

2022 - 2023

Girl Scout Cookie Program

Product Program Coordinator Guide



girl scouts 
of southeastern
new england



NOTES

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THANK YOU!

Thank you for volunteering to serve as your service unit's Cookie Product Program Coordinator! Your time and talents are valuable to Girl Scouts and to the Girl Scout Cookie Program. Thank you for all you do in your community to support the largest girl-led entrepreneurial program in the world, and for helping build a program where girls learn in a safe, positive, and fun environment! This guide, along with the Troop Guide and our online tools will provide you with all of the product information, important dates, contact information and guidelines that you will need to run a successful Girl Scout Cookie Program for your community. Thank you for your dedication and hard work as you support our Girl Scouts every day!

Contacts

GSSNE:

401-331-4500 or customercare@gssne.org
500 Greenwich Ave., Warwick, RI 02886

ABC Bakers:

Smart Cookies Tech Support:
ABCSmartCookieTech@hearthsidefoods.com
Direct Ship Support:
abcsmartcookiedirect@hearthsidefoods.com

IMPORTANT DATES

November 2022

- November 5 - Kick Off for service team members
- November 23-26 - Council office and shop closed for Thanksgiving.

December 2022

- December 9-12—Council office closed
- December 16 or before – Service Unit trains troops, troops train girls, and Service Units hold cookie rallies
- December 17 - Girl Scouts start taking orders and online marketing begins. Registered girls will receive emails to register with ABC Smart Cookies before this date. Please note, it is optional to start taking orders on this day.
- December 23– January 2- Council office closed for winter break.

January 2023

- January 4 - Initial orders due in Smart Cookies from all service units
- January 16 - Council office closed for Martin Luther King, Jr. Day
- January 19-22 - Initial deliveries for all service units.
- January 20 - Cookie booths begin
- January 20 - Last day for removing Girl Scouts that do not belong in a troop. They CANNOT be removed just because they are not participating in the cookie program.
- January 26 - Reorders begin. A partial payment must be made in order to place a reorder.

February 2023

- February 1 - Troop 1st partial payments are due to the PPC or council on or before February 1st. Reorders will not be processed for troops without at least a 30% payment of their initial order. Payments are due each time a reorder is picked up and at least every two weeks after the initial delivery.
- February 15 - Partial payment due
- February 17-19 - National Girl Scout Cookie Weekend



IMPORTANT DATES (continued)

March 2023

- March 1 – A minimum of 50% of a troop's total cookie bill is due
- March 13 - Regular season booth sales continue until this date. Clear out the cupboard booths run through the end of the month.
- March 15 - Partial payment due
- March 26 - Online sales end
- March 26 - Last day of booth sales
- March 27 - Final payments and recognition orders are due to council. Troops need to be sure to have transferred all cookies to the girls and entered their recognition orders in Smart Cookies. Troops must remember to verify t-shirt sizes, sweatshirt sizes and any optional recognitions with the Girl Scouts before they reconcile their recognitions (Girl Scouts recognition choices should be listed on caregiver permission slips).

May-June 2023

- Recognitions shipped to service units. PPCs are encouraged to distribute recognitions to troops as soon as they are received. Leaders should distribute earned recognitions to their troop as soon as they receive them.

September 30, 2023

- All cookie paperwork, including receipts, payment forms, and permission slips, should be kept until this date.

Please note:

Troop Cookie Managers/Troop Leaders are responsible for collecting money from girls throughout the sale. The date that final troop payments are due within the service unit is set by the service unit PPC.

Payment Schedule

Payments must be made before each reorder. Payments are due on or before the following dates:

February 1– 1st partial payment is due. This should be at least 30% of a troop's initial order.

February 15 – Partial payment due

March 1 – A minimum of 50% of a troop's total cookie bill is due

March 15 – Partial payment due

March 27– Final troop payment and paperwork due

The Benefits of the Girl Scout Cookie Program

The largest Girl-Led entrepreneurial program in the world!

A well-known component of Girl Scouting is the Cookie Program, the largest girl-led entrepreneurial program in the world. Each year, Girl Scouts around the country venture into the entrepreneurial world to learn business and financial skills and earn money to power new, unique and amazing experiences.

Through “learning by earning,” Girl Scouts do awesome things for themselves and for their community through the development of five essential skills: goal setting, decision making, money management, people skills, and business ethics.

- **Goal Setting:** Girl Scouts set goals individually and with their troop and then develop a plan to reach these goals. They also learn to work together as a team while working toward their goals!
- **Decision Making:** Girl Scouts decide as a team how they will spend their money, which allows for collaboration and critical thinking.
- **Money Management:** When Girl Scouts process orders or participate in a booth sale, they learn how to handle customers’ money and they also learn how to process online sales through credit card transactions. This teaches them important financial literacy skills.
- **People Skills:** Girl Scouts learn how to approach customers and gain self confidence in public speaking when making their sales pitch while selling cookies. They need to be able to present the product and payment options to friends and family members which helps in developing healthy relationships and self-esteem.
- **Business Ethics:** Girl Scouts learn to be responsible and honest throughout the Cookie Program. They learn to use care with money and product and the importance of follow through by delivering product to customers in a timely manner. These skills help reinforce the positive values that they learn throughout Girl Scouting.



Introducing Raspberry Rally!

New to the cookie lineup this year is the Raspberry Rally. The thin, crispy cookie is the ‘sister’ to the Thin Mint, infused with raspberry flavor instead of mint and dipped in the same delicious chocolate coating. GSUSA decided to make this new cookie will be the first in the Girl Scout Cookie lineup to be exclusively offered for online sale via direct shipment only, enhancing the e-commerce sales and entrepreneurial skills of the Girl Scouts.



Some FAQ from GSUSA about the Raspberry Rally:

Why is the Raspberry Rally online only:

Expanding the Girl Scout Cookie lineup through an online exclusive allows us to provide girls additional opportunities to grow their digital sales and more rapidly respond to ecommerce trends and consumer desires for innovative Girl Scout cookie options. As ecommerce continues to grow and expand, online only exclusives are a common experience for consumers. During the pandemic, Girl Scouts successfully pivoted to online-only cookie sales tapping into their creative and entrepreneurial skills to meet their cookie goals.

Can I purchase a large quantity and distribute them to sell at booths?

The Raspberry Rally cookie is only available for purchase on Girl Scout’s digital platforms. It is not available for in-person sales and economically purchasing cookies at retail value and paying shipping fees isn’t a sound business decision.

What about customers who ask at my booth?

Raspberry Rally can be ordered and shipped directly to the customer by using a girl’s or troop’s Digital Cookie or ABC Smart Cookie link. Girl Scouts can also work with troop leaders and/or parents to create a QR code that can be shared with customers who visit the booth. Additional ordering information is available on a postcard-sized handout that customers can refer to when they are ready to reorder anytime.

