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## 2024 Girl Scout Cookie Program ${ }^{\circledR}$ <br> Troop Cookie Manager Guide



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> This Girl Scout Cookie ${ }^{\mathrm{TM}}$ season, we are inspiring Girl Scouts ${ }^{\circledR}$ to own the magic that makes them unique and unstoppable!

# Your Role 

Thank you for volunteering to serve as a Troop Cookie Manager! You're an invaluable part of the cookie program, and we're here to support you with resources, tools and tips to help girls reach their goals. Now that you've stepped up in support of girls, it's time to help them rise to the challenge of becoming Girl Scout Cookie ${ }^{\mathrm{TM}}$ entrepreneurs.

Find everything you need for a magical season in this guide,


OWN YOUR IId9'G developed in collaboration with Girl Scouts of the USA.

- Be a registered adult member of Girl Scouts and have a current background check.
- Work with your troop leader to review and distribute all cookie materials to families, teach girls and parents about the cookie program, review safety policies \& collect signed permission slips or retain confirmation emails from online permission form.
- Adhere to the guidelines and deadlines listed in this planning guide.
- Get familiar with the cookie software - Smart Cookies and Digital Cookies and get ready for the season!
- Pick up the troop's initial order, and distribute cookies to families.
- Place and pick up additional orders as needed.
- Arrange booth sales or alternatives, if desired to meet girls' goals.
- Maintain responsibility for all product and payments during the Cookie Program and issue receipts for every financial and product transaction.
- Provide program support to Girl Scouts and families, respond to communication in a timely fashion.
- Keep track of additional orders; transferring cookies to girls and crediting payments to girls in Smart Cookie.
- Complete an Unpaid Funds Report by deadline for all adults who have an unpaid balance and submit to council.
- Distribute rewards to girls and celebrate their successes.


# The GSJS Cookie Team 

## GSJS Product Program Team

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## Why your girls should participate

## The Five Skills <br> The Girl Scout Cookie Program is Much More Than Cookies

What started as a bake sale in 1917, has grown into the largest girl-led entrepreneurial business. The Girl Scout Cookie Program helps girls learn and develop real world skills and learn to think like entrepreneurs.

GOAL SETTING: Setting goals is the key to a successful sale. Girl set goals, and with their team create a plan to reach them.

DECISION MAKING: Girls decide where and when to sell cookies, how to market their sale, and what to do with their earnings

MONEY MANAGEMENT: Taking orders, handling customers' money, and developing a budget are all hands-on lessons in financial literacy.

PEOPLE SKILLS: Girls learn how to talk to, listen to, and work with all kinds of people while selling cookies.

BUSINESS ETHICS: Your Girl Scout is honest and responsible at every step of the cookie sale. Her business ethics reinforce the positive values that she is developing as a Girl Scout.

## It's easy to participate

The Troop Cookie Manager can access online training and resources in Smart Cookies when it's most convenient for them. Whether selling in person or using Digital Cookies, girls have the resources to track and manage their cookie business on a digital platform.

## Financial Benefits

Your troop will earn money to help offset the cost of meetings, activities, trips, supplies and so much more. And in the process, girls gain skills to be financially independent. Did you know that all proceeds from the cookie program stay local?

## Rewards

Rewards help girls set goals and work towards earning special rewards.

## Girls will thank you

A Girl Scout's potential to succeed is limitless-especially if they're among the 6 in 10 girls who have entrepreneurial mindsets. Research has shown that these girls:

- Want to change the world and are confident in their abilities to make their mark
- Embrace challenges, take risks and see failing as an opportunity to learn and grow
- Are curious and innovative self-starters
- Excel as team players who are open to new ideas and suggestions


## Cookies Business Badges

## Getting Families Involved

Girl Scouts can earn Cookie Business badges by completing requirements that help them develop new skills as they learn and grow their business.

Badges are official Girl Scouts of the USA recognitions that can be placed on the front of their Girl Scout uniforms.

Learn More:

- girlscouts.org/cookiebadges
- girlscouts.org/en/members/for-girl-scouts/badges-journeys-awards/badge- explorer.html


The Girl Scout Cookie Program is a team effort, and families play a major role. With the support, assistance and encouragement of their family, there's no stopping a Girl Scout!

To inspire Girl Scouts and their families, check out these helpful resources:

## Cookie Entrepreneur Family Pins

Families can support their Girl Scouts in learning the five skills while encouraging them to think like entrepreneurs. Families can earn a different pin every year.

The simple, age-specific guidelines have been tailored for her developing skill set.

## Cookie Program Family Meeting Guides

Plan a fun and informative family meeting using these guides, which include resources tailored to each Girl Scout grade level.

Learn More:

- girlscoutcookies.org/entrepreneurfamily



## Set Your Cookie Goals wroank

The Girl Scout Coolkie Program beqins Janury 12,2024.
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www.gsfun.org | 800.785-2090


Coin Purse AND Wristhand


Flair Bottle AND Vinyl Sticker


Plush AND Carnplight


Theme Key Ring


Mood Cup AND Straw


Sweatshirt AND Chaice of Battleship NJ 5/18/24 or $\$ 40$ GSJS Gift card

## 

2 Ticketa to STOMP at MeCarter theater 6/8/24 OR \$100 GSTS Gift card


Cricut with iCode Class TBD


1 Week at GSTS Summer Camp OR Carnping Gear and Overnipht for Grade 4+ OR Lifetime GSUSA Membershup foe Graduating Amhasaadors

Telescope with ASTRA Astrunomy Program IBD OR $\$ 200$ GSJS Gift card


Participation Patch


2024 Patch


Cookie Techie Patch


Cookie Share Patch

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## Mrooplewarls



Goal Getter Patch AND Choice of T-Shirt OR Axolotl PRJ (xunornd wome)



## Axolotl Fun Facts

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Axolotls are critically endangered amphibians.

In the wild, they are found in only one lake in the whole world! Lake Xochimilco, Mexico.


Axolotls are 1,000 times more resistant to cancer than mammals.

Axolotls are neotenic, which means they never outgrow the larval stage.

> Axolotls can completely regenerate lost limbs + organs. Wow!



Wide range of color + camouflage abilities!

# Meet the 2024 Cookie Line up! 



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


Iconic shortbread cookies inspired by the original Girl Scout recipe


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


French Toast-inspired cookies dipped in delicious icing


Crispy chocolate wafers dipped in a mint chocolaty coating


Crisp and crunchy oatmeal cookies with creamy peanut butter filling


Caramel, semi-sweet chooolate chips, and a hint of sea salt in a delicious cookie* thimiluad aroulability

# Ways to Participate in the Girl Scout Cookie Program 

Ready to help your Girl Scout get the most out of cookie season? No matter how they take part in the Girl Scout Cookie Program, they'll grow their people skills, learn to set goals, make smart decisions, and so much more. Talk with them about which options they're excited to explore this year!

