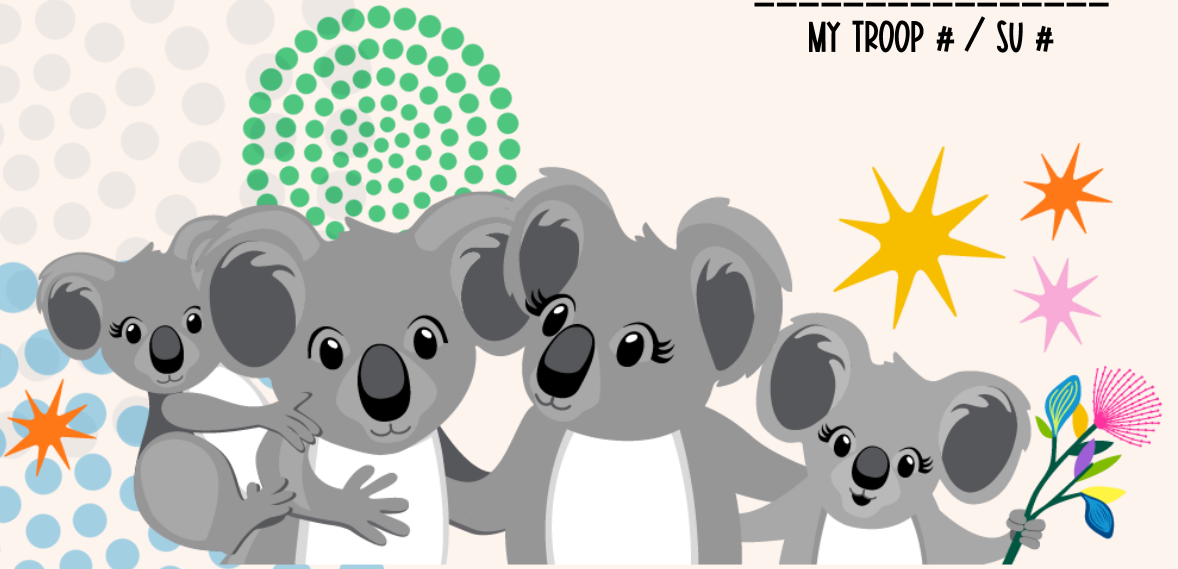




2022 GIRL SCOUT COOKIE PROGRAM GUIDE
FOR JULIETTES AND GIRL SCOUT FAMILIES

MY TROOP # / SU #



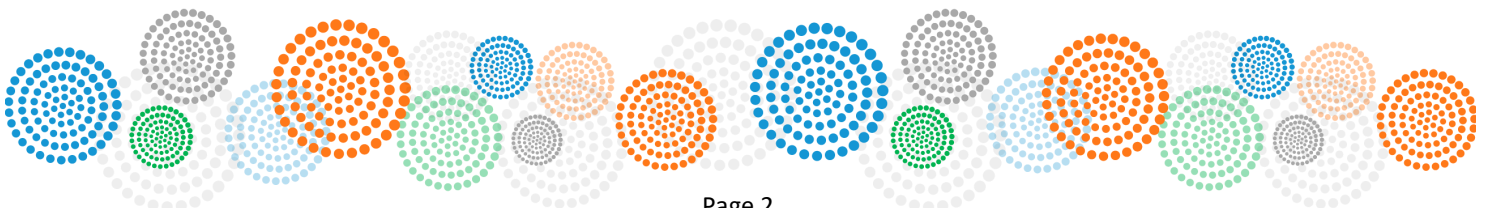
GIRL SCOUT COOKIE
FAMILY

girlscouts
of central california
south



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CONTACTS PAGE

Girl Scouts of Central California South

Phone: (800) 490-8653 For regular hours and after hour emergencies

Email: customer care@girlscoutscs.org

Girl Scout Cookies Service Unit Director: _____

Phone: _____

Email: _____

Girl Scout Cookie Troop Coordinator: _____

Phone: _____

Email: _____

ABC Smart Cookie Website: www.abcsmartcookies.com

ABC Username/Email: _____

ABC Password: _____

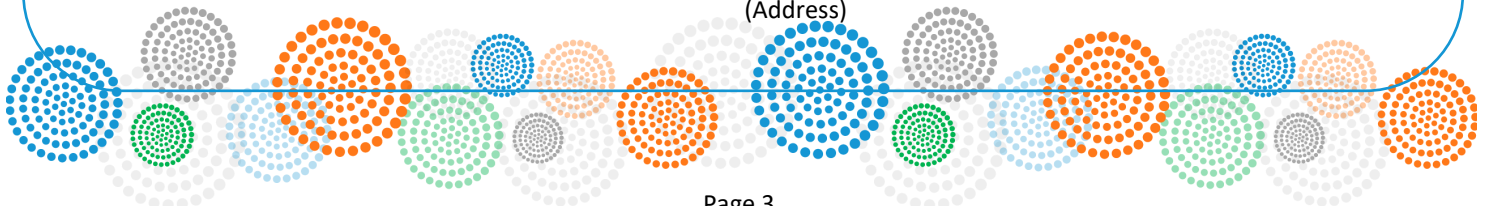
Product Delivery Date, Time and Location

Service Unit/Troop Pick-up Day: _____
(Date and Time)

Location: _____
(Address)

Girl Pick-up Day: _____
(Provided by Cookie Troop Coordinator—Date and Time)

Location: _____
(Address)





December 2021

Month of December	2022 Cookie Materials provided to participating Girls
-------------------	---

January 2022

Monday, January 3	2022 Cookie Program ORDER CARD Orders Start
--------------------------	--