Remind customers that the online-only option applies to Raspberry Rally only at this time. The primary Girl Scout Cookie varieties are readily available at the booth and on our approved digital selling platforms, including top sellers like Thin Mints and the new Adventurefuls that debuted last year. Customers can pick up their Girls Scout Cookies at the booth and replenish their supply for delivery to their home at a later date.

Is Raspberry Rally Vegan?

The Raspberry Rally cookie is made with vegan ingredients.

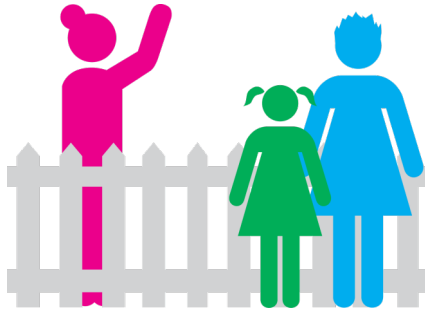


Girl Scout Safety and Technology

Girl Scout Safety

Safety is always a priority for our council. More detailed information can be found in the Volunteer Essentials and Safety Activity Checkpoints on our council's website, gssne.org. All girls participating in online Girl Scout activities should read and sign the Girl Scout Internet Safety Pledge. Below are some other tips for girls on having a safe and successful Girl Scout Product Program:

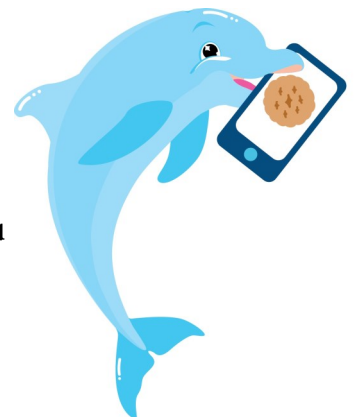
- **Show you're a Girl Scout:** Always wear the Girl Scout membership pin, vest/sash/tunic, and/or Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy up:** Always use the buddy system. It's not just safe, it's more fun!
- **Be prepared:** If selling door-to-door, become familiar with the areas and neighborhoods where you will be selling cookies ahead of time.
- **Partner with adults:** Adults must accompany Girl Scouts when they are taking orders, selling or delivering product.
- **Plan ahead:** Always have a plan for safeguarding money, and avoid walking around with large amounts of it or keeping it at home or school. Girl Scouts should give money to supervising adults, who should deposit as soon as possible.
- **Do not enter:** Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Sell in daytime:** Sell only during daylight hours, unless accompanied by adults.
- **Protect privacy:** Girl Scouts' names, addresses, and email addresses should never be given out to customers. Protect customer privacy by not sharing their information except for the product program.
- **Be safe on the road:** Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.



GSUSA Policy on Online Selling, Marketing, & Social Media

No Girl Scout, or adult acting on behalf of them, can collect money online for Girl Scout products or a money-earning activity online. The exception to this is GSUSA approved product programs.

- **The Girl Scout Product Programs are girl-led programs, and online marketing and sales efforts should always be led by a girl while also being supervised by their parents or caregivers.**
- Friends and family of a Girl Scout participating in Product Programs must not market or share a their contact information, sales links, or sales information on public-facing online sites (examples: Craigslist, yard sale sites, Facebook Marketplace, neighborhood sites, Amazon, or e-Bay). They also should not share their sales link with any news outlets.
- For safety purposes, Girl Scouts should consider truncating or removing their last name when using social media sites to protect their identity.
- Should any online marketing activities be identified as in violation of this policy, GSUSA or GSSNE reserves the right to intervene and request removal or remove the post.
- To protect your personal identity, NEVER direct message with people you do not know online or on social media platforms.



- Always use your Girl Scout online sales link for customer orders.
- Parents or guardians must approve all Girl Scout delivered online orders and supervise all communications and product delivery logistics with any customers girl don't personally know. As a reminder, they should never deliver cookies alone.
- If your Girl Scout sales link is posted on a public facing site, be aware the link is now searchable by anyone and could potentially appear anywhere on the internet.
- Never share your personal information (e.g., last name, phone number, email, or street address).
- Never share your personal location information.

If engaging in online marketing and sales efforts beyond friends and family, review and apply the Digital Marketing Tips for Cookie Entrepreneurs and Families. Continue to adhere to the Girl Scout Internet Safety Pledge and Digital Cookie Pledge. Review all Cookie Program Online Marketing Policies at gssne.org.

Check out these online resources available to help you throughout the Cookie Program!

GSSNE - gssne.org

Your source for all local information! We have downloadable copies of manuals, forms and instructions.

ABC Smart Cookies - abcsmartcookies.com

Your ultimate tool during the Cookie Program! It is the tracking system for cookies, including where you enter your initial orders, transfer cookies to troops and Girl Scouts, create recognition orders, and PPCs and council record payments. It is full of facts and information for volunteers, parents and Girl Scouts and it is loaded with ideas on how to make your cookie season a success. With features for goal setting, planning and online marketing, Smart Cookies is an online destination that gives girls all of the tools and resources they need to be successful and build the 5 Essential Skills that are at the heart of the Girl Scout Cookie Program. Think of Smart Cookies as command central for your Girl Scout's cookie business!



ABC Bakers - ABCbakers.com

The bakery website with cookie resources for Girl Scouts, families and adult cookie volunteers. Nutritional information, tips, ideas and cookie recipes can all be found here.

ABC Bakers YouTube Channel - youtube.com/ABCCouncils

The bakery YouTube channel has helpful training videos, tips and fun information about everyone's favorite cookies!

GSUSA - girlscouts.org/cookies

The GSUSA website is a great resource for leaders, Girl Scouts and families for Cookie Program information. It is loaded with resources from the Online Safety Pledge to listing requirements for the Cookie Entrepreneur Family Pin.

Connect with us!



Facebook:
facebook.com/GSSNE



Twitter: @GirlScoutsofSNE



Instagram: @gssne



Youtube:
youtube.com/GSSNE



TikTok: @girlscoutsofsne

Smart Cookies is the online management system for the Girl Scout Cookie Program that allows cookie volunteers to view and manage:

- Volunteer contacts, troop rosters, recognition orders, and payments
- Troop and Girl Scout cookie orders
- Booth locator
- Calendar, messages, reports

Step-by-Step instructions are available at www.gssne.org and youtube.com/ABCCouncils

As Cookie Product Program Coordinator, it is your responsibility to make sure all troops in your service unit are properly entered in Smart Cookies and Troop Leader/Troop Cookie Manager data is correct.



How to Log In

Service Unit Product Program Coordinators will be uploaded into ABC Smart Cookies by council.

If you are a returning PPC, your login information will be the same as the previous year.

Once loaded, an automated email will be sent out for ABC Smart Cookies accounts to be created.

- Once the email is received, click on the link to get started.
- Complete your Volunteer Profile.
- Once successfully registered, an automated email will be sent with your login credentials and confirmation.

