

girl scouts
of central california
south

OWN YOUR
magic

2024



Girl Scout
Cookie Family

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Welcome



Dear Girl Scout and Family

Welcome and thank you for your participation in the 2024 Girl Scout Cookie Program. The Girl Scout Cookie Program is comprised of selling of variety flavored cookies. The Girl Scout Cookie Program has an online option to purchase cookies. Troops and girls can choose to participate in the sale via order card, online or both.

Benefits of Participating

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

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

2024 Girl Scout Cookie Theme is “OWN YOUR MAGIC”.

The 2024 Girl Scout Cookie Program provides girls with an opportunity to “Own Your Magic” while learning more about the Axolotl.

2024 Girl Scout Cookie Program Mascot is the AXOLOTL.

Axolotls are a type of salamander. An axolotl’s gills appear as feathery appendages on the outside of their bodies, along with their gills they also have develop lungs. Remarkably, axolotls are only found in a single location on Earth, that is the freshwater Lake Xochimilco and its surrounding canals and waterways which are located near Mexico City in Central America. There are carnivorous—they eat everything from fish and worms to insects and crustaceans.

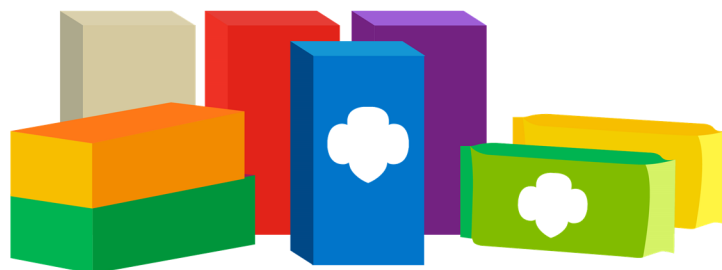
This guide is designed to assist you with aspects of the Girl Scout Cookie Program. It is a reference guide to Girl Scouts of Central California South’s policies, procedures, and resources.

We appreciate you so much and are here to support you!
-The Product Programs Department



Important Dates

January 2024	
Tuesday, January 16	Troops Initial Order Due in ABC Smart Cookies by 11:59 pm
February 2024	
Friday, February 2	Cookie Program ONLINE SALES and ORDER CARDS Start -Send emails to friends and family -Promote on personal social media sites
Saturday, February 10	Mega Drop (Individual Troop Pick-Up) -pick up cookies from Troop Coordinator -Count and sign receipts
Sunday, February 11	Cookie Program DIRECT SALES Start (ONLINE Sales continue) -Includes walkabouts and lemonade stands -Promote on personal social media sites
Saturday, February 17	BOOTH Sales Begins -Includes single Girl Scout booths and troop booths
March 2024	
Friday, March 8	Troop ACH Withdrawal—1 -Turn in all monies to Troop Coordinator or Goldmine Store
Friday, March 29	Troop ACH Withdrawal—2 -Turn in all monies to Troop Coordinator or Goldmine Store
April 2024	
Friday, April 5	Cookie Program ENDS (ONLINE and DIRECT Sales)
Wednesday, April 10	Recognitions Order Due -Submit recognitions forms to Troop/Council Coordinator Parent Delinquent Form Due -Turn in all monies to Troop/Council Coordinator or Goldmine Store
May/June 2024	
Recognitions delivered to Service Unit Director Service Unit Director deliver to Troop Coordinators Troop Coordinators deliver to girls Recognitions delivered to Council Coordinators—Council Coordinators distribute to Juliettes/SUT's	



Resources

Digital Toolkit & Online Resources

ABC's digital toolkits and online resources can all be found in one place – Smart Cookies! This is a snapshot of some of the resources designed for volunteers, girls and parents.

- Everyone can access these tools, anytime, you don't need to log in for access
- Simply go to Smart cookies and click the tabs at the top of the website
- On Flickr you will find booth posters, fun clip art and creative social media posts for selling



www.abcsmartcookies.com



Facebook, Instagram, YouTube Channel and Flickr

Girl Sellers

- Order Card (English & Spanish)
- Allergen Guide
- Cookie Line-Up
- Theme clip art, certificates, etc
- Selling safely video and tips
- Cookie information and calculators
- Activity tips and how-to's
- Door hangers and more!

Your Girl Scout Cookie favorites are back!



Adventurefuls*



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



Toast-Yay!*



French Toast-inspired cookies dipped in delicious icing



Lemonades*



Savory slices of shortbread with a refreshingly tangy lemon flavored icing



Trefoils*

Iconic shortbread cookies inspired by the original Girl Scout recipe



Thin Mints*



Crispy chocolate wafers dipped in a mint chocolate coating



Peanut Butter

Patties*



Crispy cookies layered with peanut butter and covered with a chocolate coating



Caramel deLites*

Crispy cookies topped with caramel, toasted coconut, and chocolate stripes



Peanut Butter

Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Caramel

Chocolate Chip



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





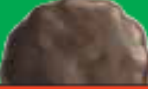
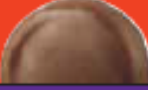



*Limited availability



Girl Scout Cookies®

2024 Food Allergens Guide



	CONTAINS (Y) OR MANUFACTURED IN A SHARED FACILITY WITH (M)						DOES NOT CONTAIN				CERTIFICATIONS		
	Wheat	Soy	Coconut	Milk	Peanuts	Eggs	NO High Fructose Corn Syrup	NO Artificial Colors	NO Preservatives	NO Trans Fat	Certified Gluten Free	Made with Vegan Ingredients	Certified Kosher OU-D and Halal
 Adventurefuls®	Y	Y	M	M	M		Y	Y	Y	Y		Y	Y
 Toast-Yay!®	Y	Y	M	M	M		Y	Y	Y	Y		Y	Y
 Lemonades®	Y	Y	M	M	M		Y	Y		Y		Y	Y
 Trefoils®	Y	Y	M	Y	M		Y	Y	Y	Y			Y
 Thin Mints®	Y	Y	M	M	M		Y	Y	Y	Y		Y	Y
 Peanut Butter Patties®	Y	Y	M	M	Y	M	Y	Y	Y	Y		Y	Y
 Caramel deLites®	Y	Y	Y	Y	M		Y	Y		Y			Y
 Peanut Butter Sandwich	Y	Y	M	Y	Y		Y	Y	Y	Y			Y
 Caramel Chocolate Chip							Y	Y	Y	Y	Y	Y	Y



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

ABC Bakers

5 Core Classics



CARAMEL
DELITES



PEANUT BUTTER
SANDWICH



THIN MINTS



PEANUT BUTTER
PATTIES



TREFOILS

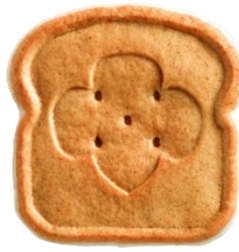
+4 More Crowd Pleasers



ADVENTUREFULS



LEMONADES



TOAST-YAY!



CARAMEL
CHOCOLATE CHIP

ABC Bakers cookies feature

- Kosher
- Zero trans fats
- No partially hydrogenated oils
- No high fructose corn syrup
- Halal certified
- Certified Sustainable Palm Oil/RSPO (exception of Gluten Free cookies)
- Recycled cartons, trays (check your local recycling center)



ABC Bakers

**\$6 pkg
And
\$72 case**

Packages and Cases

Girl Scout Cookies come in various types packaging. Some flavors are packaged in film wrap, while others are in cardboard packaging. All packaged cookies come a “case”.

- 1 package = film or cardboard package
- 1 case = 12 packages in a case

1 package = \$6 per package

1 case = \$72 per case

Refrain from using the term “box” when referring to Girl Scout Cookies, and use the term package and case.