Wednesday, January 12	2022 Cookie Program ONLINE SALES Start (ORDER CARDS continue)
------------------------------	--

	⇒ Online “Girl Scout Cookie Delivery” option available
	⇒ Online “Direct Shipped” option available

Wednesday, January 12	Troops Initial Order Due in ABC Smart Cookies by 11:59 pm
	⇒ Submit your orders cards orders to your Troop Coordinator

February 2022

Sunday, February 6	2022 Cookie Program DIRECT SALES Start (ONLINE Sales continue) -includes lemonade stands and walkabouts
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Friday, February 11	Boothing Activities Begins -includes single scout and troop boothing
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March 2022

Sunday, March 27	2022 Cookie Program ENDS (ONLINE and DIRECT Sales) ⇒ Turn in all monies owed to the Troop Coordinator
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Thursday, March 31	Parent Delinquent Form Due
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APRIL 2022

Friday, April 1	Troops Recognitions Orders Due in ABC Smart Cookie @ 11:59 pm ⇒ Make choice selections for recognitions
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May/June 2022

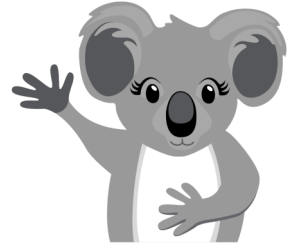
Recognitions delivered to Service Unit Director—Service Unit Director deliver to Troop Coordinators, and Troop Coordinators deliver to Girls
 Recognitions delivered to Council Coordinators—Council Coordinators distribute to Juliettes

IMPORTANT NOTES

WELCOME

Dear Girl Scout Family,

Welcome and thank you for your participation in the 2022 Girl Scout Cookie Program! This is a fun and rewarding experience for the Girl Scouts of Central California South. With your help, girls learn that they can do anything they set their minds to.



In addition to being a great opportunity for the troops and service units to earn funds for the 2021/2022 Girl Scout year, the Girl Scout Cookie Program is an important learning opportunity that teaches girls valuable life skills, they will use for years to come. Your leadership is an important component to ensuring that girls experience and learn the “5 Skills” at the core of the Girl Scout Cookie Programs.

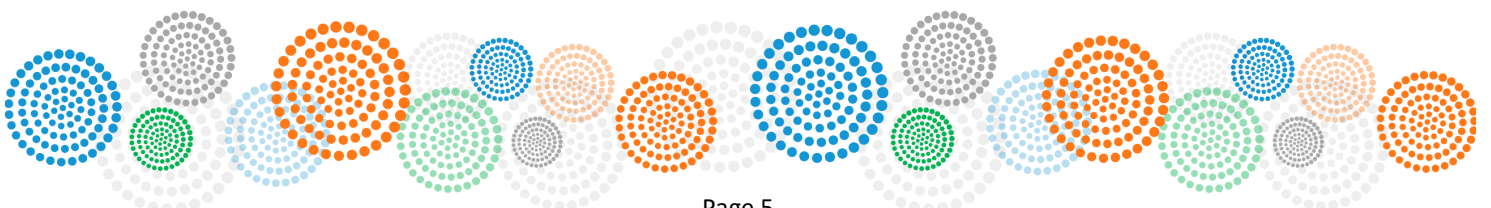
We have also improved the Girl DocuSign process, it started with the 2020/2021 Product Program season, to allow a 1-time submission of the Parent/Guardian Product Program(s) Participation and Financial Agreement form for each of your Girl Scouts to participate in the Product Programs. This form will be on file and maintained to allow her to participate in any Product Program at our Council (including the Fall Product and the Girl Scout Cookie Program) as long as she is a registered Girl Scout in good standing and meets the Product Programs eligibility requirements. If you have multiple Girl Scouts, please fill out a separate form for each girl. The Girl Scout(s) will still have the choice to participate in each Product Program season. The Girl Scout(s) 2020/2021 DocuSign is valid going forward, unless otherwise stated and a resubmission is requested by Council.

This guide is designed to assist you with all aspects of the Girl Scout Cookie Program. It is a reference to help you with Girl Scouts of Central California South’s policies, procedures and resources.

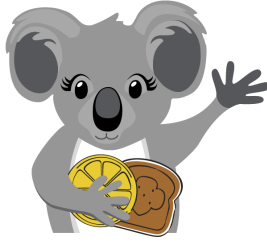
We appreciate you so much and are here to support you!

-The Product Programs Team

Check the council website regularly for updates to the Girl Scout Cookie Program on our COOKIES+ Resource page. Scan the QR code to go directly there.



JULIETTE GIRL SCOUT



A Juliette Girl Scout works directly with Councils Product Programs department. Juliettes work directly with their local Council Cupboard for cookie pick-up, the Goldmine Store for payments and Product department for recognitions selections and distribution.

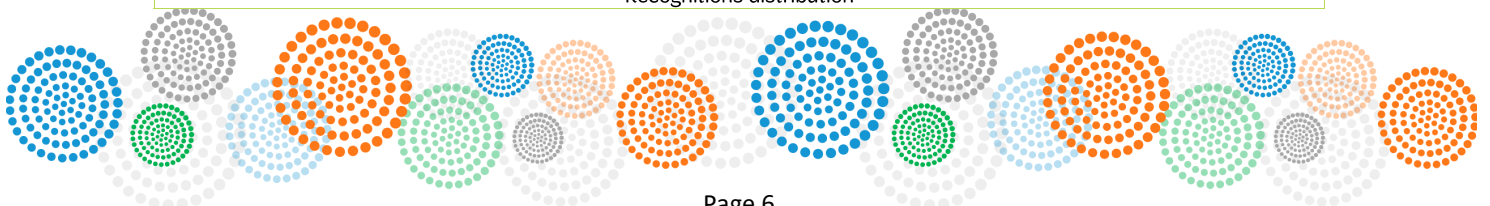
In order to participate, all girls must

- 1) Be a GSCCS registered member for the 2021/2022 membership year
- 2) Owe no money to Council
- 3) Have a completed Parent/Guardian Participation and Financial Agreement (DocuSign)