## Text or Call Friends and Family

Is this your Girl Scout's first time running their own cookie business? Texting or calling friends and family is a great way to help them feel comfortable connecting with cookie customers. If your Girl Scout has a busy schedule, this is a flexible option.

## Digital Cookie ${ }^{\text {® }}$

Is your Girl Scout ready to take their digital marketing skills to the next level? With the Digital Cookie platform, Girl Scouts can ship cookies directly to customers, accept orders for cookie donations, or schedule an in-person delivery. This way, your Girl Scout can reach their sales goals no matter what their schedule is like.

## Cookie Booths

Cookie Booths are a great way to interact with new customers, develop teamwork, and have fun. Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, mall, bank, or even a drive-through booth in a parking lot) where they can practice their business skills with new customers.
Note: cookie booths must be coordinated by troop cookie managers; may only happen at council-approved locations; and must be legally open to, accessible, and safe for all girls and potential customers.)

## Door-to-Door Deliveries

Going door-to-door is a great way for your Girl Scout to perfect their sales pitch! Get out in your community and sell in your own neighborhood. Use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course).

## Connect With Your Community

The possibilities are endless! Girl Scouts team up with their parents/caregivers to sell cookies to their employees and coworkers, at places of worship, and at community groups. From preparing a corporate pitch to selling cookies in bulk to car dealerships, real estate agents, or financial institutions, there are so many ways to grow your cookie business.

Participating in the cookie program helps power Girl Scouts' adventures throughout the year. It's also a fun way to learn important skills for future careers and in life including goal setting, decision making, money management, people skills, and business ethics.

## Digital Cookie ${ }^{\circledR}$

Use the Digital Cookie application to sell cookies to customers online, track progress towards a goal, and manage sales. Same familiar software that troops and parents are used to.
Exciting news, your online Girl Scout Cookie ${ }^{\circledR}$ sales platform has some exciting new features! Selling Girl Scout Cookies ${ }^{\circledR}$ online and reaching your goals just got easier!

Please note: Troop leaders and volunteers will utilize Smart Cookies ${ }^{\mathrm{TM}}$ for cookie business management tasks like sourcing additional cookies for the troop and allocating cookie sales.

For Girl Scouts/Troops:

- Customizable Girl Scout pages allow customers to read your story and sales pitch and view your profile image or video.
- Troops can customize their site with the same marketing tools available on a Girl Scout's site with stories, sales pitches, a photo or a video.
- Cookie Business Badges and Family Entrepreneur Pin requirements are integrated into the system to reinforce the importance of badge work.
- Troops can turn off girl delivery if they are out of a flavor.


## For Parents:

- The option to turn girl delivery off for customers based on family preferences and cookie availability.
- The ability to turn cookie varieties on or off to match available inventory.


## For Consumers:

- Customers can order and pay for cookies online and pick them up at a booth.
- Customers will have the same checkout process when using an individual Girl Scout or troop link, ensuring a unified experience.


## A-lot-l things to know!!

## Jersey Shore Cares Gift of Caring Donation Program (a/k/a Cookie Share)

A key element of the Girl Scout Cookie Sale is our cookie donation program. It is a great way for customers to give back to the community! Cookies can be purchased by customers to benefit our local food pantries, US military troops and veteran organizations within our community. The donated packages remain with council and the council will take care of the distribution!

Girls receive credit for every donation as a box sold and it counts towards their rewards and the troop proceeds. Girls will earn special rewards as they reach different levels of donated packages.


Cookie Share Patch 10+ pkgs


Lanyard 50+ pkgs


Axolotl Large Plush Pillow 100+ pkgs


## STAY IN THE KNOW!

What is Rallyhood? It's an all-in-one platform so we can communicate, share files and other pertinent information all in one place in a timely manner.

Troop Cookie Sales Manager, GSJS This page is for all troop leaders and cookie managers to join. Information that is pertinent to all troops is posted as soon as it becomes available, and you can receive a daily digest of all cookie program information in one single email.

- Receive timely cookie program information
- Post questions
- Download files


# Cookie Calendar 

| Date | Activity |
| :--- | :--- |
| January 2 | Troops can begin entering their cookie booth locations in Smart <br> Cookies under "Booth" $\rightarrow$ "Troop Secured Booths". |
| January 5 | Digital Cookie opens to troop volunteers. |
| January 10 | Digital Cookie opens to parents to create girl storefront. |
| January 12 | Girl Scout Cookie Program begins. Digital Cookie opens to girls; <br> girls may use order cards for in-person and door-to-door sales. Troop <br> may set up troop link. |
| January 27- <br> February 8 | Community cookie deliveries or pick-ups will be scheduled for troops <br> initial orders. |
| January 31 | Target date to enter troop bank information in Smart Cookies. <br> Troops should create their main recognition order. |
| February 5-16 | Council cookie cupboards available by appointment for planned <br> orders. |
| February 16-18 | National Girl Scout Cookie weekend |
| February 21 | Council cookie cupboards open for regular hours, Monday-Fridays. |
| February 23 | Booth sales begin |
| March 1 | Unpaid fund report form due |
| March 8 | ACH withdrawal \#1 |
| March 22 | Unpaid funds report form due |
| March 29 | ACH withdrawal \#2 |
| April 8 | Girl delivery option ends in Digital Cookie |
| April 11 | Council cookie cupboards close |
| April 12 | Final unpaid funds report form due |
| April 14 | Girl Scout Cookie Program ends. |
| April 16 | DEADLINE TO SUBMIT GIRL REWARDS. Finish transferring all <br> packages to girls before submitting |
| April 19 | Final ACH withdrawal \#3 |
| Late May | Troop rewards shipped to community coordinator for distribution to <br> troops. |
| Are |  |

## Troop Checklist

## BEFORE THE SALE

## October - December

$\checkmark$ Be registered for 2024 and have current background check.
$\checkmark$ Cookie initial orders placed. If you missed initial order, cookies will be available from Council cupboards in early February.

## Late December/early January

$\square$ Log into Smart Cookies, verify troop contact information; review troop roster. Notify productsales@gsfun.org of any errors or omissions.
$\square$ Attend trainings as offered. Attend Community Leader's meetings for information \& updates to the Cookie Program.
$\square$ Pick up sales materials from Community Product Sales Coordinator
$\square$ Host a troop cookie meeting:

- How you present the program will have a big effect on the girl's enthusiasm and parent support.
- Work with girls to set troop and individual goals. Juniors and older - have troop discussion on rewards and/or opting out. If they choose to opt-out, update in Smart Cookies.
- Review the 5 skills, troop and girl goals, online and in-person safety guidelines, important dates and money handling procedures with parents.
- All parents must complete online or paper permission form to participate, which troop must keep until the following year.
$\square$ Recruit help! Encourage parents to assist throughout the season. The Troop will need help with Initial Order pick-up, coordinating and promoting cookie booths, making reminder phone calls for deadlines, and planning the Troop's celebration activities.


