girls. This matters because it helps girls do better in school on group projects, on sports teams, on the playground, and (later) at work.



Business Ethics

Girls act honestly and responsibly during every step of the Cookie Program. This matters because employers want to hire ethical employees, and the world needs ethical leaders in every field.

Learning these valuable skills poise Girl Scouts to excel in life. Many successful business women and community leaders say they got their start selling Girl Scout products.



Encourage girls to set two types of goals:

- What they would like to learn?
- How much they want to sell?



Go to gscookiesetc.org/cookies/5-skill to learn more about the 5 skills and how to set goals with girls.



Learn more about the Cookie Business and Financial Literacy Badges, Entrepreneur Badge, and the Cookie Entrepreneur Family Pin on gscookiesetc.org/cookies/program/girl-activities/

HOLD A FAMILY MEETING

Family Meeting- How to keep it Girl Led!

Invite parents to a Family Meeting and attach a copy of the Family Guide and Parent Responsibility Form located on gscookiesetc.org/cookies/documents/ to the invite.

Use the *Family Guide* to engage girls and parents in the cookie program. Encourage the girls to assist with the Family Meeting presentation.

Ideas for girl involvement include:

- Sharing their troop learning goals (5 Skills)
- Sharing their troop sales goals and their plans for troop proceeds
- Sharing individual goals
- Reciting important due dates
- Viewing Girl Scout calendar and [Girl Event Guide](#)

GIRL LED

When activities are *girl led*, involve *learning by doing*, and *cooperative learning*, girls achieve the desired outcomes of the Girl Scout Leadership Experience.

Other items to discuss with the families:

- Let the adults sign-up to help during the Cookie Program. Parents can assist with picking up cookies, booth sales, collating girl rewards when they arrive, and so much more! **Don't do it alone**, ask for support!
- Establish a system for communicating with everyone.



Introduce girls and families to the new online system, Digital Cookies. Step-by-step instructions for Digital Cookies can be found in the Family Guide, Tip Sheets and links to “how to” videos for Digital Cookies can be found on www.gscookiesetc.org/cookies/documents in the *Digital Cookies Resource* section.



Encourage families to download the Digital Cookies app! If a customer wishes to pay by credit card, girls can process those payments through the new Digital Cookies app. Girl Scouts of Orange County will absorb all transaction fees when using the Digital Cookies credit card option.

- Let families know you will **only hand out 25-50 packages at a time** unless you have a proven top seller who can handle more.
- Share troop's decision about if you will accept checks or not.
- Explain Booth Sale Guidelines, Booth Sale Etiquette, required training and the importance of wearing their Girl Scout uniform.
- Review Online Marketing for Girls and the Online Safety Pledge (see page 43 of this book).
- Explain the importance for girls and adults to review the following materials prior to the start of the cookie program: [Digital Marketing Tips for Cookie Entrepreneurs and Families](#), [Supplemental Safety Tips for Online Marketing](#), [Girl Scout Cookies and Product Sales Safety Activity Checkpoint](#), and [Safety Activity Checkpoints](#). These documents are located on girlscouts.org/cookies on the Leader Resource page and also on gscookiesetc.org/cookies.



Notify families to watch for the email from email@email.girlscouts.org which will include a link to Digital Cookies where they can register and set-up their online account!

- Collect a signed *Parent Responsibility* fillable form for each girl. You can find it on gscookiesetc.org/cookies/documents/. Be sure that the form is completed and signed by the parent/guardian and that the reward choices have been made. **The Parent Responsibility form must be signed and returned before a girl may receive cookies.**
- Explain the proceeds the troop receives for participating in the Fall Product and Cookie Programs belongs to the troop and not to individual girls. More information can be found on page 5 of the [Troop Financial Guidelines](#).

End the family meeting with a fun closing involving the girls and their families. For instance:

Have the girls lead the reciting of the Girl Scout Promise and Law as a reminder of the guidelines everyone should follow as a Girl Scout and while participating in the cookie program.

PLACE YOUR INITIAL ORDER

The only way to GUARANTEE having the cookies you want is to place an initial order. We encourage troops to place an initial order for 85% of the cookies their troop plans to sell. *There are no limits (minimum or maximum) on initial orders!*

Troop Initial Order Bonus

Troops who commit their Initial Order and meet all other Troop Initial Order Bonus requirements by **December 12, 2023** will earn a **Cookie Wiz patch pin, Stellar Seller packet, and Duffle bag backpack** for every girl member registered in ABC Smart Cookies on December 12, 2023! In addition, Bonus Troops will have the option to participate in a CASE EXCHANGE DAY.



See Initial Order Bonus flyer on gscookiesetc.org/cookies/documents/ for more information.

Determining Initial Order

Troops who participated in the Cookie Program previously should review the troop sales history to help determine their initial order. Troop 2023 sales history can be found on gscookiesetc.org/cookies/documents/

The table below shows the average number of packages sold by girl at each level in 2023. See the *2024 Cookie Program Initial Order Bonus* flyer for more details.

Average Number of Package Sold by Girl Scout Level Table

Program Level	Cookie Share	Toast Yays	Adventurefuls	Lemonades	Trefoils	Thin Mints	Peanut Butter Patties	Caramel DeLites	Peanut Butter Sandwich	Gluten Free	Total PGA
Daisy	2	10	18	22	12	52	26	40	13	4	199
Brownie	2	12	21	26	14	61	30	47	16	5	233
Junior	3	14	25	30	17	72	36	55	18	6	276
Cadette	3	16	29	36	19	84	42	65	22	6	324
Senior	3	16	28	34	19	81	41	62	21	6	312
Ambassador	2	11	19	24	13	56	28	43	14	4	216

Council will enter Gluten Free cookies for you.
Yes, Gluten Free cookie order counts towards the bonus!

For additional advice on how to determine your initial order, please contact your Service Unit Cookie Manager.

No initial order
=

No cookies until
February 1!

Troop Additional Cookie Order

Troops are encouraged to enter an “Additional Cookie” order with their initial cookie order to have on hand for additional sales. Cupboards will open on February 1, 2024 and will be **very busy** the first couple of weeks. Partner with your troop leaders to determine your additional cookie order before December 12, 2023. We encourage troops to place their booth sale order with a cupboard and to place the order early.

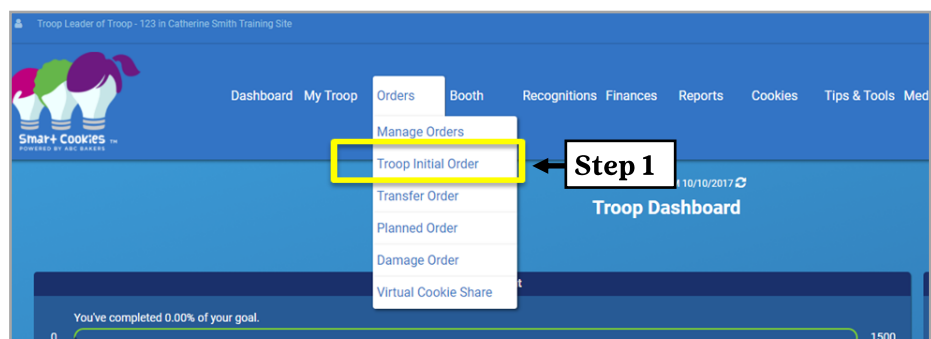
December 1-December 12, 2023 Placing Troop Initial Order

Enter the initial cookie order for your troop in ABC Smart Cookies. Troop order must be in by **11:59pm** (Pacific Standard time) on December 12, 2023. After this time ABC Smart Cookies will not permit you to place an initial order.

- ♦ Initial orders are entered by CASE (12 packages of cookies = 1 case).

Please note: Troops are financially responsible for any initial order they place in ABC Smart Cookies whether it is “saved” or “committed.”

To Enter Troop Initial Order by 11:59pm on December 12, 2023:



1. Click Troop Initial Order located under Orders.
2. Enter troop's initial order. Each cookie variety is ordered by the CASE (don't forget to order enough for the first 2-3 weeks).
3. Double check entries then click Save.
4. Confirm delivery location that appears after you hit Save. Click on location for order to be submitted.

	Build Order By	Cookies	or	or	Troop Order	Enter	Total Packages
Thanks-A-Lot	\$240.00				60	0	60
Smores	\$208.00				52	0	52
Lemonades	\$402.00				97	11	108
Shortbread	\$192.00				48	0	48
Thin Mints	\$480.00				112	8	120
Peanut Butter Patties	\$284.00				67	9	76
Carrot Cake	\$480.00				112	8	120
Peanut Butter Sandwich	\$284.00				67	9	76
Gluten Free Tris	\$192.00				48	0	48
Total	\$3,120.00					780	

TOTAL ORDER VALUE: \$3,120.00

Order Notes: Initial order for all 5 girls

READY FOR REVIEW

Save

Delete Order

Mega Delivery—if your Service Unit is participating in the mega delivery, you will be prompted to select a pick-up time as well.

A confirmation message will appear showing the Initial Order was successfully saved.

Please note: Council will enter Gluten Free Cookie orders made in September/October to the Troop Initial Order after the order has been submitted.

Troops should print their Initial Order Report after December 15, 2023 to ensure Gluten-free orders show up on their report.

Initial Troop Order Committed in ABC Smart Cookies by 11:59 pm on December 12, 2023



NO PAPERWORK is due to the Service Unit.

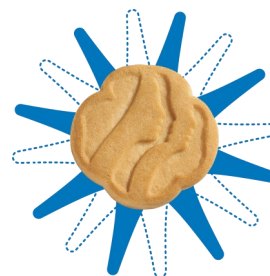
Print the Troop Initial Order report after **December 15, 2023** or later to bring when picking up cookies on your Service Unit delivery day (see *Pick Up Troop Initial Orders* on page 18 for more information).

To Print Troop Initial Order Report Beginning December 15:

The screenshot shows the ABC Smart Cookies web interface. The top navigation bar includes links for Dashboard, My Troop, Orders, Booth, Recognitions, Finances, Reports, Cookies, Time & Tools, Media, and Help. The 'Reports' dropdown menu is open, showing 'Current' and 'Archived' options. A yellow arrow labeled 'Step 1' points to the 'Current' option. On the left, the 'Report Categories' list includes Booths, Finance, Entity, Orders, Inventory & Delivery, and Rewards. A black arrow labeled 'Step 2' points to the 'Orders' category. The 'Reports' list on the right includes various summaries and reports. A black arrow labeled 'Step 3' points to the 'Troop Initial Order' report.

1. Click Current located under Reports.
2. Click Orders under Report Categories.
3. Click Troop Initial Order under Reports.
4. Click View Report.

The screenshot shows the 'Report Criteria' form for the 'Troop Initial Order' report. The form includes fields for Council (Training - Orange County), District ([Unassigned]), ServiceUnit (Council), Troop (7012), Troop Level (All), Begin Date, End Date, Unit Of Measure (Cases), and Select View Type (PDF). A black arrow labeled 'Step 4' points to the 'View Report' button.



January 2024 Girl Mailing

- ♦ GSOC staff will mail every registered girl a Cookie Guide for Families packet with order cards, money envelopes, Family Guide, and more! If girls do not receive a packet by January 9, 2024 please have them contact customercare@girlscoutsoc.org for assistance.

January 9, 2024 Girl Registration Emails begin

NEW! Girls and their parent/guardian will receive a registration email from email@email.girlscouts.org with details about participating in the online selling of cookies including a registration link for Digital Cookies.

January 26, 2024 Late Initial Orders

Troops missing the cutoff for placing their initial order online should place a Planned Order from a Cookie Cupboard. A Planned Order should be placed in ABC Smart Cookies on or after **January 26, 2024** and the volunteer Cupboard Manager will send a confirmation via email with the date and time the order can be picked up (see pages 21-24).



Cupboards will open on February 1, 2024. However, it may take a few extra days for the cupboard to have your entire initial order available as their homes can only hold so many cookies at a time. Please plan accordingly.

