



2021



girl scouts  
north carolina  
coastal pines

# COOKIEGRAM

be  
AMAZING

## Important Dates

December 13– Troop deadline to place an initial order in Smart Cookies

December 30– Complete the online Permission & Responsibility form on our website

January 14– Council wide virtual cookie rally via Zoom!

January 16– Cookie sale begins at 9am.

January 16-22– Walkabout Week

January 31– Goals must be entered in Smart Cookies to earn the boost bar

March 7– Last day of the cookie sale

March 31– Superstar Destinations requests due by parents

## Highlights:

- We have a brand new cookie, the Toast -Yay! Each delightful, toast-shaped cookie is full of French toast flavor and flair, stamped with the trusted Girl Scouts' signature trefoil on top and dipped in icing on the back. Yummy! The Toast Yay is replacing our Thanks-a-Lot.
- Customer pre-payment by credit card is now allowed on all online girl delivered orders– makes no contact selling a breeze!
- Awesome new doorhangers provided to each girl to place on customers doors also enables a no contact sale while still participating in Walkabout Week!

**Cookies**  
**are**  
**\$5**  
**a package**





Dear Girl Scouts,

The countdown to the 2021 Girl Scout Cookie Program is on, and we are so excited to see how girls channel their creativity and put their business skills into action to meet their goals this year. The Girl Scout Cookie Program is a long-cherished tradition among Girl Scouts and cookie customers, and it is sure to bring moments of joy during this time of uncertainty. Thank you for joining us in creating these moments by taking part in the largest girl-led business in the world!

A new year brings exciting new additions, and we are looking forward to introducing the new Toast-Yay! cookie as part of our 2021 cookie lineup. A delicious French toast-inspired cookie dipped in icing and full of flavor, the Toast-Yay will give families a new way to celebrate joy alongside traditional favorites like Thin Mints and Caramel deLites.

The Girl Scout Cookie Program teaches girls to think like entrepreneurs as they run their own small businesses and learn important life skills like goal setting, people skills, and decision making. Each cookie season, Girl Scouts have a blast stepping outside their comfort zone and becoming leaders individually and alongside their troop, making memories and learning about their strengths and passions as they go.

Girl Scout troops earn proceeds from the program that make it possible for girls to have lifechanging experiences like troop excursions, service projects to help their communities, camping trips, and so much more. It is about so much more than what is in the box—it is about investing in girls!

As always, safety is top priority at Girl Scouts, and we are encouraging families and troops to participate however they feel comfortable and to continue to follow state and local safety guidelines. Girls can sell cookies online with the option to ship to family and friends across the country from the comfort of their homes, or they can participate in booth and door-to-door sales. Our Cookie Finder will be updated to meet the needs of today's girls and customers, and in addition to directing customers to local booths they will also have the option to locate troops to purchase Girl Scout Cookies from online.

While the 2021 Girl Scout Cookie Program may look a little different than normal, a few things are for certain: Girl Scouts will have endless opportunities to build their confidence, make new friends, and achieve the unimaginable... we know it will BE AMAZING!

Yours in Girl Scouting,

Lisa Jones, CEO Girl Scouts NC Coastal Pines

## 2020 TOP 3 SELLERS

**CHLOE HUGGLER**

Wake 20

5,005 Packages

**ALLISON BUNDLE**

Onslow– Jacksonville

4,826 Packages

**TARYN BROOKS**

Harnett

4,600 Packages

The top 3 sellers in each area receive a large custom patch (in the shape of a medal) from the council. Personalized trophies are awarded to the council's overall top 3 sellers at a special luncheon hosted by CEO, Lisa Jones. These top 3 sellers will also be featured in the CookieGram newsletter the following year.