## DURING THE SALE

## January

$\square$ Encourage ALL girls to register for their Digital Cookie accounts when their parents receive the welcome email. Digital Cookie welcome emails will be sent on January 10. The program begins January 12. Digital cookie opens and girls may begin taking inperson orders.
$\square$ Set up troop digital link.
$\square$ Arrange troop secured booths with merchants and submit in Smart Cookies for council's approval. Troop booths can be scheduled between February 23 and April 14.
$\square$ All troops should enter banking information in Smart Cookies by January 31.
Troop should create their main recognition order.
$\square$ Prepare for pick up of initial cookie order. Pick up will be scheduled from January 27February 8. Your coordinator will notify you of date and location. Be sure to select a pick-up time through your coordinator. Recruit adults to help you pick up troop order. Communicate regularly with girls and parents.
$\square$ Create schedules for approved booths to schedule girls and parents.

## February

## Troop Checklist

$\square$ Council cupboards open.
$\square$ If your troop did not place an initial order, you may now order from the cupboard. Create a planned order in Smart Cookies. Troops may order as often as needed.
$\square$ Distribute cookies to girls, providing them with cookies to fill any girl-delivered orders received through digital cookies; any in person/order cards sales they've taken and/or cookies for their wagon sales to sell cookies in hand. Be sure parents sign receipt for all cookies signed out from troop inventory.
$\square$ Enter troop-to-girl transfers in Smart Cookies as girls sign out inventory. This keeps troop inventory up-to-date and shows families their unsold inventory in Digital Cookies.
$\square$ Council cookie booth selection begins early February. Watch for emails and posts in FB and Rallyhood with specific information and dates.
$\square$ Collect money from parents before signing out more cookies; issue receipts for payments received and enter payments to girls in Smart Cookies regularly.
Booth sales begin on February 23. Place cupboard orders (planned orders) for booth cookies as needed.
$\square$
Make periodic bank deposits as girl payments and booth sales monies come in.

## March

$\square$ Reorder additional cookies as needed.
$\square$ Continue making regular bank deposits to prepare for ACH sweep \#1 on March 8. Check Smart Cookie and watch for email from Smart Cookies with amount of first withdrawal. Submit unpaid funds report by March 1, if necessary.
$\square$ Make sure ALL troop deposits are reflected in your troop bank account.
$\square$ Transfer inventory to girls and apply girl payments on a regular basis. Use Smart Booth Divider for each sale to transfer booth cookies to girls quickly and evenly.
$\square$ Compare troop inventory on hand to Smart Cookie regularly. They should be the same.
$\square$ Repeat above steps as often as necessary, until your booths are completed, and all girls' balances are paid.
$\square$ Check bank balance to prepare for ACH sweep \#2 on March 29. Submit Unpaid Funds Report by March 22, if necessary.

## April

## AFTER THE SALE

$\square$ Girl deliver ends on April 8 and Girl Scout Cookie Program ends on April 14 and digital cookie closes.
$\square$ Make final run to Council cupboards before they close, if needed.
$\square$ Collect remaining balances due from girls and make final deposits into troop bank account.Finish all transfers to girls before submitting the rewards order on April 16.Be ready for FINAL ACH sweep on April 19.

## Mid-May to June

$\square$ Download a copy of your sales summary for your year-end financials and check your bank statement to be sure all deposits, and withdrawals were correctly processed.
$\square$ Rewards shipped to your coordinator. Pick up in a timely fashion, count immediately and contact your coordinator if there are any missing items.
Distribute rewards to girls promptly and celebrate your troop's hard work!!

## Girl Scout Safety Practices

- Show you're a Girl Scout. Wear the Girl Scout membership pin, vest, sash or other Girl Scout clothing to identify yourself as a Girl Scout.
- Buddy up. Always use the buddy system. It's not just safe, its more fun.
- Plan ahead. Be prepared for emergencies, and always have a plan for safeguarding money.
- Protect Privacy. Girl Scouts' last names, home addresses, and email addresses should never be given to customers. Protect customers' privacy by not sharing their information, except when necessary.


## In Person Sales

- Partner with adults. Adults must accompany Girl Scout Daisies, Brownies and Juniors. Girl Scouts in grades 6-12 must be supervised by an adult and must never sell or deliver cookies alone.
- Sell in the daytime. Sell during daylight hours, unless accompanied by an adult.
- Do not enter any homes or vehicles. Never enter someone's home or vehicle. Only approach vehicles at designated drive-thru cookie booths.
- Be streetwise. Become familiar with the areas and neighborhoods where you'll be selling and delivering cookies. Avoid alleys.
- Be safe on the road. Always follow safe pedestrian practices when crossing at intersections or walking along roadways. Be aware of traffic when unloading products and passengers from vehicles.


## Digital Sales

- Be safe online. Girl Scouts must have their caregiver's permission to participate in all online activities.
- Participate in Digital Cookie. Read and abide by the Girl Scout Digital Cookie Pledge.
- Read and agree. Read and agree to the GSUSA Internet Safety Pledge.
- Caregivers' agreement. Read and abide by the Digital Cookie Terms and Conditions for Parents/Guardians.


## Online Safety Resources

Girl Scouts and their parent/ guardian must read, agree to and abide by the Girl Scout Internet Safety Pledge, the Digital Cookie Pledge and the Supplemental Safety Tips for Online Marketing before engaging in online marketing and sales efforts through the cookie program.

## Booth Sales

A booth sale is a public sale that a troop hosts in front of a local business with cookies in hand. Booths give the girls an opportunity to reach their goals by selling directly to the public. What a great way to increase your troop's cookie sale success!

- Boothing runs from February 23 to April 14, 2024.
- Two adults must be present, one of whom must be a registered member and has a current background check.
- Girls must always be present at booths and should be limited to between 2-4 girls.


## TYPES OF BOOTHS

Troop secured booths are arranged in advance between the troop and a business. Troops must wait until January 2nd to solicit locations. Troop obtains permission from the business owner or manager and arranges date \& time with them. Please provide them with your contact information and agreed upon date(s). Troops are required to notify council of all their secured booths by entering them in Smart Cookies to be reviewed and approved.

Council booth sales, called first come, first served are arranged and offered by council and will be offered to troops starting in February and advanced notice will be given to all troop volunteers. GSJS sets up booth locations throughout our council, including Walmart, ACME Markets, Jersey Shore and Jackson Premium Outlets, Monmouth Mall, Ocean County Mall, certain GNC Live Well and Joann Fabrics. Troops should not contact these locations.