Password Retrieval

All users are able to reset their passwords.

- At the login page, click on “Forgot Password”
- Enter your email address
- Once the reset password email is received, click on the link provided and reset your password.

Getting Help

The ABC Smart Cookies Help Center is designed to guide you through the basics and help you overcome challenges that may come your way. In the Help Center, you are connected to a world of resources specifically designed to help you have a great cookie season. Clicking on the Help Center tab in ABC Smart Cookies will give you access to Smart Cookies Basics, manuals, and guidance on managing your cookie sale.

Any Girl Scout who is no longer active in a troop must be removed in the GSSNE membership database and ABC Smart Cookies before January 20, 2023.

Troops or the service unit’s Community Recruitment Champion must contact GSSNE no later than January 20th to have troop rosters changed. Troop membership rosters can be found on the Leader’s “My GS” located on our website, www.gssne.org. They may also be obtained from your Service Unit Manager or from your Community Recruitment Champion.

Once sales have been credited to a Girl Scout in ABC Smart Cookies, the system does not allow them to be transferred to a different troop due to their financial responsibility to the original troop. When a Girl Scout transfers troops during the cookie sale, it is up to the leaders of the current troop and former troop to work out transferring proceeds and recognitions between the two troops.

GETTING STARTED

Service Unit Product Program Coordinator checklist prior to troop training

- ☐ Carefully review this PPC Guide and the Troop Guide.
- ☐ Renew your membership for the 2022 - 2023 membership year if you have not already done so.
- ☐ Attend the Cookie Kickoff on November 5, 2022. If you are unable to attend, contact the GSSNE Product Department to set up a separate training at 401-331-4500 or customercare@gssne.org.
- ☐ Read, sign, and submit the 2022 - 2023 Cookie Service Unit Product Program Coordinator Position Description and Agreement.
- ☐ Set up a training for troops in your service unit. Be sure to notify all troop leaders that they will be picking up their troop's cookie materials at your training and encourage everyone to participate. Make arrangements with those who cannot attend your training so that they can be trained at a later date.
- ☐ Obtain a list of troops and girls registered for the 2022 - 2023 membership year from Looker and verify that all of your troops and girls are set up and that their information is accurate.
- ☐ Identify local delivery sites by working with council. A good delivery site should be safe, convenient, dry, and easily accessible to delivery trucks. See pages 15 for more information on deliveries.
- ☐ Put together a cookie support team! The team can consist of:
 - The Service Unit Cookie Product Program Coordinator who trains and oversees all area volunteers
 - The Booth Coordinator (this is not mandatory, but they make the booth sale process easier)
 - Troop Leaders and Troop Cookie Managers
 - Parents and other family members who support the troops and assist throughout the sale



All volunteers involved in the cookie program must be registered adults with a current background check.

Troop Uploads into ABC Smart Cookies

- Girl Scouts and troop leaders must be registered for the 2022 - 2023 Girl Scout membership year to be added to Smart Cookies and to participate in the program. **Unregistered girls and troop leaders are not permitted to participate in any troop activities, including the Fall and Cookie Programs.**
- All Girl Scouts registered before December 7, 2022 will be entered into Smart Cookies before the start of the sale. All Girl Scouts with an email address on file will automatically receive an email link to sign up with Smart Cookies.
- **Council will upload the Troop Cookie Manager and Assistant Troop Cookie Manager to ABC.** If no adults are specified for that position, we will upload the first two leaders alphabetically by last name as we've done in the past. See page 25 for more information.
- After the start of the sale, newly registered Girl Scouts will be added to Smart Cookies once a week in January, every other week in February, and once within the first week of March. If Girl Scouts need to be added later in March, please contact council to have them added. PPCs do not have the ability to add, move, or delete users.
- Any Girl Scouts that need to be removed from troop rosters need to be removed by January 20, 2023. Council will send a form to all PPCs and troops to submit roster changes.
- If Troop Leaders/Troop Cookie Managers need to be added after December 18 or the primary/ alternates need to be changed, council and PPCs can make these changes within ABC Smart Cookies.



TRAINING YOUR TROOPS CHECKLIST

Use this checklist to help you cover all the important aspects of the Girl Scout Cookie Program during your troop training.

- Have each Troop Leader and Troop Cookie Manager sign the Troop Cookie Program Agreement online before or at your training. If a troop plans on participating in booths, they must also complete the Cookie Booth Agreement.
- Remind troop leaders that product program materials should not be given to Girl Scouts who have not get registered for the 2022 – 2023 membership year or who have outstanding debt from a previous sale. **A parent/caregiver permission form must be completed for all Girl Scouts participating.**
- Girl Scouts and troops cannot begin selling until the sale start date of December 17, 2022. Invitations to sign up for the Smart Cookies website will be automatically sent before this date. Please note: Girl Scouts and troops are not required to start selling on this date.
- Go over safety during Girl Scout Product Programs and the GSUSA Policy on Online Selling, Marketing, & Social Media found on page 8 of this guide and the Troop Guide.
- Give the Troop Leaders your contact information and council's information in case they need help.
- Explain the different ways to participate: direct sale, cookie booths, order taking, and online.
- Review cookie varieties and discuss recognition options for Girl Scouts and Troops including Troop Cookie Dough and Older Girl Proceeds.
- Encourage troop goal-setting and review badges and pins that Girl Scouts can earn during the cookie program.
- Review deadlines with troops for submitting initial orders and discuss reorder process.
- Go over booth sales, including service unit processes for booking booths and booth guidelines and etiquette. **Troops who wish to hold booth sales outside of their service unit MUST get permission from the PPC in that community prior to booking the booth sale.**
- Remind troops that cookies are not returnable and that troops are financially responsible for all product transferred to them. Troops and Service Units are encouraged to trade cookies during the cookie sale to manage stock.
- Discuss and encourage the Cookie Share program and Community Service Project as a way for Girl Scout and troops to meet sales goals while giving back to the community.
- Encourage everyone to read communications sent by council, visit the Cookie Program page on the GSSNE website. PPCs are also encouraged to join the PPC Facebook group.
- Introduce leaders to ABCsmartcookies.com and show them the online resources available.
- Explain the importance of transferring cookies to Girl Scouts throughout the sale to keep track of inventory and finances.
- Review reports in ABC with troops including the Troop Balance Summary report to view balances due to council throughout the program.
- Explain different ways to make payments and GSSNE debt policies. See pages 19-21 of this guide and pages 14-17 of the troop guide for more information.
- Review the payment schedule with troops.

MEET THE COOKIES!

GSSNE works with ABC Bakers to provide delicious, high quality cookies to Girl Scout troops. There are 8 traditional varieties of cookies (Adventurefuls, Toast-Yay!, Lemonades, Trefoil, Thin Mints, Peanut Butter Patties, Caramel deLites, Peanut Butter Sandwich), one online only cookie (Raspberry Rally) and one gluten-free cookie (Caramel Chocolate Chip). The traditional varieties sell for \$5 per package and the gluten-free cookies sell for \$6 per package.