PICK UP YOUR INITIAL ORDER

January 26-28, 2024 Pick up Troop Initial Orders

- ♦ The Service Unit Cookie Distributor will share the initial cookie order pick-up information, location, date and time with each troop.
- ♦ Cookies received should exactly match the Troop Initial Order report and Dot Sheet report (a service unit report).
- ♦ Carefully check and count the cookies received **before** signing the Dot Sheet report. Damaged product can be replaced through a cupboard (see page 42).
- ♦ The troop is financially responsible for all cookies signed as received on the Dot Sheet report.
- ♦ Keep your copy of the Troop Initial Order report for your Troop records. The Service Unit keeps the copy of the signed Dot Sheet report. Make sure both reports match because you will **not** receive a copy of the signed Dot Sheet.
- ♦ Take the Troop's order directly home. Keep it away from direct sun or excessive heat, water leaks, pets, and bugs. Ensure cookies are not placed on floor of garage.

Cookies are insured against fire and theft through the point of delivery to the Service Units. However, once they have been distributed to the troops, the products and related funds are the responsibility of the troop, parents, and girls.



Distribute Orders to Girls

- ♦ Sort the cookies before girls arrive.

IMPORTANT Only hand out a 25-50 packages of cookies to your families at a time unless you have a proven top seller who can handle more. Always collect money for packages already sold before handing out more cookies.

- ♦ Complete receipt from receipt booklet for each girl's order. **Use receipt booklets for all transactions.**
- ♦ Have parents count their product against the receipt.
- ♦ Both parties (Troop Cookie Coordinator and parent) sign the receipts.
- ♦ Give parent/guardian the yellow copy and keep the original (white) copy of the receipts with your troop records.
- ♦ Instruct girls when to begin in-person selling and to collect money immediately.
- ♦ Remind parents and girls how to use their order cards (see page 19).
- ♦ Remind girls and parents that ALL cookies are \$6 including Gluten Free and Cookie Share.
- ♦ Remind girls and parents to turn in money they may have collected promptly and frequently. Emphasize the date payments are due to troop. (See page 28 for dates.)



The troop works together to sell cookies since the cookies are a troop responsibility.



COOKIE PROGRAM BEGINS

Cookie pre-order and online selling via Digital Cookies begin on **Sunday, January 14, 2024**. On **Sunday, January 28, 2024**, girl delivery and cookies in-hand selling begins.

How Girl Scouts Sell Cookies

- **Order Taking:** Girls can use a cookie order card to collect orders then deliver! Use the cookie order card to:
 - * Show customers the different varieties of cookies including nutritional information, and Cookie Share. Some cookies are vegan!
 - * Track Cookie Share sales.
 - * Take orders from customers when you are out of a variety.
 - * Capture customer's information to see if they would like more cookies later in the program.
- **Direct:** Girls can go door-to-door, participate in cookie stands, booth sales, and join in troop or group walkabouts to mentor and encourage one another!
- **Digital:** Girls use the NEW Digital Cookies online platform to reach customers near and far. Girls can promote their site by emailing friends and family and more!

Please note: Before participating in any money-earning Girl Scout activity, it's super important for girls and adults to review the following materials: [Digital Marketing Tips for Cookie Entrepreneurs and Families](#), [Supplemental Safety Tips for Online Marketing](#), [Girl Scout Cookie and Product Sales Safety Activity Checkpoint](#). These documents are located on gscookiesetc.org/cookies/documents/.

Cookie Selling Techniques

January 14-March 10, 2024

Girls may invite friends and family to order their favorite Girl Scout Cookies online by sending marketing emails through the new Digital Cookie system.

There are three emails to choose from, "Open for business," "There's still time to order cookies," or "Thanks for your support." Refer your Girl Scouts to the "Marketing to Customers" Tip Sheet for more information.

Direct Ship

The direct ship option gives customers the ability to order and pay online and have the cookies shipped directly to them. Credit for the cookies sold and payment is automatically added to the girl's account in Digital Cookies and the troop's account in ABC Smart Cookies. Shipping and handling fees apply.



A minimum order of 4 packages is required for online purchases of Girl Scout Cookies.

Girl Scouts of Orange County will run shipping promotions periodically throughout the cookie program. Emails will be sent to Troops announcing when a shipping promotion is taking place and all the promotion details.

Customers have the opportunity to purchase a gift box filled with 6 cookie packages of their choice! Custom messaging can be included inside the box. *Exempt from all shipping promotions.*

Cookie Share can be purchased online with no minimum order requirement or shipping cost.



Online Girl Delivery

The online girl delivery options allows the customer to order and pay online and have their favorite Girl Scout deliver their cookies. Girls will need to check their Digital Cookie account for Girl Delivery orders and approve orders within five days. The customer's credit card is not processed until the girl, with her guardian's supervision, accepts the order. See the "Order Received-in-Person Delivery Tip Sheet" located on gscookiesetc.org/cookies/documents in the Digital Cookies Resources section.

Social Media Link

Girls can add the option for customers to place a girl delivered order, paid by credit card, via their social media link. All girl delivery orders placed via the social media link require parent approval. (See the Girl "Tip Sheets") section of the Digital Cookie Resources on www.gscookiesetc.org/cookies for more information.

Remember, girl/family safety is our first priority. Girl Scouts and parents may not post their personal link on resale sites (ie Facebook Marketplace, Amazon, etc.) or public community sites (ie Nextdoor, etc). Girl Scouts can market their sale on community sites asking customers to direct message them for more information, so adults can decide if this is a safe sale. Please review the Safety & Online Marketing resources on gscookiesetc.org/cookies/documents with your troop.

Bundling Promotions

Cookie bundles make great gifts for birthdays, anniversaries, and much more. Plus, they are easy to do! To create a cookie bundle take 3 to 5 boxes of cookies, tie them together using ribbon, twine, netting, freezer bags, or some other creative way, and give the bundle a name (Chocolate Lovers, Peanut Butter Madness, Girl Scout favorites). What a great idea for a gift! Find at gscookiesetc.org/cookies.

Here are a few bundling promotion for door-to-door and booth sales:

- Super Snacks for Super Bowl Promotion
- Valentine's Bundle Promotion
- President Day's Promotion



Other Cookie Selling Techniques (non booth sales)

Type of Sale	Who	Where	When	What is needed
Cookie Stand	Parent/ daughter team	In front of OC residential property	Throughout entire program period	Permission from city and homeowner's association as required
Rolling Sale Putting cookies in a wagon and doing direct sales to customers such as going door-to-door	Troops or parent/ daughter team	Residential Orange County neighborhoods only	Throughout entire program period	Troops need permission slip but parent/daughter teams do not. Some cities require girls/troops to carry a copy of GSOC's solicitation permit – ask your SU Cookie Manager
Caravan Older Girl Scouts go door-to- door with a buddy while the supervising adults follow in a car with the cookies	Cadette, Senior & Ambassador Troops	Residential Orange County neighborhoods only	Throughout entire program period	Some cities require girls/troops to carry a copy of GSOC's solicitation permit – ask your SU Cookie Manager
Walkabout When Girl Scouts work together to map out, then walk a neighborhood, selling cookies door-to-door	Troops	Residential Orange County neighborhoods only	Throughout entire program	Some cities require girls/troops to carry a copy of GSOC's solicitation permit—ask your SU Cookie Manager

The NUMBER ONE reason why people didn't BUY Girl Scout cookies was because they were never ASKED!

RESTOCK AND RE-ENERGIZE

For your convenience, additional product will be available from Cookie Cupboards.

The Cookie Cupboards will:

- ♦ Open beginning **February 1, 2024**.
- ♦ Not be able to fulfill call-in, email, or drive-up orders.
- ♦ Close gradually throughout the sale to minimize excess inventory at the end of the program.

Locations of the Cookie Cupboards will be **posted on gscookiesetc.org under Volunteer Resources under Helpful Links** (password protected). This listing will be updated as locations will close gradually throughout the program to consolidate inventory.

Cookie Cupboard Managers are Volunteers Too

Cookie Cupboards are run by VOLUNTEERS like you! When picking up troop orders, please show your appreciation and gratitude for their service through patience, smiles, and an enthusiastic “Thank you!”



Planned Orders (feature opens **January 26** in ABC Smart Cookies)

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.

General information regarding planned orders

- ♦ 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 (see page 22).

Note: Preferred days are **not guaranteed until confirmed by Cookie Cupboard Manager**.

- ♦ 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. Please **DO NOT place the same order at multiple cupboards**. This causes the Council to improperly stock cupboards and negatively impacts troops needing cookies.
- ♦ 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. Volunteer Cookie Cupboard Managers are extremely busy and do not have time to complete spam control forms.

IMPORTANT **Respond to the Confirmation Email** if you need to reschedule your pick-up time or cancel your order because if you do not pick-up on the confirmed day and time, the **order will be deleted** and you will have to start over.

- ♦ **Count cookies before you load your car!** Your troop will be financially responsible for what is listed on the receipt.
- ♦ No drive up, phone, or email orders will be accommodated.
- ♦ Please note that Cupboards are expected to be very busy the first couple of weeks. Please plan accordingly.



**Count the cookies before
you sign the receipt!**

Cookie Cupboard Hours

Cookie Cupboard hours are set by the VOLUNTEER Cookie Cupboard Managers and are posted on gscookiesetc.org under the password protected Volunteer Resources that can be found under Helpful Links.

Please note: Hours are subject to change due to the availability of our Cookie Cupboard VOLUNTEERS.

To Place a Planned Order:

1. Click Planned Order located under Orders.

2. Click a Cupboard under the Cupboards section.

3. Click Continue.

4. Click a Date.

5. Click Continue.

6. Click a Timeframe.

7. Click Continue.

8. Enter order.

9. Click Save.

1. Click Planned Order located under Orders.
2. Click a Cupboard under the Cupboards section.
3. Click Continue.
4. Click a Date.
5. Click Continue.
6. Click a Timeframe.
7. Click Continue.
8. Enter order.
9. Click Save.

A pop-up will appear in ABC confirming order was saved.

The Cupboard Manager will email you to confirm your order with a date and time to pick up.

Please do not change an order after it has been saved in ABC. If you need to change your order please email the cupboard directly.

8. Click CASES.

9. Click Save.

Picking Up Planned Orders

Follow the pick-up guidelines on the Cupboard Locations document found at gscookiesetc.org/cookies/documents/ when picking up cupboard orders.

- ◆ Bring a copy of the **Cupboard Confirmation email** with you when picking up cookies.
- ◆ **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.**
- ◆ **Do not** bring tagalongs (children) with you. It is not safe for children.
- ◆ Give your name, Service Unit, and troop number when you arrive to pick-up your order.
- ◆ Follow all Cupboard pick up processes.
- ◆ Your order will be pulled prior to your arrival. Do not start putting the order in your car until after you verified the count is correct.
- ◆ Check the troop number and Service Unit name at the top of the cupboard receipt are correct.
- ◆ **BE SURE TO KEEP A PICTURE OF THE RECEIPT.**
- ◆ **TROOPS DO NOT ENTER PICK-UPS FROM COOKIE CUPBOARDS IN ABC SMART COOKIES.** The Cookie Cupboard Manager will enter all the product picked up from their cupboard into ABC Smart Cookies within 24-48 hours of pick-up.
- ◆ Verify entries made by Cookie Cupboards in ABC Smart Cookies.
- ◆ Allocate cookies to girls who sold them.



Bring a copy of the Cupboard Confirmation email when picking up cookies.

To Verify Cookie Cupboard Entries:

Step 1: Click **Current** under **Reports**.

Step 2: Click on **Finance** in the **Report Categories** field.

Step 3: Click **Troop Balance Summary** in the **Reports** field.

Step 4: Click **Go To Report**.

Report Criteria
Troop Balance Summary

Council: Training - Orange County
District: [Unassigned]
ServiceUnit: Council
Troop: [Unassigned]
Proceed Plan: [Unassigned]
Troop Level: All
Unit Of Measure: Packages
Select View Type: PDF

Go to Report Listings Reset View Report

Step 5: Click **View Report**.