All approved booths will be entered into the cookie booth finder.

## SCHEDULING IN SMART COOKIES:

Troop secured booth sales - After receiving approval from a business, the troop enters their location information by selecting Troop Secured Booth under the booth tab.

An automated e-mail from Smart Cookies will be generated once council has approved the sale. If there is a conflict and the sale is denied, an automated email will be sent to the troop.

Council Booths - Council booths are all preapproved. Troops just select an available location, date and time they want from the council's list by selecting Schedule Booths under the booth tab.

## All approved booths will appear in My Reservations under the booth tab.

## BOOTH TIPS \& BEST PRACTICES

- Review booth etiquette with girls and their caregivers.
- Check in with the store manager and know where to set up. Thank them when you leave.
- Be prepared with a table, tablecloth, adequate supply of cookies to sell, cash box and change, pens, signs, allergy chart.
- Create an attractive table display with only GS cookies on the table. Keep food and drinks out of sight and no other items except cookies may be sold.
- Have a troop goal poster to display. Customers love helping girls reach their goals, especially when they know why!
- Use an inventory sheet to keep track of the sales and to reconcile your monies. Count packages before and after the booth and keep track of the girls who worked the booth.
- Always keep money out of sight.
- Clean up your space when done and take all trash and empty cookie cases home with you.
- Smile, say please and thank you and have fun!!


## Booth Sales cont.

## CANCELLATIONS

If you need to cancel a sale, you should delete/release the sale from the My Reservations under Booths in Smart Cookies. As a courtesy, let the business know you are cancelling if it is a location where the troop arranged the spot. Council offered booths will then open back up as available for another troop to claim.

## COOKIE DRIVE-THRUS

Drive-thru booths are a troop secured booth with a twist. Troops work with local business to secure a safe location. This gives customers a convenient way to get their cookies by offering a convenient "drive-thru" service in a parking lot.

Care should be used when selecting location and setting up a drive thru to keep the girls safe and away from moving vehicles. These booths should have a larger group of adults and girls to man the drive-thru service than a booth outside of a retail location.

Drive-thrus are a troop secured booth and do require the council's approval. Submit the troop secured booth in Smart Cookies for council review.

## Booth Alternatives

## LEMONADE STANDS

What is a Lemonade Stand? Lemonade Stands work like booth sales but are held at the residential property of a girl's family or someone she knows. Families must work with their troop cookie manager to get inventory and should turn in money to their troop right away when the sale is done, following regular troop procedures for money collection. The town may require permitting like a yard sale, so troops should check into this. These do not require approval from council and should not be entered into Smart Cookies.

## NEIGHBORHOOD WALKABOUTS AND WAGON SALES (mobile cookie booths) <br> Grab that cart or wagon and take your sale mobile. Sell cookies-in-hand through residential neighborhoods. Get the word out by leaving flyers or door hangers informing everyone how and when girls are planning on selling. These do not require approval from council and should not be entered into Smart Cookies.

## Inventory Management

Placing Initial Order

Initial Orders Are Placed In October \& December, ahead of the start of the cookie program. Troops click on Troop Initial order under the Orders tab. Orders are placed in full cases.

## Picking Up Troop Initial Order

Delivery sites are the locations where troops pick up their initial cookie order. Delivery sites might be a local fire house or community center in your town, or your community may be picking up on a given date at our distributor's warehouse. It is only a one-day event for your community. Location information will be shared with troops once scheduling is finalized. The window for picking up initial orders will be January 27, through February 8, 2024.

- Scheduling will take place in January with your community product sale coordinator
- Please arrive at your scheduled date and time and bring enough vehicles with you to hold the number of cases that were ordered.
- Please follow instructions of the volunteers and site workers at pick up. No children are permitted at the distributor's warehouse.
- You must count and sign for your order, to make sure it is correct before you leave the site. Once you leave the site, cases are troop responsibility. Should you find an overage or shortage later, contact your coordinator immediately.


## Distributing Initial Order Cookies

Once the troop receives their initial order, follow these steps to ensure a successful delivery to your girls and their families:

- The cookies not transferred to individual girls belong to the troop.
- Ask parents to provide a list of cookies they require for their approved online girl-delivery orders as well as any order card or in person orders they have taken.
- Sort each girl's orders away from troop inventory.
- Schedule date and pick up times with your parents to receive their cookie orders.
- Parents will count their order and sign for them, using receipt books provided to troop. Troops must have a record of all cookies distributed and money collected.
- Use separate receipt books for cookie distribution and payments received.
- Troop volunteer will place a transfer order (troop to girl) in Smart Cookies for all cookies taken so the girl receives credit, and the parent assumes financial responsibility.


## For Troops That Didn't Place an Initial Order

- It's never too late to participate in the cookie program!
- Set goal with your goals and get them started.
- Distribute order cards to your families so girls can sell in-person and door-to door.
- Encourage your families to set up their Digital Cookie storefront. Girl delivery orders can be accepted until early April.
- Arrange booth sales, if desired to help them meet their goals.
- You can place a cupboard order starting the beginning of February to pick up troop inventory to meet the in person and digital needs of your girls and can order as often as you'd like. Our cupboards will open with stock of all varieties, including gluten-free.


## Inventory Management cont.

## Cookie Reorders

Where do you get additional cookies after you receive your Initial Order? Your troop may need to order additional cookies during the cookie program. Cookie cupboards are locations where troops can pick up additional cookies for girl's orders and booth sales.

Troops will place a planned order in advance through the Smart Cookie platform for pick up at your preferred location. In Smart Cookies select Orders $\rightarrow$ Planned Order. Select a cupboard location - date - time. Then enter your order in a combination of cases or individual packages, add any notes for the cupboard manager and then save.

- Troops are not responsible for planned orders until they are picked up.
- Cookies may be ordered by packages or cases from council cupboards.
- Troop leaders may pick up cookies or allow parents to do so. Parent name should be entered into the order "note box".
- Persons picking up cookies will sign a receipt for cookies received and then cookies become the responsibility of the troop.


## Council Cupboards

Staffed by council; will have regular hours, posted in Rallyhood and on council's website

- Farmingdale: Infirmary in Camp Sacajawea, Monmouth Service Center, 242 Adelphia Road
- Toms River: Garage at the Ocean Service Center, 1405 Old Freehold Road


## Volunteer Cupboards

One volunteer will host a mini-cupboard in her home. This cupboard is available to all troops, but quantities and varieties may be limited. Troops should use council cupboards for large orders. This option is ideally for troops who have run low on cookies and need to replenish over the weekend for their booth sales. Full cases only and no exchanging flavors at these locations.