Package = single

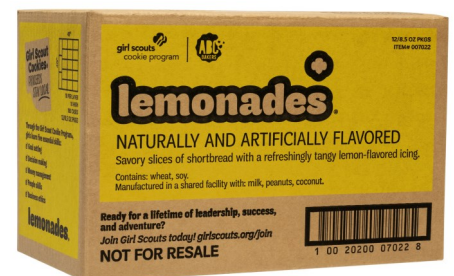


Cardboard



Film

Case = 12 packages



Program Basics



Money Handling

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

Check Handling

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

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

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

Your Name 123 Main St Somewhere, US 10111	Persons Information	Date	mm/dd/yy
PAY TO THE ORDER OF GSCCS		\$	Amount
Amount in Word Form example: Forty and 00/100		DOLLARS	
Your Bank 456 Main St Somewhere, US 10111	MEMO Troop # / Girl Name	Persons Signature	
123456789		1001001234 0111	

Product Delivery

- Service Units and troops are financially responsible for all product ordered
- Council will not accept any product returns, unless damaged

Storage

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

Receipt, Receipt, Receipt

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

Recognitions and Electronic Cookie Dough

- Recognitions will need to be entered by the Troop Coordinator in Smart Cookies for each girl
- Electronic Cookie Dough is a GSCCS council owned recognition
- Electronic Cookie Dough is cumulative, starting at 300 packages sold (unless otherwise stated)

Safety Basics



Show you're a Girl Scout

- Use the Buddy System. **Girls NEVER sell ALONE!**
- Wear your membership pin, uniform or "Girl Scout" apparel to identify yourself as a Girl Scout
- Adults present at all times when taking orders, selling and delivering products
- Clean frequently touched objects i.e. phones, order cards, pens etc.



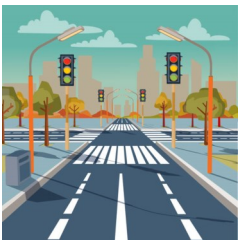
Do Not Enter

- Never enter a stranger's home while selling product
- Never enter a vehicle of a stranger
- Do not enter a yard if there is a dog or closed gate/fence
- Do not enter bars, casinos, or dispensaries



Daytime Selling

- Girls may not sell door to door after dark
- Stay outside the home where they can be seen by their adult/guardian
- Never accept food or beverages while selling in public



Be Street Wise

- Girls may not sell in front of any establishment they cannot legally patronize or enter themselves (i.e. bars, casinos, dispensaries)
- Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways
- Be aware of traffic when unloading products and passengers from vehicles



Protect Privacy

- Girls should never give out their last name, phone number, or address while selling online
- Protect customer privacy, by not sharing their personal information online
- Never publish your girls direct link to any 3rd party selling sites
- Posts about the Girl Scout Cookie Program can be made on your social media sites and shared by family and friends

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

Booth Basics



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

Booth Stand

A booth stand takes place in front of a business with the permission of the store owner. Drive-thru booth activities are permitted, however, only adults may approach vehicles. Booth activities may not take place in streets or medians, or BEFORE the booth activities opening date.

Drive-Thru Booth

Girls should be instructed on safety and never be allowed to approach vehicles. Adults must hand cookies to customers, take money, etc.

- Assign designated duties for each participant
- Troops must have permission from store property manager to set up a Drive-Thru booth
- All booths locations must be entered in Smart Cookies

Storefront Booth

Troops/Girl Scouts are encouraged to set up booths at locations they secure. To secure a booth, outside of the council secured locations, contact the store owner/manager and establish a time and date your Girl Scout/Troop will be there. Adhere to all location restrictions and avoid council secured locations.

- Verify locations IS NOT on the “Do Not Call” list
- Download the Booth Request letter from the council website
- Submit completed Booth Request letters to Customer Care
- Enter all Troop Secured Booths in Smart Cookies for council approval
- Once approved, the troop may actively host a troop booth

Location Restrictions

Locations that council secured, including but not limited to Walmart's, Sam's Club, and Joann's stores. These locations are exclusively managed by council. Locations are part of the “Do Not Call” list.

Booth Location Guidance

Booth activities is a privilege. Remember, we are guests when we set up a cookie booth at a business location.

- Council will secure all participating Walmart's, and Sam's Clubs locations within the five counties.
- Verify the locations with the “Do Not Call” list on the GSCCS website BEFORE requesting the location
- If a location is requesting a Certificate of Insurance (COI), contact Customer Care at 800-490-8653
- Booths must be safe for girls and adults at all times
- Booths must be away from traffic and cars, unless it is a Drive-Thru Booth
- NO booth activities in front of an establishment minors are not allowed to enter
- NO booth activities in streets or medians
- NO siblings, tag-alongs or pets at a booth
- Girls must be in uniform or in Girl Scout attire
- ALL booths must be marked with Girl Scout signage
- ALL booth locations must be entered into Smart Cookies and approved by council

Booth Basics (end)

Troop Booth Minimums

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

Single Scout Booth/ Juliettes/Super Troop Booth

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

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

Note: Any adult who is participating at a booth must be background checked as they are in direct contact with Girl Scouts.

Setting & Staging

On day of activity, check-in with the store owner/manager to inform them you have arrived and to receive any special instructions from store management.

- Arrive 15 minutes before your time slot begins to set up your booth
- Make sure you are identified as a Girl Scout, be in uniform or Girl Scout logoed attire
- Set up cookie booth in the area designated by the store and not in any other area
- Set up your own table, and hang signs on your table, not on the store property
- Count all beginning inventory
- Bring plenty of product
- Bring a secured cash storage (fanny bag, aprons, cash box, etc.)
- Bring enough change
- Do not ask the store for change during booth activities

Tear Down & Take Away

- Allow 15 minutes to clean and pack up for the next troop
 - Count all inventory and record accurately
 - Secure all monies for deposit
 - Breakdown all empty cases and take with you
- Remove all trash and take it with you

Etiquette

- Do not block store entrances
- No eating or drinking while talking to customers. All food and drinks must be away from the booth table/area
- Girls are actively selling at a booth and not playing games, or on their phones—same goes for volunteers
- Girls are never to be left alone at a booth, there must always be an adult with them at all times
- Girls are never to leave the booth with anyone other than their troop coordinator or their parent/guardian
- Booth activities are not an adult activity, girls need to be the ones actively selling
- Adults are there to encourage and monitor the girls
- Resolve any conflicts peacefully



Types of Sales



Digital Cookie

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

Girl Delivery option, the customer orders, pays online and product is delivered by girls. Online girl delivery orders are automatically added to a girl's order in Digital Cookie.

Girls must adhere to the following guidelines when they open their Digital Cookie online store:

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

Direct Delivery option, using the girls Digital Cookie direct link, customers can order, and pay directly. The product is shipped directly to customer's residence. Customer pays any shipping & handling cost accrued.

In-Person Order Card

Girls receive an order card with pictures, descriptions, cost per item, and information; such as if a cookie is gluten-free, kosher, etc.

- ◆ Record items that customers wish to order
- ◆ Explain that products will be delivered by the Girl Scouts. Be sure to fill out the order card completely
- ◆ Payment may be collected at time of order (whenever possible) or at time of delivery
- ◆ Girls can take orders on their cookie order card prior to the direct sale start date and must adhere to the following guidelines:

- ⇒ May advertise on public and private social media sites that they are taking orders
- ⇒ Parent/Guardians may take the cookie order card to their work place and must include a message from the Girl Scout.
- ⇒ *The message can state the Girl Scout personal goal, her troop goal, and what she is learning from the cookie program and so forth.*

- ◆ May collect customer money and turn in all monies to Troop/Council Coordinator

Direct Sale

Girls will have cookies on hand for "Direct" sale, they may participate in walkabouts, lemonade stands and booth activities.

Walkabouts

A Girl Scout may "walkabout" their neighborhood with cookies on hand and sell door-to-door. Cookies are "mobile" and not a stationary selling station.

Lemonade Stand

A lemonade stand is an individual stand located on residential property that is owned by the parent/guardian or by someone they know. Lemonade stand booths are held on residential property, and must have consent from the property owner. Individual Girl Scouts may host a lemonade stand with adult supervision at all times.

- ◆ 1 adult accompanied at all times
- ◆ Cookies assigned to the Girl Scout by the Troop Coordinator are used for lemonade stand activities
- ◆ Juliettes/Council Ran Troops use their own cookie inventory and are replenished by council
- ◆ If at any time the Girl Scout needs to leave the lemonade stand, the stand must be shut down until she is able to return
- ◆ A girl can take cash and credit card payments; using Digital Cookie

Booth Stands

A booth stand allow troops and girls the opportunity to engage in their community, earn troop proceeds, and work as a team. It is also an excellent opportunity for a girl to put her people skills into action.

