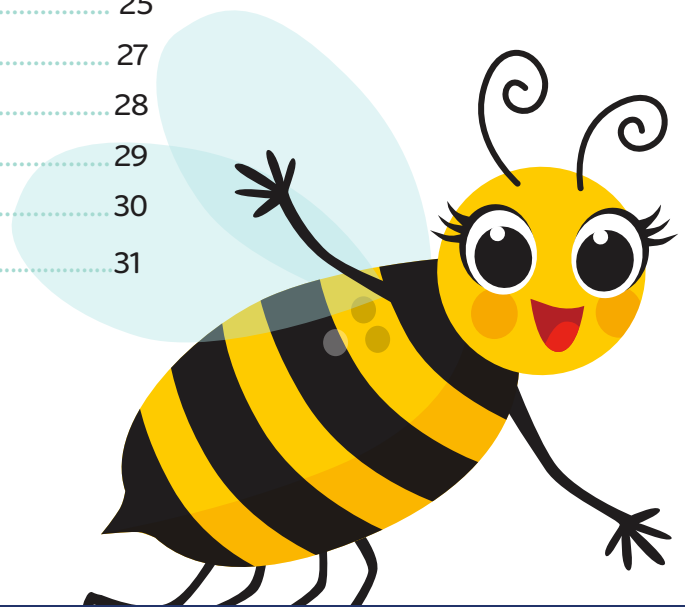


2021 Girl Scout Cookie Program REFERENCE GUIDE



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Welcome Troop Cookie Managers

There's a reason the Girl Scout Cookie Program is a celebrated tradition. It's an opportunity for girls to be Amazing and build lifelong skills! The largest girl-led entrepreneurial program in the world also offers an incredible opportunity for you as a volunteer. You get to see firsthand how girls grow, learn, and come into their own. We give you the resources you need to guide girls in discovering hidden talents, uncovering new strengths, and developing the entrepreneurial mindset that will serve them far beyond cookie season. Thanks for all you do for the girls!

The purpose of this reference guide is to provide you with information, tools, and answers to most of the questions about the Girl Scout Cookie Program. When you have a question, simply look at the topic under Where to Find it (page 2) and you'll find your answer. If you cannot find the answer you seek in this guide, please contact your Service Unit Cookie Manager (SUCM).

Check out ABC/Interbake on their website at **ABCSmartCookies.com** to find lots of FUN and INNOVATIVE activities for everyone to use throughout the Girl Scout Cookie Program. For more resources check out **gssc-mm.org** or **girlscouts.org**.

be Amazing! Girl Scouts' adventurous spirits know no bounds. With the help of the Girl Scout Cookie Program, girls can earn the funds and learn the skills they need to pursue all of the adventures that come their way.

This program isn't possible without your support!

Volunteer Responsibilities

First things first! Make sure you:

- Are a registered Girl Scout adult volunteer
- Have completed a criminal background check
- Honor and live by the Girl Scout Promise and Law
- Follow all policies and meet all deadlines

Here's an overview of your role and responsibilities:

Before the sale:

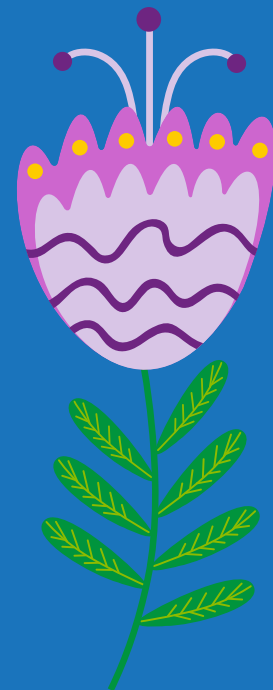
- Complete training
- Complete the Volunteer Product Program Manager Agreement at gsscmmforms.wufoo.com/forms/2021-cookie-manager-agreement
- Identify an initial order delivery location
- Schedule at least one troop meeting to inform the girls and parents about the financial literacy lessons learned through the Cookie Program

During the sale:

- Enter orders from girl order cards and keep ABC Smart Cookies up to date
- Monitor online sales from ABC Smart Cookies
- Coordinate booth sales
- Arrange cookie pickups from the POD/Trucks and briefly store cookies until girls pick them up
- Collect money from those picking up cookies, issue receipts and make frequent bank deposits

After the sale:

- Fill out rewards order in ABC Smart Cookies
- Distribute girl rewards in a timely manner
- Keep troop records
- Celebrate with the girls



Safety

Before your girls ever begin selling cookies, everyone should learn all about our safety guidelines. Safety is one of the most important concepts that all adults must emphasize when talking with the girls. All Girl Scouts may sell cookies, subject to the following guidelines.

- Girls participating in traditional cookie sales may call and send email messages to alert friends and family to product sales and accept customer commitments via email or telephone. Girls who are 13 or older may use social networking sites to market products, including neighborhood and community sites but must follow council and GSUSA guidelines. Girls sending out product emails or announcements online should sign with their first names only, their troop/group number or name, and their council name. Personal emails or street addresses of girls should never be used for contacting or responding to customers.
- Girl Scout Daisies, Brownies, and Juniors must be accompanied by an adult at all times. Girl Scout Cadettes, Seniors, and Ambassadors who participate in door-to-door sales must be supervised by (but do not need to be directly accompanied by) an adult. Girls of all grade levels must always use the buddy system.
- Girls should learn and practice these personal safety protection guidelines:
 - o Sell door-to-door only during daylight hours with adult supervision
 - o Do not enter the home of a stranger or approach customers in cars
 - o Do not carry large amounts of cash
 - o A girl should not give out her telephone number and/or address to strangers
- All girls selling must be registered Girl Scouts for the current membership year before they participate in the Girl Scout Cookie Program and have a signed Parent Permission Slip. The slip must be turned in before they can receive a Girl Order Card.
- When interacting with the public, girls should be identifiable as Girls Scouts by wearing a membership pin, official uniform, or other Girl Scout clothing.
- Certain locations may be inappropriate for young girls based on the standards of your local community, may negatively impact the Cookie Program experience for girls, and/or may negatively impact our brand in your community. For additional clarity, girls should not sell in or in front of establishments that they themselves cannot legally patronize. *From Volunteer Essentials – Product Program



Please visit Girl Scout Safety Activity Checkpoints – Cookie and Product Sales for more information on keeping your girls safe during the Cookie Program. It can be found on the “Forms” page of our website, gssc-mm.org

Be sure to check out page 200 for more information on COVID-19 guidelines.



set your Cookie Goals

My Goal:

The Girl Scout Cookie Program
begins December 15, 2020.
You may not take orders or
sell cookies before this date.

girl scouts
of south carolina
mountains to midlands
gssc-mm.org | 1.800.849.GIRL

Items may vary from images shown



24+ packages choice of:
- Theme patch
- Donate to "be a Philanthropist"



75+ packages choice of:
- Jelly Fish Pom-Pom Keychain
- Donate to "be a Philanthropist"



175+ packages choice of:
- Elephant Pom-Pom Keychain
- Donate to "be a Philanthropist"



325+ packages choice of:
- Small Bee Plush
- Flower Pillow
- Donate to "be a Philanthropist"



350+ packages choice of:
- Super Patch
- Donate to "be a Philanthropist"



400+ packages choice of:
- Flamingo Pom-Pom Keychain
- Donate to "be a Philanthropist"



450+ packages choice of:
- ABC Bee Shirt
- Donate to "be a Philanthropist"