- Troops must place an order in advance through Smart Cookies
- Troops must then contact the Depot Volunteer directly to schedule and confirm a pickup appointment with the volunteer. Smart Cookies will have hours listed, but the volunteer works, so all pick ups must be confirmed by text or email with her. No exceptions.

Southern Ocean Cupboard is located in Barnegat. The volunteer is Melissa Melber (732) 674-0124 gsjstroop50261@yahoo.com

## Damages and Exchanges

- Visible damages should be addressed at the delivery or pick up site if possible.
- Concealed damages will gladly be replaced at either of the council cupboard at no cost. Bring the damaged box(es) in during cupboard hours.
- Council will swap or exchange unwanted cookies for different flavors, based on availability. Bring unwanted cookies into either Council cupboard during business hours. Troops may exchange individual packages or full cases. No Smart Cookie entry is needed. Council will handle the transfers in Smart Cookie for you.


## Inventory Management cont.

## Transferring Cookies to Girls or Another Troop

Inventory belongs to the troop until it is moved to a girl or to another troop. All inventory should be moved in Smart Cookies regularly to keep troop inventory in balance. Transfers will credit your girls with packages which count towards their rewards; moves financial responsibility to the family; and keeps your girl's inventory up-to-date in her Digital Cookie app, where she can manage her inventory.

## There are three types of transfers a Troop user can create:

- Troop to Girl (T2G) - transferring packages to Girl Scouts from the troop inventory - do this each time a girl/family takes troop inventory for their in-person or online girl delivery needs.
- Girl to Girl (G2G) - transfer packages from one Girl Scout to another within your troop
- Girl to Troop (G2T) - transferring packages back to troop inventory from a Girl Scout


## From the Orders tab on the Smart Cookie dashboard, select Transfer Order. Then select the type of transfer you need to make. Be sure to save your work.

A troop-to-troop transfer moves packages (and financial responsibility) to another troop. The Council will enter this movement of inventory if a troop transfers packages to another troop. Giving and receiving troops must emailjgarbe@gsfun.org with troop information and a list of the inventory to be transferred for this to take place.

## Transferring Booth Sale Cookies - Smart Cookies Booth Divider

The Smart Booth Divider is an easy way to distribute booth packages to multiple girls quickly and evenly. Girls are not financial responsible for packages assigned through the booth divider, but they will receive credit towards their rewards. Using the booth divider also keeps the troop inventory up-to-date.

To distribute booth cookies, go to the Booth tab and select My Reservations.

- Scroll through the list shown or use search feature to find the desired booth
- Scroll to the far right using the scroll bar under the list of booths.
- Click on the 3 dots at the end of the row to view booth details and select Smart Booth Divider.
- Enter the quantities sold in packages by variety.
- Click the Save and Distribute Sales button.
- Select the girls who sold at the booth
- Click Continue
- The packages will automatically divide evenly between the girls selected.

Note: If there are any varieties that were not able to divide evenly, they will be highlighted in red. Distribute the remaining packages manually to girls, so each variety has zero packages left to distribute.

- Click Save.
- You will see a green check confirmation message appear. Smart Cookies will automatically transfer the appropriate quantity of each variety to the girls and can be viewed on the Manage Orders page.


## Inventory Management cont.

## TIPS AND BEST PRACTICES

- Encourage your girls to continue taking orders!
- Determine how your troop is doing towards reaching their troop goal. Keep a troop goal chart current as a visual aid for the girls (and parents).
- Girl delivery orders and in-person order card sales should be sourced from troop's initial inventory order or a cupboard order if a troop did not place an initial order.
- Keep parents up to date on how much they owe and when to turn in payments to the troop.
- Only give out small amounts of cookies at a time to each family. The amount to distribute will vary based on troop comfort levels and familiarity with each family. Parents may want extra cases to take around the neighborhood to sell with cookies in hand, or they may want to have a lemonade stand.
- After distributing the initial order to your families, we would encourage troops to be flexible with regards to returning inventory to the troop. Parents may be more eager to take cookies to sell, if they know they can return them back to the troop. Those cookies can always be sold by another girl or used to stock an upcoming booth sale.
> Set a deadline when the troop needs money and unsold cookies back from families, say a week before your first booth sale. This will give you time to manage troop inventory before heading off to the cupboard to stock up for your booth sale.
$>$ Cookie manager should give a receipt for the returned cookies and do a girl-to-troop transfer in Smart Cookies.
- Consider collecting payments from families before distributing more cookies.
- Some girls are real go-getters and continually sell all season! Set up a schedule when you want parents to give you their girl-delivered and in person sales so you can create your planned order(s). This could be twice a week or every other week, its all up to the cookie managers/leaders. Set boundaries with your parents on how often they can come to your home to get more cookies; this will also vary for every troop.
- Recruit a parent to make cupboard runs for your troop!
- Keep up-to-date entering cookie transfers in Smart Cookies!
$>$ This will help you manage the troop's inventory, regularly comparing physical inventory to what Smart Cookie says you should have.
- When you transfer cookies to girls, her inventory is updated in the girl's Digital Cookie app she needs to know what her inventory should be as she marks in her sales. She will know what she has and when she's low on flavors and needs to get more from the troop.
- Order additional cookies from the council Cookie Cupboard to replenish your troop inventory as needed. These orders are called planned orders in Smart Cookies.
- Order booth sale cookies as needed; once they are taken from the cupboards, they are not returnable. The weather, illness and other factors can determine a booth's success or if it needs to be cancelled.
- Don't over order booth cookies! While it may be a bit inconvenient to make more frequent cupboard runs, there will be less stress than having an abundance of inventory to sell.


## Money Matters

## MoneyHandling

- Troops proceeds belong to the troop, not individual girls.
- There is no prepayment requirement for troops for cookies.
- Parents/guardians must sign a Parent Permission and Responsibility form for every participating girl, either on paper or online at GSJS Product Permission \& Responsibility MY2024 (wufoo.com) Troops must retain these forms and they should be completed before girls take order cards or begin online selling.
- Girls collect money when delivering cookies, not in advance, unless the only item purchased is a Gift of Caring donation. All online sales are prepaid by customer at time of order.
- Parents/guardians should not be asked to prepay for inventory when picking it up from the troop. Exceptions may be considered if there is prior history of late or slow payments. In this case, contact product program department at productsales@gsfun.org for guidance.
- Troops may require payments from families for balances owed before giving out additional cookies to families. Each troop will form its own policy based on experience and comfort level.
- Customers can pay for cookies with cash or checks made payable to the troop. They can also pay through the girl's digital cookie app using the cookies in hand feature. If the troop chooses to accept checks, be sure to have a phone number listed on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem. Troops will take responsibility for a bad check and any bank fees associated with it.
- Always write a receipt for cookies and money, always counting money in front of caregiver. Protect yourself and your families/girls. You must have a written record of all cookies distributed and money collected.
- Parents are responsible for all Girl Scout cookies received. It is the troop choice to exchange cookies or accept them back from families. Have parents count and sign a receipt any time cookies are transferred.
- Set deadlines for your parent/girls to pay on their balance owing prior to the ACH sweeps.