- ◆ Booth stand are at a **storefront location**, that has been approved by store management with a signed Booth Agreement Form, entered in Smart Cookies and approved by council

Sales Chart

Product	Sale Type	Money Collections	Delivery to Customers
Girl Scout Cookies	Digital Cookie Online Girl Delivered	<ul style="list-style-type: none"> ◆ Girls create a store in Digital Cookie and send emails to friends and family ◆ Customers pay ONLINE for GIRL DELIVERY ◆ Orders/payments are automatically credited to girls 	<ul style="list-style-type: none"> ◆ Delivered by girls to customers ◆ Direct sale to customers <p><i>Girls to order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes/Council Ran Troops to order cookies from Council when needed.</i></p>
	Digital Cookie Online Direct Ship	<ul style="list-style-type: none"> ◆ Girls create a store in Digital Cookie and send emails to friends and families ◆ Customers pay online for product and shipping fees ◆ Orders/payments are automatically credited to girls 	<ul style="list-style-type: none"> ◆ Shipped directly to customers. <p><i>(shipped directly from baker)</i></p> <p><i>Surcharge cost to orders shipping to Hawaii, Alaska, Puerto Rico, APO/FPO/DPO, Guam and US Virgin Islands</i></p>
	In-Person <ul style="list-style-type: none"> ◆ Order Card ◆ Direct Sales ◆ Walkabouts ◆ Lemonade Stands ◆ Booths 	<ul style="list-style-type: none"> ◆ Girls collect orders on cookie order card ◆ Girls collect money from customers ◆ Girls turn in money to Troop Coordinator ◆ Juliettes/Council Ran Troops turn in money to Council, Goldmine Stores 	<ul style="list-style-type: none"> ◆ Delivered by girls to customers ◆ Direct sale to customers <p><i>Girls order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes/Super Troops order cookies from Council when needed.</i></p>

How many CASES can fit in a car? (approximately)	
Compact or 3-Door	23
Hatchback or Small Wagon	25-30
Mid-Sized Sedan (using back seat and trunk)	35
8-Passenger Van or Sport Utility	60
Full-Sized Station Wagon	75
Standard Pick-up Truck	100
Full-Sized Van WITH Seats	150
Full-Sized Van WITHOUT Seats	200

Girl Scout Troop

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

In order to participate, all girls must

- 1) Be a GSCCS registered member for the 2023/2024 membership year
- 2) Be financially compliant with GSCCS Council—have NO Product Program debt
- 3) Have a completed Annual Permission Form submitted to the Troop

Duties and Responsibilities

- Complete Parent/Guardian Product Program training provided by Council
- Review all Cookie literature (2024 Family Guide), and cookie materials
- Be in constant communication with your Troop Coordinator
- Receive program materials from Troop Coordinator
- Follow all Program Safety guidelines
- Follow all Program Basic guidelines
- Follow all Lemonade Stands and Booth guidelines
- Take customer orders on the cookie order card
 - ⇒ Inform customers that cookies will be available in February 2024
 - ⇒ For order card orders payments, a receipt must be provided to the customer
 - ⇒ Discuss with troop coordinator for order card payment options
- Receive cookies from Troop Coordinator and verify counts, signs receipts
- Deliver cookies to customers
- Collect all monies from customers and submit to Troop Coordinator for payment
- Manages their own Smart Cookies Girl dashboard and promotes their own store and online sales
- Manages their own lemonade stands, walkabouts and coordinates boothing activity with Troop Coordinator
- Notify Troop Coordinator of final choice selections for recognitions

*** Program Print Materials**

Troop materials are provided by Service Unit Director and distributed to participating girls. Juliettes/Super Troops receive their program materials from local council office.

Girl Seller Packet—ONE PER PARTICIPATING GIRL

- ⇒ ABC Cookie Order Card
- ⇒ Girl Scout Money Envelope

Super Troop

A Girl Scout in Super Troop works directly with the Girl Experience and Product Programs Department. Super Troop work directly with their local council cupboard for cookie pick-up and cash payments; the Goldmine Store for credit/card payments; and the Product Programs Department for recognitions selections and distribution. Super Troops navigate their Girl Scout Cookie Program experience with the Girl Experience and Product Programs Dept. at their Super Troop meetings.

In order to participate, all girls must

- 1) Be a GSCCS registered member for the 2023/2024 membership year
- 2) Be financially compliant with GSCCS Council—have NO Product Programs debt
- 3) Have a completed Annual Permission Form submitted to Girl Experience/Products Programs Dept.

Fresno Council Cupboard

Fresno Council Office—1377 W. Shaw Ave. Fresno, CA 93711

Fresno and Madera Counties

Troop #: 2006, and 2026

Bakersfield Council Cupboard

Bakersfield Council Office—2160 Mars Ct. Bakersfield, CA 93308

Kern County

Troop #: 2016

Duties and Responsibilities

- Complete Parent/Guardian Product Program training provided by Council
- Review all Cookie literature (2024 Family Guide) and cookie materials
- Be in constant communication with **Troop Coordinator**
- Receive program materials from your local Cupboard (**Fresno/Bakersfield**)
- Follow all Program Safety guidelines
- Follow all Program Basic guidelines
- Follow all Lemonade Stands and Booth guidelines
- Take customer orders on the cookie order card
 - ⇒ Inform customers that cookies will be available in **February 2024**
 - ⇒ Discuss with Product Programs for payment options
- Receive cookies from **Council Cupboard** and verify counts, and signs cookie receipt
- Deliver cookies to customers
- Collect all monies from customers and submit to **Troop Coordinator and/or Goldmine Store** for payment
- Manages their own Digital Cookie Girl dashboard and promotes their own store and online sales
- Manages their own lemonade stands, walkabouts and coordinates booth activity with **Troop Coordinator**
- Notify **Troop Coordinator** of final choice selections for recognitions and distribution

*** Program Print Materials**

Materials are provided by Council Coordinator and available at the Council offices.

Girl Seller Packet—ONE PER PARTICIPATING GIRL

- ⇒ ABC Cookie Order Card
- ⇒ Girl Scout Money Envelope

Juliettes

A Girl Scout Juliette works directly with the Product Programs Department. Juliettes work directly with their local council cupboard for cookie pick-up and cash payments; the Goldmine Store for credit/card payments; and the Product Programs Department for recognitions selections and distribution. Juliettes navigate their own Girl Scout Cookie Program experience with the guidance of their caregiver. The Product Program Dept. assist in providing the seller materials to support their cookie sale.

In order to participate, all girls must

- 1) Be a GSCCS registered member for the 2023/2024 membership year
- 2) Be financially compliant with GSCCS Council—have NO Product Program debt
- 3) Have a completed Annual Permission Form submitted to Product Programs Dept.

Juliette Information

Fresno Council Office—1377 W. Shaw Ave. Fresno, CA 93711
Fresno, Madera, Kings and Tulare County

Troop #: 1377

Attn: **Product Programs: 1377**

Bakersfield Council Office—2160 Mars Ct. Bakersfield, CA 93308
Kern County

Troop #: 1831

Attn: **Product Programs: 1831**

Duties and Responsibilities

- Complete Parent/Guardian Product Program training provided by Council
- Review all Cookie literature (2024 Family Guide), and cookie materials
- Be in constant communication with **Product Programs dept.**
- Receive program materials from your local **Council office (Fresno/Bakersfield)**
- Follow all Program Safety guidelines
- Follow all Program Basic guidelines
- Follow all Lemonade Stands and Booth guidelines
- Take customer orders on the cookie order card
 - ⇒ Inform customers that cookies will be available in February 2024
 - ⇒ Discuss with Product Programs for payment options
- Receive cookies from **Council Cupboard** and verify counts, and signs cookie receipt
- Deliver cookies to customers
- Collect all monies from customers and submit to **Goldmine Store** for payment
- Manages their own Digital Cookie Girl dashboard and promotes their own store and online sales
- Manages their own lemonade stands, walkabouts and coordinates booth activity with **Product Programs dept.**
- Notify **Product Programs dept.** of final choice selections for recognitions and distribution

* Program Print Materials

Troop materials are provided by Service Unit Director and distributed to participating girls. Juliettes/Super Troops receive their program materials from local council office.

Girl Seller Packet—ONE PER PARTICIPATING GIRL

- ⇒ ABC Cookie Order Card
- ⇒ Girl Scout Money Envelope

Juliettes & Super Troops

To Get Started

- Review the 2024 Cookie Program Guide for Families
- Receive the Cookie Packet that includes the order card, and money envelope
- Additional materials can be picked at the Fresno/Bakersfield Goldmine Store
 - ⇒ Please call 1-800-490-8653 for store operating hours

Ordering & Restocking Cookies (see schedule below)

Submit cookie orders by email to: customercare@girlscoutscs.org with subject Line: **Troop # & Girl Name**

Be sure to include the following in your email:

Girl First and Last Name—Troop Number—Parent Name

- Submit all orders by Sunday, at **7:00 pm**, for following week pick-up
 - ⇒ Orders placed after 7:00 pm will be added to following week schedule
 - ⇒ Limited to 1 order per week
- Cookies can be ordered by single packages (1 pkg)
- Cookies can be ordered in full cases (1 case = 12 packages)
- Include Gluten-Free Chocolate Chip (limited availability)
- Maximum cookie order 10 cases (120 packages; value \$720)
 - ⇒ Booth maximum is 20 cases (240 packages; value \$1440)
- 50% of the outstanding cookie balance must be paid for before placing another cookie order
 - ⇒ Cookie orders will not be placed for girls that have more than 50% outstanding balance due

Receiving Cookies

Your Council Coordinator will be informing Girls when their cookie order is available for pick up.