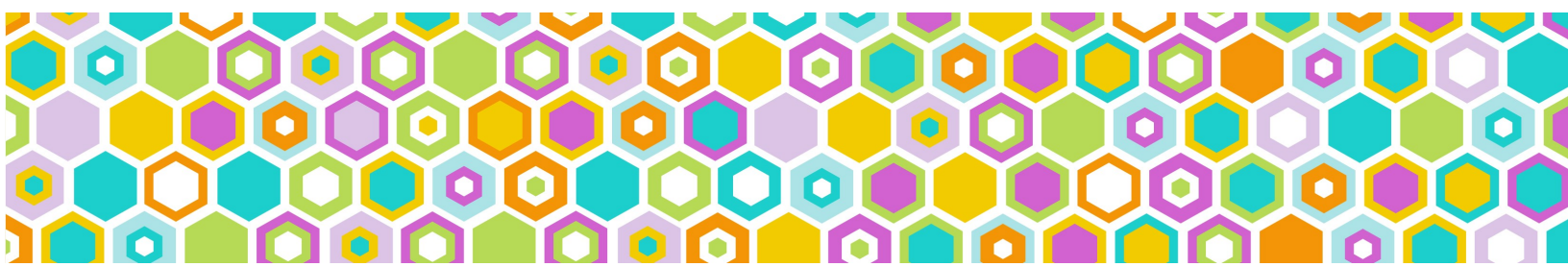
Chloe



Allison



Taryn



The 2021 Cookie Program theme is *Be Amazing* with the Honey Bee as our mascot. Always focusing on the 5 Skills the girls learn while participating in the sale, the program is designed to help girls grow into leaders of courage, confidence, and character while learning these five valuable life skills: goal setting, decision making, money management, people skills, and business ethics.

All Girl Scout troops earn proceeds for participating in the Cookie Program, which can be used to fund troop adventures such as travel, community service projects, council-sponsored activities, fun events and much more. Troops earn proceeds on a scaled proceed plan based on their box-per-girl average. The more troops sell, the more they earn. In 2020, the average troop earned more than \$1,450 in proceeds!

In addition to the scaled proceed plan, each Girl Scout is eligible to earn awesome recognitions based on over-all sales. Girls earn cool patches for Walkabout Week, Operation Cookie Drop, and selling online through Smart Cookies Direct Ship. Girls are also eligible to earn additional rewards such as themed t-shirts, journals and pens, plush bee, mini phone projector, inflatable paddle board, embroidery machine, bee bracelet and



be AMAZING

## **It's More Important Than Ever This Year to Get Online with Smart Cookies!**

Online selling will be more important than ever this year due to the COVID-19 Pandemic. There is still a high demand for Girl Scout cookies so customers will be looking for alternate ways of purchasing cookies since they may not be out and about as much as they normally would. Because of this, we anticipate a huge increase in our online sales for 2021. We strongly encourage parents, guardians and girls to embrace and utilize our online platform, Smart Cookies, so you can easily send e-card invitations and post selling links to all social media platforms. It's a simple and effective way to really boost sales.

Customers will be able to prepay for all online orders this year, even girl delivered orders! This will make "no-contact" drop offs extremely easy!

A new addition to the girl selling link this year will be that the girl delivered option will be available for customers to select. In years past, any link posted on social media did not include the option for girl delivery since there is the possibility for the link to be forwarded over and over and for a customer that lives far away from you to place an order for girl delivery via the link. For this reason, parents will need to approve or deny all girl delivery order requests that come in from that link posted on social media. Girl delivery orders purchased through e-card invitations do not require approval. Parents can also opt to not have the girl delivery option show up for customers in the posted links– there is a field that can be checked or unchecked in each girls Smart Cookies account that controls whether the girl delivery option shows up in the link. There is more detail on this in the parent/guardian/girl training video that your Troop Cookie Coordinator should share with you to view. There is also a short video that our baker created that can be accessed from the Safety & Training tab on your Smart Cookies dashboard.



# Area Top Sellers

Congratulations to each of our 2020 Area top cookie sellers!