More Cookie Information

- Troops are not permitted to set prices higher or lower than the council prices.
- There are 12 packages of cookies in a case of cookies.
- Cookie FAQs and nutritional information can be found at abcbakers.com or girlscouts.org/cookies
- Cookies must be stored in a cool, dry, pet-free, pest-free and smoke-free environment at all times.
- **Cookies are not returnable.** To avoid having cookies left at the end of the sale, we encourage you to exchange cookies with other troops/service units. Depending on availability, troops may be able to exchange cookies with council, but the ability to exchange is not guaranteed.

Gluten-Free Caramel Chocolate Chip Cookie

- The Gluten-Free Caramel Chocolate Chip cookie features rich caramel, semi-sweet chocolate chips, and a hint of sea salt in a chewy, gluten-free cookie. These cookies are produced in a special gluten-free and peanut free facility.
- Service units pre-ordered cases of Caramel Chocolate Chip Cookies in Fall 2022. Council will have a small supply for new troops and troops that need more on a first come, first serve basis.
- **Due to their limited availability, Caramel Chocolate Chip Cookies are not on the paper order cards, and Girl Scouts should not take orders for them. This cookie should only be sold as a direct sale once the cookies are in hand.**
- Caramel Chocolate Chip Cookie sales will count towards the troop's final package sales total.
- These sales will count towards girl sales totals and recognition items.
- Tracking of the Caramel Chocolate Chip Cookie sales and payments to council will be recorded in Smart Cookies just like the traditional flavors.
- Caramel Chocolate Chip Cookies will be distributed with troop and service unit initial order.



Cookies and Cars

When Troop Leaders/Troop Cookie Managers and parents are picking up cookies, remind them to empty their car of excess items, such as car seats, strollers, beach chairs, etc.

Here is a guide to how many cookies will fit in an empty vehicle:

Vehicle	Approximate # of cases
Compact 3-door	23
Hatchback or small wagon	25 - 30
Mid-size sedan (using back seat & trunk)	35
8 passenger mini-van or SUV	60
Full-size station wagon	75
Full-size van with seats	150
Full-size van without seats	200

PROGRAM START AND DELIVERIES

Once your troops have completed their training, please complete the following steps:

- Make sure all troops have placed their initial order in Smart Cookies by the designated date and review all troop initial orders.
- Submit your service unit's cupboard order under your Cupboard Manager account in Smart Cookies. Don't forget to order a small supply for reorders to help you fulfill orders and booth requests that occur between your initial delivery and the first reorders on January 26th.
- **Initial deliveries will run from January 19th to January 22nd for all service units. Follow the instructions received from council on how to book your service unit's pickup/delivery window.**
- Review booth sale requests, assign booths that are community booth locations.
- Submit all confirmed booths to council via spreadsheet. These must be submitted in the template format provided by ABC Bakers at least 5 days before the booths are to occur to ensure adequate time to enter them into the database.
- Ask troops to review their girl rosters in Smart Cookies. Any roster changes must be made by January 20, 2023. Council will provide a form to submit these changes. Girl Scouts MAY NOT be removed after January 20, 2023 and they can not be removed just because they are not participating in the cookie program. A Girl Scout cannot be transferred in ABC Smart Cookies after sales have been attributed to them.
- Refer to the cookie program calendar and adhere to all deadlines.



Paul Arpin-Liberty Moving & Storage is located at 99 James P Murphy Ind. Hwy, West Warwick, RI 02893. Troops and service units are not permitted to show up unscheduled and pick up cookies. All pickups and deliveries must be scheduled through council.

The day of your delivery be prepared for the following:

- Receive your community cookie delivery on your assigned delivery date.
- Display signage in a visible location at the delivery site for your delivery agent and volunteers.
- Inspect the product for visible damage. If your delivery takes place at the Arpin facility, you may replace damages at that time. If your delivery takes place at another location, please note the damages on the delivery ticket and keep the damages. You may exchange any damaged product at the council office.
- **Verify that your order matches the quantities on your delivery ticket and only sign for the product that you receive. If there is a discrepancy between the delivery ticket and the quantity you receive, make note of this on your delivery ticket. Your service unit will be responsible for the quantity you sign for.**
- Notify GSSNE if you have any problems with your delivery.
- Distribute product to your Troop Leaders/Troop Cookie Managers at their pre-assigned time slots. Have them verify and sign for their orders.

CHOOSING A COOKIE DELIVERY STATION

Choose a delivery station that can accommodate your service unit's cookie delivery, making note that your initial delivery is usually the largest.

- The truck that delivers your orders can vary from a standard box truck to a 60 foot long, 14 foot high tractor trailer. The site you pick must be accessible to large vehicles. The site cannot require the driver to back down driveways and needs to be ice and snow free on the day of your delivery.
- Be sure that the location is free of low branches and/or utility wires, and the street, driveway and/or sidewalk can handle the weight of a heavy truck.
- A pallet of 100 cases of cookies takes up a space 3 feet wide, 3 feet long and 5 ½ feet tall. A standard car garage will hold about 1,000 cases. Cookies may be damaged if they are stacked more than 8 cases high.
- Product safety is important! Make sure your location can safely keep and/or store your service unit's cookies. Consider questions such as is the floor strong enough to handle the weight of the cookies? Are there leaks in the roof or windows that may drip on the cookies? Are there any signs of bugs or other critters who might like to make home in the cookie packages? If you answered YES to any of these questions, find another location!
- Whether your delivery station is just for the day, or for the storage of your service unit's cupboard throughout the season, the delivery station should be indoors, out of the unpredictable New England weather and safe for you, your cookie team volunteers, the Girl Scouts and the delivery agents.

The delivery agents and drivers will make every effort to accommodate your delivery requests.

However, if they feel that the location or weather is too dangerous to deliver at your selected location, an alternate may have to be selected or your order may be picked up at the West Warwick warehouse.

When you receive your confirmed delivery time, please remember that due to uncontrollable circumstances such as weather, traffic, mechanical issues or the delivery prior to yours, your window of delivery is an hour before to an hour after your scheduled time. For example, if your delivery is set for 2pm, your delivery could come any time between 1pm and 3pm. However, every effort is made to accommodate your exact delivery time request.

If you are expecting a large cookie order, community buildings such as fire stations or places of worship make better delivery stations than personal residences.

Our agent, Paul Arpin-Liberty Moving & Storage is also an excellent choice for a delivery station. The product will be set up for each service unit, with loading docks that make the troop pick-up process fast, easy and convenient.



Cookies may not seem heavy, but that weight adds up! Don't forget to use safe lifting techniques at all times!

REORDERS

Reorder Guidelines

PPCs can set when troops are required to submit their reorders for their service unit. If your service unit is participating in Planned Orders through ABC Smart Cookies, troops will be required to submit their order by **7am on Mondays**.