Step 6

Page: 1
Date: 11/01/2015
ABC Snap
Troop Balance Summary

Girl Scout Council of Orange County Training
Council = Girl Scout Council of Orange County Training; District = No Specified District; Service Unit = Council; Troop = 7011;

Contact 1 Information
Contact Full Name: Lisa Nevares
Address: [Unassigned]
Contact Day Phone: [Unassigned]
Contact Email: lnevares@GirlScoutsOC.org

Contact 2 Information
Contact Full Name: [Unassigned]
Contact Day Phone: (949)-461-8849
Contact Email: tjones@GirlScoutsOC.org

Troop No: 7011 Junior
Service Unit: Council
Avg. Packages Sold Per Girl Selling: [Unassigned]
Avg. Packages Sold Per Girl Registered: 273.00

Proceed Plan: Troop Proceeds
Girls Selling: 0
Girls Reg: 4
Early Plan: None selected
Main Plan: Main Recognitions

Received: Initial Order Received 70/0
Reorders 0/0
Damages 0/0
Total Received 70/0
CookieShare 0/0

Cs/Pkgs
70/0
0/0
0/0
70/0
0/0

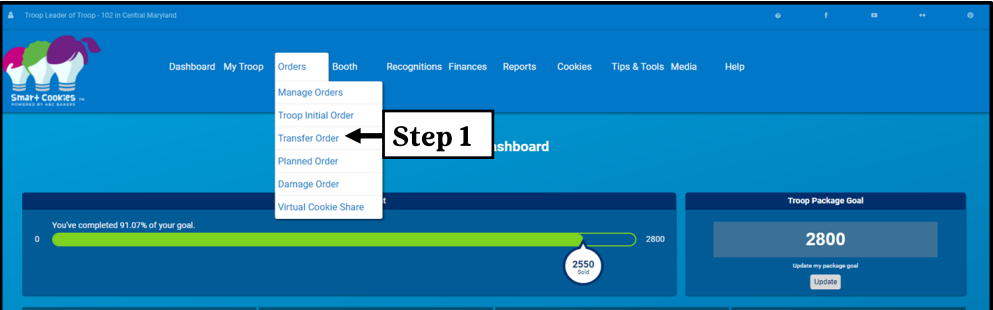
Transfers In: Date Trans # Ref # Transferred From Cs/Pkgs
11/08/15 8469 Cupboard: Fullerton Cupboard 21/0
Total Transfers In: 21/0

Transfers Out: Date Trans # Ref # Transferred To
Total Transfers Out: [Unassigned]
Control Script failed for [Unassigned] 01

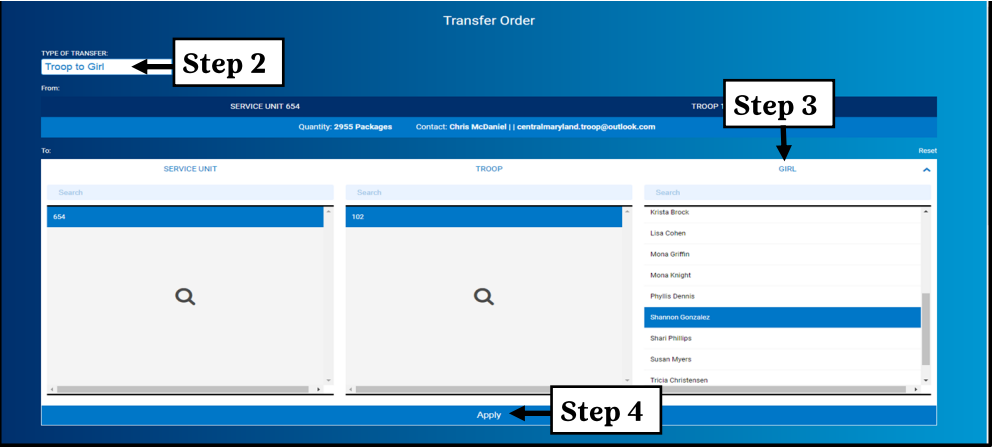
Step 7: Click **View Report**.

1. Click **Current** located under **Reports**.
2. Click on **Finance** in the **Report Categories** field.
3. Click **Troop Balance Summary** in the **Reports** field.
4. Click **Go to Report**.
5. Select **Packages** in the **Unit of Measure** field.
6. Click **View Report**.
7. Verify cupboard orders under **Transfers In**.

Allocate Initial Orders, Cupboard Orders, and Booth Sales to Girls:



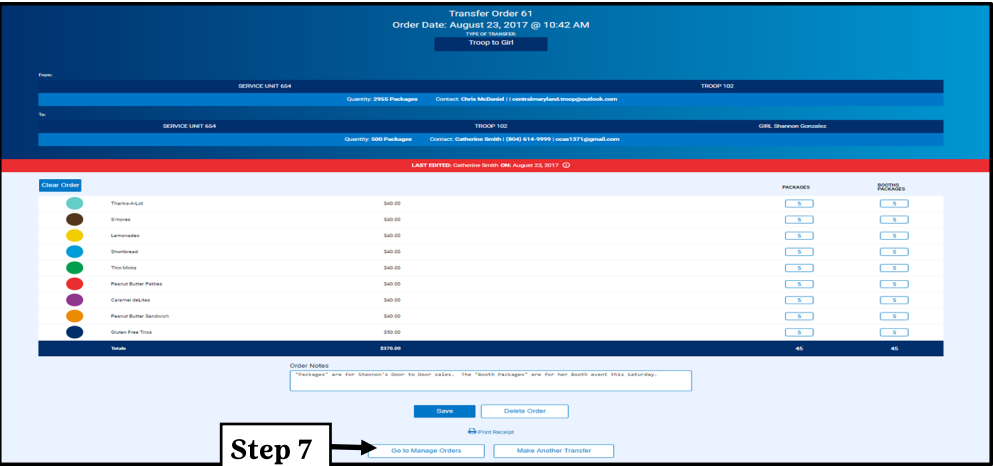
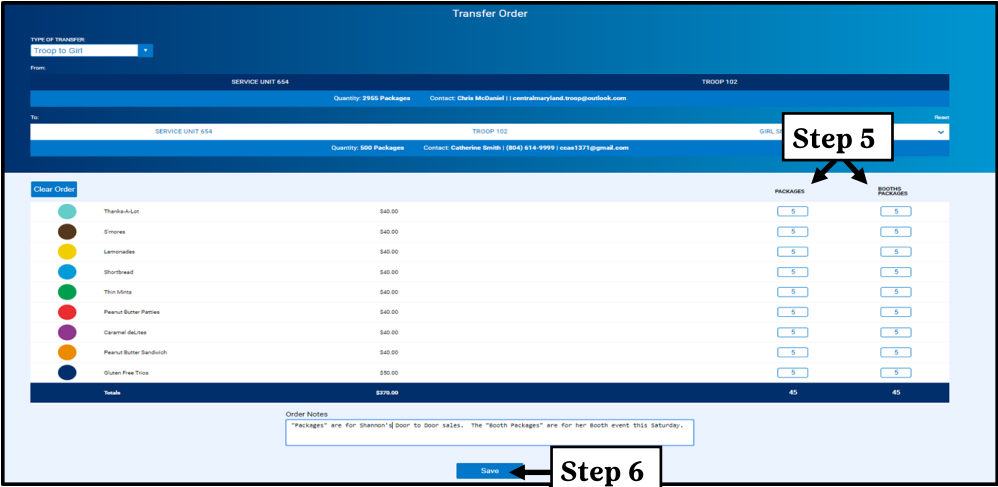
1. Click Transfer Order located under *Orders*.
 2. Click Troop to Girl in the *Type of Transfer* field.
 3. Select the Girl in the *Girl* field who is receiving the cookies.
 4. Click Apply.
 5. Enter the number of packages to be allocated to the girl.
- Enter additional girl orders in the *Packages* column and booth sale sales in the *Booth Packages* field.
6. Click Save.
 7. Click Make Another Transfer to continue to make transfers.



Please note:

Packages column
transferring packages to Girl Scouts with the financial responsibility attached

Booths Packages column
transferring packages to Girl Scouts with no financial responsibility



BOOTH SALES

What is a booth sale? A booth sale is a Cookie Stand placed in front of a business or in any public space. Only Service Unit Booth Sale Coordinators may arrange for booth sale locations. They secure the sites by working with the property managers and stores to ensure permissions and insurance requirements are met.

Cookie Booth Scheduler in ABC Smart Cookies

After the Service Units hold their Cookie Booth lotteries, the Service Unit Booth Sale Coordinators will input all booth sale locations and troop assignments into ABC Smart Cookies Booth Sale Scheduler. When a troop has been assigned a booth sale time, ABC Smart Cookies will automatically send an email notification to the Troop's contact email address listed in ABC Smart Cookies.

January 22, 2024 Troops Run Booth Sale Reports

- ☐ Run the *Booked Booth Sales Summary* report (see page 26) to verify all troop booth sale shifts received at the lottery are scheduled. Report any errors to your Service Unit Booth Sale Coordinator immediately.
- ☐ To find additional shifts, use the *Available Booth Sales Summary* report (see page 26). Use your Service Unit's number to help you identify locations belonging to your Service Unit.

Jan 31– Feb 1, 2024 First Come, First Serve Booth Sale Reservations

Beginning at **noon on January 31, 2024**, troops who achieved the Fall Product Bonus will be given access to the ABC Smart Cookies Booth Scheduler.

Beginning at **noon on February 1, 2024**, all other troops will have access to the ABC Smart Cookies Booth Scheduler.

Please note: Any booths booked prior to noon on January 31 or February 1, 2024 will be deleted. Troops are limited to 100 spots the first week the booth scheduler opens.

All unreserved booth sale times will be open for troops and Juliette Coordinators on a first come first serve basis. Troops may reserve or cancel booth sale times at any location council-wide through the end of the program.

Booth sale sign-ups are in “real time.” This means troops will be able to select from all available booth sales, and once selected, it will automatically be removed as a possible choice. When a troop cancels a booth sale, it will become immediately available for other troops to select. If a troop is unable to use a scheduled time they **must cancel in ABC Smart Cookies** immediately so another troop may reserve the time slot.



**Check the ABC Smart Cookies Booth
Scheduler often for new booth locations!**

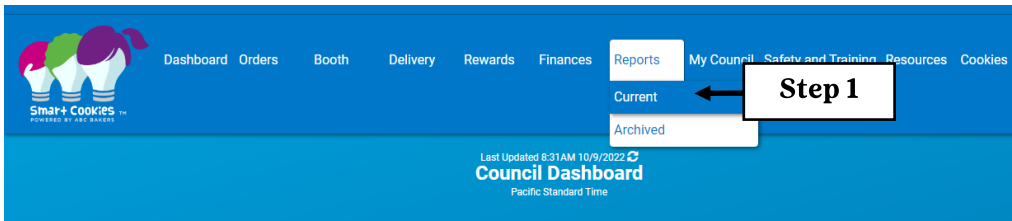
February 9, 2024 Booth Sales Begin

- ☐ Run the *Booth Sale Location* report in ABC Smart Cookies (see page 26). This report will list all of your troop's reserved booth sales with full address information and notes about a location's special circumstances. Use in conjunction with the *Booked Booth Sales Summary* report and **bring copies of each to every booth sales**. Do not rely solely on the information in the confirmation email.