Pick up cookies at your local Council Cupboard:

- Fresno: 1377 W. Shaw Ave. Fresno, CA 93711
- Bakersfield: 2160 Mars Ct, Bakersfield, CA 93308
- Count all cookies received and sign the cookie receipt
 - ⇒ All cookies received are the financial responsibility of the girl
 - ⇒ Clear vehicle to make space for cookies

Banking/Payments

Cookie payments can be made several ways. Ensure your cookie balance is managed in a timely manner. At the end of the cookie sale, any unpaid balance will result in a Parent Delinquent Form submitted by the Troop Coordinator.

- Submit all payments by **April 5, 2024 (to avoid being delinquent)**
- Make cash, credit/debit card, and check payments in the Fresno/Bakersfield Goldmine Store
- Make cash/check payments when receiving cookies at the cupboard
- All checks: Payable to: Girl Scouts of Central California South

Order Due - by 7:00 pm	Pick Up Week
Sunday, February 11	February 12—17
Sunday, February 18	February 20—23 (Closed February 19 & 24)
Sunday, February 25	February 26—March 2
Sunday, March 3	March 4—9
Sunday, March 10	March 11—16
Sunday, March 17	March 18—23
Sunday, March 24	March 25—30
Sunday, March 31 FINAL	April 1—5

Girl Scout Cookie Program

Product Programs are an integral part of the Girl Scouts' journey toward leadership, learning, and developing the five key skills in entrepreneurship through the Fall Product Program and the Girl Scout Cookie Program.



Decision Making: Girl Scouts help decide how to market their sales and what to do with their earnings. This matters because they must make many decisions, big and small in their lives. Learning this skill helps them make good ones.



Money Management: Girl Scouts develop a budget, take orders, and handle customers' money. This matters because they need to know how to handle money - from their lunch money to their allowance and to someday their paycheck.



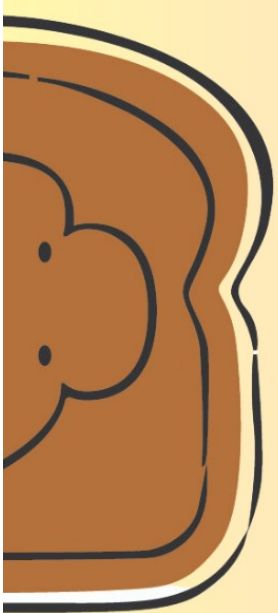
People Skills: Girl Scouts learn how to talk and listen to their customers, as well as work in a team with others. This matters because it helps them do better in school (on group projects, on a sports team, and on the playground) and later, at work.



Goal Setting: Girl Scouts set goals and with their team, create a plan to reach them. This matters because they need to know how to set and reach goals to succeed in school, on the job and in life.



Business Ethics: Girl Scouts act honestly and responsibly during every step of product program sales. This matters because employers want to hire ethical employees - and the world needs ethical leaders in every field.



Girl Scout Cookie Program



Girl Scout Cookie Program Begins—February 2, 2024

- Review the 2024 Cookie Program Guide for Families
- Receive the Cookie Packet that includes the order card, and money envelope

Order Card

Girls will go out and collect orders on the order card, reaching out to family and friends. Order cards are a great way to enhance their people skills and social interactions. Order cards assist when ordering cookies from their Troop/Council Coordinator to support their customers orders and establishing inventory management skills.

Online Sale—Digital Cookie

Girls will receive an email invitation to the Digital Cookie online system. Girls will be navigating the Digital Cookie Girl Dashboard, and be prompted to create an account. The more you personalize your site, the better your results will be.

Dashboard Set Up

Promote your cookie sale to family and friends. Once your cookie sale is “active” you can start to share your girl link on several social media platforms.

E-Cards and Social Media Link

- Send out emails to family friends to promote your cookie sales
- Send your social media link to mobiles, emails, and phone messages
- Download your QR code and add to print materials

Direct Sales Start —February 11, 2024

Direct sale to the public with cookies on-hand. Product Delivery and distribution to customers.

- Coordinate with your Troop/Council Coordinator to pick up your cookies
- Distribute order card sales to customers and collect payments
- Turn in all monies to your Troop Coordinator, or Goldmine Store
- All cookies received are electronically transferred to the girls Digital Cookie dashboard
 - ⇒ For transfer discrepancy, contact your Troop/Council coordinator immediately for corrections
 - ⇒ All cookies transferred should match receipt quantities and flavors
- All cookies received are the caregivers financial responsibility
- All cookies received are issued a receipt—**SAVE ALL RECEIPTS**
- Girls may host lemonade stands and walkabouts activities

TIP: Never accept product without a receipt from the Troop/Council Coordinator

Restocking

Girls inform their Troop/Council Coordinator for restock of cookies. Troops may not keep “on-hand” inventory and may need to restock to support girls orders. Troops restock their inventory through submitting a “Planned Order” and picked-up at a cupboard. Give your Troop Coordinator ample time to make these arrangements.

- Girls contact their Troop Coordinator for restock
- Juliettes/Super Troops contact their Council Coordinator for restock
- All cookies received are electronically transferred to the girls Digital Cookie dashboard
 - ⇒ For transfer discrepancy, contact your Troop/Council coordinator immediately for corrections
 - ⇒ All cookies transferred should match receipt quantities and flavors
- All cookies received are the caregivers financial responsibility
- All cookies received are issued a receipt—**SAVE ALL RECEIPTS**



Girl Scout Cookie Program (end)

Booth Sales Start —February 17, 2024

Troops and Girls may actively participate in booth activities. For Juliettes and Super Troops, contact the Product Programs Dept, to establish a booth. There cannot be booth activities prior to the start date.

- Girls may participate in troop booth activities
- Girls may participate in single-scout booths activities
- Girls must adhere to the booth and safety guidelines

Payments

Monies collected are submitted to their Troop Coordinators. Troop Coordinators collaborate with troop members caregivers and establish a payments plan. Juliettes and Super Troops make payments in-person at the council cupboard and credit/debit card payments in the Goldmine Stores.

- Girl Balance due is calculated automatically in Digital Cookie girl dashboard
 - ⇒ Contact your Troop/Council Coordinator for up-to-date balances
- Count all monies with Troop Coordinator for accuracy when turning in
- All girl payments received are issued a receipt—**SAVE ALL RECEIPTS**
- For Goldmine store payments—inform your Troop/Council Coordinator—**SAVE ALL RECEIPTS**
- Troop/Council Coordinator will record payments in Smart Cookies for girl balance updates
- At the end of the sale Girl Balance Summary should be at **\$0**

Girl Scout Cookie Program Ends—April 5, 2024

- Direct Sales End, includes walkabouts, lemonade stands and booth activities
- Online Sales End—Digital Cookie closes

Sellers are to complete their customer deliveries, consolidate all monies for submission, and finalize all recognition choices.

Parent Delinquent—April 10, 2024

When a parent/guardian has unpaid cookie debt at the end of the cookie program, the Troop/Council Coordinator submits a Parent Delinquent form to relieve the troops/councils financial obligation for that individual's balance due.

- Turn in all monies to your Troop Coordinator
- Juliettes/Super Troops turn in all monies to council
- Parent Delinquent forms due **April 10, 2024**

The caregiver is contacted by finance in setting up a payment plan. Until a payment plan is established, and an agreement is signed, the girl is not eligible for participation in any product sale and recognitions are withheld. A girl is eligible to participate in product sales if the payment plan agreements signed and the payment plan has not defaulted. The payment plan will be defaulted on if a payment is missed, and the account is not made current within 30 days. If the payment plan has been defaulted on, the girl is not eligible to participate in the product sales until the delinquency is paid in full. Once payment has been satisfied with \$0 balance, recognitions are distributed.

Recognitions—April 10, 2024

Review the rewards options for at each level.