- Before a reorder is placed for a troop, have them confirm their current inventory. If they have more product than you think they need, transfer some to your cupboard or another troop who needs additional product.
- Payments must be made every time a reorder is placed by a troop and your service unit.
- All reorders must be entered into Smart Cookies for each troop and for each individual girl.
- **As always, we will continue to get product to you as soon as we are able, but please do your best to order well in advance of needing product. With supply chain issues being a continued concern, we are unfortunately unable to guarantee deliveries within a certain timeframe. We appreciate your anticipated patience with the situation.**
- There is a 150 case minimum for any cookies that are being delivered to a particular site.
- All deliveries and pickups are scheduled pending approval from Arpin. These are scheduled based on driver and warehouse staff availability, other business that Arpin may be balancing, order in which they are received, and weather. Requested times are not guaranteed.
- Please remember that Arpin is a private business and are not employees of GSSNE. They will do their best to accommodate all requests, but also must continue to balance the needs of their business.
- After initial delivery, product will be delivered on Wednesdays—Fridays only from 8am to 3:30pm. Orders may be picked up at the Arpin Warehouse, Tuesday-Friday from 9am to 4pm. There are no pickups or deliveries on Mondays!
- Late in the sale, product should come from other service units or the council office FIRST! Our goal is to have every cupboard bare!
- Every service unit and every troop is responsible for managing their inventories. Once cookies leave the warehouse they are not returnable.

Receipts must be written for all payments made and received and all cookie transfers between parties. For clarity, write a new receipt for each payment or cookie transfer. Keep all receipts until September 30, 2023.



PROCEEDS

Troop Proceeds

GSSNE calculates proceeds that troops can earn by selling Girl Scout Cookies based on the *per girl average of packages sold by all registered Girl Scouts within a troop*.

Main Troop Proceeds	
Per Registered Girl Average (PGA)	Proceeds Per Package Sold
1-99.99	\$0.52
100-159.99	\$0.65
160-199.99	\$0.80
200+	\$0.90

Cadette/Senior/Ambassador Girl Scout Troop Proceeds Option

Cadette/Senior/Ambassador Girl Scout troops may select to receive additional proceeds by opting out of the main recognition program. Troops who opt out of recognitions still receive patches and Troop Leaders are still required to transfer cookies to Girl Scouts and submit a recognition order at the end of the sale. Older girl proceeds are based on the number of Girl Scouts who participate in the sale. Qualifying troops who opt out of receiving recognitions will receive the following:

Older Girl Proceeds	
Per Registered Girl Average (PGA)	Award Amount Per Girl Who Sold
100-199.99	\$10
200-299.99	\$20
300-399.99	\$30
400+	\$40

Council needs a copy of the signed older girl permission slip for every member of a troop opting out of rewards. If the form is filled out online, council receives it automatically, otherwise a paper copy can be used and submitted to our office. Troops who choose this option give up the ability to receive recognitions and to use cookie camp credits (including transferring cookie camp credits to sisters). Multilevel troops only qualify for the Older Girl Proceeds if the entire troop are Cadettes or older. The older girl permission slips can be found at gssne.org.

Service Unit Proceeds

Service units who exceed their package sold quantity from the 2022 Cookie Program by 1-3% will receive an additional half a cent (\$0.005) per package sold, 4-9% will receive an additional one cent (\$0.01) per package sold, and 10% or more will receive one and a half cents (\$0.015) per package sold to help with expenses in their service unit! Any outstanding debt/unpaid packages do not count towards this goal.

The deadline for transferring girls who are no longer attending troop meetings is January 20, 2023. Leaders must complete the online roster change form before that date. A Girl Scout CANNOT be removed just because they are not participating in the cookie program.

MONEY MATTERS

What is Cookie Dough?

Cookie Dough is a credit that is an option for Girl Scouts to select in lieu of recognitions at certain sales levels. These credits can be used in the GSSNE Council Shop or applied to 2023 GSSNE Summer Camp. Cookie Dough credit is nontransferable. For 2023 only, Girl Scouts who are attending Phenom can also receive their Cookie Dough as credit to use at the event. See page 25 for more information.

Summer Camp Cookie Credits

Cookie credits begin at \$10 for 50 packages and go up in \$5 increments for every 25 packages sold. Credits may be pooled by sisters in the same family. Summer Camp Cookie Credits cannot be transferred outside of families and **can only be applied to GSSNE Summer Camp**. Camp Cookie Credits expire on September 30, 2023 and cannot be used for troop camping.

GSSNE aims to ensure that any Girl Scout who wants to go to camp has that opportunity, regardless of their family's ability to pay! Camperships will also still be available to those who need them. Unused cookie camp credits do not go to waste. They are applied to financial aid and to support other council run programs.

Summer Camp Cookie Credits	
Level 1: 50 packages	\$10
Level 2: 51-75 packages	\$15
Level 3: 76-100 packages	\$20
Each level goes up by 25 packages	Goes up by \$5

IRM Sales Levels & Cookie Dough Earned	
Level 1: 100-199.99 packages	\$25
Level 2: 200-349.99 packages	\$50
Level 3: 350-499.99 packages	\$75
Each level goes up by 100 packages	Goes up by \$25

Proceeds Cannot be Paid to Individually Registered Members

Individually Registered Members (IRM) can participate in the Cookie Program. Proceeds cannot be paid to IRMs per GSUSA and IRS guidelines. Instead, they earn Cookie Dough credits. They can also still earn recognition items!

If an IRM would like to participate in the Cookie Program, they will be recorded in Smart Cookies under their service unit's 5000 number troop, for example, 5001 or 5029. Girl Scouts who are actively participating in a troop cannot be considered an IRM for the Product Programs. To participate, Girl Scouts/caregivers can contact their service unit's Cookie Product Program Coordinator or council.

Cookie Dough credits will be awarded to an IRM who sells 100 or more packages of cookies. Cookie Dough credit cannot be transferred to another Girl Scout and cannot be replaced or refunded.

Troop Cookie Dough

New to the 2023 cookie season is Troop Cookie Dough! If a troop has a PGA of 350 or above, the troop will receive \$25 in Cookie Dough that can be distributed as a gift card to the GSSNE shop, or used as credit toward a troop camping reservation. This year troops can also choose to have their Troop Cookie Dough issued as a gift card to use towards their costs at Phenom. See page 25 for more information.

PAYMENTS

Collecting and Depositing Money

Please follow the below steps when collecting money during the cookie sale:

- Cookie volunteers should make frequent deposits and/or payments throughout the sale to help reduce the amount of cash that troops keep on hand and thus lessen the possibility of loss or theft.
- When money is collected from parents/caregivers, Girl Scouts, or troops, receipts must be filled out to show acceptance of money on behalf of the council.
- Receipts should always be written when cookies are exchanged and a new receipt should be completed each time.
- Troops should make frequent payments to their PPC or to council. PPCs are required to make frequent deposits on behalf of the troops to the council account. Money from the cookie sale should NEVER be deposited into personal bank accounts. Per GSSNE policy, all troops are required to have their own bank account for troop activities.