## Money Matters

## ACH Sweep Schedule

\#1 - March 8, 2024-25\% of the initial order, minus Digital Cookie credits and minus troop proceeds
\#2 - March 29, 2024 - remaining balance due of initial order \#3 - April 19, 2024 - balance remaining to council

## Banking and Finances

- GSJS will conduct three (3) ACH sweeps (electronic withdrawals) for payments during the 2024 season directly from the troop bank account.
- Troops must provide their troop bank account information in Smart Cookies. From the Smart Cookies dashboard, select Troop Information under the My Troop Tab. Enter troop's bank account number and bank routing number and be sure to click update information at the bottom of the page. This should be completed by January 31, 2024.
- Troops should deposit money often into the troop bank account.
- Collect money from parents in advance of the first ACH sweep, and deposit into the troop bank account in a timely fashion so funds clear and are available in time for each ACH sweep.
- Amounts due to council will be shown in Smart Cookies on the on the Troop Balance Summary Report. Troops will also receive an email from Smart Cookie advising them of the amount of their upcoming withdrawal.
- Troops should not pay council for cookies if a family has not paid the troop. Please identify all families with an unpaid balance. Submit UNPAID FUNDS REPORT FORM by email to the product program department with supporting documentation seven (7) days before the sweep date. Council will reduce the amount to be withdrawn to accommodate the unpaid amounts reported.
- Only one girl per report form.
- Troops will be charged a $\$ 20$ fee if the ACH sweep is declined for insufficient funds.


## Unpaid Funds Policy - Cookies 2024

It is the policy of Girl Scouts of the Jersey Shore to work with all communities, troops, and parents to remediate outstanding balances due to the troop and/or council. To that end, anticipation of delinquent payment and communication to the Product Programs Department at GSJS before the Automatic Clearing House (ACH) pull from the troop bank account is required.

## The following are guidelines set to remediate outstanding balances due:

## Procedures for Unpaid Funds from a Parent:

1. Troop Leader, Community Product Sales Manager or Troop Cookie Manager must notify council of unpaid funds via email to productsales@gsfun.org no later than seven (7) business days before the ACH pull**. The "Unpaid Funds Report" form, a copy of the signed parent permission slip and signed product delivery ticket are required as support documentation, as well as list of attempts that troop made to communicate with parent on unpaid funds. Council cannot pursue the parent without the proper signed documentation.
2. Council will adjust the troop amount owed, to reflect the unpaid parent's portion.
3. Once notified, council will contact the parent within 10 business days to start collection.

In addition, their daughter may not be able to participate in Product Programs in the future, until the unpaid amount is paid in full, and they will be marked as ineligible and unable to participate as a volunteer in any capacity.

Payments will be accepted via bank check, money order, or a scheduled time with the GSJS Product Sale Department to pay over the phone via credit/debit card.
**If troop notifies council AFTER the ACH pull and funds have been pulled from troop account: Troop may be held responsible for collecting payment from the parent/guardian to reimburse the troop funds.

## Procedures for Unpaid Funds from a Troop:

1. Council will notify troops via email within five business days of any $A C H$ issues after the $A C H$ pull for that Product Program. Troops will be asked to fix issues and pay in full at the adjustment ACH pull, which is scheduled for April 19, 2024.
2. If second/adjustment pull is unsuccessful and funds are still owed, the council will start collection process.

In addition, their daughter may not be able to participate in Product Programs in the future, until the unpaid amount is paid in full, and they will be marked as ineligible and unable to participate as a volunteer in any capacity.

Payments will be accepted via bank check, money order, or a scheduled time with GSJS Product Sale department to pay over the phone via credit/debit card.


Smar+ Cookies
POWERED BY ABC BAKERS whenever it's convenient for you.


Smart Cookie Training can be accessed from the Safety \& Training tab.

## Leaders \& Cookie Managers: Be on the lookout for this important email!



## How much?? Fun Facts!!

Proceeds stay local!


How much should I order for booth sales?
Based on national average sales per cookie variety, we suggest orders are based on the below mixture:

| Thin Mints ${ }^{\circledR}$ | $25 \%$ | Trefoils ${ }^{\circledR}$ | $7 \%$ |
| :--- | :--- | :--- | :--- |
| Caramel deLites $^{\circledR}$ | $18 \%$ | Peanut Butter Sandwich | $7 \%$ |
| Peanut Butter Patties ${ }^{\circledR}$ | $14 \%$ | Toast-Yay! ${ }^{\circledR}$ | $6 \%$ |
| Adventurefuls ${ }^{\circledR}$ | $11 \%$ | Caramel Chocolate Chip | $2 \%$ |
| Lemonades $^{\circledR}$ | $10 \%$ |  |  |

How much can I pickup?

| Compact car | 23 cases |
| :--- | :--- |
| Hatchback car | 30 cases |
| Standard car | 35 cases |
| SUV | 60 cases |
| Station Wagon | 75 cases |
| Minivan | 75 cases |
| Pickup truck | 100 cases |
| Cargo van | 200 cases |

3-hour sale: 8 cases
6-hour sale: 17 cases
9-hour sale: 20 cases


Remember that location of sale - patron volume number of hours - weather conditions - all affect sales


- Parent Permission Form
- Goal Chart
- Mini Order Card
- Door Hanger
- Cookie Menu Lanyard
- Money \& Cookie Receipts
- Booth Etiquette
- Two Booth Inventory Sheets
- Allergens Guide
- Unpaid Funds Report Form
- Certificates of Appreciation
- Digital Cookie Training/Tip Sheets
- ABC Resources


## 2024 Parent Permission and Responsibility Form



## The Girl Scout Cookie Program begins Friday, January 12, 2024

## The Girl Scout Cookie Program ${ }^{(8)}$

Girl Scout Cookies* are an opportunity for girls to do extraordinary things. Proceeds from every purchase stay local, powering new experiences!

Whether it's a trip she'll never forget, a service project that will change her community forever, or the opportunity to build a lifetime of memories at camp, Girl Scout Cookies make it all happen! Selling them also teaches giris essential skills they can use to be successful today and in the future - it's a sweet deal.

## Digital Cookie

Help girls take their Girl Scout Cookie* business to the next level with the Digital Cookie platform. By adding online and mobile channels to their sale efforts, girls can market everyone's favorite Girl Scout Cookies to friends and family down the block or across the country from the comfort of their home. Using Digital Cookie is easy and convenient.