- Electronic Cookie Dough is a product of GSCCS Council, and not managed by Digital Cookie system
- Electronic Cookie Dough are accumulated - unless otherwise stated
- Submit all recognitions to your Troop/Council Coordinator by **April 10, 2024**
 - ⇒ Include all sizes for t-shirts and hoodies (if applicable)
 - ⇒ **If no rewards selections are provided, the default prizes will be automatically selected, with no events/special engagements chosen**

Recognitions Delivery—May/June 2024

- Coordinate with your Troop/Council Coordinator to pick up your recognitions items
- For discrepancies with rewards, contact your Troop/Council Coordinator immediately

Appendix

Digital Cookie Mobile App.

Troops must have the troop site set-up for the troop option to appear.
The Girl Scouts must have their site set up and approved prior to being able to log into the cookie app.

Girls will receive an email invitation to register online using a **browser site**.
Once registration is completed, the user can utilize the Digital Cookie mobile app.

Note: The app will only work if the Girl Scout/Troop's Digital Cookie website is set up and approved, and the council mobile app **access date has started**.

www.digitalcookie.girlscouts.org

digital 
c   kie 

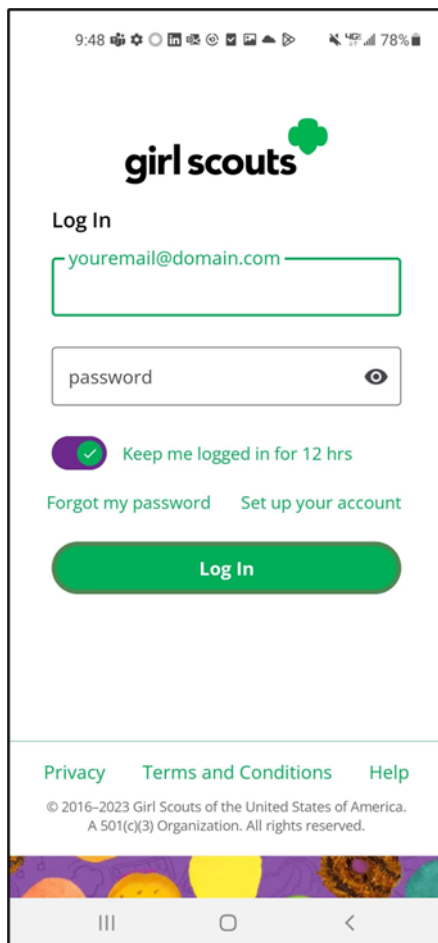
Digital Cookie Mobile App

Digital Cookie

Digital Cookie is point of sale system Girl Scouts will utilize for their Girl Scout Cookie Program. Digital Cookie enables girls to personalize their own site to sell cookies online by inviting friends and family via email and social media. Customers have the option of having their cookies delivered in-person by the Girl Scout or having them shipped directly their home with customers paying shipping fees.

Download the Digital Cookie mobile app

- Google Play
- App Store



Log in to the app using the same email and password created in Digital Cookie

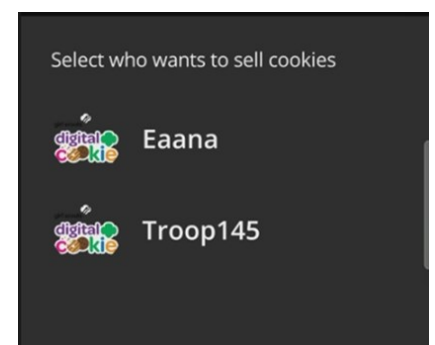


Girl Scout and troop sites must be set up in Digital Cookie using a browser first, before accessing the mobile app

www.digitalcookie.girlscouts.org

Girls will receive an email invitation to register online using a browser site.

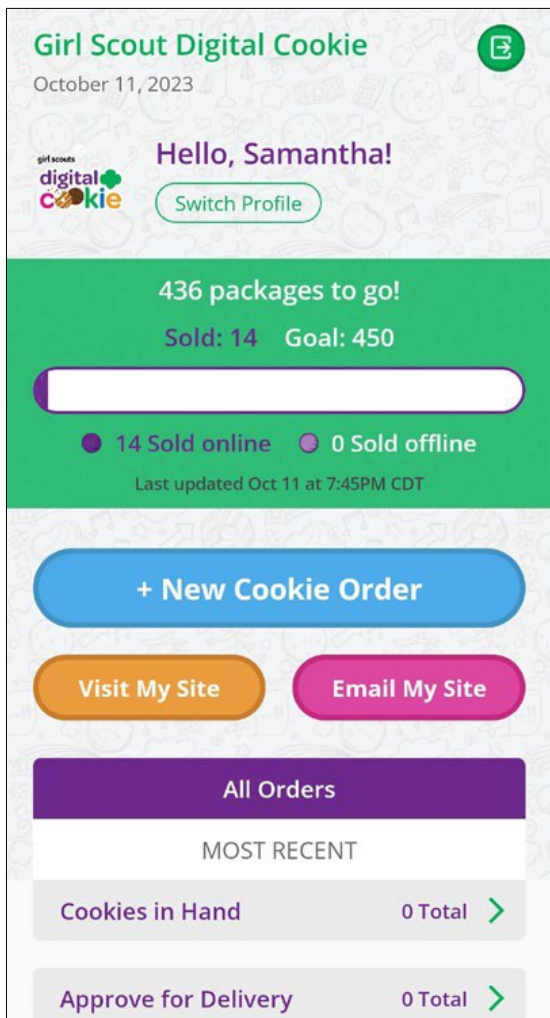
Once registration is completed, the user can utilize the Digital Cookie app.



Select from the Girl OR Troop persona. Troop login means the sales go to the whole troop-like a booth.

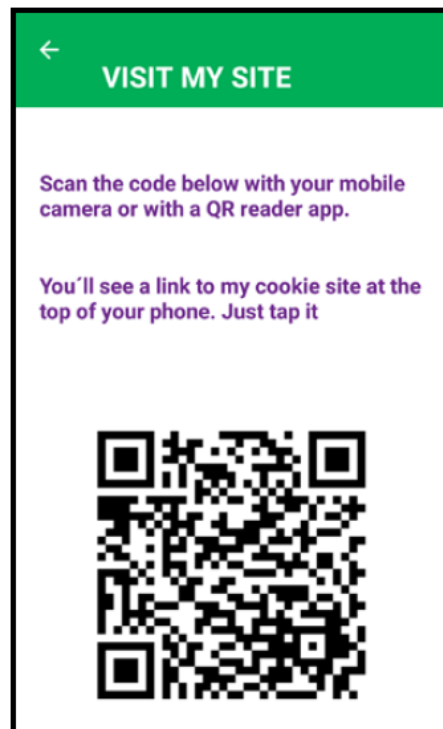
Troop site = Booth Sale
Girl site = In Person/Direct Sale

Digital Cookie Mobile App



Logged in as a Girl Scout

From the home page, the user can select “New Cookie Order, Visit My Site”, “Email” my site or “All Orders”



Visit My Site

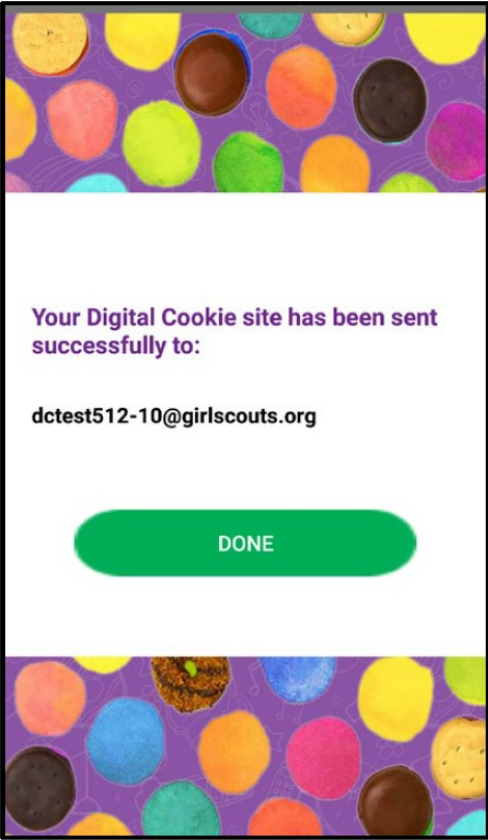
This feature is used to see the Girl Scouts QR code. Girl Scouts can then show the customer their phone for the customer to scan the QR code which will take them directly to the Girl Scout's site to make a purchase.