Duties and Responsibilities

- Complete Parent/Guardian Product Program training provided by Council
- Review all Cookie literature (2022 Family Guide), cookie materials and the ABC Smart Cookie training videos on ABC Smart Cookie website
- Be in constant communication with **Product Programs dept.**
- Receive program materials from your local **Council office (Fresno/Bakersfield)**
- Follow all Program Safety guidelines
- Follow all Program Basic guidelines
- Follow all Lemonade Stands and Boothing guidelines
- Take customer orders on the cookie order card
 - ⇒ Inform customers that cookies will be available in February 2022
 - ⇒ For order card orders payments, a receipt must be provided to the customer
 - ⇒ Discuss with Product Programs for payment options
- Receive cookies from **Council Cupboard** and verify counts, and signs receipts
- Deliver cookies to customers
- Collect all monies from customers and submit to **Goldmine Store** for payment
- Manages their own ABC Cookies Girl dashboard and promotes their own store and online sales
- Manages their own lemonade stands, walkabouts and coordinates boothing activity with **Product Programs dept.**
- Notify **Product Programs dept.** of final choice selections for recognitions and distribution

December 2021	
Month of December	2022 Cookie materials available for pick-up at Council Offices (Fresno/Bakersfield)
January 2022	
Monday, January 3	Juliettes 2022 Cookie Program ORDER CARD Orders Start -Juliettes begin taking orders on their order cards
Wednesday, January 12	Juliettes 2022 Cookie Program ONLINE SALES Start (ORDER CARDS continue) ⇒ Online "Girl Scout Cookie Delivery" option available ⇒ Online "Direct Shipped" option available
Wednesday, January 12	Juliettes submit their initial Cookie Order to Product Programs dept. by 11:59 pm
February 2022	
Sunday, February 6	Juliettes 2022 Cookie Program DIRECT SALES Start (ONLINE Sales continue) -Juliettes pick up cookies from Council Cupboard (Bakersfield/Fresno) -lemonade stands and walkabouts activities begin
Friday, February 11	Juliettes Boothing Activities Begins -includes Storefront, Virtual, and Drive-Thru
March 2022	
Sunday, March 27	Juliettes 2022 Cookie Program ENDS (ONLINE and DIRECT Sales) ⇒ Turn in all monies owed to Council Goldmine Store for payments
APRIL 2022	
Friday, April 1	Juliettes submit recognitions choices to Product Programs Dept. by 11:59 pm
May/June 2022	
	Recognitions distribution



PARENT / GUARDIAN

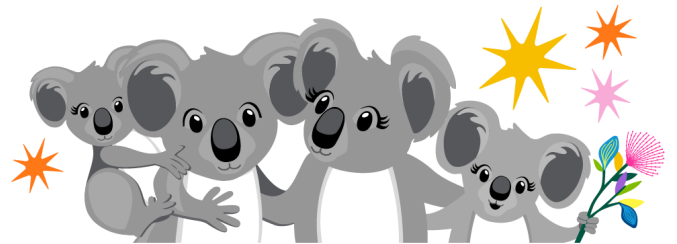
A Girl Scout in a Troop works directly with her Troop Coordinator and they are your first point of contact for questions or concern. The parent/guardian, Girl Scout and Troop Coordinator work as a team to track transactions and orders, request cookie product from Troop Coordinator, receive product and distribute to customers. Parent/guardians and girls work together to collect and turn in monies to Troop Coordinator in a timely manner. The Troop Coordinator enters recognition orders on behalf of the Girl Scout.

In order to participate, all girls must

- 1) Be a GSCCS registered member for the 2021/2022 membership year
- 2) Owe no money to Council
- 3) Have a completed Parent/Guardian Participation and Financial Agreement (DocuSign)

Duties and Responsibilities

- Complete Parent/Guardian Product Program training provided by Council
- Review all Cookie literature (2022 Family Guide), cookie materials and the ABC Smart Cookie training videos on ABC Smart Cookie website
- Be in constant communication with your Troop Coordinator
- Receive program materials from Troop Coordinator
- Follow all Program Safety guidelines
- Follow all Program Basic guidelines
- Follow all Lemonade Stands and Boothing guidelines
- Take customer orders on the cookie order card
 - ⇒ Inform customers that cookies will be available in February 2022
 - ⇒ For order card orders payments, a receipt must be provided to the customer
 - ⇒ Discuss with troop coordinator for order card payment options
- Receive cookies from Troop Coordinator and verify counts, signs receipts
- Deliver cookies to customers
- Collect all monies from customers and submit to Troop Coordinator for payment
- Manages their own ABC Cookies Girl dashboard and promotes their own store and online sales
- Manages their own lemonade stands, walkabouts and coordinates boothing activity with Troop Coordinator
- Notify Troop Coordinator of final choice selections for recognitions



*Program Materials

Every girl should receive 1 of each item listed

- ⇒ 2022 Girl Scout Cookie Program Order Card
- ⇒ Money Envelope
- ⇒ Recognitions Flyer

*Rewards & Cookie Dough

Girls are eligible to earn Girl Scout Cookie recognitions, patches and Cookie Dough

PROGRAM OVERVIEW

What is the Girl Scout Cookie Program?

The Girl Scout Cookie Program is comprised of selling of variety flavored cookies. All components have an online option to purchase products. The Girl Scout Cookies can also be ordered using the order card for girl delivery prior to the direct sale start date. Troops and girls can choose to participate in the sale via order card, online or both.