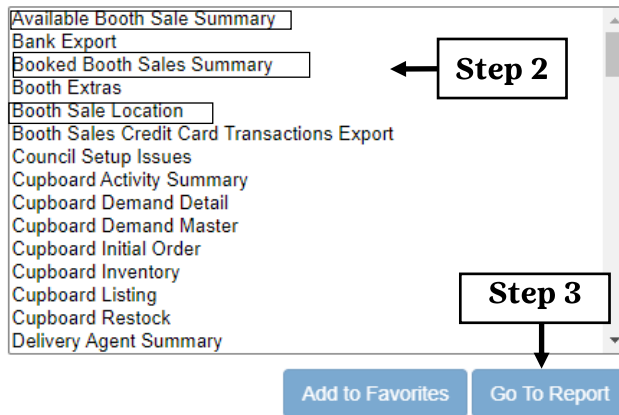
Read the Notes! The notes field for each booth sale location will contain very important information such as if a store manager has any special requests, if any permits are needed, and the Booth Sale Coordinator's contact information. If any questions or problems arise, contact the Booth Sale Coordinator only. **DO NOT CONTACT THE STORE MANAGER!**

To Run the Booked Booth Sale, Available Booth Sale, and Booth Sale Location Reports:



1. Login to ABC Smart Cookies. Hover over *Reports* and then select Current.
2. Click on the report you would like to pull under the *Reports* section
3. Click Go to Report
4. Optional—Adjust report criteria (filters) for Location and/or dates and Select View Type (PDF, HTML, or Excel)
5. Select View Report

Reports



Report Criteria ← **Step 4 (optional)**

Booked Booth Sales Summary

Council: Girl Scouts of Orange County

District: [Unassigned]

ServiceUnit: SU105 Los Alamitos Rossmoor

Troop: All

Location: All

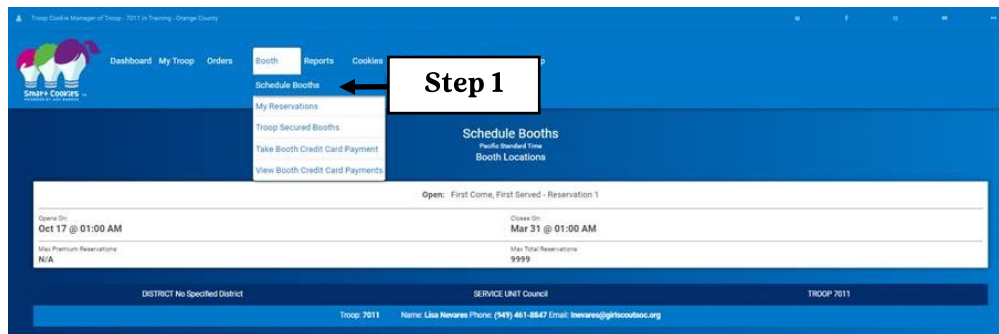
Begin Date: [Calendar Icon]

End Date: [Calendar Icon]

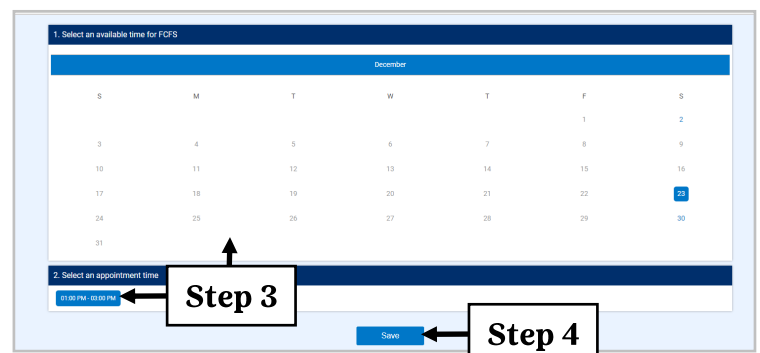
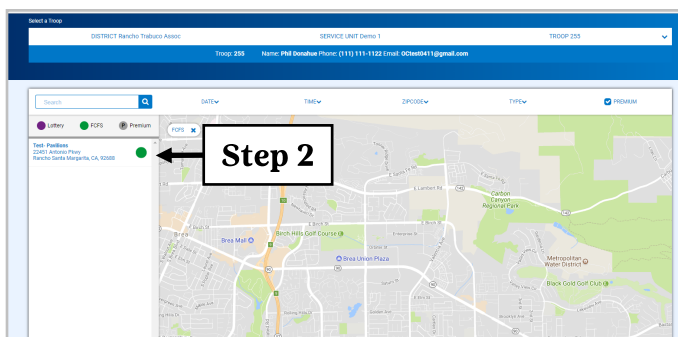
Select View Type: PDF

Go to Report Listings Reset View Report ← **Step 5**

Scheduling Booths:



1. Select Schedule Booths under the *Booth* tab
2. Select desired Booth Sale Location.
3. Select the Date and Time.
4. Click Save.



The troop is now assigned to the booth sale.

Adult Training and Guidelines for Booth Sales

All adults participating in booth sales must complete the online Adult Booth Sale training and quiz, even for parent/daughter booth sales. This training can be found at gscookiesetc.org/cookies. Remember, girls sell, adults supervise!

Booth Sale Etiquette

As Girl Scouts everything we do, including the Girl Scout Cookie Program, is guided by the principles of the Girl Scout Promise and Law. It is important to review this with the troop and parents and guardians and to reinforce that they are representing all Girl Scouts when selling Girl Scout Cookies.

Girl Scouts will:

- Follow the Girl Scout Promise and Law
 - Talk about how it applies with your troop
- Be polite, friendly and helpful
 - This includes your fellow Girl Scouts
- Remember my behavior reflects on Girl Scouts
 - Remind your troop that they represent Girl Scouts when they are at booths
- Follow the Cookie Booth sale start dates
 - All booth sales begin February 9, and not before then.
- Arrive on time and give notice of cancellations
 - Your troop should let you know 24 hours before their booth if they must cancel. If you cannot fill it, let your Booth Sale Coordinator know right away.
- Wear Girl Scout uniform
 - Includes vest/sash, pins and Girl Scout attire.
- Say thank you to every customer even if they say no
- Clean up and take all trash home
 - This includes any broken down empty cases

Girl Scouts will not:

- Block entrances
 - Remind your troop to read the notes for their booth sale location (see page 25.)
- Go into a host business without an accompanying adult
 - The adult must go with the girl to the restroom and close the booth while they are away
- Get in the way of customers
 - Girls should ask each customer, but not block them from getting in or out
- Give out their full name, address or phone number
 - Review [Cookie Sales Safety Activity Checkpoints](#)
- Run around or play while selling at a booth
 - Remind your troop while it is fun to sell at a booth, it is not the time or place to run around
- Eat or chew gum while at a booth
 - There should not be any food/drink on your booth setup other than Girl Scout Cookies

Girl Scout Promise

On my honor, I will try:
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.



Booth Sales

Booth sales are a privilege granted to us by local merchants, and if abused, even unintentionally, could cause all Girl Scouts to lose the opportunity for additional booth sales at these locations permanently. Girls and adults need to be careful and considerate of the merchant's property and customers. Adults or girls not following Girl Scout guidelines at booth sales could result in negative consequences for the entire troop. The consequences could consist of loss of girl or troop rewards, loss of future booth sales, or the troop not being able to participate in future booth sale lotteries. **Make sure to remind troops, girls, and parents of the Booth Sale Guidelines located under the resource tab on gscookiesetc.org/cookies.**



All Booth Sales at Youth Sporting Events must be approved and secured through the Service Unit Booth Coordinator.

If you, or someone in your troop, knows of a location that would make a great booth, or would like to host a booth, please contact your Service Unit Booth Coordinator. All booths need to go through the Service Unit Booth Sale Coordinator, even if it is your own personal business. There may be insurance, permits, national store agreements or other permissions needed before the location can host a booth. Work with your Service Unit Booth Coordinator to see if the location can host booths. Remember, we are guided by the Girl Scout Promise and Law, so booths need to be approved and open to all Girl Scouts, in an effort to be honest, fair, and a sister to every Girl Scout.



Troop Virtual Booth Link

Your Troop Virtual Booth links will help your troop make sales online instead of, or in addition to, your regular in person cookie booths. The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials. These links will let your troop reach new customers in your local community and beyond. Troop virtual Booth links are set up in the new Digital Cookie online platform. See the "Troop Virtual Booth Links" and the "Troop Pickup Orders" tip sheets located in the Digital Cookie Resources accordion on www.gscookiesetc.org/cookies.

Go to gscookiesetc.org/cookies/documents/ for more about booth sales including:



- Booth Sale Checklist
- Tips for a Better Booth Sale
- How to Schedule a Booth Sale
- How to Create a Booth Sale Display
- Cookie Share flyer & Cookie Share receipts
- Booth Sale FAQs



MANAGE THE MONEY

February 1-March 10, 2024 Guidelines for Collecting Cookie Money

Troops should:

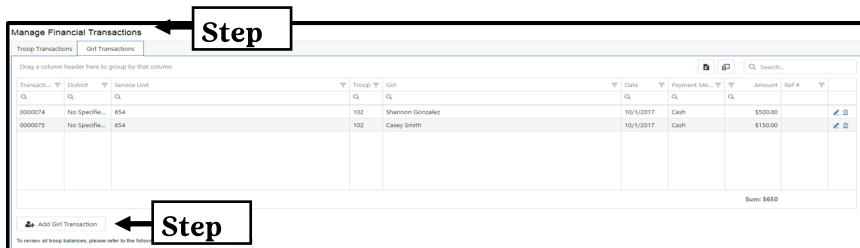
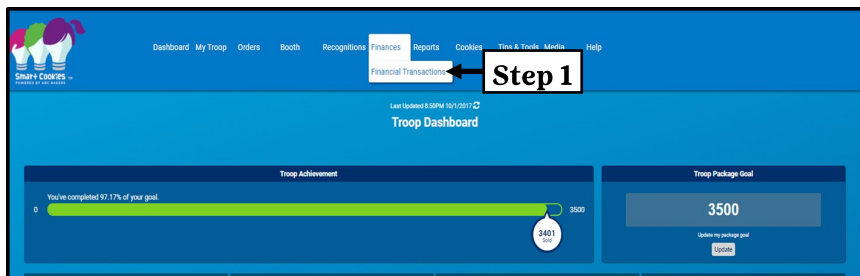
- ◆ Collect money from girls often and before handing out more cookies.
- ◆ Count all money received in the presence of the parent/guardian or another adult. Check all money received for counterfeit bills and do not accept them. Troops give the adult a signed receipt. Save original (white) copy for Troop records.
- ◆ Record girl payments in **ABC Smart Cookies**.
- ◆ Make frequent bank deposits into the **troop** account.
- ◆ Deposit sufficient funds into **troop** accounts no later than 3pm on Tuesday, February 13, 2024 to cover the first troop payment (via ACH debit). Troop first cookie payments begin on Wednesday, February 14.
- ◆ Collect all money from families by March 10, 2024.
- ◆ Make final deposits into the **troop** account no later than 3pm on Tuesday, March 12, 2024 to cover the final troop payment (balance due taken by ACH debit). Troop final cookie payments begin on Thursday, March 14.



Accepting checks is **highly discouraged**, but may be unavoidable from family and friends. Partner with your Troop Leaders to determine if the troop will accept checks and instruct the girls and parents of troop's decision at your family meeting. More information about accepting checks and accepting Credit Cards can be found on gscookiesetc.org/cookies/documents/.



To Enter Girl Payments in ABC Smart Cookies:



1. Click Financial Transactions located under *Finances*.
2. Click the Girl Transaction tab.
3. Click a Add Girl Transaction.
4. Enter girl transaction information and click Save.

Add Girl Transaction

Girl* Type* Payment Method*

Transaction Date* Amount* Reference

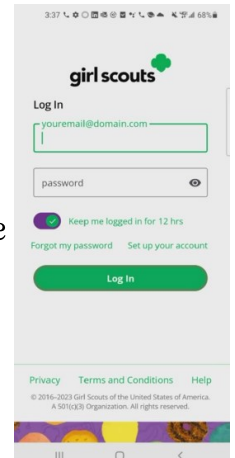
Notes

Credit Cards for In-Person Sales

If a customer wishes to pay by credit card for in-person sales, girls can process those payments through the new Digital Cookie App.

Some information about the app:

- The Digital Cookie App is separate from the full site but does require full site setup before the app is used.
- Every parent in troop can login as troop for booth sales if troop site is setup.
- Has a scan credit card option.
- And more!



Each time a credit card payment is made, the girl and the Troop will be credited with the full payment collected. Transactions at booth sales will be credited to troop only.

Girl Scouts of Orange County will cover all credit card fees for orders paid through the credit card feature in Digital Cookies.

Issuing Credit Card Refunds:

Troop Cookie Coordinators can issue a credit card refund from the Digital Cookie online platform. See the “Refunding Orders” tutorial located in the “Digital Cookie Resources” accordion on www.gscookiesetc.org/cookies.

Counterfeit Bills

While it doesn’t happen too often, a troop may receive a counterfeit bill and not even know it. To better protect your troop from receiving a counterfeit bill, we recommend the following:

- Do **NOT** accept bills larger than a \$20.
- Take time to look at and feel the money you receive.
- Check for obvious things like duplicate serial numbers.
- Check for the security stripe and watermark by holding the bill up to the light.
- Use a Counterfeit Detection Pen with light.

If your troop receives a counterfeit bill, please follow the steps on the *Counterfeit Bill Report* located on gscookiesetc.org/cookies/documents/. Counterfeit Bill reports must be submitted by **9:00 am on March 13, 2024**.