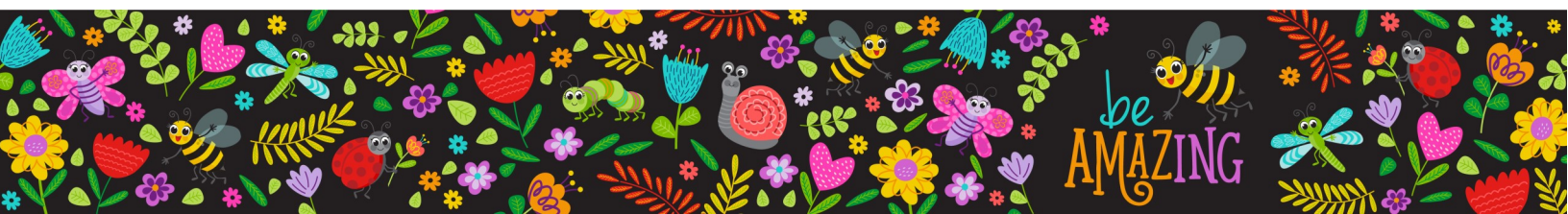
Beaufort-Martin	Jalyn Oden	2,420	New Hanover	Madeline Fischer	3,275
Bladen	Ayden Chadwick	1,356	Onslow-Camp Lejeune	Christian Joyce	2,400
Brunswick	Ashlyn Koogler	4,042	Onslow-Jacksonville	Allison Bundle	4,826
Carteret	Jasmine Thompson	1,800	Orange	Sarah Ellie Penny	1,045
Chatham	Judith White	1,038	Pender	Abi Pickett	938
Columbus	London Jacobs	872	Person	Latrell Baker	1,597
Craven-Pamlico	Jayleena Gilmore	3,622	Pitt	Bailey Walters	3,872
Cumberland 33	McKensie Flinn	1,810	Richmond	Masey McLaughlin	1,022
Cumberland 36	Ruth Lahl	3,706	Robeson	Chloe Edge	3,237
Duplin	Emily Craft	2,200	Sampson	Rebekah Bryan	724
Durham	Kathryn Lyons	3,852	Scotland	Madison White	1,730
Edgecombe	Gabria Savage	1,056	Vance-Warren	Chanta Cooper	2,197
Franklin	Angeli Rodriguez	1,200	Wake 13	Jahnvi Patel	1,400
Granville	Avery Lugar	1,800	Wake 14	Kylee Braye	1,401
Halifax-Northampton	Moriah Williams	1,146	Wake 15	Sarah Cate Parsons	2,283
Harnett	Taryn Brooks	4,600	Wake 16	Aleah McCall	2,358
Hoke	Kali Cosek	1,551	Wake 18	Mackenzie Brown	3,055
Johnston	Sarah Stanley	1,754	Wake 19	Riley Link	1,400
Jones	Shy'zuri Brown	300	Wake 20	Chloe Huggler	5,005
Lee	Gina DeCerbo	2,030	Wake 22	Simisola Cambell	2,500
Lenoir-Greene	Malia Bryant	1,483	Wake 23	Alondra Azcona	2,266
Moore	Peyton Patterson	2,015	Wayne	Hannah Guthrie	2,505
Nash	Daniella McCready	2,415	Wilson	Rebecca Brown	1,202

## Special Mention

Girl Scouts NC Coastal Pines would like to send a special shout out to the girls listed below. These top sellers were mistakenly left out of the 2020 CookieGram for being the 2019 Top Area Sellers. We sincerely apologize for the omission and are so proud of these girls and their dedication!

Moore	Isabelle Bonillo	2,020 pkgs
Nash	Daniella McCready	1,712 pkgs
New Hanover	Madeline Fischer	4,152 pkgs
Onslow - Camp Lejeune	Mckenzie Joyce	1,300 pkgs
Onslow - Jacksonville	Allison Bundle	3,025 pkgs
Orange	Giada Tiani	3,230 pkgs

Congratulations!