Benefits of Participating

The Girl Scout Cookie Program is an excellent way to earn start up proceeds for your troop to use during the Girl Scout year to fund your activities and projects. Troops and Service Units may purchase crafts and programming supplies and older girl Troops can make needed deposits for future plans. The Girl Scout Cookie Program enables Troops to get started on reaching their financial goals.

The Girl Scout Cookie Program is a platform for the Girl Scout Entrepreneurship Program. Girls learn how to set a goal, budget the costs, create a marketing plan and then go out and make it happen. The Girl Scout Cookie Program teaches girls valuable life lessons and to believe in themselves.

The product program is an integral part of a Girl Scout's journey toward leadership, learning and developing the 5 Skills:

1. **Goal Setting:** Girls set cookie sales goals individually and with their team, create a plan to reach them and develop cooperation and team-building skills along the way!
2. **Business Ethics:** Girls are honest and responsible at every step of the Cookie Program. Business ethics are developed here to reinforce the positive values they are developing as a Girl Scout.
3. **People Skills:** Girls learn how to talk to, listen to, and work with all kinds of people while selling cookies. These experiences help them develop healthy relationship and conflict resolution skills they can use throughout their lives.
4. **Decision Making:** Girls help decide how the team will spend their cookie money, furthering their critical thinking and problem-solving skills.
5. **Money Management:** Girls take cookie orders, handle customers' money and gain practical life skills in financial literacy.

Registration

Before the program begins, make sure your Girl Scouts are registered for the current Girl Scout membership year for participation. Update any information on your MYGS for any of your troop members.

Training

Make sure to attend the appropriate Cookie Training in order to know all the Do's and Don'ts! Smart Cookie instructions videos also available.

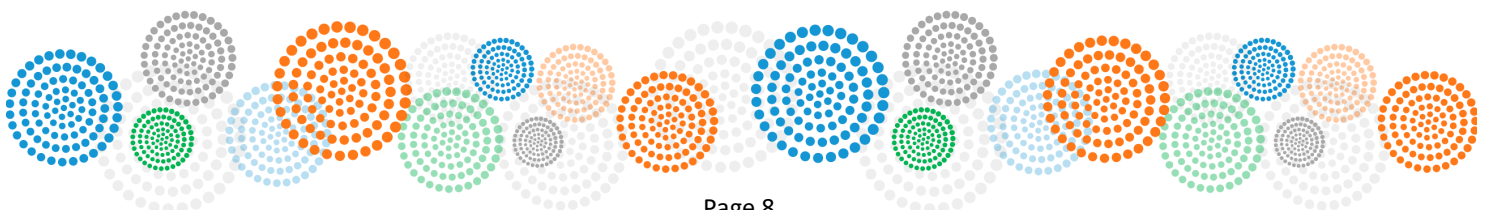
- Service Unit Director training
- Troop Coordinator Training
- Cookie Cupboard Training
- Parent/Guardian Training
- ABC Smart Cookies Instructional videos

DocuSign

Girl Scouts of Central California South has partnered with DocuSign, the world's leading electronic document signing and storage provider, to securely process the 1) Parent/Guardian Product Programs Participation and Financial Agreement Form, 2) Troop Coordinator Participation and Financial Agreement Form, and 3) Service Unit Director Participation and Financial Agreement Form

Ethics and Responsibility

The Girl Scout Cookie Program gives girls the opportunity to learn new skills, to promote Girl Scouting and to live the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, public relations and business ethics guidelines. As a volunteer for the Girl Scout Cookie Program, you are accepting the responsibility to assist girls by setting a positive example through your actions, words and deeds that mirror the standards upheld in the Girl Scout Promise and Law.



PROGRAM SAFETY

Stay Safe!

Show you're a Girl Scout

- ♥ Use Buddy System, **girls never sell alone!**
- ♥ Wear a membership pin, uniform or Girl Scout apparel to identify yourself as a Girl Scout.
- ♥ Be considerate, wash/sanitize hands between customers, and stay 3-6 feet apart from others.
- ♥ Sanitize frequently touched objects such as phones, order cards, pens etc.
- ♥ Be prepared for emergencies and always have a plan for safeguarding money.
- ♥ Follow current CDC COVID-19 guidelines on <https://www.cdc.gov>.



Never

- Never enter a home while selling product.
- Never enter the vehicle of a stranger.
- Never enter a yard if there is a dog or closed gate/fence.
- Never accept food or beverages while selling.
- Never sell door to door after dark.

Be Street Wise

- ☺ Do not sell in front of any establishment girls cannot legally enter or patronize .
- ☺ Always follow safe pedestrian practices.
- ☺ Be aware of traffic when unloading products and passengers from vehicles.
- ☺ Adults must be present at all times when taking orders, selling or delivering products.
- ☺ Never lose sight of your Girl Scout.

Protect Privacy

- Never share a Girl Scout's last name, phone number or address .
- Always protect privacy by not sharing a customer's personal information .

Online Safety

- * Girls should always be supervised while online.
- * Never publish a girl's last name, phone number or address.
- * Never post a girl's Smart Cookie online store link on a **3rd party resale site** (Ebay, Amazon, Craigslist, Facebook Marketplace etc.,)
- * Posts about the Girl Scout Cookie Program can be made on your social media sites and shared by family and friends.