- Girl Scouts* who paired Digital Cookie with traditional sales on average sold $76 \%$ more Girl Scout Cookies than girls who did not sell Girl Scout Cookies online
- Girl Scouts who personalized their Digital Cookie site with their own picture or video, on average, sold more than double the number of Girl Scout Cookies


## Parents • Get Involved!

The Girl Scout Cookie Program is a team effort, and adult support plays a major part. When you support her success through the Girl Scout Cookie Program, you're narrowing the female entrepreneurship gap by nurturing that go-getter spirit early on and equipping her with the confidence and know-how to dream big and do bigger.

> Troops earn money based on per-girl average
> - $\$ 0.80$ per box $1-149$ packages sold
> - so.85 per box 150-199 packages sold
> - 50.90 per box $200-249$ packages sold
> - $\$ 0.95$ per box $250+$ packages sold.

## 2024 Cookie Sale Program Parent Permission and Responsibility Form

My daughter $\qquad$ , has my permission to participate in the 2024 Cookie Sale Program. In so doing, I agree to accept the financial responsibility for all products and money she receives. I agree to see that my daughter does not begin selling before January 12, 2024.








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girl scouts of the jersey shore






A fun activity for your girls, handy to have when selling in person and small enough they can take it with them wherever they go!!

- Print the full-size image on the next page on card stock
- Have your girls complete their information
- Print and glue a picture of their digital cookie QR code to the front
- Cover with clear contact paper or packing tape if desired
- Punch hole and attach to a lanyard


My name is $\qquad$
My goal is $\qquad$
To order $\qquad$

## It's Girl Scout Cookie" Time!

My name is
My goal is
To order

## VISA <br> ACCEPTED <br> Donate Cookies Yoar donation helps Girl Scouts in my community glve conkisa to local hesues <br> Trand.  ciminimumiocres er <br> + TMA 0 Givf Scsitr is Ate CSSA - TMA 9 2025 Kervo brese.

| 1 s | 3 Adventurefuls* | Sem Here to Order Now |
| :---: | :---: | :---: |
| \$ | ¢ Lemon-Ups |  |
| 3 | 8 Trefoils |  |
| 8 | 3) Do-si-tlos |  |
| 5 | ( Samoas | VISA |
| 3 | () Tagnlongs* | Accsiptad |
| 3 | (3) Thin Mints' | Donate Cookies <br> Yosirs doration helps <br> Cun |
| 5 | 3 Girl Scout S'mores' |  |
| 5 | (i) Toffee-tastic |  <br>  <br>  $\qquad$ |
| girlscouts | L Litur Brountic. | T TMA 0 Givf Scxitr of the CSHA <br>  |


| 83 | Adventurefuls* | Scan Hare to Orier Noub |
| :---: | :---: | :---: |
| \$ | Lemon-Ups* |  |
| 5 | Trefoils |  |
| 3 | Do-si-dos |  |
| 3 | Samoas | VISA |
| 5 | Tagalongs | ACCSIPED |
| 5 | Thin Mints | Danate Cooscies Your dionation helpa Garl Scmuls in ray |
| 3 | Girl Scout S'mores' | commanity give cookies to local heroes. |
| 5 | T) Toffee-tastic | Te an /aventryterava jorbici aperkanist, vimi SifinSiowniristi is moichor |
| girlscouts | Litur Brouns |  |

My name is
My goal is $\qquad$
To order


## VISA

ACCRPTED

## Donate Cookies

Yout donation belps Girr Scouts in my cemmuraty give esekles to locel heroen.

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## It's Girl Scout Cookie- Time!

My name is $\qquad$
My goal is $\qquad$
To order





| MONEY Svi/co COOKIE RECEIPT |
| :--- |



## Booth Etiquette

Booth sales give girls the opportunity to learn new skills; promote Girl Scouting; live the Girl Scout Promise and Law; and to sell more product. With this opportunity comes the responsibility to follow safety, public relations, and business guidelines.

It is a privilege to be trusted by our retail partners with their storefront space, and it is of utmost importance that we take great care to honor all booth sale guidelines. Let's ensure that all our interactions at booth sale locations are always positive and appreciative - we are so grateful for the support of our retail partners for our COOKIE ENTREPRENEURS!

## I will:

- Identify myself as a Girl Scout and wear my uniform; vest or sash; or my pins.
- Be polite when approaching all customers.
- Be on my best behavior because I am a representative of Girl Scouts.
- Keep table and area neat.
- Say Thank you to all customers, whether they purchase or not.
- Thank the business for allowing us to be there.
- Remember that Girl Scouts leave a place better than they found it. Be sure to clean up after your booth sale and take home all empty cookie boxes and trash.


## I will NOT:

- Block doorways or walkways with tables or signs or get in the way of customers.
- Ask a customer twice to buy product.
- Go into the store while working at the booth.
- Talk loudly, run around, or play while selling at a booth.


## It's a good idea to:

- Ask the girls to eat before coming to the booth sale - they shouldn't eat while selling. Beverages are okay.
- Refrain from extended phone calls and texting while at the booth (girls and parents). Girls are there to run their business.
- Remember: Adults are not permitted to smoke at booths (including vaping).

|  | Starting Inventory | Ending Inventory | Total Packages Sold |
| :---: | :---: | :---: | :---: |
| ADVENTUREFULS |  |  |  |
| TOAST-YAY |  |  |  |
| LEMONADES |  |  |  |
| TREFOIL |  |  |  |
| THIN MINTS |  |  |  |
| PEANUT BUTTER PATTIES |  |  |  |
| CARAMEL DELITES |  |  |  |
| PEANUT BUTTER SANDWICH |  |  |  |
| CARAMEL CHOCOLATE CHIP |  |  |  |
| TOTAL PACKAGES SOLD: |  |  |  |
|  |  |  | X \$6 |
| TOTAL \$ SALES: |  |  |  |




| Ending Cash |  |  | Girls on Duty |
| :--- | ---: | ---: | :--- |
| Starting Cash | - |  |  |
| Total Cash Collected | $=$ |  |  |
| Credit Card Sales | + |  |  |
| Checks | + |  |  |
| Total Collected <br> (should = Total \$ sales above) |  |  |  |

## LOCATION \& DATE

## Booth Inventory sheet

booth location: $\qquad$

| Adventurefuls |
| :--- |
|  |


| Girl Scout On Duty | Start Time | End Time |
| :--- | :--- | :--- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |


| Ending Cash |  |  |
| :--- | ---: | :--- |
| Starting Cash | - |  |
| Total Cash Collected | $=$ |  |
| Credit Cards | + |  |
| Checks | + |  |
| Total Collected | $=$ |  |

$\qquad$
$\qquad$
$\qquad$
$\qquad$
$\qquad$
adult signature:
girl scouts
of the jersey shore

The GIRL SCOUTS ${ }^{\oplus}$ name apd mark, and ${ }^{\text {all }}$ associated trademarks and logotypes, including but not limited to the Trefoil Design, are owned'by Girl Scouts of the USA. ABC Bakers is an official GSUSA licensee.