Ways for Troops to Make Payments

There are multiple ways for troops to make payments to PPCs or council during the cookie sale:

1. Submit a payment as an ACH deposit through our ePayment system. Troops should print/email a copy of their confirmation email to their PPC. **Payment forms are not required for ePayments.**
2. Deposit funds into their troop account and write a check from the troop account to GSSNE. Turn in the troop check with a payment form to their PPC or council.
3. Deposit money directly to GSSNE at a bank by using one of the GSSNE deposit slips. GSSNE deposit slips will be supplied to each PPC or can be received at council. Turn in a payment form and a copy of the deposit receipt from the bank to their PPC or council.
4. Hand in cash, checks and a payment form to their PPC or council.

Completing Payment Forms

A payment form must be fully completed and turned in with every payment made except when made by ePayment. When paperwork is required, it should be completed and turned in to council within 3 business days of deposit. GSSNE no longer uses Final Payment Forms



Refund Policy for Troops who Pay Council Their Proceeds

New this year, GSSNE has started using ACH to return overpayments to troops. We will also use this for any Older Girl Proceeds or Service Unit Bonuses due. This will prevent the need for mailing a check then going to the bank for deposit. Troops and Service Units will have to request a refund by filling out an online form that confirms the account information for where the money is going. The deadline for this is April 30, 2023 This process is going to be optional for the 2022-2023 troop year, but will be the only way we issue refunds starting with the 2023-2024 troop year.

MONEY MATTERS AGAIN!

Accepting Checks—The preferred method of payment is cash or credit card to avoid returned checks.

- Only collect checks from friends and family members. Do not accept checks at booth sales.
- Checks are to be made payable to GSSNE or Girl Scouts of Southeastern New England.
- The following information is required on each check: Name & Address—should be pre-printed, phone number, license state and number, Girl Scout and troop number on memo line.
- Verify that the written amount of the check matches the dollar box.
- No starter checks.
- Do not accept post-dated or third party checks.

Credit Card Readers

GSSNE recommends obtaining a credit card reader for use at booth sales to help increase sales to customers who don't carry cash! Troop Leaders can obtain a credit card reader for the troop with any credit card acceptance provider to accept credit cards for cookie sales. The troop agrees to pay all transaction fees and is fully responsible for the use and management of the account. OR troops can also use a Clover reader provided by GSSNE, or the ABC app. If troops use the council provided Clover or the ABC app council covers all credit card fees.

Credit Cards in ABC Smart Cookies

Girl Scouts and troops will be able to take credit cards through the ABC Smart Cookies app on their phones! This option will be available for Girl Scouts when they deliver cookies to customers and troops will be able to use this tool at cookie booths! See gssne.org for more information.

Additional Money Earning Activities

If a troop is interested in additional money earning activities, please see the 2022 - 2023 GSSNE -Policies, Procedures and Standards (PPS) for guidelines. Additional money earning activities must be approved by GSSNE and should meet certain guidelines. The application is available at gssne.org.

As Product Program Coordinator, you should set up times for your troops to make payments throughout the sale in accordance with the council payment schedule. Troops cannot place a reorder until they have met the minimum payments outlined in this schedule.

To minimize the amount of money you need to handle, encourage troops to deposit all cash and checks into their troop account. Once they have made a deposit they can either write one troop check to hand in to you or they can make an ePayment through GSSNE's ePayments system.

If you are collecting cash and/or checks from troops, you must deposit the payments into any branch of Citizens Bank and bring the deposit receipts and payment forms to council within 3 business days of when you collected the payments.

Log all payments into each troop's Smart Cookies account AFTER payments have been made at the bank. If you do not log these payments before handing in the troop's paperwork to council, do not go back and log them later. Council will log any received payments missing from Smart Cookies and will confirm those that have been entered.

These forms are to be completed and handed in to council with payment receipts:

- Payment Form only required when paying with check or cash
- If payment by ePayment no Payment Form is required
- Troop Collection Form (if applicable)

ISSUES WITH DEBT

Bad Debt Policy From the 2022–2023 PPS

Debts to GSSNE or debts incurred in the name of the troop to outside vendors, banks, or for services rendered which become past due will be processed for collection. Unpaid funds collected for product sales, events, or misuse of troop/group/service/the organization's funds are considered mishandled funds.

When a debt is incurred, individuals may be released from volunteer positions and/or subject to legal action, including but not limited to potential criminal prosecution, for misappropriation of funds. A volunteer who repays a past due debt may be re-appointed as a volunteer but will not be allowed to hold a money handling or leadership position.

In instances of bad checks or unpaid debt, GSSNE will make every effort to contact the person/troop involved and collect payment and/or develop a payment plan. All payment plans need to be approved by the CFO.

- The SUM will be notified the adult/troop is under restriction on handling money for a minimum of one year. Release date will be one year after debt is paid off.
- Volunteer status will be restricted in salesforce with a restriction of “cannot handle finances” and “not product eligible”. If troop, restrictions will be applied to all registered troop co-leaders.
- Scholarships will not be available to the adult(s) or youth member(s) until the debt is paid in full.
- Camp Cookie Credits cannot be applied for the youth member(s) until the debt is paid in full.
- Neither the adult(s) or youth member(s) will be allowed to register for programs or training until the debt is paid in full or a payment plan in in process and up to date with payments.
- Additional troop money-earning requests will not be approved.
- Intent to travel requests will not be approved.

When debt recovery occurs, accounting will notify all departments and the Mission Delivery Department will notify applicable Service Team members. In the case of troop camp cookie credit, when the debt is paid in full, the troop will receive the camp cookie credit.

Delinquent Parent/Caregiver Accounts

It is important to collect payments frequently to minimize the risk of delinquent accounts. If a leader or parent/caregiver does not make payment for their cookies, promptly notify the GSSNE Product Department and submit a completed Troop Collection Report. The Troop Collection Report form should be sent with the signed girl permission form (if girls did not submit online, please include paper copy) and signed copy of receipts for cookies and payments received on or before March 30, 2023 to the attention of Product Program Department. However as soon as you are aware that there is a payment issue, please let council know. We can help you and the Troop Cookie Manager/Troop Leader in handling the situation.

NEVER use troop proceeds to cover a delinquent parent/caregiver payment.

Additional fees could be incurred for bounced payments (NSF):

- Each bounced check could incur a \$25 returned check fee. Once a customer or troop bounces a check, GSSNE will only accept cash, money order, or bank check for the payment and fee.
- Each bounced ePayment made by a troop could incur a \$35 fee. Please double-check that your banking information is correct before submitting payment to avoid a fee for incorrect information.