# 2020 High Achievers Club New Members!

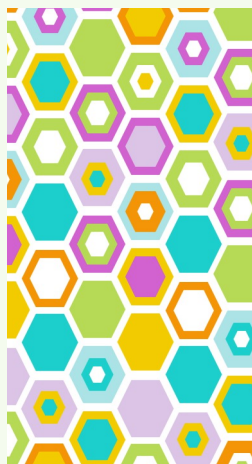
## New 5,000 Level Members

Abby Natalyn Jarvis	Beaufort-Martin
Cynthia M. Clements	Brunswick
Kameron Gooch	Chatham
Alissa Scheck	Craven-Pamlico
Myra Davis	Cumberland 33
Melanie Lovick	Cumberland 33
Carlee Bordewick	Cumberland 36
Toria Council	Cumberland 36
Victoria Dean	Cumberland 36
Justine James	Cumberland 36
Araya Meeks	Cumberland 36
Leanilda Leilar Tartaglia	Cumberland 36
Diana P. Evans	Durham
Emerson Harrington	Harnett
Abigail Johnson	Harnett
Zabrea McKoy	Harnett
Karmyn Da'Nyvia Oates	Harnett
Armani Surles	Harnett
Campbell Burt	Hoke
Emily Shoemaker	Hoke
Brianna Smith	Johnston
Mahalia Williams	Johnston
Peyton Patterson	Moore
Rylie Armstrong	Nash
Kiersten Carmichael	Nash
Tori Jones	Nash
Daniella McCready	Nash
Skyla Hart	New Hanover
Emma Webster	New Hanover
Savanna Judd	Onslow-Jacksonville
Allee Reimers	Onslow-Jacksonville
Madelynn Smith	Onslow-Jacksonville
Kaylee Farrell	Orange

Takia Nichols	Orange
Victoria Hounshel	Pender
Jordan McGowan	Pitt
Madison Wallace	Pitt
Kaley Jacobs	Robeson
Rebekah Bryan	Sampson
Caycee Bert	Scotland
Madison White	Scotland
Ashani Akbar	Wake 13
Jahnvi Patel	Wake 13
Jordan Best	Wake 14
Kylee Braye	Wake 14
Alexis Byfield	Wake 14
Erin Wasserman	Wake 14
Aleah McCall	Wake 16
Dayla Williams	Wake 16
Mackenzie Brown	Wake 18
Hannah Yount	Wake 18
Grace Brescia	Wake 19
Mary Hollis Taylor	Wake 19
Suzi Dowling	Wake 20
Isla Hall	Wake 20
Jordan Oliver	Wake 20
Genevieve Parrish	Wake 20
Gracie Perry	Wake 20
Reagan Hunt	Wake 22
Lucy Olson	Wake 22
Sophie Olson	Wake 22
Samantha Benson	Wake 23
Lilly Oshnock	Wake 23
Hayden Garmane	Wayne
Hannah Drake	Wayne
Kierra Newsome	Wayne
Alyssa G. Reason	Wilson

## New 10,000 Level Members

Destiny Ward	Beaufort-Martin
Summer Giusani	Brunswick
Ashlyn Koogler	Brunswick
Kacy Holden	Carteret
Maggie Holden	Carteret
Ella Holland	Harnett
Reagan Parrish	Johnston
Natalie Barlow	Onslow-Jacksonville
Sarah Ellie Penny	Orange
Patricia Polinski	Pender
Chloe Huggler	Wake 20
Sydney Bell	Wayne
Molly Webb	Wayne



## New 15,000 Level Members

Jalyn Oden	Beaufort-Martin
Elizabeth Williams	Beaufort-Martin
Maranda Maddox	Cumberland 36
Kathryn Lyons	Durham
Ashley Zipko	Nash
Allison Bundle	Onslow-Jacksonville
Bailey Walters	Pitt

## New 20,000 Level Members

Emily Guidry	Cumberland 36
Taryn Brooks	Harnett

## New 25,000 Level Members

Ruth Lahl	Cumberland 36
Madeline Fischer	New Hanover

# Recognitions & Patches!

In addition to learning valuable life skills in the Cookie Sale Program, there are many incentives, recognitions, and patches that girls can earn based on their individual and cookie booth sales. At the end of the sale troops tabulate each girl's total package sales by adding her initial cookie order plus any additional sales during the "Planned Order" phase, including donations to Operation Cookie Drop, packages sold online and sold at cookie booths.