550+ packages choice of:
- Dolphin Pom-Pom Keychain
- Donate to "be a Philanthropist"



600+ packages choice of:
- Journal and Drawstring bag
- Magic Sequin Pouch
- Be Amazing Sport Bottle
- Donation to "be a Philanthropist"



800+ packages choice of:
- Large Bee Plush
- Cross Body Bag
- Donate to "be a Philanthropist"



1125+ packages choice of:
- Bee Hoodie
- Wireless Bee Speaker
- Donate to "be a Philanthropist"



1550+ packages choice of:
- Karaoke System and CEO pin
- Riverbank Zoo Individual Membership and CEO Pin
- Greenville Zoo Individual Membership and CEO Pin
- Donate to "be a Philanthropist"



2021+ packages choice of:
- 2021 American Girl Doll of the Year and a \$40 American Girl gift card.
- Fitbit Fitness Watch
- Donate to "be a Philanthropist"



3100+ packages choice of:
- \$300 Camp Certificate
- iPad
- Laptop
- Donate to "be a Philanthropist"



4000+ packages choice of:
- Inflatable Paddle Board
- Donate to "be a Philanthropist"



The Troop Reward:
- 275+ Initial Order Per Girl Average Selling, every girl selling in the troop will receive a Girl Scout Cookie T-Shirt



Cookie Booth Patch
1+ package sold at a booth sale



Cookie Share Patch
24+ packages through cookie share



Online Patch
24+ packages through direct ship



Achievement Bars
100 - 5,000+ packages
(earned in increments of 100 and not cumulative)

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2021 INSTANT REWARDS PROGRAM

How it works:

1. Host a kickoff meeting to get girls excited!
2. Meet with your girls at least every other week during the Cookie Program. At each meeting, reward each girl with any keychain(s) she's earned.

Keychains are awarded when a girl sells enough packages to reach a level. The council recommendation is to define “selling” as when a family orders cookies from the troop.



Girls participating independently, without a troop, will receive their items as they earn them, shipped directly from Girl Scouts of South Carolina—Mountains to Midlands.

Why it works:

The magic formula for this program combines instant gratification, peer recognition at troop meetings, and fun items for girls! Girls who participate in instant rewards are proven to be more successful in the Cookie Program! The program is also designed to be simple for leaders to execute – it just takes a few minutes at each meeting to celebrate the girls' success!

Level:	Reward:
75+ packages	Jellyfish Pom-Pom
175+ packages	Elephant Pom-Pom
400+ packages	Flamingo Pom-Pom
550+ packages	Dolphin Pom-Pom

FAQS

When will troops receive the instant rewards?

Service units will have the items prior to the start of the program. They will provide them to troops with cookie paperwork.

What if I need more rewards?

Ask your Service Unit Cookie Manager to connect with troops with extras.

What do I do with leftover rewards?

If you have extra items at any level, feel free to distribute to other leaders in your area that need them. Any unused rewards should be turned in with your cookie paperwork at the end of the program.

When do other rewards items arrive?

The other reward items girls earn during the program are shipped to the Service Unit Cookie Manager in late April.

How do we celebrate girls earning the prizes when not everyone will earn every level?

We know every girl selling will not earn every keychain, just as every girl won't earn each item on the rewards panel. There are different factors that impact every girl selling from her personal goals, to her level of time and interest in the Girl Scout Cookie Program, to how involved her family gets in the program. Instant rewards are not designed to make anyone feel bad! The program is designed, and proven, to motivate girls and increase excitement. As a leader, you can celebrate every girl's unique achievements, small or large, and also encourage the girls to celebrate their peers. Not every girl is going to be MVP or valedictorian, but all girls can rally around one another! Girls supporting girls grow up to be strong women supporting strong women, building better communities, and changing the world.

be a Philanthropist

Girls can work towards the greater good by choosing to Bee a Philanthropist. Instead of accepting rewards at any level, girls may choose to donate the value of that incentive to help sustain and build Girl Scouting in our council. Your donation will be used to equip and maintain our council camps.



Crossover Patch

Girls can earn a crossover patch if they meet all of following requirements:

- Participate in the 2020 Fall Product Program by creating an avatar and sending 15 or more emails.
- Sell 250 or more packages of cookies during the 2021 Cookie Program.



Conducting a Family Meeting

Try A Sample Agenda



As the Troop Cookie Manager (TCM), you are responsible for informing the girls and parents in your troop about the Girl Scout Cookie Program. Set your informational date and make it FUN! The more fun you make it, the more motivated your girls (and families) will be. When thinking about what you would like to cover during your cookie informational session, remember there may be parents who have never participated in the Girl Scout Cookie Program and some who have participated for multiple years.

For more resources on troop training, go to abcsmartcookies.com or girlscouts.org

Sample Parent/Girl Agenda

Benefits of participating in the cookie program

- Five key skills that will serve girls for life – goal setting, decision making, money management, people skills, and business ethics
- Troop proceeds
- Girl recognitions

Setting troop and individual sales goals

- Work with the troop leader to help girls set a troop goal based on what they want to accomplish with their proceeds
- Encourage girls to set their own goals based on their troop goal

Safety

- Review Safety Activity Checkpoints and talk about how girls can sell safely

Important Dates

- Start and end dates
- What's due when (how often money will be collected)
- When cookies will be available
- Initial orders and additional orders

The Cookies!

- \$5.00 per package for the eight (8) varieties
- Gluten Free cookies are available at \$6.00 during the **direct/booth sales only**
- Girls can use Smart Cookies to take orders directly from customers
- Remind parents they cannot return unsold cookies
- Girl Scout S'mores will be discontinued after this season

Using Digital Tools

- Visit abcsmartcookies.com where girls can enter their goals and register to do online marketing

Shipping

- Direct shipped orders for 6+ packages qualify for subsidized shipping
- GSSC-MM will subsidize 50% of shipping cost on qualifying orders

Cookie Booths

- Where, when, and how many cookie booths your troop wants to do
- Being courteous and polite
- Booth sale etiquette
- Volunteers needed and their responsibilities

Cookie Money

- All cookies must be signed for by a parent or guardian
- The parent/guardian signing for the cookies is accepting financial responsibility for those cookies
- All money earned through the Girl Scout Cookie Program is earned by the troop and cannot be held in any girls' name
- Customers can order online and select girl delivery
They can choose to pre-pay by card or pay at time of delivery
Verify if order has been paid before delivery

Procedures for accepting checks

The council recommends that no checks are accepted. If a troop chooses to take checks from friends, family, and/or other customers, we strongly recommend you do the following:

- Checks should be made payable to GSSC-MM
- The following is required: name, address, phone number, and driver's license number along with expiration date and gender from the license. Write in any missing information on the front of the check
- No counter checks or starter checks from newly opened accounts should be accepted at any time
- Deposit checks as quickly as possible

If you encounter issues with returned checks, you can reach out to the council for guidance

Other

- Importance of parent/guardian support
- Don't overcommit when placing an order for cookies
- Cookies for Soldiers – Girls selling 24 or more packages of Cookie Share cookies will earn the Cookies for Soldiers patch

ABC Smart Cookie Basics Online Cookie Tool

ABC Smart Cookies is the online cookie program management tool. [ABCSmartCookies.com](https://abcsmartcookies.com) makes ordering cookies and recognitions simple, quick and easy as 1-2-3! Online tutorial videos can be found at [ABCSmartCookies.com](https://abcsmartcookies.com).