Girl Scouts can use the QR code and place on print materials, and create flyers, banners and doorhangers using the QR code.

Digital Cookie Mobile App

Email My Site

This feature is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time.



The Girl Scout will ask for the customer’s contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.

The customer’s information will populate into the Girl Scout’s Customer tab in Digital Cookie under the mobile app section. The Girl Scout will need to add customer to their list prior to sending additional emails or to keep the customer for future seasons.

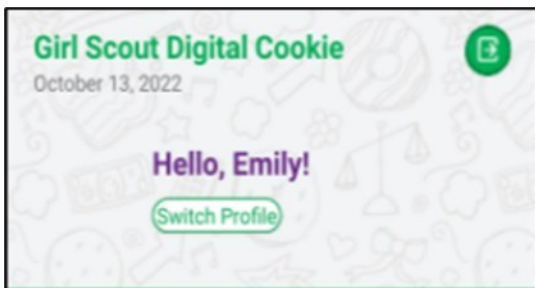
Mobile App: Names to add to your customer list

Select All Add to Customer List Delete Name Show 5 Items

	Name	Email Address	Last Emailed
<input type="checkbox"/>	Jillian loowhit	dctest512-4@girlscouts.org	10/10/2023

Total names to add: 1

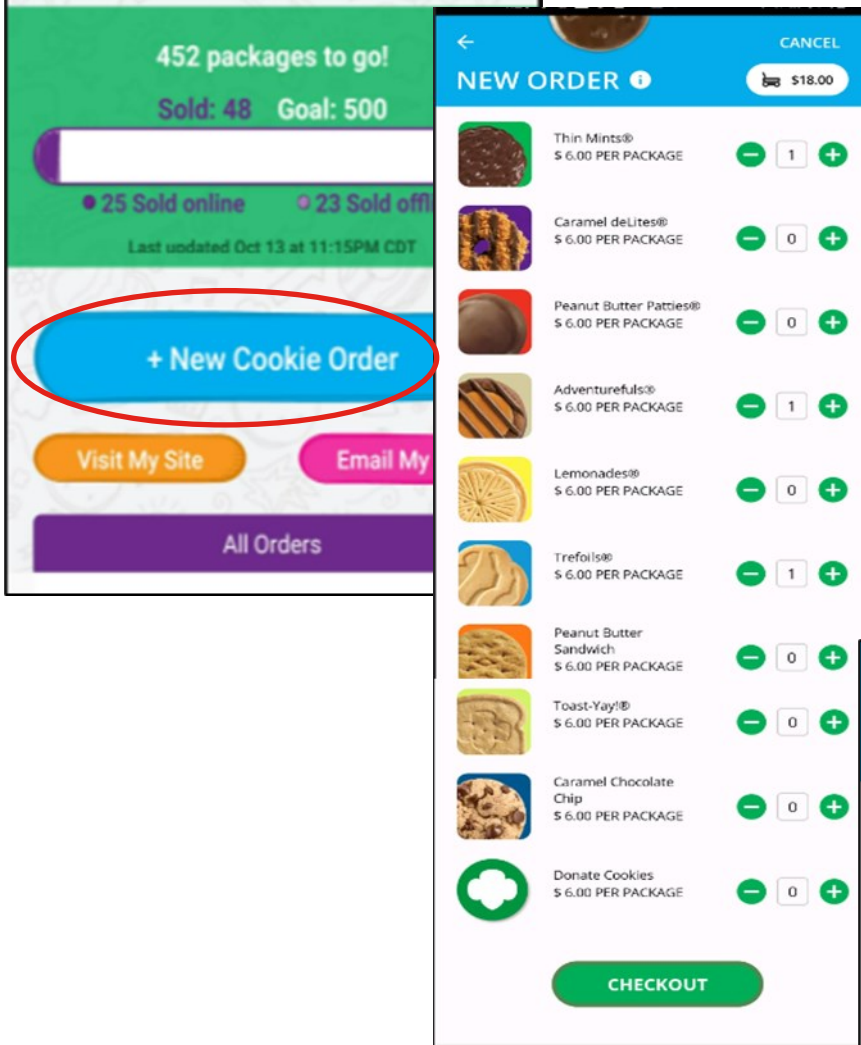
Digital Cookie Mobile App



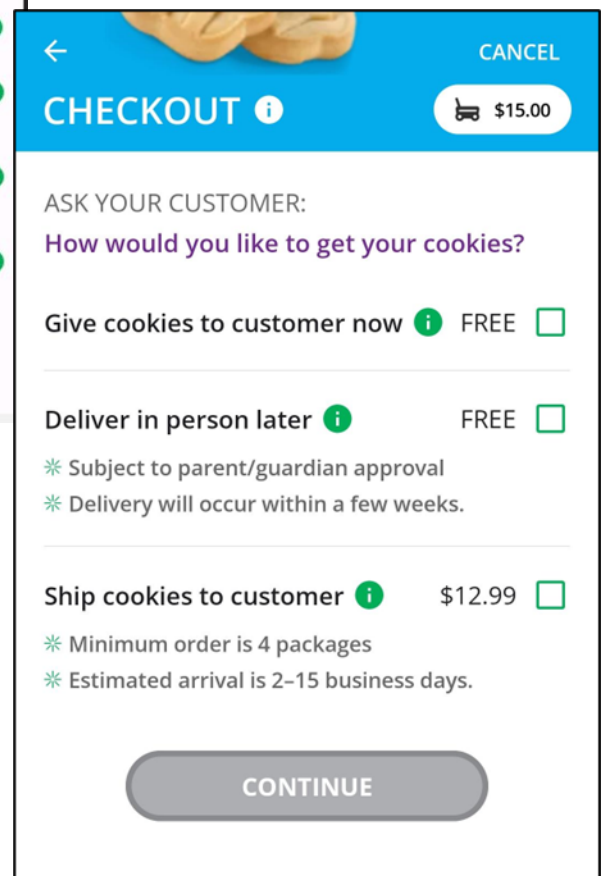
+New Cookie Order

Taking an order and viewing your orders are features of the mobile app. The New Cookie Order button will take the user to the order screen to enter which cookies the customer wants to order.

- Click on New Cookie Order button



Enter the number of cookie and varieties the customer is ordering by using the plus and minus signs next to each cookie variety.



There are 3 options for customers to receive their cookies.

- Give cookies to customer now (Free)
 - ⇒ In-person transactions
- Deliver in person later (Free)
 - ⇒ Subject to parent/guardian approval
 - ⇒ Delivery will occur within a few weeks
- Ship cookies to customer (Fees)
 - ⇒ Minimum order is 4 packages
 - ⇒ Estimated arrival is 2-15 business days
 - ⇒ Business days are Monday to Friday
 - ⇒ Shipped directly from baker to customer

Digital Cookie Mobile App

CHECKOUT \$20.00

Ship cookies to customer Edit

Ship to i

First

Last

Phone

Are you sending the Cookies in "care of" another person or to a company?

Address 1

Address 2 (Optional)

City

CHECKOUT \$20.00

Last

Phone

Are you sending the Cookies in "care of" another person or to a company?

Address 1

Address 2 (Optional)

City

State ZIP

REVIEW ORDER

For **shipped orders** or **delivery orders**, the Girl Scout will complete the customer information for where the cookies will be shipped/delivered to:

- Customer First and Last name
- Address, City, State and Zip Code
- Phone number

REVIEW ORDER \$15.00

1 Thin Mints® \$5.00

1 Adventurefuls® \$5.00

1 Trefoils® \$5.00

SUBTOTAL \$15.00

Give cookies to customer now FREE

NOT sold at a booth

TOTAL \$15.00

Edit Order

Do not use public wi-fi to send your order

Do not hand your mobile device to the customer

ASK YOUR CUSTOMER:

Which credit card would you like to use?
(Visa, Mastercard, Discover, American Express)

Card Number

Scan Card

REVIEW ORDER \$15.00

Scan Card

Expiration

Month 04-April Year 2028

Name on credit card and contact details:

First sue

Last jones

Billing Email anything@testmail.com

ZIP 12345

All sales are final.