Recognitions are cumulative up to the 1,000 box level – which means girls will earn all the recognitions up to and including the item at their individual selling level. For example, a girl selling 2,100 boxes will receive the 2,000+ Boost Bar Patch, artist easel and paint set, inversion umbrella, hoodie, beach towel, bee bracelet, plush bee, sequin flower pillow, t-shirt, Diva boost bar, Amazing socks, bee clay kit, drawstring bag, stadium mood cup, theme patch key ring, Wow! That's a ton of great stuff! Please note that girls in troops that elect the higher Proceeds Plan do not receive End of Sale recognitions but do receive patches. Please ask your child's troop cookie coordinator which plan the troop voted on.



**Theme Key Ring**  
25+ pkgs



**Mood Stadium Cups**  
50+ pkgs



**Drawstring Bag**  
100+ pkgs



**Bee Clay Kit**  
150+ pkgs



**Amazing Socks**  
200+ pkgs



**Theme t-shirt & Diva Boost Bar**  
300+ pkgs



**Sequin Flower Pillow**  
400+ pkgs



**Plush Bee**  
500+ pkgs



**Bee Charm Bracelet**  
600+ pkgs



**Beach Towel**  
700+ pkgs



**Theme Hoodie**  
800+ pkgs



**Inversion Umbrella**  
900+ pkgs

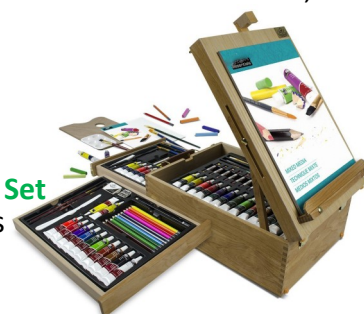


**LED Inflatable Chair**  
1,000-1,499 pkgs



**Mini Projector**  
1500-1,999 pkgs

**Artist Easel & Paint Set**  
2,000-2,499 pkgs





# Recognitions & Patches Continued



Every 100 pkgs from 100 –1,000,  
every 500 pkgs from 1,000–5,000+

## SuperStar Destinations & Cookie Dough!

The Superstar Destinations Program is always a girl and parent favorite! In 2020 more than 1,600 individual girls qualified for prizes like laptops, cameras, camping equipment, admission passes to theme parks, and the ever popular “Cookie Dough”!

Many girls chose Cookie Dough as some or all of their Superstar Destinations and paid for things like resident Girl Scout camp, purchases at the council shops, and other council-sponsored activities and events. Girls can also choose to renew their Girl Scout membership for the next year as one of their Super-Star selections.

Sound like fun to you? Individual girls that sell 500+ boxes, qualify for Superstar Destinations. Go to [www.nccoastalpiners.org](http://www.nccoastalpiners.org) and click Cookies+/For Cookie Sellers to see the Superstar Destinations catalog and submit your Superstar Destinations request once the cookie program is completed and your Girl Scouts sales totals are final. Superstar Destinations requests are due to the Product Sales Department by March 31, 2021.



# Operation Cookie Drop



Now entering its 16th year, Operation Cookie Drop has made it possible to ship over 1.2 million packages of Girl Scout cookies to our brave military men and women serving overseas, returning from deployment and serving throughout our country!

## **Why Girls and Troops Participate**

It's easy and can really boost your sales! In 2020 our troops earned over \$80,000 in proceeds from collecting Operation Cookie Drop donations, and individual girls added an average of 30 packages to their sales –without having to deliver a single package of cookies! Some customers don't want to purchase Girl Scout cookies for themselves but want to support Girl Scouts and help you reach your sales goal. Their donation to OCD will do just that – you earn sales credit and your troop earns proceeds as well.