If counterfeit bill was received by a parent, it is the troop’s responsibility to collect reimbursement from the parent. Council will reimburse up to \$20 per troop for counterfeit bills received at booth sales.



Troops' Bank Account Information

Troop submits an online *Troop Banking* form with scan of voided troop check attached. A link to the *Troop Banking* form is at gscookiesetc.org/cookies/documents/

GSOC will upload troop banking information (e.g. bank name, routing number, and account number) into ABC Smart Cookies beginning **January 11, 2024**. Please complete a new online *Troop Banking* form immediately if your troop banking information has changed.



Failure to notify GSOC of bank account changes may result in a \$15 processing fee.

Troop Payments

- Troops deposit all cookie money into their **troop account** by deadlines.
- Run the **Troop Balance Summary** report in ABC Smart Cookies (see page 38). If the amount due is more than the balance in the troop bank account, complete the online **Payment Adjustment Form** to request a reduction of the troop payment amount due to insufficient funds or credit card payments taken by girls. This form can be found on the Cookie Website (gscookiesetc.org/cookies/documents/). Completed form must be submitted by **3pm on February 13, 2024 for first payment and by 3pm on March 12, 2024 for final payment.**

Please have the following information ready when completing the **Payment Adjustment Form**:

- Service Unit name and number
- Troop Number #
- Contact name, email, and phone number
- The amount owed found on the *Troop Balance Summary Report*
- The reduced amount requested to be taken from troop bank account
- Payment Plan
- Reason for Payment Adjustment

Please note: A payment can be reduced but cannot be waived all together.

If a payment plan is requested:

- ♦ Your troop will not be able to pick up more cookies until payment is received.
- ♦ Your troop may be asked to make payment by cashier's check or money order (no troop or personal checks accepted) if an ACH withdrawal cannot be done.
- ♦ For end of sale adjustments, a late charge of \$15 a week will be assessed for late payments beyond the payment plan agreement.



If you do not notify GSOC in time and the troop payment is not honored by your bank, the debit will be rejected and the Troop will be charged for all NSF (Non Sufficient Funds) fees incurred by the rejected transaction.

- ♦ Council will upload the troop's payment in ABC Smart Cookies after the bank has completed the ACH debits. This payment will be applied to the troop's balance owed in ABC Smart Cookies.



Complete a Payment Adjustment form if amount
needs adjusting due to credit card payments

February 14, 2024 First Troop Payment

- ◆ Troops deposit all product money into their **troop** account by **3pm on Tuesday, February 13, 2024**.
- ◆ An email will be sent to the troop email address in ABC Smart Cookies with the troop first payment amount to be debited from the troop bank account.
- ◆ Troop first payment amount for all cookies received through Sunday, February 4, 2024 (initial order including Gluten Free Cookies, planned orders picked up at Cookie Cupboards, and troop to troop transfers) will be debited from troop accounts beginning Wednesday, February 14, 2024.
- ◆ If troop cannot make first payment in full due to insufficient funds or credit card payments taken by girls, complete the ***Payment Adjustment form*** by **3pm on Tuesday, February 13, 2024**. (See “Troop Payment” section on previous page for more information).



Troops may not be able to pick up more product at Cookie Cupboards until first payment is confirmed.

March 14, 2024 Final Troop Payment

- ◆ Troops make final deposits of all product money into their **troop** account by **March 12, 2024**.
- ◆ Run the *Troop Balance Summary* report for the troop’s final payment due. (See page 38 for instructions)
- ◆ If troop cannot make final payment in full, complete the ***Payment Adjustment form*** by 3pm on **March 12, 2024**. (See “Troop Payment” section on previous page for more information).
- ◆ The full balance of Council proceeds will be debited from troop accounts beginning Thursday, March 14, 2024. It may take several days for the troop payment to be processed by the bank.
- ◆ If troop proceeds level changes after the end of the product program, an email will be sent to the troop email address in ABC Smart Cookies with the new decreased final payment amount.

Note: Troop proceeds will be adjusted in ABC Smart Cookies as each Council goal is achieved prior to the final troop payment.



If you do not notify us in time, and the payment is not honored by your bank, the ACH debit will be rejected and the troop will be charged for all NSF (Non Sufficient Funds) fees incurred by the rejected transaction.



**Troops will be charged for all NSF
(Non Sufficient Funds) fees.**

Uncollected Funds

Sometimes it happens...

- ♦ Call the family to discuss the problem and to make payment arrangements.
- ♦ Document all contacts with parents, date of contact, and results for any outstanding money.
- ♦ Alert the Troop Leader and the Service Unit Cookie Manager.
- ♦ **Do not hold up final reports** because of delinquencies.
- ♦ Complete a Delinquency Report online and upload a written record of the situation, noting dates and contacts made regarding the delinquent funds. Include copies of all receipts given and the signed parent responsibility form. Form must be completed online **by 9am on Wednesday, March 13, 2024**.

See the Delinquency Report on the Cookie Website (gscookiesetc.org/cookies/documents/) for more information regarding uncollected funds and a link to the form.

IMPORTANT

If a Delinquency Report is not submitted by 9am on Wednesday, March 13, 2024, Council will not be able to assist the troop with collection and the troop will have to absorb the loss.

Extra Product

Post extra cookies on the **Cookie Swap Site** and Remove entries once cookies have been transferred to another troop. This site is designed to allow troops to advertise extra cookies they do not need to other Girl Scout Troops. Troops should make the transfer in ABC Smart Cookies; however, the transfer must be made by the Service Unit if the troop paperwork deadline has passed. See below for instructions on how to access the Cookie Swap Site and Troop to Troop Transfers.

Contact your Service Unit Cookie Manager for more ideas on how to move the extra product.

Please note: Cupboards cannot take cookies back. Exchanges are for damaged products only!

IMPORTANT

If there is a large amount of extra cookies, you should immediately notify your Service Unit Cookie Manager for assistance. Do NOT wait until the end of the program.

Cookie Swap Site

The Cookie Swap Site is a password protected online site that allows troops to advertise extra cookies to other Girl Scout Troops. To access the site go to gscookiesetc.org. Locate the Cookie Swap Page Tab and login using the ID and password emailed to you by GSOC on **February 22, 2024**. Instructions on how to post and remove extra cookies are located on the Cookie Swap Site after you login.

Cookie Swap

Fields marked with an * are required

First Name *

City *

Contact Email or Phone *

Have or Need *

How Many *

Boxes or Cases *



*All cookie varieties including Gluten Free
retail for \$6 per package.*



Troops who do **NOT** remove
transferred cookies from the
Swap Site will lose their
Swap site privileges.

Protected: Cookie Swap List

Cookie

City

SEARCH

Name	City	Contact Info	Have or Need	How Many	Boxes or Cases	Cookie
Sarah	Newport		Need	1	Cases	Adventurefuls™
Benny	Fountain Valley		Have	5	Boxes	Caramel Chocolate Chip
lauren	Huntington beach		Have	20	Cases	Lemonades®

Transferring Product Between Troops

When a troop has extra product that has not been applied to a girl, they are able to transfer those cookies to another troop who needs them. **Such transactions are entered into ABC Smart Cookies by the troop that is transferring out the cookies.**

Note: Troop Cookie Coordinators must approve Troop to Troop transfers **BEFORE** they happen!

Here's how the transferring process works:

- The **Troop Cookie Coordinators** arrange a time for the physical transfer of the product between themselves.
- A receipt for the product must be signed by both troops and each should receive a copy.
- After the physical transfer is complete the **“transferring out” troop** enters the transaction in ABC Smart Cookies using the *Troop to Troop Transfer* feature under the Cookies icon.
- The Troop Cookie Coordinator from the “transferring in” troop will verify the transaction in ABC Smart Cookies and contact the “transferring out” troop to correct any mistakes.
- The “transferring in” troop has now taken the financial responsibility for the cookies and can transfer the cookies to their girls for reward purposes.



If transferred cookies were from the Swap Site, don't forget to remove the Swap Site posting for these cookies. Troops who do **NOT** remove transferred cookies from the Swap Site will lose their Swap site privileges.

To Transfer Product Between Troops:

1. Click Transfer Order located under Orders.
2. Click a Troop to Troop in the Type of Transfer field.
3. Select the Service Unit and Troop number for the transferring **FROM** troop.
4. Click a Apply.
5. Select the Service Unit and Troop number for the transferring **TO** troop.
6. Click a Apply.
7. Enter the Transfer order.
8. Click Save.
9. Click Make Another Transfer to continue to make transfers.

WRAP UP THE PROGRAM

March 8-13, 2024 Troop End of Program Processing

- ☐ Verify entries made by Cookie Cupboards in ABC Smart Cookies (see page 23).
- ☐ Record girl final payments in ABC Smart Cookies (see page 28).
- ☐ Make final deposits to **troop** account.
- ☐ Exchange damaged product with a cupboard. Damages must be exchanged at a cupboard by March 13, 2024. **Damaged product cannot be turned in for credit** (see page 42).
- ☐ Make final entries in ABC Smart Cookies so girls receive credit for additional sales, Cookie Share and booth sales (see pages 35-37). Ensure all packages have been allocated to girls.
- ☐ Use the **Manage Order** feature to access or make changes to orders and transfers already placed. See the *Smart Cookie- Manage Orders* video on ABC Bakers- YouTube Channel. Go to gscookiesetc.org/cookies/documents/ for the link to ABC Bakers- YouTube Channel.
- ☐ **After all final entries are made**, create Final Recognition Order. This function will be available beginning March 1, 2023. (see page 37)
 - * Make reward choices for each girl using the information on the completed Parent Responsibility form each family submitted in December/January.
 - * The Cookie Techie patch, Direct Ship reward and Cookie Share patch will automatically populate in the system if the girl has earned them.
- ☐ Complete Online Evaluation Survey (see link on gscookiesetc.org/cookies)

Exchange damaged product at a cupboard by March 13, 2024

Allocating Cookie Share:

Girls should report any online Girl Delivery Cookie Share purchases to their Troop Cookie Coordinator. The Troop Cookie Coordinator must allocate these Cookie Share packages to the girl in ABC Smart Cookies.

Here's how:

- Option One - If the troop is participating in the council's VIRTUAL Cookie Share program, the Troop Cookie Coordinator makes the entry for the girl using the "Virtual Cookie Share" feature under the "Orders" tab in ABC Smart Cookies.
- Option Two - If the troop is donating cookies to their own organization (Troop's Own Cookie Share), the Troop Cookie Coordinator will order their cookie share packages from a cupboard and allocate those cookie packages to the girls who sold them using the "Transfer" feature under the "Orders" tab in ABC Smart Cookies.

Cookie Share orders placed through the direct ship option will automatically show up in the girl's totals and will be included in the council's VIRTUAL Cookie Share Program. To see these totals run the "Girl Cookie Order Detail Summary" under reports. The direct ship Cookie Share orders will appear under the Cookie Share column on the report. These orders cannot be switched to be included in a Troop's Own Cookie Share donation.

To Enter Virtual Cookie Share:

1. Click Virtual Cookie Share located under *Orders*.
2. Enter the Virtual Cookie Share additional and booth sale orders for each girl.
3. Click Save.

A dialog box will appear confirming the order was saved.

To View and Distribute Troop Direct Ship Orders:

1. Click Troop Direct ship orders on the **Orders** tab

Status will be listed as *Pending Distribution*, highlighted in red until the credit for the sales is distributed to your Troop girls.