PLACE ORDER

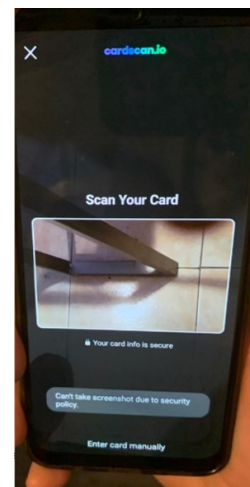
For **In-hand/direct order** the Girl Scout will enter the customers address is not needed. They will enter customers information:

- Customer First and Last name
- Email address
- Billing zip code

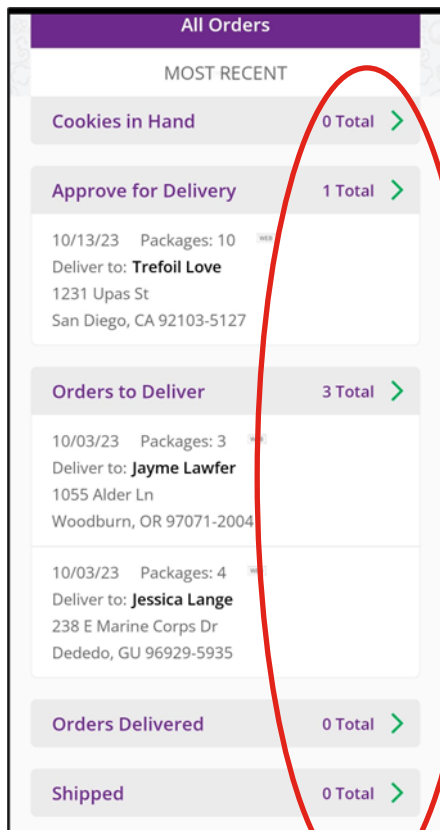
Scan Card

Girl Scouts can now scan a customers credit/debit card for payment.

- Shipped orders
- Delivery Orders
- In-hand/Direct Orders

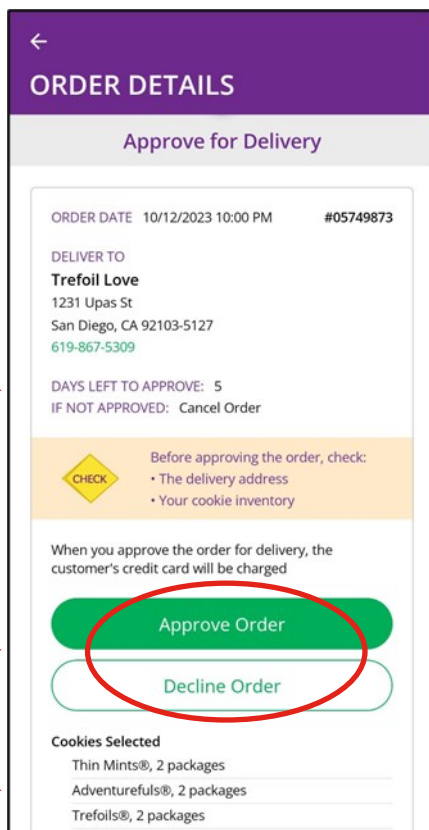


Digital Cookie Mobile App



Girl Scouts can view orders using the “All Orders” section on their app. Tapping on the “All Orders” or scrolling down will make all your orders visible by delivery method.

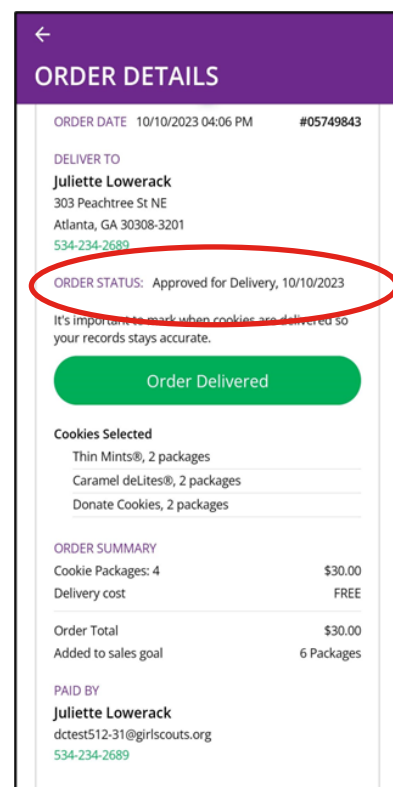
- Click on the green arrow to view all orders for that type
 - ⇒ Cookies in Hand
 - ⇒ Approve for Delivery
 - ⇒ Orders to Delivery
 - ⇒ Orders Delivered
 - ⇒ Shipped



Details about that customer’s order including address , packages purchased, order status and more.

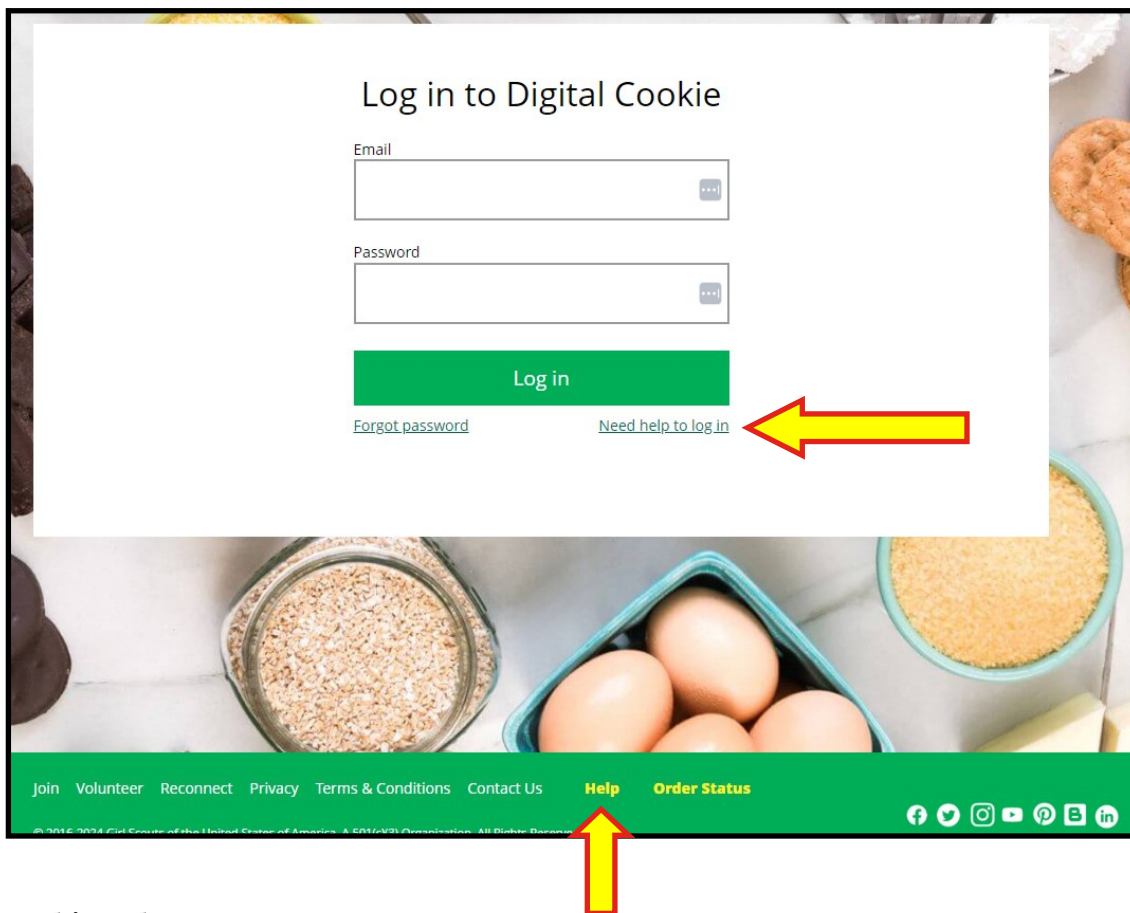
The details for the order will appear and can be reviewed, see the status, approve/decline order or mark as delivered.

- Review days left to approve
- Review Cookies Selected and your inventory
- Select Approve or Decline all orders pending



Congratulations, you successfully managed your Digital Cookie app!
Continue to monitor all orders in your Digital Cookie platform for the entire Girl Scout Cookie Program.

Digital Cookie Help Center



Digital Cookie Help Center

Digital Cookie is managed by GSUSA, and has a great library of topics to select from.

Click on the “**Need help to log in**”

- If you didn't receive the registration email and want to check with email address is on file
⇒ Email used is same one on file with council
- Forgot your password

Click on the “**Help**” at the bottom of the page to go the Help Center for FAQ’s, Tip Sheets and more. There are also help sections built into the site.