Once you have completed training and filled out the online Volunteer Product Program Manager Agreement and ACH form you will receive log-in information for abcsmartcookies.com. You will be responsible for entering and updating your contact information as well as your troop's information, bank account, and routing numbers.

ABC Smart Cookies Basics

1. Log In

- You will receive an email with your login information. If you haven't received an email by **December 13, 2020** please contact your Service Unit Cookie Manager (SUCM)

2. Complete Your Volunteer Profile

- Verify your email address is accurate and set your password

3. Confirm Participants

- Prior to **December 13**, verify all girls for the troop in your MyGS account.
- You can view all of the girls registered with your troop
- Girls will continue to be updated throughout the sale
- If girls are missing submit a request to add a girl using the contact us form on gssc-mm.org

4. Placing your Initial Order

- Go to the Orders Tab – Click on Initial Order and input girls' initial orders along with a booth order for direct sales. **REMINDER: GLUTEN FREE ARE NOT AVAILABLE FOR INITIAL ORDER!**

5. Transfer cookies after Initial Order

- Ensure all troop cookies are transferred to the girls through Troop to Girl, Girl to Girl, or Girl to Troop (cookies must be transferred to match what was sold by the girl). Troop to Troop transfers must be done by your SUCM – receipt required

6. Entering Financial Transactions

- Ensure all money collected from girls is entered into Smart Cookies
- Ensure all money collected by council by ACH is reflected under the Finance Tab correctly

7. Creating Recognitions Orders

- Early recognitions (earned during the initial order taking between **December 15 - January 17**) are created AFTER you have entered in all the girls' cookie orders (if your troop opted out of recognitions, you will not need to create Early Recognitions)
- Main recognitions are created at the end of the Girl Scout Cookie Program AFTER all cookies have been transferred to the girls. ALL TROOPS MUST CREATE A MAIN RECOGNITIONS ORDER
- If recognitions were created prior to transferring cookies to the girls, you will need to update the recognitions and then SAVE!

The Initial Order is Due



Submit your order by January 18 or as specified by SUCM

- Collect all order cards from girls by **January 17**
- Notify Service Unit Cookie Manager (SUCM) of your choice of troop base proceeds plan **via email** no later than **January 17**. Troop base proceeds plan cannot be changed after initial order has been submitted
- Enter your troop's initial order and create early recognition order (for troops to earn their 275+ PGA t-shirt early recognition – earned only between **December 15-January 17**)
- Contact information (Troop Cookie Manager and Primary Troop Leader) is correct and bank account and routing number has been entered into Smart Cookies
- Fill out delivery station information (if 300 cases or more) and turn-in to SUCM by **January 18** or date set by SUCM
- Turn in ALL Parent Permission Forms
- Complete the ACH Authorization form at <https://gsscmforms.wufoo.com/forms/2021-ach-authorization/> and upload a copy of a voided check for the troop account, or a letter from the bank with all routing information

Initial Order Delivery

- Troops with an initial order under 300 cases will be combined with another troop or delivered to a joint location
- Troops with an initial order of 300 cases or more will be delivered to a location of their choice. Troops must provide complete delivery station information (include the address and a brief description of the delivery site as well as contact information, email address and name of the person signing for the cookies) to the Service Unit Cookie Manager by the initial order deadline
- NO SPECIFIC DELIVERY DATES/TIMES WILL BE ACCEPTED
- Delivery sites must have NO restrictions (time/date/location)

Initial Order is in – Now What?

- Encourage your girls to continue taking orders!
- Determine how your troop is doing reaching your troop goal Keep your Troop Goal Chart current as a visual aid to the girls
- Plan cookie booths for your troop through the service unit or council-managed businesses/retailers
- Prepare to receive your cookies at your selected delivery station
- Plan for help from parents and have sufficient vehicle space to transport cookies safely



Cookie Deliveries

Cookie Delivery Day

The cookies are finally here! By this time your SUCM should have announced the date that the cookies will be delivered to your area; OR if you are receiving an order of 300 or more cases, you should have received notification via email from the Cookie Delivery Agent. Please respond promptly to the Cookie Delivery Agent email notifying you of delivery date/time. If you are not able to receive cookies on the date/time specified by the Cookie Delivery Agent, please recruit a trusted friend/family member/neighbor to accept the cookies on your behalf.

REMEMBER

- » All initial cookie orders must be picked up/received on delivery day.
- » All cookies delivered/picked up and signed for are your troop's responsibility. Cookies cannot be returned.
- » Do not accept or sign for any damaged cases of cookies. The delivery agent is responsible for replacing damaged cases if you call it to their attention.
- » Count and recount your order before signing for the cookies (you are responsible for all cookies listed on any receipt you sign).
- » If you have a combined troop delivery:
 - All troops are responsible for that delivery count;
 - All troop representatives must sign-off on the delivery ticket, if possible;
 - Disperse cookies out to each troop to ensure total and individual count is correct
 - Receive individual receipts prior to departing the delivery site

Once girls have received their cookies, they may begin delivering the cookies to customers.

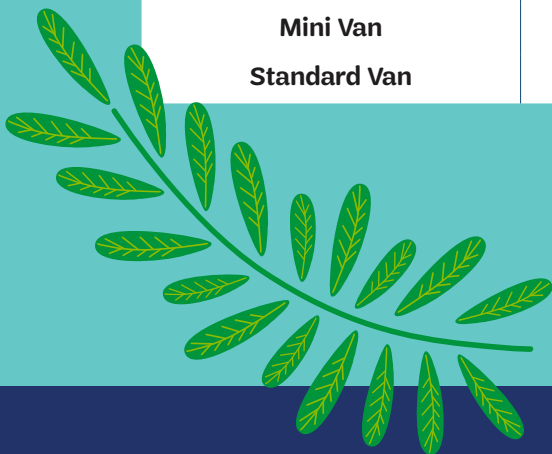
Extra cookies may not be picked up at Pods/Trucks until **Thursday, February 11.**

Car Type & Approximate Fit for Cases

Compact Auto	35
Standard Auto	50
Sport Utility	50 – 85
Standard Station Wagon	85
Standard Pickup Truck	100
Mini Van	150
Standard Van	200

Initial Cookie Delivery – Vehicle Loading Suggestions

Not sure what will fit in your car? Use the following chart as a guide when planning for cookie pick-up on delivery day. The approximate amounts are figured with the vehicle empty and using all space except the driver's seat. **COUNT YOUR ORDER BEFORE YOU LEAVE.** If you get home and realize you are short, your Service Unit Cookie Manager will have no choice but to go by the count agreed upon at your pick-up time.



Planned Orders & Home Delivery

Planned Orders are required when picking up cookies at the Pods/Trucks (except Saturdays – variety based on availability)

What is a Planned Order?

A planned order allows troops to pick-up orders at a pre-designated day and time at a specific Pod/Truck location. Planned orders are guaranteed available **with the stipulation that delivery trucks are able to re-stock the pods/trucks**. Please keep in mind that weather from all over the state AND country can affect delivery time. Troops that DO NOT place a planned order must wait until Saturday to pick up cookies. There are no guarantees on cookies available at the truck on Saturday. Saturday availability is first come, first served.

Troops are not financially responsible for planned orders until they have been picked up and receipted. Planned orders that are not picked up will not be available on subsequent days.

Planned orders must be entered into ABC Smart Cookies by the designated date/time in order to guarantee availability of cookie varieties at the Pods/Trucks. Planned orders that are not picked up will be returned to inventory.