2. Click Distribute Orders to Girls at the bottom of the page.
3. Select the girls to transfer credit to, then select continue

The divider will distribute all sales as evenly as possible

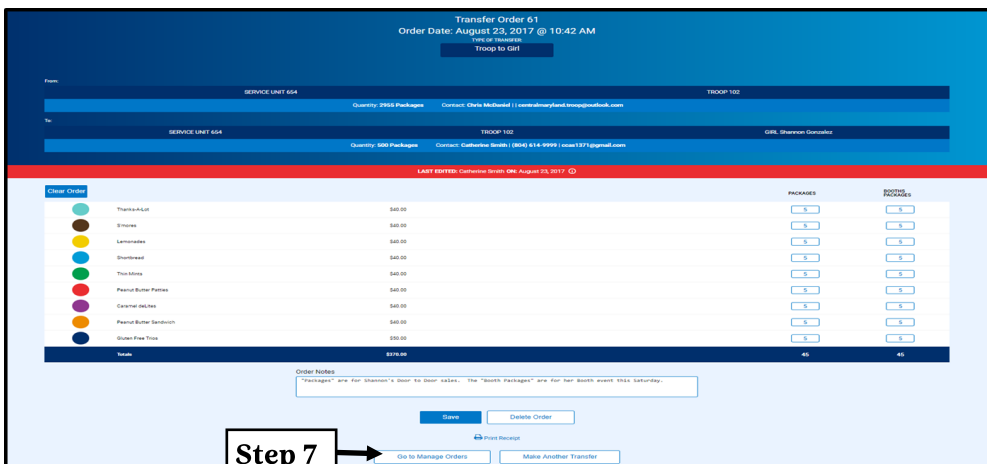
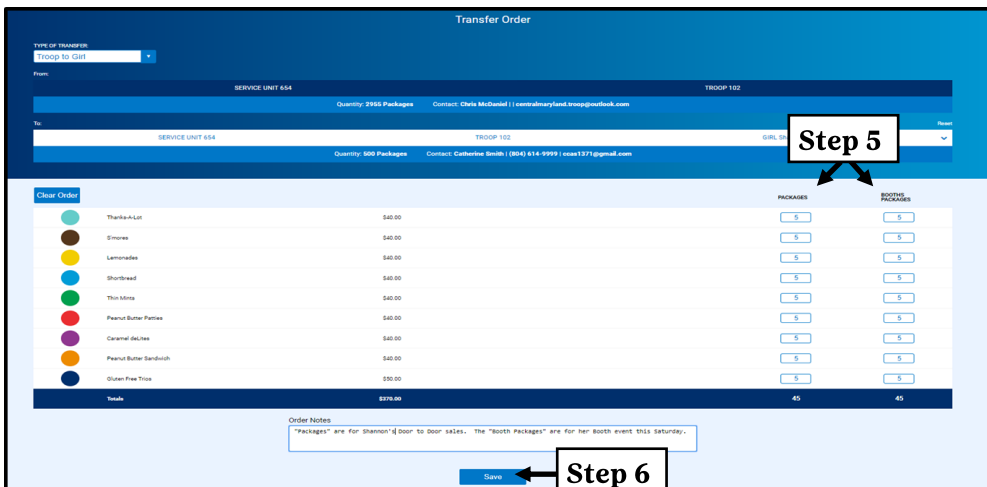
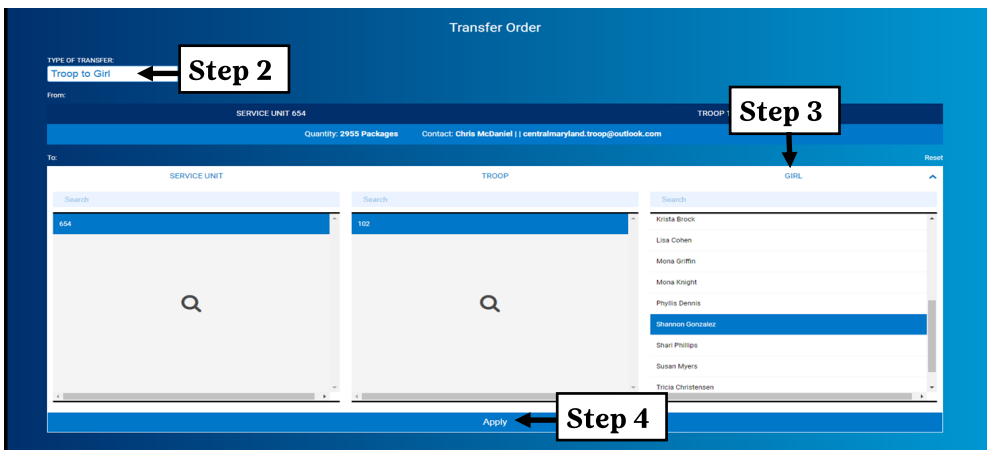
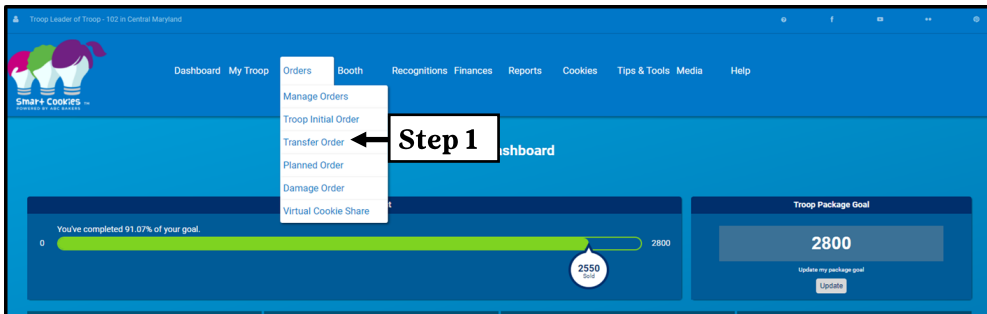
4. Distribute any remaining packages highlighted in red
5. Click Save
6. Repeat as needed

Please note: Troop volunteers will not see the 'Distribute orders to girls' button under the Troop Direct Ship order grid once the season end date for Troops has expired on March 15, 2023.



It's recommended that you distribute orders once there are enough packages sold to give all girls some sale credit. Be sure to check for any additional sales just prior to creating the reward order to capture the most up to date (and final) sale data.

Allocate Cookies from Troop to Girl:

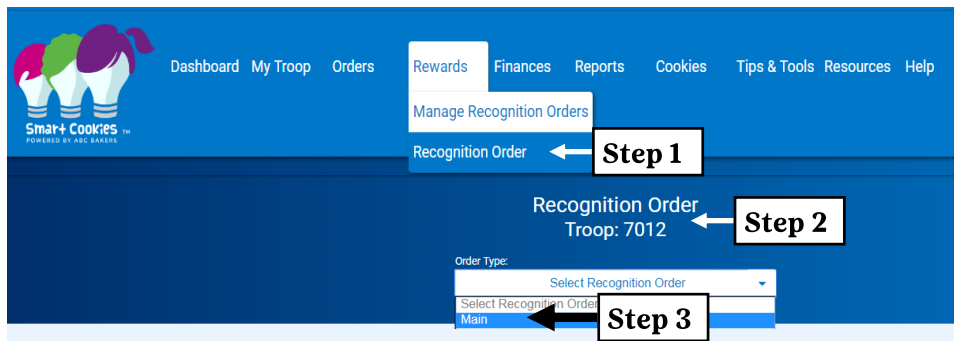


1. Click **Transfer Order** located under **Orders**.
2. Click a **Troop to Girl** in the **Type of Transfer** field.
3. Select the **Girl** in the **Girl** field who is receiving the cookies.
4. Click **Apply**.
5. Enter the number of packages to be allocated to the girl.

Enter additional girl orders in the **Packages** column and booth sale sales in the **Booth Packages** field.

6. Click **Save**.
7. Click **Make Another Transfer** to continue to make transfers.

To create the Final Recognition Order (feature available 03/01/2024):



A recognition order can only be created once. Use the Manage Recognition Orders feature to access orders already created.

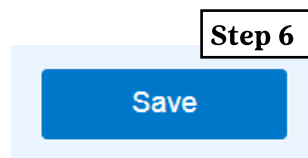
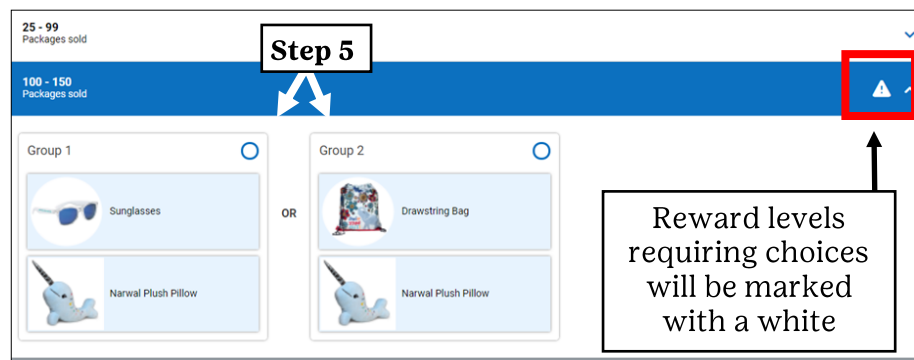
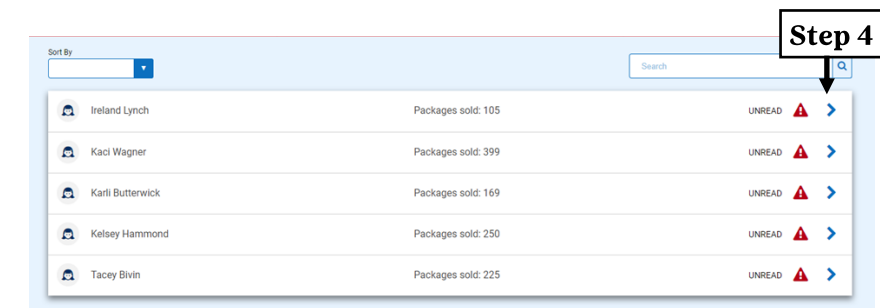
1. Click Recognition Order located under *Rewards*.
2. Troop Number should appear. (See instructions below if Troop number does not appear.)
3. Select Main for *Plan Type*.
4. Click the arrow for the girl who's recognition order needs reviewing.

Note: There will be a red triangle next to a girl's name if order needs attention (size or choice).

5. Make reward selection for every level with a choice based on the Parent Responsibility form.
6. Click save.

Continue process for each girl by clicking the Recognition Order button located on the top left corner of page.

Recognition order will now appear on the View Recognition Orders screen.



IMPORTANT

If recognition order is placed BEFORE all cookies are allocated you may need to review the Recognition Order through the View Recognition Orders screen to see if a prize choice or size needs to be selected.

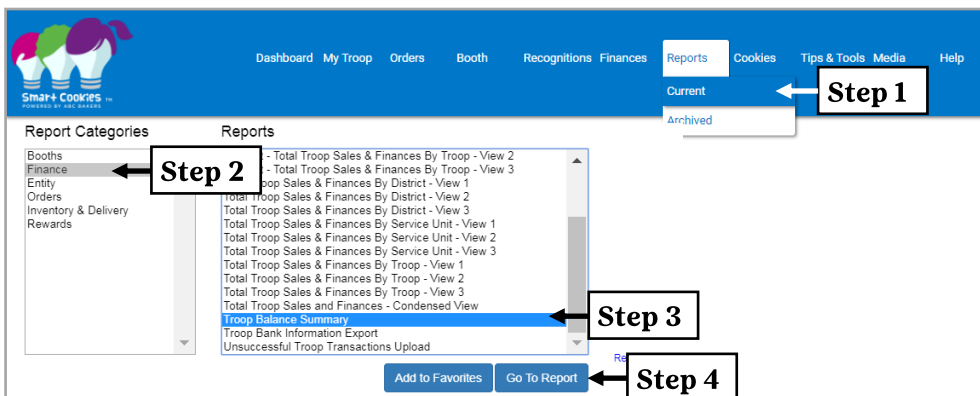
March 13, 2024 Troop Final Reports Due to Service Unit by 9am

- ❑ Email a copy of the *Troop Balance Summary Report* to your Service Unit Cookie Manager, cc your troop treasurer and leaders. Put “*Troop XXXX End of Sale Processing*” in the subject line AND state “*Processing Complete*” OR “*Unresolved Issue*” in body of email. Note all details for any problems in the body of the email and attach documentation (signed receipts, T2 spreadsheet if used). Be sure to note if a *Delinquency* or *Counterfeit Bill* report was completed online.
- ❑ *Delinquency* and *Counterfeit Bill* reports with back up paperwork must be submitted online by 9am on Wednesday, March 13, 2024 (if necessary).
- ❑ Complete online Cookie Program Evaluation Survey. (See GSCookiesEtc.org/cookies for link).

The final balance due to Council will be debited from troop accounts beginning Thursday, March 14, 2024. Debits may not show-up on troop account for several days. Notify GSOC only if debit has not shown up by April 1, 2024.