- Girls that turn in donations for 15 packages or more (\$75.00) receive a 2021 OCD boost bar.
- Girls that turn in donations of 30+ packages will be included in each of our three drawings to win a giant, 3 ft. plush Bee! For every 30 packages donated, the girl gets entered into each of the 3 drawings again. So, donations for 60 packages gets name entered twice, 90 and it's entered three times, and so on.

## **Here's How it Works**

- Collect donations from January 16 to March 7 and give OCD money to your troop as often as possible. (Money must be turned in to your troop in order for a girl to receive credit for OCD. Please communicate regularly with your Troop Cookie Coordinator to make sure these sales are accurately put in Smart Cookies for your Girl Scout.)
- Troops report their total donations at the end of the sale and the council places a special Operation Cookie Drop order directly with the bakery.
- In May our delivery agents deliver cookies to the Packs4Patriots organization in Greenville, the USO in Raleigh, The USO in Jacksonville, Cherry Point Marine Corps Air Station in Havelock, Seymour Johnson Air Force Base in Goldsboro, and Fort Bragg Army Base in Fayetteville. Cookies are then distributed to deployed and returning personnel by the military branches.

*Girls & troops must report all Operation Cookie Drop donations and cannot use donations to pay for other cookie orders or unsold cookies.*

## **The Buy 5 Program**

Entering its 13th year, the Buy 5 Program gives customers the opportunity to win a year's worth (60 boxes) of their favorite Girl Scout cookies. Here's how it works:

Customers that buy five boxes or more during a single purchase from a girl or troop can qualify. Donations to Operation Cookie Drop count also!

- The girl or troop give the customer a Buy 5 Coupon. Each girl will be given a supply of these coupons by her troop.
- The customer follows the instructions on the coupon to enter their name in the online Buy 5 Drawing. • The council will draw the names of six winners and ship Girl Scout cookies directly to the winners in April.

It's that easy! Each year many girls boost their sales just by mentioning the Buy 5 Program to their customers – especially customers that originally ordered 3 or 4 boxes. It's easy to calculate the cost since cookies are sold at \$5 per package- they can buy 5 for \$25! Most customers will want to purchase another box or two just for the opportunity to enter the drawing!



# Get Online with Smart Cookies!

1. In order to use Smart Cookies direct either online or via the mobile app, girls or parents must first create a user account. Parents will receive an email (based on the email address used in our registration database) directly from Smart Cookies when it's time to register accounts on the site. All previous Smart Cookies accounts were deleted so a new account will have to be created for every user.

2. Girls can easily manage and send both girl delivered e-Cards and direct ship e-Cards once our sale begins. If you want your customer to have the option to pay online and have cookies shipped to them, you will choose the direct ship option. Girl delivered e-cards are like a promise order and girl scouts still have to deliver and collect payment for any cookies ordered by customers via this girl delivered/promise order e-card.

3. Parents and girls will also be able to view their total cookies sold via Smart Cookies. As your Troop Cookie Coordinator transfers cookies to each girl, the totals change in your daughters Smart Cookies account. It's so easy to keep track of how many cookies your daughter has sold!

Smart Cookies Direct Ship is one of the MOST IMPORTANT tools in your cookie sale. It's your online command center for your cookie business. Like the past 2 years, **every girl can easily take credit card payments by using your Smart Cookies account! No merchant account to set up or anything special, it's all right there when you register your account! Your troop doesn't have to do anything, or any set up for you- everyone can accept credit cards regardless of others in your troop.**

Smart Cookies allows you to:

- Allows customers to purchase cookies, pay online and have them shipped directly to their door!
- Allows you to accept credit card payment from any customer wanting this option!
- Set your goal of how many packages of cookies you want to sell this year.
- Make plans for how you will reach your goals.
- Check how you're doing along the way and see all the recognitions you've earned.
- Send e-Cards to your friends and family to tell them it's cookie time and ask for their support.