All Pods/Trucks will not be open for all planned order dates. Please note, some Pods in outlying areas may close before the end of the sale. Please check ABC Smart Cookies for available Pod Planned Orders.

There are four (4) Planned Order dates.

Planned Orders must be entered by 11:00 pm on the dates below

Sunday, February 7 Pickup: Thursday, February 11 OR Friday, February 12
Sunday, February 14 Pickup: Thursday, February 18 OR Friday, February 19
Sunday, February 21 Pickup: Thursday, February 25 OR Friday, February 26
Sunday, February 28 Pickup: Thursday, March 4 OR Friday, March 5 (Last chance for a Planned Order)



Planned Orders are NOT required for a Saturday pick-up.

Review all planned orders picked up from Pod/Trucks. After you pick up your planned order you will be able to view it on the Manage Order tab in ABC Smart Cookies and a transfer will be entered within 24 hours after you've picked up your order.

HOME DELIVERY FOR 300+ CASES:

Beginning February 14, orders for 300+ cases may be placed for a home delivery. Please visit www.gssc-mm.org under Cookies>resources for the home delivery cookie order form. Orders must be placed on or before 11:00 pm on a Sunday of the week you are requesting the home delivery. Please note: **gluten-free cookies are not available for home delivery.**

POD/Truck Locations and Hours

Cookie Pick-up Authorization Card

Cookie Authorization Cards can be found at gssc-mm.org under Cookies+. Cookie Authorization Cards are used as an identifier when a troop representative is picking up cookies at the Pods/Trucks. You, the Troop Cookie Manager, must fill out one Cookie Authorization Card for yourself as well as one card for a designated volunteer (Troop Leader or other registered, designated adult).

The Cookie Authorization Card (and photo ID) must be presented at all times when picking up cookies at the Pods/Trucks. Cookies will not be given out to anyone without this proper documentation. Authorization Card must be filled out completely and accompanied by a photo ID.

Trucks

Day	Time
Thursday	8:00 am - 5:00 pm
Friday	8:00 am - 5:00 pm
Saturday	8:00 am - 12:00 pm

PODS

Pods are run by a volunteer just like you. Please be courteous and respect their hours as they are BY APPOINTMENT ONLY (DO NOT just show up at a Pod without having made an appointment). Please contact your SUCM to find your nearest Pod location or look on ABC Smart Cookies.

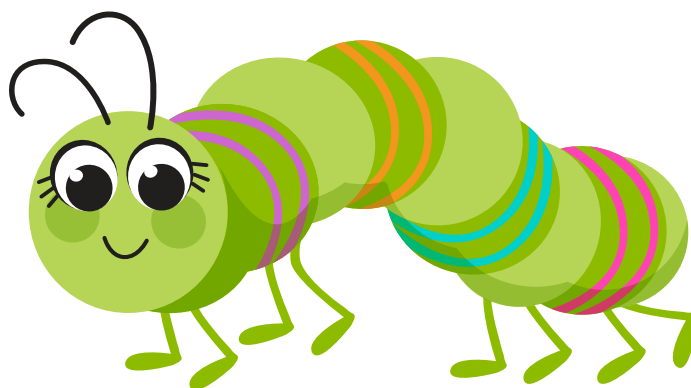
Cookies pick-ups may be delayed while the truck is being restocked. Please be patient while the cookies are unloaded and inventoried. **COOKIES WILL NOT BE DISPERSED WHILE THE TRUCK IS BEING LOADED OR COUNTED.**

Truck Locations:

**Cathy Novinger Girl Scout
Leadership Center**
1107 Williams St
Columbia, SC 29201
Side Lot

Camp Mary Elizabeth
330 Scout Dr
Spartanburg, SC 29301
Parking Lot

Greenville Service Center
5 Independence Pointe, Suite 120
Greenville, SC 29615
Bottom of Parking Lot



Cookie Booths

A cookie booth is set up by a Girl Scout troop to sell Girl Scout cookies directly to customers who were not solicited during door-to-door sales. Booth sales begin **February 12**.

The council will arrange cookie booths at select businesses to ensure fair and consistent procedures/guidelines are given to all troops throughout the council's 22 county jurisdiction. The list of these businesses will be provided to the Service Unit Cookie Managers. **Troops and Service Unit Booth Sale Coordinators are not to contact these businesses unless requested by council staff.** Some business may not be on the list at the opening of the lottery but will be added as confirmation is received.

Occasionally, businesses will cancel even after confirming. You will be notified by the product program department if a business cancels a council managed booth. If you have scheduled a council managed cookie booth that is cancelled, your Service Unit Cookie Manager can help you to find another booth opportunity.

If you have a public place where you would like to set up a cookie booth, contact your SUCM to assist you. DO NOT solicit a booth on your own. The SUCM will solicit the booth to ensure that businesses/retailers are not inundated with requests. This will also ensure that no troop holds a monopoly on a location for the entire sale and that booths are geographically dispersed. Neither parents nor troops may set up booths without going through the SUCM.

Please remember that you are setting an example, not only for your troop but for Girl Scouts as an organization. For more information on booth sales, go to www.ABCSmartcookies.com, gssc-mm.org under Cookies, or girlscouts.org.

Cookie Booth Preparation:

- Have each parent sign a parent permission slip for their girls
- Have a complete Health History Form for all girls
- Take a card table and chairs (for adults only).
- Keep booth times age appropriate
- Take a money box and change (about \$100 in change consisting of \$20-ones, \$40-fives, \$40-tens)
- Take enough cookies to sell
- Count packages and money BEFORE and AFTER the cookie booth begins/ends and enter information on a booth tally sheet and place the tally sheet in the cash box (a sample Booth Tally Sheet can be found under Resources at www.gssc-mm.org). Keep track of girls who worked the cookie booth
- During the booth, write down any packages that are opened for samples on back of tally sheet

- **REMEMBER to keep money/money box out of sight at all times**

How to have a successful Cookie Booth:

- Take an adequate supply of the best sellers (this is a recommendation only): at least 2-3 cases each of Thin Mints, Caramel deLites, Peanut Butter Patties and Lemonades, 1-2 cases each of the other varieties (a typical three-hour booth sells between 12-14 cases)
- Make an attractive table display to invite customer interest
- Prepare a troop goal poster and display it at your booth. Customers love to help girls reach their goals! Update the poster as packages are sold
- **DO NOT** accept large bills — if so, use a counterfeit pen. Your troop will be responsible for any counterfeit bills collected.