Important! Run and save troop end of sale reports (Troop Balance Summary and Recognition Order Summary by Girl reports) when your final processing is completed. Your troop will need these reports to distribute girl rewards and for their financial records. See page 41 for instructions to run the Recognition Order Summary by Girl report.

To print the Troop Balance Summary:



1. Click Current located under Reports.
2. Click on Finance in the Reports Categories field.
3. Click Troop Balance Summary in the Reports field.
4. Click Go to Report.
5. Select Packages in the Unit of Measure field.
6. Click View Report.

The screenshot shows the 'Report Criteria' form for the 'Troop Balance Summary' report. The form fields are: Council (Training - Orange County), District ([Unassigned]), ServiceUnit (Council), Troop (7012), Proceed Plan (All), Troop Level (All), Unit Of Measure (Packages), and Select View Type (PDF). A box labeled 'Step 5' points to the 'Unit Of Measure' field. At the bottom, there are three buttons: 'Go to Report Listings', 'Reset', and 'View Report'. A box labeled 'Step 6' points to the 'View Report' button.

CELEBRATE AND REWARD GIRLS

Through their cookie program activities, girls are able to earn unique patches and prizes. Rewards are cumulative and provide tangible goals for the girls to reward their participation and effort. See the Rewards flyer, the Family Guide, and gscookiesetc.org/cookies for all girl reward information.

 <p>Hair Claw Clip 30+ Packages</p>	 <p>Theme Patch 60+ Packages</p>	 OR  <p>Axolotl PBJ OR \$5 Cookie Dough 120+ Packages</p>	 OR  <p>Axolotl Projection Light OR Own Your Magic Journal OR \$5 Cookie Dough 185+ Packages</p>
 <p>Goal Getter Patch AND Axolotl Plush OR \$10 Cookie Dough 250+ Packages</p>	 OR  <p>T-Shirt OR \$10 Cookie Dough 300+ Packages</p>	 OR  OR  <p>Large Axolotl Squishmallow OR \$10 Cookie Dough OR \$10 Online Loot 350+ Packages</p>	 OR  OR  <p>Hoodie OR \$10 Cookie Dough OR \$10 Online Loot 400+ Packages</p>
 <p>Moon Lamp AND Sleeping Bag OR \$12 Cookie Dough OR \$12 Online Loot 450+ Packages</p>	 <p>Girl Extravaganza (4/20 or 4/27/24) *OR \$25 Cookie Dough OR \$25 Online Loot 500+ Packages</p>	 OR  <p>\$12 Cookie Dough OR \$12 Online Loot 550, 600, 650, 700+ Packages</p>	 <p>Water Park Experience (6/15/24)* OR \$30 Cookie Dough OR \$30 Online Loot 750+ Packages</p>
 OR  OR  <p>Build-A-Bear Experience (5/18/24) OR \$15 Cookie Dough OR \$15 Online Loot 850+ Packages</p>	 <p>Broadway Aladdin Experience (5/10/24 or 5/11/2024)* 1,000+ Packages</p>	 <p>All Star Award Ceremony Honoring 1,000+ Cookie Sellers and Stellar Sellers (May 2024)* 1,000+ Packages</p>	 OR  <p>\$40 Cookie Dough OR \$40 Online Loot 1,250+ Packages</p>
 <p>Custom Crocs Experience (6/8/24)* OR \$40 Cookie Dough OR \$40 Online Loot 1,500+ Packages</p>	 OR  <p>\$75 Cookie Dough OR \$75 Online Loot 1,750+ Packages</p>	 <p>Nintendo Switch Experience (6/01/24)* OR \$100 Cookie Dough OR \$100 Online Loot 2,000+ Packages</p>	 <p>\$125 Cookie Dough 2,500+ Packages</p>
 <p>Disneyland Resort Overnight Experience (5/4-5/2024)* 3,000+ Packages</p>	 <p>\$200 Cookie Dough OR \$200 Online Loot 4,000+ Packages</p>	 <p>Trip with the CEO (Historic PA) 6/21/2024—6/24/2024* 5,000+ Packages</p>	<p>Due to availability, a comparable item may be substituted for any reward item. Experiences may be subject to change from in-person locations to virtual events.</p> <p>*Must attend experience to receive item. Tickets/ gift cards will not be offered in exchange for experiences.</p>

Fall/Cookie Crossover Patch

To earn this patch, girls need to:

- Create an M2 Avatar during the 2023 Fall Product Program
- Send 18 emails through M2 during the 2023 Fall Product Program
- Sell 250 packages of cookies during the 2024 Cookie Program
- These patches will ship in May directly to the girl's home.



Cookie Dough

Cookie Dough is a girl reward item that can be used to pay for Girl Scout program expenses.

Cookie Dough can be used to pay for:

- Purchases at GSOC's Shop in Irvine
- GSOC Camp Scherman or GSOC Service Unit Day Camp activities
- GSOC or Service Unit events
- Approved Troop Travel (see Troop Travel packet for details)
- Girl Scout Destinations (visit girlscouts.org/en/for-girls.html)
- Lifetime membership for Girl Scout Ambassadors graduating from high school only
- Gold Award supplies reimbursement
- Fund Her Success donations



Cookie Dough belongs to individual girls, not a troop or group, so each girl makes individual choices on how to use her Cookie Dough. Troop/groups already benefit from the cookie proceeds.

See the "Resource" tab on gscookiesetc.org/cookies for Cookie Dough FAQs and Redemption Form.

Online Loot

Girls can choose Online Loot at each level Cookie Dough is listed as a reward option.

Online Loot is a girl reward item earned for selling Girl Scout Cookies and may only be used for online purchases from GSUSA's Shop.



Online Loot cannot be exchanged for a reward item or Cookie Dough after March 20, 2024. See the FAQs located on www.gscookiesetc.org/cookies on the "Resources" tab for more information about Online Loot.

Older Girl Reward Opt-Out Program

Older Girl troops have the option to opt-out of Cookie Rewards to earn more troop proceeds. This is an exclusive opportunity **only for Older Girls** (Cadettes, Seniors, and Ambassadors) seeking to earn more troop proceeds to fund an event, excursion, or project.

Troops that choose to opt out will receive an *additional 10¢ per package* in troop funds. Deadline to submit for this program is January 14th, 2024. Please see the Girl Rewards Opt-Out Option for Older Girls flyer on gscookiesetc.org for how to qualify for this program.

Troop Proceeds

Troops earn at least .80¢ per package of cookies sold to fund troop activities. Troops may earn more based on the Council's overall cookie program results. See Troop proceeds flyer on GSCookiesetc.org for additional details.

Please note: The proceeds troops earn by participating in the cookie program belongs to the troop and not to individual girls. It makes no difference if a girl sells 3 items or 300 items, the proceeds belong to the troop. See page 5 of the [Troop Financial Guidelines](#) for more information.

May 1-15, 2024 Pick Up and Distribute Girl Rewards

The Service Unit Rewards Coordinator will arrange a time with each troop to pick up their Cookie Program rewards once they have been received and sorted.

- ◆ Pick up troop's rewards from the Service Unit Cookie Rewards Coordinator between May 1-15, 2024.
- ◆ Print a copy of the Recognition Order Summary by Girl report to use when picking up troop's rewards.
- ◆ Compare the rewards quantities received to the grand total section of your Recognition Order Summary by Girl report.
- ◆ Note any discrepancies on the Service Unit's report before signing.

Note: Your Service Unit Cookie Rewards Coordinator will order any missing rewards and will notify you when the rewards are ready for pick up. Please allow 2 weeks.

- ◆ Distribute rewards items to the girls in your troop right away! They will be excited to receive the items they have earned. **Do not hold for end of year events!**

Distribute girl rewards before May 15, 2024.

To print the Recognition Order Summary by Girl:

The screenshot shows the Troop Cookie Manager interface for Troop 7012 in Training - Orange County. The interface includes a top navigation bar with tabs: Dashboard, My Troop, Orders, Booth, Recognitions, Finances, Reports, Cookies, Tips & Tonde, Media, and Help. The Reports tab is selected, and the 'Current' sub-tab is active. A 'Step 1' label points to the Reports tab.

Below the navigation bar, there are two main sections: Report Categories and Reports. The Report Categories section has a list of categories: Booths, Finance, Entity, Order, Inventory & Delivery, and Rewards. The Rewards category is selected, and a 'Step 2' label points to it. The Reports section shows a list of reports, including 'Recognition Order Summary By Girl'. A 'Step 3' label points to this report. Below the Reports list, there are buttons for 'Add to Favorites' and 'Go To Report'. A 'Step 4' label points to the 'Go To Report' button.

On the right side of the interface, there is a 'Report Criteria' section for 'Recognition Order Summary By Girl'. It includes fields for Council (Training - Orange County), District ([Unassigned]), ServiceUnit (Council), Troop (7012), Troop Level (All), Girl Name, Recognition Plan Type (Main), Item Type (All), Recognition (All), Order Type (All), Begin Date, End Date, and Select View Type (PDF). A 'Step 5' label points to the Recognition Plan Type field. At the bottom of the Report Criteria section, there are buttons for 'Go to Report Listings', 'Reset', and 'View Report'. A 'Step' label points to the 'View Report' button.

1. Click Current located under *Reports*.
2. Click on Rewards in the *Reports Categories* field.
3. Click Recognition Order Summary By Girl in the *Reports* field.
4. Click Go to Report.
5. Select Main in the *Recognition Plan Type* field.
6. Click View Report.

May 20, 2024 Final Reward Adjustments & Troop Paperwork

- ◆ Submit any reward adjustments to your Service Unit Cookie Manager **no later than May 20, 2024**.
- ◆ Submit all copies of troop's cookie paperwork (reports, receipts, parent responsibility forms, and delinquency reports) to troop treasurer to retain for one year.

RESOURCES

Customer Returns

There may be times when a customer decides to return product. Troops should follow these steps:

- ◆ Accept the returned product from the customer even if they did not sell to that customer.
- ◆ Offer the customer an **even exchange** for the same or other variety of product.
- ◆ If the customer does not want product replaced, give the customer a refund from the troop funds. **Do not give a refund without first getting the unwanted product from the customer** since you will need to exchange returned product for new at a cupboard.
- ◆ Prior to the end of program, complete the **Damaged Product Report**, giving as much detail as possible. This form is available on the Resources & Forms page at gscookiesetc.org/cookies/documents. Exchange product right away by placing a Damage Product order via email to a cupboard. Be sure to put “Damaged Product” in the subject line of your email.
- ◆ If a foreign object is found in the product, **notify your Service Unit Cookie Manager** right away! The product must be picked up from the person reporting the foreign object. Fill out the Damaged Product Report immediately and turn in with the product to a cupboard, staff member or Service Unit Cookie Manager as instructed.
- ◆ In the case of an injury, notify your Service Unit Cookie Manager immediately!

Troops should accept returned product and make exchanges or issue refunds for any customer.

Burglary/Theft/Robbery

Products are insured against fire and theft through the point of delivery to the service units. Once the items have been delivered to the troop, the items and related funds are the responsibility of the troop, parents, and girls. Product must be distributed to the girls quickly, delivered to the customers immediately, and funds deposited frequently for their own protection.



In the event that product or funds are stolen, the police must be called and a report taken within 48 hours of the incident. The number of packages and/or money stolen must be specified on the police report. **The police report number should be submitted with an explanation in writing with the troop's final reports email.** A copy of the police report is to be submitted to the Council office as soon as it is available. In some cases, homeowner's insurance will cover the loss.

Damaged Product

Product that is damaged due to improper handling (such as melted chocolate left in a car) is the responsibility of the volunteer/parent.

Sometimes product received may be damaged (dented, crushed, missing items, etc.). Please follow these steps:

- ◆ Email a Cupboard to make arrangement for a replacement.
- ◆ When placing your replacement order, be sure to:
 - * Type “Damaged Product” in the subject line of your email
 - * Enter the number of packages needed by variety to be replaced
- ◆ Complete a **Damaged Product Report** located on gscookiesetc.org/cookies/documents/.
- ◆ Give the damaged product along with the completed **Damaged Product Report** to the Cupboard when making the exchange.

Damage product replacement orders should be placed separately from other orders no later than March 13, 2024.

Product should be kept in a cool place off the floor on a pallet or shelf. This will help prevent damage from heat, insects or water.