An example is as follows: *"Hi, my daughter is participating in the Girl Scout Cookie Program. To help support their troop activities this year, their selling Girl Scout cookies. If you are interested in helping, please see the [link provided.](#)"*

*Check the council website regularly for updates to the Girl Scout Cookie Program on our **COOKIES+ Safety Guidelines page.** Scan the QR code to go directly there.*



PROGRAM BASICS

Money Handling



- ⇒ No bill larger than a \$20.00 may be taken
** If a troop takes a bill larger than a \$20.00 and it is a counterfeit, Council will not reimburse the troop*
- ⇒ Keep money secure at all times- Daisies cannot handle money

Check Handling

Checks that are taken as a form of payment must have the following written on check: *(see example check)*

- ⇒ First and last name of the person who wrote the check
- ⇒ Phone number
- ⇒ Address
- ⇒ Driver license number
- ⇒ Date
- ⇒ Check Pay To: Girl Scouts of Central California South or GSCCS
- ⇒ Memo: Troop Number and/or Girl Name

**Please note that if a check does not clear the bank and the information above is not on the check, Council will not reimburse the troop.*

Your Name Persons Information 123 Main St Somewhere, US 10111	Date mm/dd/yy
PAY TO THE ORDER OF Girl Scouts of Central California South	\$ Amount
Amount in Word Form example: Forty and 00/00 DOLLARS	
Your Bank 456 Main St Somewhere, US 10111	
MEMO Troop # / Girl Name	Persons Signature
⑆23456789 ⑆	⑆001001234 0111

Product Delivery

- ⇒ Service Units and Troops are financially responsible for all product ordered.
- ⇒ Council will not accept any product returns, unless damaged.
- ⇒ Reach out to other Service Units, Troops and Council's Customer Care for help with excess product.
- ⇒ Remember there are Service Unit and council cupboards, order extra product for booths/lemonade stands.

Storage

- ⇒ Product should not be stored directly on the ground.
- ⇒ Product must be kept in a temperature controlled environment.
- ⇒ Chocolate items will begin to melt at 77° degrees.
- ⇒ Do not leave product in a car, Council will not reimburse for stolen product.

Receipt, Receipt, Receipt

- ⇒ Never accept or transfer product without a detailed receipt.
- ⇒ Once you accept and sign a receipt for product, you are financially responsible for it.
- ⇒ Anytime money or product changes hands, both parties should have a signed receipt.
- ⇒ **Adjustments cannot be made without a corresponding receipt that shows the correct transaction.**

Recognitions and Cookie Dough

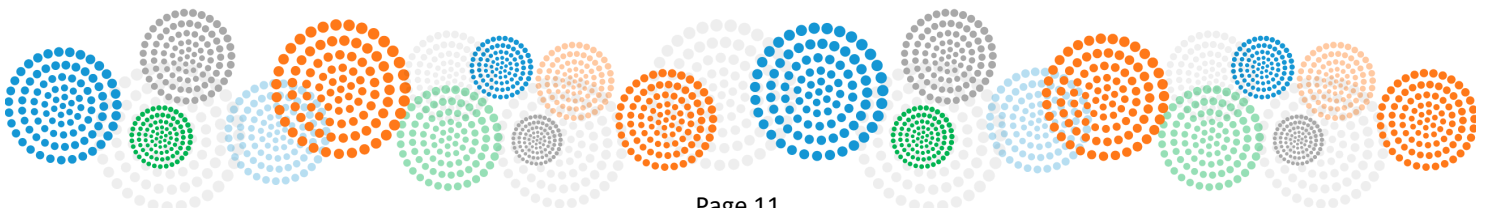
- ⇒ Recognitions will need to be entered by the Troop Coordinator in Smart Cookies for each Girl.
- ⇒ Cookie Dough is a GSCCS Council owned incentive reward and not managed by the Smart Cookies system
- ⇒ Cookie Dough is cumulative, starting at 150 packages sold.

Check the council website regularly for updates to the Girl Scout Cookie Program on our COOKIES+ Program Basic page
Scan the QR code to go directly there.



TYPE OF SALES CHART

Product	Sale Type	Money Collections	Delivery to Customers
Girl Scout Cookies	In-Person <ul style="list-style-type: none"> ◆ Order Card ◆ Direct Sales ◆ Walkabouts ◆ Lemonade Stands ◆ Booths 	<ul style="list-style-type: none"> ◆ Girls collect orders on cookie order card ◆ Girls collect money from customers ◆ Girls turn in money to Troop Coordinator ◆ Juliettes turn in money to Council, Goldmine Stores 	<ul style="list-style-type: none"> ◆ Delivered by Girls to customers ◆ Direct Sale to customers <p><i>Girls to order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes to order cookies from Council when needed</i></p>
	ABC Smart Cookies Online Direct Ship	<ul style="list-style-type: none"> ◆ Girls create a store in Smart Cookies and send emails to friends and families ◆ Customers pay online for product and shipping ◆ Orders/payments automatically credited to girls 	<p>Shipped directly to customers</p> <p><i>(1-2 weeks standard deliver after order processing)</i></p>
	ABC Smart Cookies Online Girl Delivered	<ul style="list-style-type: none"> ◆ Girls create a store in Smart Cookies and send emails to friends and family ◆ Customers pay ONLINE for GIRL DELIVERY ◆ Orders/payments automatically credited to girls 	<ul style="list-style-type: none"> ◆ Delivered by Girls to customers ◆ Direct Sale to customers <p><i>Girls to order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes to order cookies from Council when needed</i></p>



TYPES OF SALES

There are several ways to participate... choose them all or just the one you want!

In person

Sales using the Order Card

Girls receive an order card with pictures, descriptions, cost per item, and information; such as gluten free products, kosher etc.