Physical Cookie Booth

Cookie Booth Tips to share with Girls and Parents

- » If you are the first troop at a booth sale site, always check in with the store manager before setting up your cookie booth to let them know you are there and to verify that you are setting up in the right place
- » Do not ask the place of business for change
- » Make eye contact with the customer and ask, “Would you like to purchase Girl Scout Cookies?”
Be prepared to share your troop goal and how proceeds will be used
- » Always thank the customer, whether or not a purchase is made
- » Ask customers on their way out of the place of business. Never badger customers
- » Secure your money to prevent loss and/or theft. Have the Emergency Procedures card on hand. You can get this from your troop leader
- » Troops should purchase a counterfeit detection pen and to teach girls the skill of checking for counterfeit bills (DO NOT ACCEPT \$50 or \$100 bills)
- » The Troop Booth link can be displayed on a poster at the booth instructing customers to order online at that time or while they shop. They pay by credit card - then stop by the booth on their way out of the store for touches pickup of their order

Physical Cookie Booth Basics

- » Booth sales shifts are different lengths of time. Please remember that your shift begins at the allotted time and ends at the allotted time. Please plan to pack up your booth 10-15 minutes before your shift is complete so that you are done when your shift is complete
- » Have at least two adults on site at all times. **NO ADULT-ONLY BOOTHS**
- » Adults should be attentive to the girls at all times. Keep electronic devices out of sight
- » Have at least two girls (buddy system) at each booth at all times and no more than four girls
- » Girls should do the selling and handling the money (age-appropriate skill builder). Adults should supervise younger girls
- » If it is raining or very hot, set up a canopy. Do not set up inside the store unless you have permission from the store manager. Dress for the weather and bring appropriate items (ear muffs, hand warmers)
- » Do not keep your car at the booth site – it should be moved immediately after unloading/loading
- » Checks must be made payable to GSSC-MM, if your troop made the decision to accept check
- » Credit Cards are accepted
- » Girls should never play at the booth, run into the parking lot either to ask customer to purchase cookies or to play
- » Girls should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash or vest, or other Girl Scout clothing
- » Keep cookies out of the sun and/or rain
- » CLEAN UP BEFORE YOU LEAVE and take your trash and empty cases with you. Remember, a Girl Scout always leaves the place cleaner than she found it!
- » Your troop is financially responsible for all cookies signed out to the troop. If you have problems selling the cookies, please contact your Service Unit Cookie Manager immediately. Do not wait until the end of the sale to inform your SUCM
- » Not Allowed: Pets, tagalongs (younger/older siblings); adults or girls smoking or vaping; or other food or chewing gum



Troop Links

Virtual Cookie Booth Basics

- » Each troop will have one troop booth sale link. To access your troop's link go to the Troop Information page in ABC Smart Cookies
- » Girls and volunteers can share the link by email, text, or social media
- » The Troop Booth link allows orders to be placed and pre-paid via credit card for local delivery. When using the link credit card payment is required
- » Troops can use the Troop Booth link in many ways:
 - Troops can share the link along with a location the customers can pick-up their order at a drive-thru booth. Customers order online using the link then come to the announced location at the specified time to pick-up their order
 - Businesses and other non-Girl Scout members can help support their favorite troop by helping to share the troops link
 - The link can also help during physical cookie booths to allow for contactless pick-up. See page 16 for more information on physical cookie booths

Virtual Cookie Booth Troop Volunteer Process

- » Sales will appear in the view booth credit card payment screen
- » Orders require approval by the troop volunteer
- » Once approved, the customer's credit card is charged
- » Must click on "fulfill order" and mark it as delivered after the order is fulfilled
- » All virtual booth orders will be tallied in one entry on the Troop Manage Booths page
- » The troop volunteer must distribute the sales to girls via the smart cookie divider
- » Functions to view, edit, cancel, and refund are available at the troop level

Cookie Locator

- » Beginning January 5, customers can go to "Find Cookies" on [girlscouts.org](https://www.girlscouts.org) or gssc-mm.org
- » After they enter their zip code, the customer will receive the option to find physical booths or purchase cookies online
 - If they select physical booths they will see a map with details for each booth
 - If they select online the system will randomize troops in that zip code. The customer can not select a certain troop
- » The troop volunteer must transfer all the online sales to girls at the end of the sale



Contests & Promotions

Gold Star Booth Challenge

Secret shoppers visit cookie booths around the council!

Do you have a Gold Star Booth? Mystery shoppers will select booths at random to visit. Booths will be reviewed and winners will be selected based on the following criteria:

- Product knowledge
- Proper handling of money
- Adult-girl ratio
- Promotion of Cookies for Soldiers
- Girl Scouts are in uniform
- Troop number visible
- Price per box of cookies displayed
- All booth rules followed
- Display of troop goals

Girl Scout Cookie Walkabout

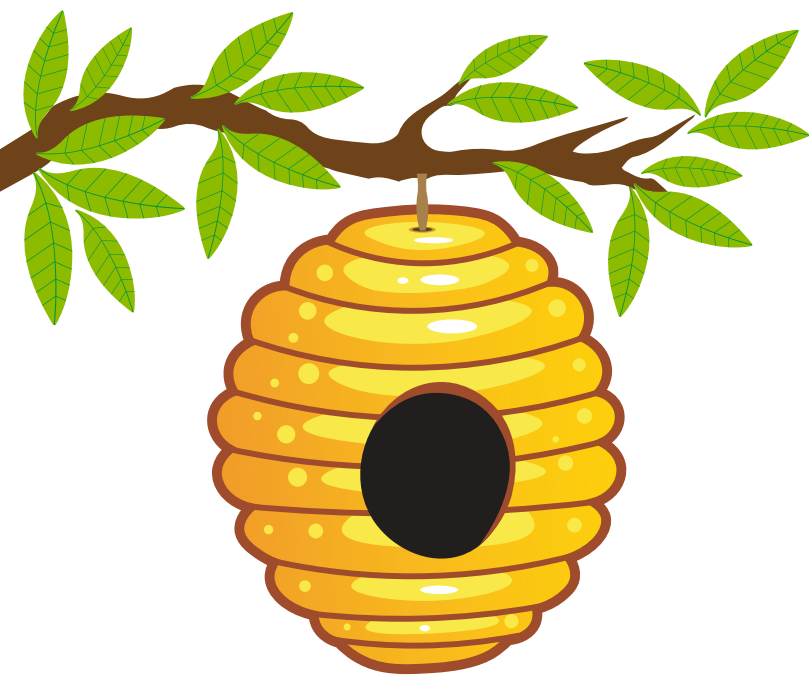
It's a fact—customers like to order from home. This year, plan a Girl Scout Cookie Walkabout with your troop! Girls form teams to sell door-to-door in an assigned area. Afterward, consider gathering for a celebration. Think about awarding prizes in fun categories like “most cookies sold” and “most decorated cookie cart!”

Girls should only participate in Girl Scout Cookie Walkabout if conditions in the community are safe for this activity.

Walkabout safety rules:

- Always wear your Girl Scout uniform or Girl Scout clothing with membership pin to identify yourself as a Girl Scout
- Adults must accompany Girl Scout Daisies, Brownies, and Juniors when taking orders, selling or delivering product. Girls in grades 6-12 must be supervised by an adult when selling door-to-door and must never sell alone
- Do not enter a customer's home or vehicle
- Sell only in daylight hours
- REMEMBER, Walkabouts are mobile, so no tables, tents, or chairs. Don't hold your Walkabout near an active Girl Scout Cookie Booth

Girls who participate in the Girl Scout Cookie Walkabout can purchase the official Walkabout Patch from their local Girlz Gear store.



Girl Scout Cookie Program Marketing

The Girl Scout Cookie Program is the world's largest girl-run business and is a well known program. When promoting your troop's Cookie Program keep these things in mind.

Girl Scouts of the USA owns the trademark for Girl Scouts, Girl Scout Cookies, Trefoil, Girl Scout Cookie Sale and the names of all cookies. Like all trademark protected words and marks, GSUSA is legally obligated to protect and restrict their use in order to safeguard them.

Troops cannot confer the rights to these words and marks to outside business or groups to use to promote their products. Items that you may have seen but are not allowed to be organized at the troop level include but are not limited to:

- Girl Scout themed bakery items
 - Girl Scout Cookie and beer/wine pairings
- If a business wishes to use the Girl Scout Brand, please refer them to Girl Scouts of South Carolina—Mountains to Midlands' office for more information

Internet based Marketing

Girls can use the internet to market the Girl Scout Cookie Program.