Be sure to visit your troop's page in Smart Cookies for important messages from your troop cookie coordinator. You can also see what your friends are doing and even send them cheers to help them along!

Parents will receive an email from Smart Cookies once our council does an upload of girl names into the system. This email will direct you to register on your Smart Cookies account and get set up to sell! Stay tuned!

Remember to download the Email Blueprint from [www.nccoastalpines.org](http://www.nccoastalpines.org) then click Cookies+ to see detailed guidelines for using e-mail and the internet in the Cookie Sale Program.

Parents check out [abcbakers.com](http://abcbakers.com) for lots of great cookie sale tips, ingredient information, hints, ideas and clip art to help advance your Girl Scout's sales! Also check frequently under the Resources tab on your Smart Cookies dashboard for short instructional videos on navigating through Smart Cookies and loads of other helpful information!



Girls that sell a minimum of 36 boxes via direct ship earn this Direct Ship Boost Bar!

# Navigating the Cookie Program during the COVID-19 Pandemic

The 2021 Cookie Program will prove to be unlike any other due to the COVID-19 pandemic. These are certainly uncharted waters for all of us. Throughout the 2021 Cookie Program, the safety of our girls and volunteers is our top priority. The pandemic continues to affect every decision we make regarding this cookie season, and we have been and continue to work diligently to adapt processes and procedures to ensure girls have an amazing Cookie Program experience while staying safe.

The tools and resources we've prepared will allow you to select the level of participation and contact that's comfortable for your family. In all phases of the Cookie Program, we are committed to minimizing contact, and will be updating each area volunteer and troop regularly to enable you to have a successful and safe program.

Our current safety guidelines include wearing a mask, social distancing, and limiting the number of girls and adults at booths to no more than 2 girls and 2 adults and of course having hand sanitizer readily available at booths. We've also implemented new practices and guidelines (showcased in our Booth Guide) like turning booth tables with the short end to the customer to create 6 feet between customers and Girl Scouts at all times. We've advised each troop they may want to create a simple "push/pull bin" for cookies/payments to use at booths and given instructions on how to do this inexpensively. Your Girl Scout troop has also been provided links to websites where troops/girls can create free QR codes that can be printed out and placed at the front of booth tables. Customers then scan the QR code with their phone and pay for their purchase directly from their phones. This reduces the exchange of money or credit card contact between girls/volunteers and customers.

Our baker, ABC Bakers, has instituted some new measures in order to aid in contactless selling as well. Customers now have the ability to prepay online for all orders, even orders delivered by your girl. Once a customer's order is paid for online, no-contact drop offs will be simple. Each individual girl and troop has their own sales link this year that can be posted on all social media sites as well. Potential customers simply click on the link and are guided through the order process- all online. They can choose direct shipment to their door (our council is also providing a nice subsidy on all shipping costs) or can choose girl delivery (if the parent/guardian has enabled the girl delivery option in the Girl Scouts Smart Cookies account).

Another protective measure we've created for walkabouts and door to door sales are customizable door hangers. Each girl should receive several doorhangers from her troop that she can fill out and place on potential customer's doors. More doorhangers can also be printed from the electronic file located on our website. Customers can use the sales information on the door hanger to order cookies and pay for them online. Once the order is paid for, each Girl Scout can make a no-contact "porch drop off". *\*Please do not include girls full name on the door hanger.*

Please talk to your Troop Cookie Coordinator for more details about how you can aid your Girl Scout in selling safely this cookie season. There are many short instructional videos the baker has created that are available for you to watch. On your Smart Cookies main page (the Dashboard) you will see a link for Safety & Training. Under this link are all the videos to guide you through every aspect of Smart Cookies and can show you how to utilize all these tools to enable a safe and successful cookie sale.

You can find additional GS-NCCP COVID-19 guidelines on our website ([www.nccoastalpines.org](http://www.nccoastalpines.org)) and in the 2021 Booth Guide (for the Cookie Program).