BOOTH SALES

PPC Booth Sale Responsibilities

- PPCs and troops can book booths within their service unit boundaries. Troops should confirm with their PPC before booking locations.
- PPCs can appoint a Booth Coordinator to assist them in booking and managing booths within the service unit.
- **If you or your troops would like to hold a booth outside of your service unit, you must first contact the PPC in that community prior to reserving the time slot.** We want to be considerate of both the businesses and the troops who reside in those communities.
- Make sure your troop leadership, families, and Girl Scouts adhere to the GSSNE Booth Sale Guidelines and Etiquette before, during, and after all booth sales.
- All adult volunteers participating in a booth sale are required to complete a Booth Sale Agreement and return to you before attending a booth sale.
- Council requires at least two registered Girl Scouts and two registered and background checked adults at cookie booths at all times.
- **If the troop cannot attend a scheduled booth, they should notify council and their PPC to cancel it in the Smart Cookies system so customers are not looking for a booth that is not being held and so the slot can be released to other troops.**

Cookie Finder

The Cookie Finder is a great way for customers looking to buy cookies to find your booths! Customers can use the Cookie Finder app or enter their zip code on the GSSNE or GSUSA website to find a booth near them!

All scheduled booths should be submitted to council through the ABC Bakers upload spreadsheet provided by council to be added into the Cookie Finder through ABC Smart Cookies.

- The upload spreadsheet must be submitted to council **at least 5 days** before the booths are to occur to ensure adequate time to enter them into Smart Cookies. Council cannot guarantee that booths received after this time frame will be entered, but will do our best to upload them if possible.
- Do not resubmit booths that you have previously sent to council.
- Send the booths you have scheduled as soon as possible. Do not wait to submit a large amount of booths because you are waiting to hear from one troop about a booth.
- If you need assistance completing the booth upload spreadsheet, please contact the GSSNE Product Department.

Tracking Booth Sale Inventory

When troops transfer cookies to girls in ABC Smart Cookies, they will need to transfer to each girl by the type of cookie sold. It is important for each troop to keep track of their current inventory and keep track of what types of cookies are sold at booth sales. To help with this, GSSNE has a Booth Sale Cookie Tally Form available at gssne.org. This is also a great resource for PPCs to know the inventory that will be needed at your service unit's cookie booths.

When transferring cookies to girls after a booth sale, troops can use the basic cookie transfer option, or they can use the Smart Booth Divider if their booth has been entered into the Cookie Finder through ABC Smart Cookies. Check out youtube.com/ABCCouncils for instructions on both options.

GSSNE Has a Lottery for Booth Sales

GSSNE staff and volunteers work hard to procure new and exciting booth sale locations. Regular notifications will be sent out to PPCs and Troop Leaders/Troop Cookie Managers with the upcoming lottery locations. Be on the lookout for more details on the GSSNE Facebook page and emails from the GSSNE Product Department.

Walmart Booth Updates

Walmart Updates

GSUSA and Walmart have been making some adjustments to the agreement that they have for booth sales. This year, they have changed the ways that Walmart booths are getting booked. They have switched to an online platform that is accessible to only council staff. This means that we will have to request your dates for Walmart booths this upcoming season. Each location will review the individual requests and approve/deny as needed. They are also limiting the quantity of booths at each location in the following ways:

- 14 Days max at each location
- No more than 3 consecutive days
- No more than 8 hours/day

We will send out a formstack for PPCs to complete to request these booths.



COOKIE SHARE, COMMUNITY SERVICE PROJECT & RALLY

Virtual Cookie Share

GSSNE participates in a Virtual Cookie Share. Virtual Cookie Share is a way for customers to support Girl Scouts and other organizations by purchasing Girl Scout Cookies. Girl Scouts will collect \$5 per package for Virtual Cookie Share online or on their order card in the “Donate Cookie Packages” column, but neither the troop nor the Girl Scout has to handle or deliver the cookies. Troop leaders simply enter these as Cookie Share in ABC Smart Cookies and pay for these packages along with the remainder of the troop’s cookies. At the end of the program Virtual Cookie Share packages will be distributed by the council to local nonprofit organizations!



All Girl Scouts who sell 5 or more packages of virtual cookie share will receive the cookie share patch. This patch is no longer distributed on a troop level.

Cookie Share

Cookie Share is a cookie related service project that can be implemented at the troop level, allowing troops to develop their own unique program. Before the cookie season, each troop decides which charitable organization(s) in their community they would like to visit and deliver the packages of donated cookies to. These charities can range from nursing homes to family and children shelters to food banks and hospitals. These cookies must be donated to a 501(c)(3) charity. These cookies will be entered into ABC Smart Cookies under each girl like regular sales and the troops will donate the cookies themselves. Troops are required to pay for all cookie share packages they donate.

Cookie Program Community Service Project

Each year the Girl Scouts of Southeastern New England selects a local organization to be the recipient of our annual Cookie Program Community Service Project. **The 2023 recipient will be House of Hope.** At House of Hope they affirm safe, stable housing as a basic human right. They address the trauma of homelessness by empowering constituents, delivering high impact innovative services, diversifying housing options, and advocating for policies to counter structural inequalities. Since their beginnings in 1989, they have made it their mission to end homelessness in RI. Built on grassroots values, they believe in helping their community through programs like PATH Street Outreach, Shower to Empower, and Peer Mentor Employment & Training. This is a great



Any monetary donations received during the cookie sale MUST be applied towards the purchase of cookie share cookies. IRS regulations forbid tipping, canning or soliciting cash donations for the benefit of a troop.

2023 Cookie Rally

Stay tuned for updates on the cookie rally on our website and Facebook page.



Phenom and Registering as a Troop Cookie Manager

Going to Phenom?

Are you going to the Phenom Girl Scout event in July 2023? GSSNE is offering some unique cookie incentives just for you! If you sell 2,023 packages of cookies in the 2023 Cookie Program, and renew your membership for the 2023-2024 membership before April 15, 2023, GSSNE will reimburse your already purchased Phenom conference registration cost. Please note, this will ONLY apply towards conference registration cost (\$375 max), not hotel, airfare or other costs. There are no substitutions, and ONLY will be applicable for the 2023 Phenom conference. Recipients will need to show proof of Phenom registration for reimbursement to be provided.

Additionally, any Troop or Girl Scout who earns one or more levels of cookie dough, and is also going to Phenom can choose to have their Cookie Dough or Troop Cookie Dough issued as a gift card to use toward their costs. Proof of Phenom registration will be need to be submitted for confirmation.