- ◆ Record items that customers wish to order
- ◆ Explain that products will be delivered by the Girl Scout in February. Be sure to fill out the order card completely
- ◆ Payment may be collected at time of order (whenever possible) or at time of delivery
- ◆ Girls can take orders on their cookie order card prior to the direct sale start date and must adhere to the following guidelines:
- ◆ May advertise on public and private social media sites that they are taking orders.
- ◆ Parent/Guardians may take the cookie order card to their work place and must include a message from the Girl Scout.
 - ⇒ *The message can state the Girl Scout personal goal, her troop goal and what she is learning from the cookie program and so forth.*
- ◆ May collect money and must provide receipt to the customer. Printable receipts available on the Council website
 - ⇒ *Tip: include customers phone number on the receipt to contact customer for cookie delivery*
 - ⇒ *NOTE: if there is a complaint that if a customer paid but did not receive the cookies and customer has their receipt, the Troop will be responsible for getting those cookies to them. If the customer does not have a receipt, the customer should contact the council for resolution.*



Direct Sale

Girls will have cookies on hand for “Direct” sale, they may participate in walkabouts and lemonade stands. Boothing activities start **February 11, 2022**, includes Single Scout and Troop boothing activities.

Care to Share Option

Customers not wishing to purchase products have the option to donate \$5.00 toward Care to Share. The girl will receive credit for the donation and Council will donate the products to a local charity. Always collect the Care to Share donation payment at time of order. This option is also available online.



TYPES OF SALES (CONT.)

Online Sale Orders

The online platform used for the Girl Scout Cookie Program is called ABC Smart Cookies. This platform allows girls to enter product ordered on the order card, set up a store, track online orders and more. To take orders online a girl must set up their own personalized online store. All orders and payments online will be automatically credited to the girl.



For the **Direct Delivery** option, the customer orders, pays and product is shipped directly to customer.

For the **Girl Delivery** option, the customer orders, pays online and product is delivered by girls. Online girl delivery orders are automatically added to a girl's order in Smart Cookies and delivered with order card orders to their Service Unit Director.

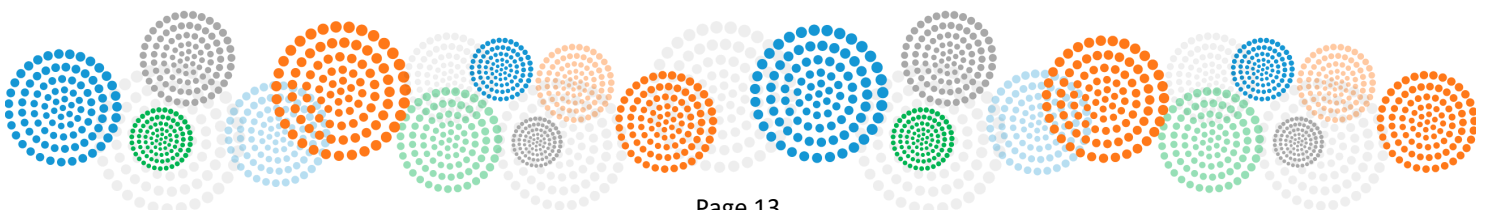
Girls must adhere to the following guidelines when they open their ABC Smart Cookies online store:

- ◆ May continue to take orders on their cookie order card
- ◆ May post their ABC Smart Cookie URL link on social media personal sites, with parent discretion and appropriation.
- ◆ MAY NOT post their ABC Smart Cookie URL link on 3rd party resale sites, such as eBay, Facebook Marketplace, Offerup, Let it Go, Amazon, Mercari etc.
- ◆ May advertise their scout is selling on resale sites but they CANNOT process any payments through these resale sites
- ◆ Online Customers will have the option to have cookies shipped directly to them or have them "girl delivered" by the Girl Scout
- ◆ The "Girl Scout Cookie Delivery" option is available for the online store and available for the entire sale

Online E-Invites

Once a girl has gained access into her Smart Cookies account, she will have the ability to send to an E-Invite link to family and friends for them to order cookies online. The customer can choose direct ship or girl delivery.

- Log into Smart Cookies using girls username and password
- On the girl dashboard, hover the "e-card" tab to see the following
- Click on "Send e-card", enter customers first and last name, email and language preferred.
- ***Instructional videos and/or PowerPoint decks available on the ABC Smart cookies website/Safety and Training www.abcsmartcookies.com***



LEMONADE STANDS & BOOTHING



Lemonade Stands and Booths

Boothing/lemonade stands is an integral part of the Girl Scout Cookie Program! Cookie booths allow troops and girls the opportunity to engage in their community, earn troop proceeds and work as a team. It is also an excellent opportunity for a girl to put her people skills into action.

A lemonade stand is an individual stand located on residential property that is owned by the parent/guardian or by someone they know. Individual Girl Scouts and Juliettes may host a lemonade stand with adult supervision at all times.

A booth takes place in front of a business, with the permission of the store owner. Drive-thru boothing is permitted, however, only adults may approach vehicles. Boothing may not take place in streets or medians, or BEFORE the boothing open date.

Lemonade Stands

Lemonade stand booths are held on residential property, and must have consent from property owner

- 1 adult accompanied at all times
- Cookies assigned to the Girl Scout by the Troop Coordinator are used for lemonade stand activities
- Juliettes use her own cookie inventory and replenished by council
- If at any time the Girl Scout needs to leave the lemonade stand, the stand must be shut down until she is able to return

Troop Booth Team

- 1 adult with completed GSCCS background check and GSCCS adult membership.
- 1 adult with completed GSCCS background check (does not need to be a GSCCS adult member).
- 2 Girl Scout at all times.
 - ⇒ 1 girl can be at a booth with 1 adult, if the other Girl Scout is using the restroom or if there are extenuating circumstances (i.e.— late, car trouble, illness etc)
- Booth locations must be entered into Smart Cookies and approved by Council

Single Scout Booth Team / Juliettes Booth Team

These “Single Scout” booths are at the discretion of the Troop Coordinator

- 1 adult with completed GSCCS background checked and GSCCS adult membership.
- Booth locations must be entered into Smart Cookies and approved by Council
- Troop cookies must be used for booth, for Juliettes they use her own inventory and replenished by council
- If at any time the Girl Scout needs to leave the booth, the booth must be shut down until she is able to return

Note: any adult who is participating at a booth, must be background checked because they will be in direct contact with the Girl Scout.