- The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts should always be led by a girl while also being supervised by her parents or caretakers
- Friends and family of a girl participating in the Girl Scout Cookie Program should not share their sales link with any news outlets (this includes online and traditional news media, such as radio, television, or magazines)
- For safety purposes and other reasons, online marketing activities, especially those conducted through social media platforms, should always be done through accounts set to "private"
- Girls and troops are allowed to market on social media including neighborhood pages, community groups, etc. as long as they follow safety guidelines



The 5 Skills

Everything girls do in Girl Scouting is designed to help them grow into leaders of courage, confidence, and character. The 5 Skills girls learn through the Girl Scout Cookie Program are an important ingredient in the Girl Scout Leadership Experience.

To learn more about the Girl Scout Leadership Experience and Girl Scouts Financial Empowerment Program visit www.girlscouts.org/gsle. You may also download the Financial Empowerment booklet at www.girlscouts.org/program/gs_cookies.

Here are a few examples of how participating in the cookie program teaches Girl Scouts skills that will help them grow into leaders in their own lives, leaders in business, and leaders in the world:

1. **Goal Setting:** Girls set cookie 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 to succeed in school, on the job, and in life.
2. **Decision Making:** Girls decide where and when to sell cookies, 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 skill helps them make good ones.
3. **Money Management:** Girls develop a budget, take cookie 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.
4. **People Skills:** Girls learn how to talk (and listen!) to their customers, as well as learning how to work as a team with other girls. This matters because it helps them do better in school (on group projects, on sports teams, and on the playground) and, later, at work.
5. **Business Ethics:** Girls act honestly and responsibly during every step of the cookie sale. This matters because employers want to hire ethical employees—and the world needs ethical leaders in every field.



2021 Cookie Program Dates

December 13	Girls loaded into ABC Smart Cookies
By December 15	All girls and parents trained in Girl Scout Cookie Program procedures and program components by the Troop Cookie Manager
December 15	Girl Scout Cookie Program begins
January 17	Initial order period of Girl Scout Cookie Program ends – GIRLS CONTINUE TO TAKE ORDERS
January 17	Girl orders due to Troop Cookie Manager
January 18	Initial order, Early Recognition order, Troop Base Proceeds, Delivery Station information, Parent Permission Slips, Troop Banking Information entered into ABC Smart Cookies by TCM Complete ACH Authorization
January 17 at 12:00 p.m. - January 18 at 11:00 a.m.	Round 1 of council managed booth selections
January 18 at 12:00 p.m. - January 19 at 11:00 a.m.	Round 2 of council managed booth selection
January 19 at 12:00 p.m. - January 20 at 11:00 a.m.	Round 3 of council managed booth selections
January 20 at 12:00 p.m. - January 21 at 11:00 a.m.	Round 4 of council managed booth selections
January 22 - March 7	Council managed booths open first come, first served
February 5-11	Cookie delivery to Troops and SU
February 7 at 11:00 p.m.	First Planned order due in ABC Smart Cookies
February 11	Deadline to notify the council if need to cancel ACH draw for February 17 by emailing customer care@gssc-mm.org
February 12 - March 7	Direct/Cookie Booth Sales
February 14 at 11:00 p.m.	Second Planned Order due in ABC Smart Cookies
February 19-21	National Girl Scout Cookie Weekend
February 17	40% OR MORE of troop's initial order (amount due to council) will be pulled from troop account by ACH
February 21 at 11:00 p.m.	Third Planned Order due in ABC Smart Cookies
February 28 at 11:00 p.m.	Fourth Planned Order due in ABC Smart Cookies
March 7	Girl Scout Cookie Program Ends
March 9	Girl money due to Troop Cookie Manager
March 12	Girl Scout Birthday!
March 12	Main recognition order submitted in ABC Smart Cookies
March 15	Proceed levels locked in ABC Smart Cookies
March 15	Deadline to notify the council if need to cancel ACH draw for March 19 by emailing customer care@gssc-mm.org
March 19	Final ACH draw for balance
March 19	All troop final paperwork due to SUCM

Tips For Success

DECEMBER

- Note ALL of your SUCM's deadlines (as their dates supersede council dates)
- Plan and conduct girl/parent meetings
- Encourage girls to use ABC Smart Cookies to set personal goals and to track and update troop/individual girl goals/activity throughout the sale
- Enter troop information into Smart Cookies (both Troop Cookie Manager and Primary Leader information), along with troop bank account and routing number (including all leading zeros)
- Set a troop goal

JANUARY

- Begin selecting cookie booths (either through the council or Service Unit managed booths)
- Collect order cards to prepare initial cookie order; distribute additional order cards so girls may continue to take orders
- Inform SUCM of troop base proceeds plan if the troop is a registered Girl Scout Cadette, Senior, or Ambassador troop
- Enter initial cookie order into ABC Smart Cookies and submit delivery information to SUCM (do not make parents order full cases if they don't need them)
- Create Early Recognition order (do this last)
- Give out instant rewards earned
- No later than January 18, complete the ACH Authorization form at <https://gsscmforms.wufoo.com/forms/2021-ach-authorization/> and upload a copy of a voided check for the troop account, or a letter from the bank with all routing information

FEBRUARY

- Pick up and distribute cookies to girls (ensuring separate receipts are given for all cookies received and girl name is at the top of the receipt, even for siblings). Do not combine sisters on the same receipt
- Conduct booth sales
- Collect and deposit cookie money as frequently and as often as possible (ensuring separate receipts are given for all money turned in or cookies handed out and girl name is at the top of the receipt)
- Enter receipt of money into ABC Smart Cookies (each deposit must be entered separately) Track how much each girl still owes by entering individual transactions into ABC Smart Cookies
- Hold virtual cookie booths for your troop
- Give out any instant rewards earned
- Email customercare@gssc-mm.org if you have any concerns with ACH draft for 40% of your initial order

MARCH

- Check Troop Balance Summary against Girl Cookie Totals Summary to ensure all cookies have been credited to the girls
- Create Main Recognition Order for troop (this is to be done AFTER all cookies have been credited to girls)
- Update and review the Troop Balance Summary Report
- Finalize sale using Checklist for Final Turn-In (page 30) and give to SUCM to sign-off (ensuring everything has been completed correctly and on-time)
- Email customercare@gssc-mm.org if you have concerns with ACH draft for remaining balance due to the council
- Give out any instant rewards earned

April

- Pick up rewards from SUCM and distribute to girls

2021 Troop Proceeds

Troop Proceeds Structure

Girl Scout troops receive proceeds from the Girl Scout Cookie Program to help cover the cost of Girl Scouting. Troop proceeds are calculated on a Per Girl Average (PGA). The more cookies your troop sells, the more money your troop earns for each box sold.

Proceeds with Incentives

PGA Based (Per Girl Average Selling):

- 1 to 260 boxes PGA = \$0.65 per box
- 261 to 350 boxes PGA = \$0.75 per box
- 351 boxes and up PGA = \$0.85 per box

Proceeds Only Option (Available to Girl Scout Cadette, Senior, and Ambassador troops, and multi-level troops who have a majority of older girls in the troop)

PGA Based (Per Girl Average Selling):

- 1 to 260 boxes PGA = \$0.70 per box
- 261 to 350 boxes PGA = \$0.80 per box
- 351 boxes and up PGA = \$0.90 per box

- If the troop chooses to opt out of receiving recognitions, the Service Unit Cookie Manager must be informed of this choice via email by January 17. This option must be voted on by the girls in the older girl troop and if it is a troop which contains more than one Girl Scout level, the troop must declare their level according to the level of the largest number of girls in their troop
- Once the troop chooses which option they want, the troop base proceeds plan cannot be changed. However, ALL troops must create a main recognitions order in ABC Smart Cookies to receive their patches

Troop Cookie Manager Reward

As a reward, if the troop has a 10% package increase in sales over the previous year or NEW troops who meet the 261+ Per Girl Average Troop Cookie Managers will receive a gift.