Online Marketing for Girls

Girls can use electronic marketing, social networking, and group web sites to gather sale commitments from family, friends, and previous customers. Please keep in mind that girls, volunteers, and/or parents:



- ◆ Must read, agree to, and abide by the [Girl Scout Internet Safety Pledge](#), the [Digital Cookie Pledge](#), and the [Supplemental Safety Tips for Online Marketing](#) before engaging in online marketing and sales efforts through the cookie program.
- ◆ Review Girl Scouts' [Safety Activity Checkpoints](#) for Computer and Internet Use and Cookie and Product Program Safety.
- ◆ Must not market or share a girl's contact information, sales links, or sales information on public-facing online sites such as Amazon, e-Bay, Craigslist, or Facebook Marketplace .
- ◆ Cannot expose a girl's email address, physical address, or phone number to the public.
- ◆ Must adhere to all terms and conditions on the Smart Cookie and Digital Cookie Platforms.

Excerpts are taken from the Volunteer Essentials Handbook.

Please note: Before participating in any money-earning Girl Scout activity, it's super important for girls and adults to review the materials mentioned above as well as the [Digital Marketing Tips for Cookie Entrepreneurs and Families](#), and [Girl Scout Cookie and Product Sales Safety Activity Checkpoint](#). These documents are located on www.gscookiesetc.org/cookies/documents/

What to Do About Selling Issues (Early Sellers, Unauthorized Booth Sales, etc.)

Deal with the situation when it occurs.

If a selling issue has been reported on a girl or parent in your troop, you and/or the Troop Leader should:

- ◆ Notify the parent as soon as possible. Most times this is an innocent mistake and a simple explanation of the reasons for the rules as it relates to the Girl Scout Promise and Law and business ethics is all that is needed.
- ◆ If the issue is widespread in the troop, a Court of Honor meeting might be held to go over the Girl Scout guidelines for the Cookie Program.
- ◆ Remind the girl/guardian not following the Girl Scout guidelines for the Cookie Program can result in negative consequences for the entire troop.

If you come across a selling issue with a Girl Scout or parent not in your troop, you should:

- ◆ Try to redirect the behavior by having a gentle conversation with the Girl Scout and parent if possible. Remember, most times this is an innocent mistake and a simple explanation of the rules is all that is needed.
- ◆ Identify the girl by name and/or troop number. No one should interrogate a girl(s) and/or their parent for this information. **Avoid being the "cookie cop".**
- ◆ Notify your Service Unit Cookie Manager, give them the Girl Scout's name or Troop number, and they will follow up with the troop leadership.

Is the purchase of products tax-deductible?

Yes and No

No, if the customer keeps the product. Individuals who buy and take the product home or consume it have purchased a product at a fair market value. For this reason, no part of the price of a package of cookies used in this way is tax-deductible.

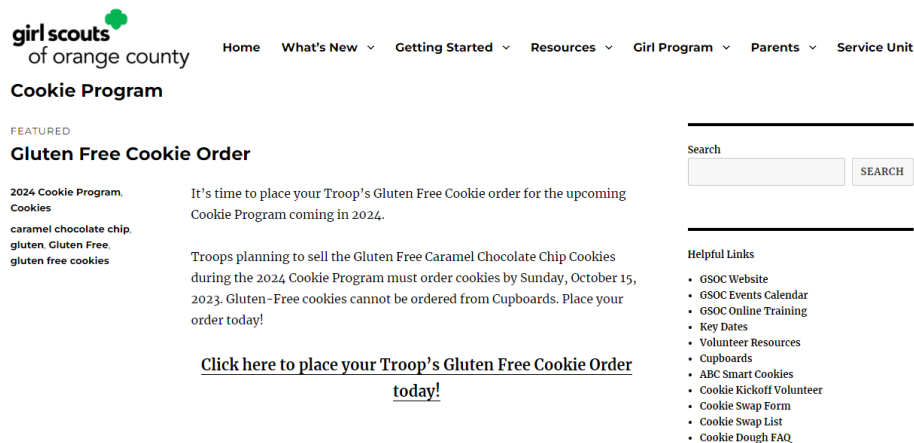
Yes, if the customer leaves the product with Girl Scouts. Many Girl Scouts ask customers to pay for one or more packages of cookies for use in their community service project such as Cookie Share. The customer who did not receive any Girl Scout products will not benefit directly from paying for them and may treat the purchase price of the donation as a charitable contribution. A receipt should be given for every Cookie Share purchase. Cookie Share receipts are available at gscookiesetc.org/cookies/documents/

WEBSITES

Product Program Website (gscookiesetc.org/cookies)

Find everything in one place! Go to gscookiesetc.org/cookies. Check here often for the latest information regarding the Cookie program. Here is a list of some resources found on the Cookie Program Website:

- 5 Skills
 - 2024 Cookie Program Family Guide
 - 2024 Cookie Troop Plan Book
 - Cookie Share Flyer
 - Cookie Share Receipts
 - City Permits
 - Counterfeit Bill Report
 - Delinquency Reports
 - Damaged Product Reports
 - Excerpt from chapter 5 of Volunteer Essentials handbook
 - Frequently Asked Questions (FAQs)
 - Girl Activities
 - Girl Rewards Info
 - Girl Scout Internet Safety Pledge
 - Glossary of Terms
 - Information for Parents
 - Link to Volunteer Resources
 - Link to Cookie Booth Sale Locator
 - Product Info
 - Safety Activity Checkpoints for Entrepreneurship
 - Service Unit Cookie Team Rosters
- ...and more!



Digital Cookie - The online site used by girls to manage their cookie business. Troops have access to Digital Cookie as well to send cheers to girls, to access their troop's virtual cookie link, issue refunds, and more.



ABCSmartCookies.com - The online site used by Troops to manage the Cookie Program. Troops can find resources such as cookie related clip art (ABC Baker's Flickr), Rally Guide, Volunteer Success Guide, Digital Tools, Nutritional Facts, and more!



ABCBakers.com - Our baker's public online site where you can find recipes, cookie nutritional information, FAQs, and more!

ADDITIONAL SUPPORT

Who Do I Contact About...

Help and Guidance

- For most issues, your Service Unit Cookie Manager is your first line of support.
Hint: You should have written their contact information on the inside front cover of this book.

Money

- For online Troop Banking Form- see gscookiesetc.org/cookies/documents
- For Troop payment adjustments- complete the online *Payment Adjustment* form located at gscookiesetc.org/cookies/documents.
- For parent non-payment- complete Delinquency Report.

Other

- Delivery Date and Time- Contact your Service Unit Cookie Distributor.
- Personality Conflicts- Contact your Service Unit Cookie Manager or GSOC at CustomerCare@GirlScoutsOC.org.
- Rewards- Contact your Service Unit Cookie Reward Coordinator. All reward adjustments and/or shortages must be reported to your Service Unit Cookie Manager by **May 20, 2024**.

ABC Smart Cookies and Digital Cookie Resources

Check out the ABC Smart Cookies and Digital Cookie Resources on www.gscookiesetc.org/cookies on the Resources tab. There you will find instructions, tutorials, tip sheets, and much more!

Troop Cookie Chats

Girl Scouts of Orange County will be offering Troop Cookie Chats via Zoom throughout the cookie program. These sessions will give you the opportunity to ask cookie-related questions and share best practices with other Troop Cookie Coordinators. More information including a list of Troop Cookie Chat dates and topics can be found on www.gscookiesetc.org/cookies.

Product Program Committee

If you need help, the Product Program Committee is ready to answer your questions and lend you a helping hand throughout the program. Please remember **they are volunteers and they deserve courtesy and gratitude**. PLEASE DO NOT CALL BEFORE 9am OR AFTER 9pm.

Heather Sterling
hes534@hotmail.com
909-224-6900

Amorita Love
gssu204products@gmail.com
714-609-7439

Martha Fluor
gstroop3283@gmail.com
949-933-4151

Girl Scouts of Orange County's Entrepreneurship Staff:

Emailing CustomerCare@GirlScoutsOC.org is the fastest and most efficient way to connect with us.

Megan Duarte ~ Heaven Jauregui ~ Samantha Mooney ~ Lisa Nevares

POSITION DESCRIPTION

TROOP/GROUP COOKIE COORDINATOR

DATES FOR COOKIE PROGRAM:

☐ **COOKIE PROGRAM: DEC—MAY**

PURPOSE OF POSITION: To administer the Cookie Program within the Service Unit to benefit the membership.

TERM: Appointed by Service Unit Fall Product Manager for duration of program.

TIME COMMITMENT: approximately 5-12 hours/month

ACCOUNTABLE TO: The Service Unit Cookie Manager and Troop Leaders.

SUPPORTED BY: Council Entrepreneurship Team, Product Program Task Group, Service Unit Team, Volunteer Specialist

RESPONSIBILITIES: (*Best Practice: Divide responsibilities for skill sets to complete specific tasks*)

1. Train the parents/girls/leaders on procedures and provide assistance during the program period.
2. Ensure adults and girls follow Council policies and procedures and Safety Briefings are conducted.
3. Verify girls are registered Girls Scout members and Troop helpers are registered and background screened.
4. Accept responsibility to deposit all money collected from parents and girls into troop/group account and for payments to Council by deadlines.
5. Keep accurate records of all transactions, use receipts and submit reports by due dates.
6. Supervise all arrangements for booth sales and ensure adults complete online training prior to troop/group or parent/daughter booth sales.
7. Participate in all position related training prior to troop/group participation.
8. Complete evaluation survey to provide feedback and make recommendations.
9. Complete the membership, background screening and volunteer agreement process.
10. Coordinate product/cookie inventory, take delivery of product/cookies and distribute to girls/parents.
11. Handle items with care while storing product to prevent breakage, heat damage, water damage, loss, etc.
12. Keep accurate records of all transactions, use receipts and submit reports by due dates.
13. Order additional product/cookies as needed.
14. Receive and sort girl rewards and distribute them immediately to girls.

QUALITIES REQUIRED:

Ability to Focus on Girls: Understand that girls experience the Girl Scout Leadership model by using girl-led, cooperative-learning and learning-by-doing activities.

Adaptability: Adjust and modify own behavior, and remain flexible and tolerant in changing situations.

Ability to Foster Diversity: Understand and embrace differences.

Communication Skills: Express ideas clearly and concisely.

Personal Integrity: Demonstrate personal integrity, credibility and dependability for girls.

Skills: Organized, basic computer literacy with intermediate Excel skills, good communicator, keep accurate and organized records.

DATES TO REMEMBER

Daily	Visit gscookiesetc.org for forms, links & helpful information
Nov 21 — Jan 13	Complete online Troop Cookie Coordinator training
Nov 21—Dec 11	Conduct Family Meeting and determine Initial Order
December 12 (11:59 pm)	Deadline to submit Troop Initial Order in ABC Smart Cookies
January 2 — 7	Watch for girl <i>Cookie Guide</i> mailing to arrive
January 9	Watch for Girl Registration Email from email@email.girlscouts.org
January 11	GSOC begins upload of Troop Banking information
January 14	Cookie Pre-Order and Online Program Begin
January 22	Run Booked Booth Sale Reports to confirm assignments
January 26 - 28	Delivery and distribution of cookies
January 28	Girl Delivery and In-Person Cookie Program Begins! Place Late Initial Order with cupboard if needed
January 31 at Noon	Booth Sale Reservations in ABC Smart Cookies open for Fall Bonus troops
February 1 — March 12	Collect money frequently and deposit into the troop account
February 1 at Noon	Booth Sale Reservations in ABC Smart Cookies opens to ALL troops
February 1	Cookie Cupboards open (see GSCookiesEtc.org for listing; password required)
February 9 — March 10	Booth Sales begin and Door-to-Door sales continue
February 13	Deposits made into troop account to cover first payment
February 14	ACH of First Troop payment to Council begins
February TBD	Cookie Finder Troop Link Program begins
February 22	Cookie Swap site opens
March 9	Start collecting Girls' final balance due to troop
March 9—12	End of Program Processing
March 10	Cookie Program ends
By March 12	Final deposits made into troop account to cover final payment
March 13 9:00 AM	Troop Final Reports due to Service Unit by 9am
March 14	ACH of Final Troop payment to Council begins
May 1— 15	Pick up rewards and distribute to girls
May 20	Final Reward adjustments due, if needed