## Girl Scout Cookies ${ }^{\oplus}$ 2024 Food Allergens Guide



For complete nutrition facts and ingredients, visit girlscoutcookies.org or www.abcbakers.com for more information.

## UNPAID FUNDS REPORT

## Troop \# <br> Emall <br> $\qquad$

$\qquad$ Community Name/Number $\qquad$ |

Troop Product Manager/Leader Name $\qquad$ Phone \# $\qquad$

## Unpaid Funds Information

Responslble Party:
D Parent/Guardlan
Internal Use Only:
S.F. Case $\approx$

Parent/Guardlan $\qquad$
GIrl Name: $\qquad$
Address: $\qquad$ CIty: $\qquad$ Zlp: $\qquad$
Home \# $\qquad$ Cell \# $\qquad$ Work \#: $\qquad$
Origlnal Amount Due \$ $\qquad$ Payments Made to Date \$ $\qquad$ Current Due \$ $\qquad$
The following supporting documentation must be attached to request a payment adjustment:

- Signed Parent/Guardlan Permission sllp
- SIgned product dellivery ticket(s) that parent picked up cookles

Troop Product Manager/Leader Slgnature: $\qquad$ Date $\qquad$
COOKIE PROGRAM 2024
Please provide communlcation notes below and any other background Information on back

FIrst Contact Attempt Date $\qquad$ Tlme $\qquad$ Contact Type:
(phone, email, social median etc.)
Conversation Detalls/Notes: (please provide screenshots If avallable, use reverse side If needed)
$\qquad$
$\qquad$

Second Contact Attempt Date $\qquad$ Time $\qquad$ Contact Type:
(phone, email, social media etc.)
Conversation Detalls/Notes: (please provide screenshots If avallable, use reverse side If needed)

## GIRL SCOUT COOKIE

 BOOTH HOST CERTIFICATE
## awarded to:



# CERTIFICATE OF APPRECIATION 

## awarded to:



## Resources

| ABC Bakers | Excite and energize <br> Facebook <br> volunteers and troops about <br> cookie sales with sales <br> strategies, success stories, <br> technology tips and more | www.facebook.com/abcbakers |
| :---: | :---: | :---: |
| Lemonades <br> Facebook | Product sales and marketing <br> tool | www.facebook.com/LemonadesCookie |
| Lemonades <br> Instagram | Product sales and marketing <br> tool | @Lemonadescookie |
| Cookie <br> Calculator | Calculate package sales goals <br> based on number of packages <br> sold last year and the desired <br> percentage increase this year | www.abcsmartcookies.com/resources |
| Cookie theme <br> information | Gallery of images, clip art, <br> certificates | www.flickr.com/photos/abcbakersvolunteer |
| gallery/albums |  |  |

## Digital Cookie

## Training Material Index for ABC Council Users

*Instructions for both Girl Scout/Caregiver and Volunteer accounts.
** Functionality depends on council settings.

## Girl Scout/Caregiver

Digital Cookie Help:
hitps://digitalconkie_girlscouts.arg/help/garent-gird
FAQs, Live Chat, or contact the customer support team

## Registration

Site Registration
Site Registration Girl Scout 13 and Over
Forgot Password/Password Reset*
No Registration Email*
Unlock Account*
My Account Tab*
Dashboard
Tip Sheet
Video (initial login)

Site Setup
Site Setup
Site Setup-Girl Scout 13 and Over
Photo/Video Upload
Marketing to Customers
Tip Sheet
Tip Sheet
Tip Sheet
Tip Sheet
Tip Sheet
Tip Sheet

Order Management
My Cookies: Initial Order
Order Received: Shipped/Donated
Order Received: In-Person Delivery
My Cookies: Delivery Settings
My Cookies: Inventory by Variety
My Cookies: Inventory by Category
My Cookies: Financials
Tip. Sheet
Yiden
Tip Sheet
Tip Sheet Viden
Tip Sheet Video

Tip Sheet Video
Tip Sheet
Tip Sheet Video
Tip Sheet Video
Tip Sheet Video
Tip Sheet Viden
Tip Sheet Video
Site Features
Entrepreneur Pin and Badges
My Rewards
Cheers
Closing Your Site
Tip Sheet
Tip Sheet
Viden
Tip Sheet
Tip Sheet
Mobile App
Mobile App
Tip Sheet
Customer Experience
Customer Experience: In-person Delivery Order
Customer Experience: Shipped Order
Tip Sheet
Tip Sheet

Digital Cookie Help:
Check Order Status:
htes://digitalcookle girlscouts.arg/help/customer https://digitalcoolde giriscouts.org/ciastomer-order/orders

# Training Material Index for ABC Council Users 

*Instructions for both Girl Scout/Caregiver and Volunteer accounts. ** Functionality depends on council settings.

## Volunteer

Digital Cookie Help:
Registration
Volunteer Login
Forgot Password/Password Reset*
Unlock Account*
No Registration Emai*
My Account tab*
Site Use
Troop Dashboard
Troop Site Setup**
Virtual Booth Links**
Troop Pickup Orders**
Troop Refunding Orders**
Troop Cheers
https://digitalcookie.giriscouts.org/help/volunteer

Tip Sheet
Tip Sheet
Tip Sheet
Tip Sheet
Tip Sheet

Tip Sheet Viden
(see Virtual Booth Links)
TipSheet Viden
Tip Sheet Video
Tip Sheet Viden
Tip Sheet

Customer Support Help

| Smart Cookie Site (Access-Registration -Apps - Sutmituing Troop Initial order • Signing up for Bootha * Tech Issues, etc.) | - ABCSmartCookieTechSupport@hearthsidefoods.com |
| :---: | :---: |
| Direct Shipped Order Questions | - Order Status Page <br> - Customer FAQs <br> - Contact Customer Support with an Order Issue |
| Digital Cookie Website (Site set up - Reports - Customer list • viewing orders - Moblice App, etc.) | - Volunteer FAOs <br> - Parent/Girl Scout FAOs <br> - Contact Constomer Support with a System Issue |
| Digital Cookie Registration \& In-Person Delivery Inquiries | - Volunteer FAQs <br> - Parent/GirlScout FAOs <br> - Contact Customer Support with Registration Issue <br> - Contact Customer Support with Account Information Issue |
| Other | - Contact Customer Support with Other Questions <br> - Provide Feedback to Customer Support |