TCM Responsibilities

- » Distribute money envelopes to the girls to assist with the collection of cookie money.
- » Remind parents that they are financially responsible for all cookies signed for and received by their daughter and that cookies cannot be returned to the troop.
- » Collect money as frequently and as often as possible. If a girl requests more cookies and has not made any payments for the initial order, do not give her any more cookies until payment has been made.
- » Issue separate receipts for each payment made by parents (with the girl's name at the top of the receipt. If you have sisters in the same troop – they must have separate receipts). Troop retains the white (top) copy and parents are given the yellow (bottom) copy. **DO NOT RECEIVE MONEY WITHOUT GIVING A RECEIPT.**
- » Email customer care@gssc-mm.org by February 11 if there is an issue with an ACH pull on February 17 for 40% of your troop's initial order. Notify us by March 15 if there is an issue with an ACH pull by March 19 for the remaining balance due.
- » Check all girl and troop records carefully.
- » Use ABC Smart Cookies to keep track of money collected from each girl and to know her balance (enter each financial transaction and cookies signed out separately).
 - Take note of a girl not turning in money. Follow up with a telephone call to her parent/guardian(s). Do not continue to issue cookies to the girl if money is not being turned in.
 - Remind girls to accept payment for Girl Scout cookies ONLY at the time of delivery to customers.**Girls should not accept payment before the cookies have been delivered, unless the customer has paid online. "Manage my orders" in smart cookies will provide information on if the order is pre-paid.**

Sample Initial Payment Calculation:

If a troop places an initial order for 100 cases:

Based on:

\$.65: 100 cases x 12 packages x 4.35 x 40% = \$2088.00

\$.70: 100 cases x 12 packages x 4.30 x 40% = \$2064.00

*Always do a higher percentage than 40% so you are not short on the deposit.

Depositing money into your troop account frequently will ensure funds are available for the ACH. Transfers do not affect the initial payment due from a troop. So if your troop places an initial order for 100 cases and transfers 10 cases to another troop, your troop would still be responsible for paying 40% of 100 cases on **February 17**.

Check Acceptance:

The council recommends that no checks are accepted. If a troop chooses to take checks from friends, family, and/or other customers, we strongly recommend you do the following:

- » Checks should be made payable to GSSC-MM.
- » The following is required: name, address, phone number, and driver's license number along with expiration date and gender from the license. Write in any missing information on the front of the check
- » No counter checks or starter checks from newly opened accounts should be accepted at anytime
- » Deposit checks as quickly as possible.

If you encounter issues with returned checks, you can reach out to the council for guidance.

Money Matters

Accepting Credit Cards

Girls and troops can accept credit cards using the ABC Smart Cookies app and website. There are no credit card fees incurred by the troop or buyer when accepting cards. GSSC-MM pays all credit card transaction fees. All credit card payments will display in the Manage Financial Transactions Tab and be credited to the troops balance.

Steps from the Girl App

Entering a payment for an existing order:

1. Sign into **ABC Smart Cookies**
2. Navigate to **My Orders**
3. Click on **Show Orders** in **Total Girl Delivery Ordered Section** to see your orders
4. Select the order to take payment
5. Make changes to the order if needed
6. Enter Delivery and Payment Details and select **Next**
7. Enter card details or select Scan Credit Card and click **Pay Now**

Entering a payment for a new order

1. Sign into **ABC Smart Cookies**
2. Navigate to **My Orders**
3. Enter customer's information
4. Enter customer's order and Delivery & Payment Details and select **Next**
5. Enter card details or select Scan Credit Card and click **Pay Now**

Accepting Credit Cards at a Booth Sale

1. Select the **Booth** Tab and click on **Take Booth Credit Card Payment**
2. Select the correct booth from the list of troop assigned booths for that day and click **Apply**
3. Enter packages sold by variety
4. Enter email for receipt (optional) and click **Next**
5. Enter card details or select Scan Credit Card and click **Pay Now**
6. Customer Confirmation will appear on the screen



Or for contactless payment at booths (credit for sales to go the troop)

1. Have the customer to go to the troop booth link by:
 - Texting the link to the customer's smart phone
 - Having the link displayed at your booth
 - Share booth details prior to the booth so customers can order ahead and pre-pay
2. Customer places their order online, and pays by credit card
3. Pick up order from booth
4. Troop volunteer will need to distribute the cookies to the girls using smart cookie divider at the end of the booth



Money Matters

Money should be collected frequently from parents/caregivers. Do not continue to distribute cookies to a girl unless they are turning money in.

All money collected must be deposited into the troop bank account. Make deposits frequently.

Payment to council:

To participate in the Girl Scout Cookie Program, troops must submit an ACH (Automatic Clearing House) authorization form at <https://gsscmforms.wufoo.com/forms/2021-ach-authorization/> and upload a copy of a voided check for the troop account, or a letter from the bank with all routing information. This must be completed no later than January 18.

What is ACH?

ACH is a nationwide electronic funds transfer from one account to the other.

Cookie Program ACH Debit Schedule and Critical Information

- » Troops must notify customercare@gssc-mm.org before the dates indicated below if the troop does not have money available for the draft. Failure to notify before the deadline may result in the troop account over drafting. The troop will be responsible for any fees incurred if the proper notification was not made, including fees incurred by GSSC-MM. Remember if you deposit checks it may take a few days to clear before funds are available
- » If a troop does notify council that money is not available for the ACH Debit:
 - Product sales team will ensure no ACH is done for the troop
 - The troop will be contacted to discuss why the money is not available. An alternate payment date will be decided
- » All money collected by ACH will automatically be added under troop financials in smart cookies. This will ensure your troop balance summary accurately reflects the outstanding balance
- » Reminder any payments taken by credit card will reduce the amount the troop owes council automatically

January 18	Turn in ACH authorization form and voided check
February 11	Deadline to notify customercare@gssc-mm.org if troop needs to delay ACH
February 17	1st ACH Draft (40% of amount owed to council for troop's initial order). See page 24 for sample of how to calculate payment.
March 15	Deadline to notify customercare@gssc-mm.org if troop needs to change final ACH draft (ex troop has a girl red flag they will be submitting which will reduce amount the troop pays the council)
March 19	Final ACH draft (Remaining balance owed to council)

be AMAZING

Money Collection Issues

All final cookie money collected from the girls should be turned into the troop by March 9. If girls have an outstanding balance, make every effort to contact the parent(s) involved and collect.

Troops must notify council before March 15 if a girl has not paid, so the ACH draft can be adjusted.

Troops should not pay for cookies issued to parents who have not turned in cookie money.

Fill out the Red Flag Form when a girl fails to turn in money for cookies received. All transactions between the Troop Cookie Manager and parent/guardian(s) must be properly and correctly documented.

