The Cookie Program Powers Amazing Experiences for Girls.

When a girl participates in the Girl Scout Cookie Program, she embarks on new adventures, builds essential life skills, and soars in confidence as she begins to unleash her inner leader and step up in powerful, everyday ways – when she finds the courage to speak up, when she says “yes” to a challenge, or when she reaches out to help a neighbor in need. What amazing adventure will she power next?

JANUARY 4 - MARCH 10, 2019
Why participate in the Girl Scout Cookie Program?

What are your hopes for your Girl Scout? You want her to make good decisions, know how to manage money and how to set and reach goals like attending college. The Girl Scout Cookie Program helps her succeed today and prepares her for future success. There’s a good reason it’s a beloved family tradition. When your girl participates in the Girl Scout Cookie Program, she develops five essential skills:

1 **Goal Setting:** Girls set cookie sales goals individually and with their team, create a plan to reach them and develop cooperation and team-building skills along the way!

2 **Decision Making:** Girls help decide how the team will spend their cookie money, furthering their critical-thinking and problem-solving skills.

3 **Money Management:** Girls take cookie orders, handle customers’ money and gain practical life skills in financial literacy.

4 **People Skills:** Girls learn how to talk to, listen to and work with all kinds of people while selling cookies. These experiences help them develop healthy relationship and conflict-resolution skills they can use throughout their lives.

5 **Business Ethics:** Girls are honest and responsible at every step of the Cookie Program. The business ethics developed here reinforce the positive values they are developing as a Girl Scout.

For more information about the Girl Scout Cookie Program, visit [girlscouts.org/cookies](http://girlscouts.org/cookies).

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**Ethics and Responsibility**

The Girl Scout Cookie Program gives girls the opportunity to learn new skills, to promote Girl Scouting and to live the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, public relations and business ethics guidelines. As a volunteer for the Girl Scout Cookie Program, you are accepting the responsibility to assist girls by setting a positive example through your actions, words and deeds that mirror the standards upheld in the Girl Scout Promise and Law. All parent volunteers for the Girl Scout Cookie Program are required to read and complete the Ethics Pledge and Parent Permission prior to participating in the Girl Scout Cookie Program. The 2019 Ethics Pledge and Parent Permission Forms can be found at [ethics.girlscoutsosw.org](http://ethics.girlscoutsosw.org). When you have completed these forms you will receive an email confirmation that can be shared with your Troop Cookie Manager.

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**Girl Scout Promise**

*On my honor, I will try:*

- To serve God and my country,
- To help people at all times,
- And to Live by the Girl Scout Law.

**Girl Scout Law**

*I will do my best to be*

- honest and fair,
- considerate and caring,
- courageous and strong, and
- responsible for what I say and do,

*and to*

- respect myself and others,
- respect authority,
- use resources wisely,
- make the world a better place, and
- be a sister to every Girl Scout.
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Glossary

TPM: Troop Product Manager—The person in a troop responsible for the Cookie Product Program. In past seasons referred to as a Troop Cookie Manager or TCM

IRM: Individually Registered Member—formerly known as IRG or a Juliette. An IRM is girl who participates as a Girl Scout individually instead of in a troop.

DOC: Digital Cookie website—represents the online sales platform we use for cookie sales.

GOC: Gift of Caring—the act of donating cookies to a charitable organization.

LBB: Little Brownie Bakers—the bakery that provides cookies to our council

Ethics Pledge: 2019 Cookie Product Sale Permission & Responsibility Agreement and Adult Ethics Pledge online form used to track guardian permission for a girl to participate in a product sale, the adults acceptance of behavior and responsibility expectations. Required for any girl or adult to participate in the product sale.

SU: Service Unit—A community of troops grouped together based on their geographic location, typically designated by school district boundaries.