Drive-Thru Booth

- Girls instructed on safety and never allowed to approach vehicles. Adults must hand cookies to customers, take money, etc.
- Assign designated duties for each participant
- Troops must have permission from store property manager to set up a Drive-Thru Booth
- All booths locations must be entered in ABC Smart Cookies
- PPE suggested for all participants

First Come, First Serve Boothing (FCFS)—first come, first serve booths. First Come, First Serve booths begins after the lottery



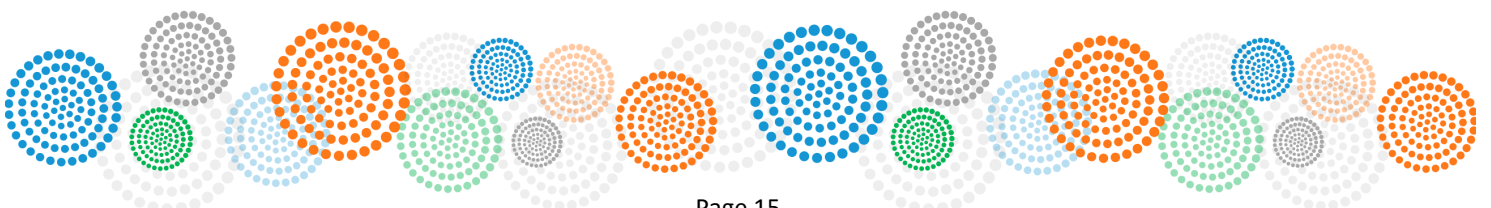
BOOTHING BASICS

HOW MANY CASES CAN FIT IN A CAR?	
Compact or 3-Door	23
Hatchback or Small Wagon	25-30
Mid-Sized Sedan (using back seat and trunk)	35
8-Passenger Van or Sport Utility	60
Full-Sized Station Wagon	75
Standard Pick-Up Truck	100
Full-Sized Van WITH Seats	150
Full-Sized Van WITHOUT Seats	200



Boothing Location Information

- Council will secure all participating Walmart Super Centers and Sam’s Club locations within the 5 counties. Council is also securing other locations for the lottery, so there are more opportunities for everyone to booth.
- Troops can secure their own locations and enter dates and times into Smart Cookies. Please be sure to check the “Boothing Do Not Call” list on the GSCCS website BEFORE requesting the location.
- If a location is requesting a Certificate of Insurance (COI) contact Customer Care at 800-490-8653.
- Booths must be safe for girls and adults at all times.
- Booths CANNOT take place anytime school is in session.
- Booths must be away from traffic and cars, unless it is a Drive-Thru Booth.
- NO boothing in front of an establishment minors are not allowed to enter.
- NO boothing in streets or medians.
- NO siblings, tag-alongs or pets at a booth.
- Girls must be in uniform or in Girl Scout attire.
- ALL booths must be marked with Girl Scout signage.
- ALL booth locations must be entered into Smart Cookies and approved by Council.



BOOTHING BASICS (CONT.)

Boothing Etiquette

Boothing is a privilege. Remember, we are guests when we set up a cookie booth at a business location. Applying these etiquette guidelines can be beneficial to having a successful cookie booth experience.

- ◆ Set up your own table, and hang signs on your table, not on the store property.
- ◆ Boothing sales is not an adult activity, girls need to be the ones actively selling, adults are there to encourage and monitor the girls.
- ◆ Bring plenty of product, a table for showcasing items, a secured cashbox with change, and Girl Scout signage to display at your booth.
- ◆ Bring ample change, do not ask the store for change during boothing.
- ◆ Make sure you are identified as a Girl Scout, be in uniform or Girl Scout logoed attire.
- ◆ Have a good positive attitude for the customer and for your girls.
- ◆ Set up cookie booth in the area designated by the store and not in any other area.
- ◆ Do not block store entrances.
- ◆ Arrive 15 minutes before your time slot begins to set up your booth.
- ◆ On day of activity, check-in with the store owner/manager to inform them you have arrived and to receive any special instructions from store management.
- ◆ No eating or drinking while talking to customers. All food and drinks must be away from the booth table/area.
- ◆ Girls are actively selling at a booth and not playing games, or on their phones—same goes for volunteers.
- ◆ Girls are never to left alone at a booth and there must always be an adult with them at all times.
- ◆ Girls are never to leave the booth with anyone other than their troop coordinator or their parent/guardian.
- ◆ Allow 15 minutes to clean and pack up for the next troop.
- ◆ Clean up after boothing and take your trash with you. Remember Girl Scouts always leaves places cleaner then they found them.
- ◆ If a troop is taking longer to clean up, remember the Girl Scout way would be to help them.
- ◆ Resolve any conflicts peacefully.

Managing Challenging Situations

Another troop is at the same spot: Have a confirmation printout from Smart Cookies. Verify if you are at the correct place and time slot, a lot goes on during cookies and mistakes happen. Do not get upset over a simple mistake. Talk with the other troop and try to work on a solution that benefits all the girls. Remember to be a sister to the fellow Girl Scout Troop. If the problem persists, contact council for resolution.