The following documentation must be turned in CORRECTLY with the Red Flag Form:

» **ALL ORIGINAL** cookie receipts signed by the parent/guardian(s) when cookies are issued (white copy). Individual girl's name should be at the top of the receipt

» **ALL ORIGINAL** receipts for any/all money turned in by parent/guardian(s) during the sale (white copy). Individual girl's name should be at the top of the receipt

» **UPDATED** Girl Balance Summary report (must match white cookie and money receipts)

» Be sure to state clearly on the Red Flag Form the total amount owed to the troop by the parent/guardian(s) - this should be the full \$5.00 or \$6.00 per package (all receipts - cookies and money - MUST equal what is showing on the Red Flag Form and Girl Balance Summary Report)

» Any notes and/or copies of correspondence with the parent/guardian(s)

» **DO NOT** combine receipts for cookies signed out or money turned in on same receipt (especially if they are sisters or from the same family). Must be separate receipts given for each individual girl's transaction

» Turn in the Red Flag Form (along with documentation listed) to your Service Unit Cookie Manager, along with the rest of your paperwork. The information you provide on the Red Flag Form will assist council in resolving outstanding balances more efficiently

» If troop does not turn in all correct documentation, they will be liable for the difference

» If a troop does not turn in any paperwork at the final deadline, they will automatically be Red Flagged

Outstanding funds owed to the troop will be pursued by the council; however, without proper documentation, the troop assumes financial responsibility.



Cookie Dough

Girls who participate in the Girl Scout Cookie Program and sell 150–200 packages will earn \$15 in Cookie Dough. For every additional 100-package increment sold, girls earn an additional \$10 in Cookie Dough. Maximum amount of cookie dough earned per year is \$200.

Boxes	Cookie Dough	Boxes	Cookie Dough
150-200	\$15	1101-1200	\$115
201-300	\$25	1201-1300	\$125
301-400	\$35	1301-1400	\$135
401-500	\$45	1401-1500	\$145
501-600	\$55	1501-1600	\$155
601-700	\$65	1601-1700	\$165
701-800	\$75	1701-1800	\$175
801-900	\$85	1801-1900	\$185
901-1000	\$95	1901-2000	\$195
1001-1100	\$105	2000+	\$200

Cookie Dough may be used for:

- Council-sponsored Girl Scout day camp and resident camp fees
- Council-sponsored program event fees
- GSUSA-sponsored destinations
- Council-sponsored trips with regional, national or international itineraries
- Girl Scout Silver and Gold Award project expenses
- To help pay for Girl Scout Lifetime Membership
- Renew annual Girl Scout membership
- Purchases in Girlz Gear stores

From self to selfless:

A girl may designate the unused value of her Cookie Dough prior to its expiration date to help sustain and build Girl Scouting in our council.

Girls may select:

- Outreach support
- Financial assistance and camperships
- Equipping and maintaining our Girl Scout camps
- Council-sponsored teen program options

You will receive instructions on how to donate when Cookie Dough is distributed.

Sister-to-sister transfers will be accepted (registered Girl Scout sisters living in the same household). Unused value may not be redeemed for cash.

**2021 Cookie Dough
expires September 30, 2022**



Cookies For Soldiers

Cookies for Soldiers brings philanthropy to the Girl Scout Cookie Program. For various reasons, some customers do not want to purchase cookies themselves, but they want to support Girl Scouts, your troop, and/or our military troops. We have a program that will allow them to do all three!

How can Girl Scouts and the community help support the men and women of our armed forces? With Girl Scout cookies - COOKIES FOR SOLDIERS! Midlands and Upstate Chapters of the Blue Star Mothers of America, Soldiers' Angels, and the Girl Scouts of South Carolina – Mountains to Midlands are working together during the months of February and March to show soldiers how big our hearts are.

When girls take orders, ask customers if they would like to donate a package to our Cookies for Soldiers program. If the customer wishes to donate cookies to this program, indicate the number of packages in the white column on the girl order form. Customers do not specify flavors nor does the TCM order these cookies in with your initial order.

Enter Cookies for Soldiers in ABC Smart Cookies with the girl's initial order in the column marked Cookie Share (once an initial order has been submitted these cookies cannot be removed from the girl's order). Troops DO NOT TAKE possession of these cookies but are responsible for collecting the money for these orders. At the end of the season all of these cookies are accounted for and GSSC-MM will make arrangements to have them delivered to our specified organizations.

How are Cookies for Soldiers handled at booth sales? For customers who do not want to purchase cookies, you may ask them to purchase Cookies for Soldiers. The money is collected and will be notated in ABC Smart Cookies, but there will be 'virtual' (no handling of physical cookies).

Customers can also make a donation when ordering online.



Checklist for a Great Cookie Program!

- Review your roster on ABC Smart Cookies
- Hold a family meeting to introduce families to the program
- Collect parent permission slips for all girls selling
- Assist girls in setting troop and individual goals
- Distribute cookie order cards
- On your honor, do not sell until December 15
- Collect initial orders
- Enter troop banking information into ABC Smart Cookies
- Submit troop early rewards into ABC Smart Cookies
- No later than January 18, complete the ACH Authorization form at <https://gsscmforms.wufoo.com/forms/2021-ach-authorization/> and upload a copy of a voided check for the troop account, or a letter from the bank with all routing information.
- Provide Service Unit Cookie Manager with delivery station information
- Sign up for cookie booths in ABC Smart Cookies
- Remind girls to keep working towards their goals
- Submit planned orders to pick up additional cookies

Bring all final turn-in paperwork with you to meet with your Service Unit Cookie Manager

- Troop Balance Summary Report showing zero balance
- Parent Permission Slips for each girl selling
- Parent Permission Slips
- All recognition orders entered into ABC Smart Cookies
- If applicable, Red Flag Forms (all correct and completed documentation needed)



COVID-19 Considerations

The safety of the girls, volunteers, and customers is important to us. Please take the time to look over the below suggestions to keep everyone safe. Keep informed on CDC Guidelines and the guidelines set in your community.

Parent meeting - Hold a virtual parent training to reduce the need for a large gathering. Then schedule times for parents to pick up cookie materials. You could also allow porch pick-up for the materials, by having packets labeled for each girl.

Delivery - Schedule parents to pick up cookies at least 15 minutes apart to reduce the number of people picking up at a time.

Customer payments - Encourage customers to pay online by credit card, even when doing girl delivery and at booths. This will reduce the exchange of cash and allow for contactless pick-up or deliver.

Walkabout - Girls should only participate in cookie walkabout if conditions in their community are safe for this activity.

Direct ship - Inform your customers that the council will subsidize 50% of shipping cost on all orders of 6 or more packages.

Booths - Use the troop booth link to accept contactless payment at physical booths. Also advertise virtual cookie booths on your social media accounts, then either deliver to the customers or have a set time and place the customer can drive-thru for contactless pick-up.

Planned orders - Arrive at the cookie truck or pod at your scheduled time so we can limit the number of troops picking up at a time.

Rewards - Schedule parents to pick up rewards at least 15 minutes apart to reduce the number of people picking up at a time.



girl scouts
of south carolina
mountains to midlands

800.849.GIRL (4475) | www.gssc-mm.org
All calls are routed through our centralized switchboard

Girl Scout Service Centers

Cathy Novinger Girl Scout Leadership Center
1107 Williams St
Columbia, SC 29201

Greenville Service Center/Corporate Headquarters
5 Independence Pointe, Suite 120
Greenville, SC 29615

Spartanburg Service Center
349-A East Blackstock Rd
Spartanburg, SC 29301