Customer List
Send marketing emails, keep customer information up-to-date, and track orders.

Select All Send Marketing Email Show 10 Items ▾

Name	Email Address	Last Emailed	Email Title	Email Status	Total Orders	Total Pkgs
<input type="checkbox"/> Cindy Lou	Yes				0	0
<input type="checkbox"/> Cookie Monster2	Yes	8/10/2023	Thank you		3	18

Total customers: 2 Total emails sent: 0 Total unique customers emailed: 0

▾

Digital Cookie Help Center

Roles

Select the “role” you need support on then select the category.

- Parent and Girl Scout
- Volunteers
- Your Customers

Help

Parents and Girl Scouts Volunteers Your Customers

Account setup <ul style="list-style-type: none">• registration • settings • passwordsee FAQs	Cookie site setup <ul style="list-style-type: none">• set goals • your girl's story • approvalssee FAQs	Customer records <ul style="list-style-type: none">• import • add/delete • send emailssee FAQs
Cookie orders <ul style="list-style-type: none">• details • approve • order typessee FAQs	Mobile app <ul style="list-style-type: none">• orders • approvals • credit cardssee FAQs	My rewards <ul style="list-style-type: none">• view rewards • select rewardssee all FAQs
Badges and learning <ul style="list-style-type: none">• how to earn • games and videossee FAQs	Quick tip instructions <ul style="list-style-type: none">• various topics • step-by-step pdfssee list	Quick tip videos <ul style="list-style-type: none">• various topics • short videossee list

Need more help? [contact customer support](#)

[Live Chat](#)

Category

Inside each category there are detailed instructions, links, tip sheets, or video tutorials to help the user.

Parents and Girl Scouts

- Account set up
- Cookie orders
- Quick tip instructions
- Cookie site setup
- Mobile app
- Quick tip videos
- Customer records
- Badges and learning

Volunteers

- Account set up
- Quick tip instructions
- Dashboard
- Quick tip videos
- Orders

Your Customers

- General cookie information
- Donate cookies
- Cookie ingredients
- Ordering Girl Scout cookies
- Delivery Options
- Safety and learning

Parents and Girl Scouts Volunteers Your Customers

Account setup <ul style="list-style-type: none">• registration • settings • passwordsee FAQs	Cookie site setup <ul style="list-style-type: none">• set goals • your girl's story • approvalssee FAQs	Customer records <ul style="list-style-type: none">• import • add/delete • send emailssee FAQs
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PARENTS AND GIRL SCOUTS

Account setup

- Getting Started [^](#)
- If you need help with Account Setup. Read our [Guide to Digital Cookie in Easy Steps](#).
- For Shipping-only councils, watch this [video tutorial](#).
- For councils participating in In-Person Delivery and Shipping, watch this [video tutorial](#).
- Registration [v](#)
- Settings [v](#)
- Account Locked [v](#)

Digital Cookie Help Center

Contact Customer Support

Still need help? Cannot locate your issue?

- Click on the Contact customer support link
- Click on the topic that needs help
- Complete the form for more assistance

Help

Parents and Girl Scouts Volunteers Your Customers

Account setup • registration • settings • password see FAQs	Cookie site setup • set goals • your girl's story • approvals see FAQs	Customer records • import • add/delete • send emails see FAQs
Cookie orders • details • approve • order types see FAQs	Mobile app • orders • approvals • credit cards see FAQs	My rewards • view rewards • select rewards see all FAQs
Badges and learning • how to earn • games and videos see FAQs	Quick tip instructions • various topics • step-by-step pdfs see list	Quick tip videos • various topics • short videos see list

Need more help? [contact customer support](#)

Live Chat

Contact Us

Account Management

- Registration
- Locked account / Password reset
- Incorrect account information

Cookie Page Setup

- Cookie page setup

My Cookie Customers

- Customer list
- Marketing emails

My Cookie Orders

- Order details
- Order issues
- Mobile app

FAQs

- FAQs on all topics

Additional Topics

- eBudde™
- System errors
- Other questions or issues

How are we doing?

[Share ideas & feedback](#)

Tutorials

4 EASY STEPS to Get Started with Digital Cookie

Learn About Cookie Orders

How to Use Your Troop Dashboard

Tip sheets

Live Chat

Live Chat

Talk to a virtual assistant agent during business hours. Standard business hours are Monday-Friday from 9 am to 5 pm.

- Click on Live Chat button

Join Volunteer Reconnect Privacy Terms & Conditions **Contact Us** Help

Contact Us

Contact Digital Cookie directly.

- Submit a Help request
- Check Order Status

Contact Us

PLACING NEW COOKIE ORDERS AND EXISTING COOKIE ORDERS

[Submit a Help Request](#)

A help request covers topics such as:

- Order status/email confirmations
- Questions about credit card charges
- Shipping and handling charges
- Cookie quality issues or damages
- In-Person delivery orders
- Other cookie order issues


[Check Order Status](#)

Live Chat

Glossary

The wonderful world of the Girl Scout Cookie Program comes with its own vocabulary! Be prepared with these phrases and words used throughout the guide.

- **ACH**— Automatic Clearing House (ACH) processes electronic financial transactions—such as direct deposit, and direct payments. Council uses this process for collecting and distributing payments from/to the troop and service unit bank accounts. All troops and service units participate in the ACH, and it is not optional. Troops/Service Units adhere to the scheduled dates and cannot alter dates or allocations set forth. The ACH is managed by the Finance Dept.
- **Cookie Dough**—council owned incentive reward, can be used for merchandise at the Goldmine Store and GSCCS program events. Cookie dough has no cash value and cannot be redeemed for cash.
- **Council Ran Troop**—a troop that is managed by council staff.
- **Council Secured Locations**—booth locations obtained by council and are managed by council and used for the lottery and FCFS. Council holds the contracts for these locations and part of the “Location Restrictions”.
- **Digital Cookie**—Digital Cookie enables girls to personalize their own site to sell cookies online by inviting friends and family via email and social media. Customers have the option of having their cookies delivered in-person by the girl or having them shipped directly to their home with customer pays shipping cost.
- **Direct Ship**—online orders shipped to customer from the baker.
- **Do Not Call List**—a list comprised of all council secured booth locations that cannot be approached by troops and service units to secure.
- **FCFS**—First come, first serve booths will allow a troop to pick a limited number of booths and receive ALL booths chosen. Booths may contain premium and non premium locations.
- **Girl Scout Cookie Delivery**—items ordered online and delivered by girls.
- **GSLearn**—the online training system accessed by individuals MYGS account for troop volunteers.
- **Juliette**—an individual Girl Scout that is not associated with a particular troop. Juliettes manage their own Girl Scout experience with their caregiver.
- **Location Restrictions**—any locations that council secured, including Walmart's, Sam's Club, and Joann's stores. These locations are exclusively managed by council. Locations are part of the “Do Not Call” list.
- **Lottery**—a lottery is set to allow all troops who wish to participate an equal opportunity to receive booth slots. The lottery allows troops to choose a limited number of booth selections and receive a maximum number of booths from that group of chosen booths in which to participate. Booths may contain premium and non premium locations. A service unit may choose to “opt-out” of the lottery and secures their own locations, including Walmart's and Sams Clubs in their service unit demographic and may not encroach onto other service unit areas. *See Premium Locations, Opt-Out.*
- **Opt-Out**—an action a troop or service unit may choose to not participate in an activity. *A troop may choose to “opt-out” of recognitions.*
- **Parent Delinquency Form**—Troop Coordinator must fill out this form when a parent/guardian has unpaid cookie debt at the end of the cookie program. All transaction receipts and summary reports are part of documents use in submitting the Parent Delinquency form.
- **Premium Locations**—a council secured booth location in the Smart Cookies identified with a purple “p” to indicate high traffic sales. Locations include but not limited to Walmart's, Neighborhood Walmart's and Sams Club. Premium locations are used in the booth lottery.
- **Super Troop (SUT)**—Girls in a council managed troop, also referred to “super troop” that has its own troop number, and demographic.
- **Troop Secured Booth**—storefront booth locations that troops secure independently using the Troop Booth Letter. All troop secured booths are entered in Smart Cookies for council approval. Troop secured booths may not take place on council secured locations and not part of the “Do Not Call” list.

girl scouts 
of central california
south



For All You Do!

Girl Scouts of Central California South
www.girlscoutsccs.org
Customer Care
1 (800) 490-8653
customercare@girlscoutsccs.org