Registering as a Troop Cookie Manager

1. Head to your [MyGS](http://www.mygs.girlscouts.org) account (www.mygs.girlscouts.org) and log in
2. Click My Account and then My Household
3. Scroll to the adult you wish to add a role for, click **Add a new Role**
4. Enter the following information in the search filters:
 - Zip Code**
 - Radius:** 20 miles
 - Membership Year:** October 1, 2022 – September 30, 2023
 - Position:** Troop Cookie ManagerClick **Search**
5. Click **Add Role** to place the role in your cart
6. Click **Add Volunteer** to begin the check out process.
7. Add your membership details:
 - Participation Type:** already chosen for you
 - Volunteer Position(s):** Troop Cookie Manager
 - Select an existing member:** if this applies to you, then click This is Me OR If you were not an existing member, enter your information in the remaining fields
 - Choose a Membership Year:** October 1, 2022 – September 30, 2023
 - Choose payment type**
8. Click **Submit Member Details**
9. Click **Review Cart**
10. Review the **Girl Scout Promise and Law** on the right and check off the box to agree.
11. Click Add Payment Details
12. Enter your credit card information. If you have selected Financial Aid, these boxes will not appear. If you already have a current membership, the boxes will default to \$0.
13. Click Submit Payment, and a confirmation will be sent to you

FREQUENTLY ASKED QUESTIONS

Below you can find answers to some questions that are frequently asked by troop leaders, caregivers, Girl Scouts, or customers throughout the cookie program.

Where does the money from my purchase of Girl Scout Cookies go?

When customers buy Girl Scout Cookies, they're helping power unique, and amazing experiences for girls. One hundred percent of the net proceeds from the Girl Scout cookie sales stay within GSSNE. Many experiences are powered by Girl Scout Cookies! When a customer purchases a package of cookies, troops and service units earn proceeds, Girl Scouts earn recognition items and camp credits, and the purchase helps fund council programs, camp upkeep, financial aid, and more!

Why don't you offer cookies that are whole wheat, wheat-free, sugar-free, casein-free, organic, low-carb, low-calorie, low-fat, non-fat, fat-free, and the like?

Girl Scouts Cookies are produced once a year, making the production of specialty cookies difficult. In addition, the demand has not been great enough to make it economically feasible. Don't forget to check the labels—you may find a variety that fits your dietary restrictions or goals.

Why do we sell in the winter? It's too cold!

The Girl Scout troop year follows the school year. In the fall, new troops are still forming and others are just re-starting their meetings. A cookie program in the fall would mean cookies would be in communities just in time for the winter holiday season. To respect our volunteers' personal lives, council avoids having product in communities during the holiday season. Additionally, troop funds earned should be used within the troop year that they are earned. If the cookie program was later in the spring, troops would not have the time to use the proceeds earned during the cookie program. We also want to have the cookie program end before the school year ends, when many Girl Scouts, caregivers and volunteers are busy with other events. Most troops do not meet in the summer, and many Girl Scouts attend summer camp. And no one likes a melty cookie!



Why are there Girl Scouts missing from my roster in ABC Smart Cookies?

Council only adds Girl Scouts who are active and registered for the current membership year (2022 - 2023) into ABC Smart Cookies. To check your membership roster, visit gssne.org and click on the *MyGS* tab to log into your account. If there are Girl Scouts not listed as *Active* on your membership roster, please contact council or your service unit's Recruitment Champion. Council will be adding newly registered Girl Scouts to Smart Cookies throughout the cookie season. See page 11 for more information.

I'm the Troop Leader/Troop Cookie Manager for my troop. Why can't I access ABC Smart Cookies?

Like with Girl Scouts, council only adds leaders who are active and registered for the current membership year (2022 - 2023) into ABC Smart Cookies. When council adds leaders into the system at the beginning of the season, only two leaders can be added at that time. Council uploads the Troop Cookie Manager and Assistant Troop Cookie Managers. If those roles are not filled, they upload the first two leaders (alphabetically by last name) for each troop. If the leaders need to be changed in the system or a Troop Cookie Manager needs access, PPCs and council can make those changes. See page 11 for more information on uploads. See page 25 for instructions on assigning the Troop Cookie Manager role.



Additional FAQs & nutritional information can be found at abcbakers.com or girlscouts.org/cookies

WRAPPING UP THE PROGRAM CHECKLIST

Final payments are due by service units to council by **Monday, March 27, 2023**. Council will send a sign-up to schedule your turn-in time.



Before Troop Turn-In

- Make sure you have no cookies remaining in your service unit's cupboard/inventory. To check your cupboard inventory, pull a *Cupboard Inventory Report* from ABC Smart Cookies. All cookies should be sold or donated by the end of the sale. Please note: your service unit is responsible for paying for any donated cookies. If you are having trouble selling cookies in your cupboard at the end of the sale, please contact council.
- Transfer all cookies from your service unit's cupboard in ABC Smart Cookies to your troops. Check that your troops have transferred all their cookies to the Girl Scouts in their troops by pulling a *Troop on Hand Inventory* report. Recognition orders cannot be created until all cookies have been transferred.

Troop Turn-In

- Collect final payments from all troops in your service unit. Troops should use the *Troop Balance Summary* to help them determine what they owe council. To view this report, visit ABC Smart Cookies, go to *Reports*, then *Finance* in the Report Categories, and pull a *Troop Balance Summary* report. Troops should be encouraged to NOT use the information they find on the smart cookies dashboard instead.
 1. The bottom of the report will say *Balance* and list the remainder that each troop owes to council. This amount will already have the troop's proceeds (including proceeds from online sales) and any partial payments, payments from online sales, or fees subtracted from it.
 2. Troop proceeds are calculated based on the *Average Packages Sold Per Girl Registered*.
 3. If a troop is opting for Older Girl Proceeds, these will be distributed to each troop by council in the form of a separate check after final payments have been made and processed.
 4. There are multiple ways that a troop can pay their balance to council. Please see page 19 of this guide or page 16 of the Troop Guide to see the different ways troops can make payments.
- Confirm that each troop in your service unit has created the recognition order for their troop and that sizes have been selected for each item that requires a size.
- **Troops opting out of recognitions:** if there are troops in your service unit selecting to opt out of recognitions to receive older girl proceeds, they will still need to transfer cookies to the Girl Scouts who sold in the troop and complete a recognition order so they will receive their earned patches. To receive older girl proceeds, the troop will need to select the older girl proceeds option in ABC Smart Cookies and turn in an Older Girl Permission Slip with the rest of their paperwork for each Girl Scout in the troop. If the permission form was completed online, it does not need to be submitted.

Service Unit Turn-In

Please bring the following items to the council office for the service unit turn-in.

- Troop payments if not paid online.
- Signed Older Girl Permission Slips for older girl troops opting out of recognitions if filled out online council has a record, if they signed a paper copy please turn in to council.
- Troop Collection Report (if applicable)

Reward Distribution

- Recognition items and patches will be shipped to you in May or June. You are responsible for distributing all recognition items upon arrival. To find out which troop earned which recognition items and patches, visit ABC Smart Cookies, go to *Reports*, then *Rewards*, and pull a *Recognition Order Summary by Troop* report. Troops should distribute recognitions and patches to girls as soon as they are received.

Introducing Raspberry Rally™!

Thin, crispy cookies infused with
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