Participation activities such as contactless drive-through booths and porch drop-offs are also great options for the Cookie Program (masks and social distancing are required). We encourage you to make the best decision for you and your family.

# 2021 Cookie Line Up!

All your favorites are back —  
plus a NEW Cookie!

**NEW!**



**Toast-yay!™**

French Toast-inspired cookies  
dipped in delicious icing and full of  
flavor in every bite. Yay!



**Girl Scout  
S'mores®**

Crispy graham cookies  
double-dipped in creme icing and  
coated in delicious fudge.



**Lemonades®**

Savory slices of shortbread with a  
refreshingly tangy lemon flavored icing.



**Shortbread®**

Traditional shortbread cookies.



**Thin Mints®**

Crispy chocolate wafers dipped in a  
mint chocolatey coating.



**Peanut Butter  
Patties®**

Crispy vanilla cookies layered  
with peanut butter and covered  
with a chocolatey coating.



**Caramel deLites®**

Vanilla cookies topped with caramel,  
sprinkled with toasted coconut, and  
laced with chocolatey stripes.



**Peanut Butter  
Sandwich®**

Crisp and crunchy oatmeal cookies  
with creamy peanut butter filling.



**Caramel  
Chocolate Chip®**

Rich caramel, semi-sweet chocolate  
chips, and a hint of sea salt in a  
chewy, gluten-free cookie.\*

\*Limited availability





# Parent FAQ's

## Who can sell Girl Scout cookies?

Registered Girl Scouts who have turned in a signed Permission Form may sell Girl Scout cookies. Participation in the sale is optional.

## Where can girls sell cookies?

Girls can sell cookies within our 41-county jurisdiction. There are no restrictions on where girls can sell door-to-door within our council (i.e. no girl or troop has exclusive rights to any town, area, neighborhood, or street). However, requests for cookie booths must be submitted by the Troop Cookie Manager and approved by the Booth Coordinator in the county/area in which the booth would be set up.

## When should customers pay?

Typically, customers should pay when cookies are received however, this year customers are allowed to prepay online to facilitate no contact drop offs of cookies.

## Can customers pay with a check and to whom should it be written?

Yes, girls and troops can accept checks from customers they know, but should not accept checks from strangers. Checks should be made payable to the troop.

## Can customers return cookies?

If a customer believes that a box of cookies is in any way unsatisfactory, the box can be returned to the troop for a replacement or a refund. Ask your Troop Cookie Coordinator what to do with customer returns.

## Can girls return cookies?

Once a parent/guardian signs for cookies they cannot return them and the parent is responsible for paying for them. However, troops and parents need to work together to aid in getting any remaining cookies sold to help the troop achieve its overall sales goal.

be **AMAZING**

# Safety First

Remember to use these guidelines to participate safely in the Cookie Sale Program:

- Follow all state and local COVID guidelines and restrictions at all times. Always wear a mask and keep at least 6 feet from any customer, be it during door to door sales or at cookie booths.
- Sell only during daylight hours and in neighborhoods with which you are familiar
- Younger Girl Scouts should be accompanied by an adult at all times; Girl Scout Cadettes, Seniors and Ambassadors should use the buddy system or be with an adult
- Never enter the home of a stranger
- Do not give customers your last name or address
- Practice pedestrian safety
- Do not carry large amounts of money and do not leave money out in the open in your home or in your car.
- Do not accept checks for more than \$25. Encourage credit card sales as often as possible to avoid handling cash and possible returned checks.

## How the Cookie Crumbles

Revenue generated by the Cookie Sale Program goes directly to troops or is designated for program opportunities that directly support girls and/or adult members in our 41 county area.



<b>54%</b>	<b>girl and adult programs, camps, and training</b>
<b>26%</b>	<b>cost of cookies and distribution</b>
<b>18%</b>	<b>troop proceeds, bonuses, patches and recognitions</b>
<b>2%</b>	<b>administrative expenses</b>