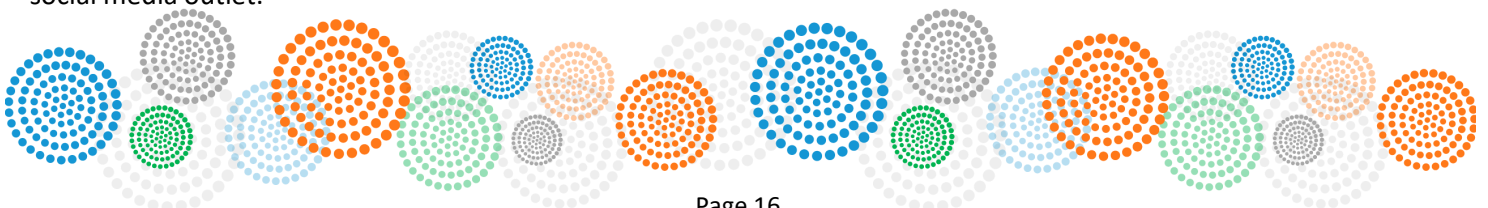
Money/cookies are stolen: DO NOT CHASE/FIGHT THE PERSON! REMEMBER TO KEEP THE GIRLS SAFE. Report the incident to the store manager and call the local authorities. Notify council immediately and report it the incident. Obtain a copy of the police report and turn it into council.

Last Troop did not clean up: send an email to customer care and let them know. Make sure to get the troop number, date, time slot and location. Take pictures of the area if allowable.

Store manager has an issue/did not know you were coming: Call council so the Product Program department can resolve the issue immediately. The Product Program department will talk with the store manager and try to resolve.

Conflicts with inappropriate questions from public or another organization: Remain calm and make sure the girls are safe—if needed remove the girls from the scene. Never engage in the conflict or inappropriate questions. If the person is persistent call the emergency GSCCS hotline and inform the store manager. Contact local authorities if needed.

Inappropriate behavior from another troop: if the behavior is currently happening, call the GSCCS emergency hotline so customer care can resolve the issue. If the behavior has stopped, send customer care an email with a description of the behavior, time, date and location. Provide troop number if possible. DO NOT video the incident and post to any social media outlet.



GLOSSARY INDEX

Glossary for the Girl Scout Cookie Program



- **ABC Smart Cookie**—online platform used for sales of Girl Scout Cookies. This system is used to manage girl cookies orders, troop and service unit transfers, rosters and track sales.
- **ABC Smart Cookie Credit Card Processing**—the way booth and girl delivery credit payments will be taken. Girls can accept credit cards payments using the Smart Cookies app and website.
- **ACH**— the process of council collecting payments from the troop and service unit bank accounts.
- **Boothing Lottery**—a system in Smart Cookies for boothing opportunities. A “lottery” is opened for council secured boothing locations, where Troops have the opportunity to secure and participate in a cookie booth and sell cookies
- **Cookie Rallies**—Individual Service Units host “rallies” or events to get their Girls excited for the cookie program.
- **Cookie University**—A learning opportunity for girls, parents and troops to learn about the Girl Scout Cookie Program
- **Cookie Dough**—Council owned incentive reward, starts at 150 packages sold, \$5 in Cookie Dough increments, and accumulative up to \$600 MAX. Cookie Dough has no cash value and cannot be redeemed for cash.
- **Direct Ship**—online orders shipped to customer from ABC Bakers
- **DocuSign**—the secure system used for all the cookie agreements
- **E-Card**—the invitation girls will send out in Smart Cookies to their customers allowing the option to order Direct Ship or Girl Delivery for cookie product
- **FCFS**—first come, first serve booths. First Come, First Serve booths begin after the lottery
- **Girl Scout Cookie Delivery**—items ordered online and delivered by girls
- **GS Learn**—the online training system accessed by the MYGS account for volunteers and parents.
- **Juliette**—an individual Girl Scout that is not associated with a particular troop
- **Location Restrictions**—any locations that council secured, including Walmarts, Sam’s Club, and Joann’s stores.
- **Parent Delinquency Form**—Troop Coordinator must fill out this form when a parent/guardian has unpaid cookie debt at the of the cookie program
- **PPE**—“personal protective equipment” such as a facemask, face shield, latex/nitrile gloves, and hand sanitizer etc., equipment designed to protect the wearer’s from injury or infection
- **Troop Secured Booth**—booths that troops are encouraged to set up on their own at locations they secure on their own



QR CODE DIRECT

Girl Scouts of Central California



Cookie Resources



Program Basics



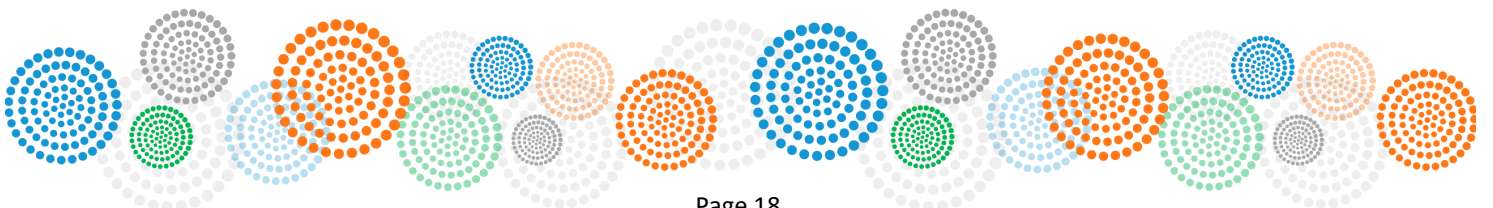
Safety Guidelines



DocuSign



ABC Smart Cookie—Safety and Training videos



girl scouts 
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