Important Dates

December – January: Troops hold planning meetings
January 4: Digital Cookie orders begin
January 5: In-person order taking begins (presales)
January 18: Deadline for troop transfers
January 20: Presales end-families submit Initial Orders to TPM
February 9-13: Delivery/pickup of Initial Order cookies
February 15: Booth sales begin
February 22: 50 percent of girl’s initial order deposit due to GSOSW
March 1: Girl Delivery ordering ends
March 10: Booth and Digital Cookie sales end
March 11: Money due to troops-Final recognition orders due to troops
Core Cookie Varieties:

**Samoas**—Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolaty coating.

**Trefoils**—Traditional shortbread cookies that are delightfully simple and satisfying.

**Thin Mints**—Crisp wafers covered in chocolaty coating and made with natural oil of peppermint.

**Savannah Smiles**—Crisp, zesty lemon wedge dusted with powdered sugar.

**Do-si-Do’s**—Crunchy oatmeal sandwich cookie with creamy peanut butter filling.

**Tagalongs**—Crispy cookies layered with peanut butter and covered in chocolaty coating.

**Specialty Cookies**

**S’mores**—Crunchy graham sandwich cookies with a creamy chocolate marshmallowy filling.

**Toffee-tastic’s**—Rich buttery cookies with sweet, crunchy toffee bits.

Because of the higher production costs of these cookies these flavors are considered specialty cookies.

**NEW!** This year S’mores and Toffee-tastic’s will be available for pre-order and will be on the order card! Girls are welcome to take orders using their order card just like the other classic varieties. Specialty cookies will be ordered along with all flavors with the initial Order.

**NEW!** Because we are not limiting quantities ordered S’mores and Toffee-tastic’s will now be $6.00 per box.

**NEW!** S’mores will be in a new softpack packaging.
Top ways families can support girls!

As a parent or guardian, your encouragement and guidance are essential to your Girl Scout’s positive and safe cookie program experience. Thank you for taking the time to familiarize yourself with the guidelines and standards listed in this guide. Check in with your Troop leader about the date and time of the parent cookie meeting to learn details about the cookie program and how you can help support your girl’s success.

Tailor your cookie experience
We understand how busy you are! Talk with your troop leader and troop product manager (TPM) to determine the best participation level for your family. Only want to participate in Digital Cookie? That’s OK! Use the Participation Guide (page 6) to help you determine what works best for you and your girl.

- Attend and actively participate in a parent information meeting with your Girl Scout’s Troop Product Manager.
- Sign the 2019 Permission & Responsibility Agreement and Adult Ethics Pledge if you or your girl is participating.
- Review this Family Guide and check with your TPM on how your Girl Scout’s contribution to troop funds will be tracked.
- Have a goal setting discussion with your girl reviewing the recognitions available, what actions she’d need to take to reach her goals and what help she’ll need from you to meet those goals.
- Evaluate with your girl if participation in Digital Cookie sales would be a good fit for your family and in helping your girl reach their sales goals.
- Support your Girl Scout by teaching them how to manage the money from their cookie business fostering lifelong skills in financial literacy.
- Encourage your Girl Scout as they dive into gaining people skills through their cookie business. This is a fantastic early introduction to developing healthy relationship and conflict-resolution skills that they can use for the rest of their lives.
- Set a good example as your Girl Scout develops business ethics that will reinforce the positive values which will continue to empower them in their future.
- Take care to honor deadlines to submit orders and payments to your troop. This includes the Initial Cookie by January 20, submitting 50 percent of your Girl Scout’s initial cookie order payment by Feb 22, and all final payments by March 11.
- Maintain communication with your Girl Scout’s TPM (to pick up cookies, to turn money in, to ask questions, etc.)
- Be diligent in obtaining a receipt signed by both parties each and every time you receive cookies or turn in money. Please retain these for your records should a discrepancy come up.
- Support your Girl Scout’s troop as much as possible during the cookie sale. It takes a lot of time and dedication by our volunteers to support this program. Please help where you can from coordinating booths, to running a meeting during the busy season. Every little bit helps sustain this amazing learning experience for girls.
It takes a team!

The cookie program is a team effort! Ask your TPM how you can help the troop during this very busy time. Here are some examples of how you could help.

*Host a troop meeting:* Troop leaders are often time the TPM as well. This makes it very difficult to run regular troop activities on top of the cookie program. Offer to host a troop meeting to give the leader a much needed break.

*Incentives Organizer:* Helps collect and organize the troops recognitions order for both Initial Order and at the end of the sale. May help enter it into the system as well as receive, sort and help distribute the items to girls.

*Cookie Cupboard Manager:* This is a vital role on the cookie team that can be sorted into different tasks. From helping sort and distribute the first order of cookies to girls, storing troop inventory until it is needed, helping distribute cookies to families for reorders or booth sales or assisting picking up new orders from the area cupboard.

*Depot Day:* Have a big truck, van, trailer? Offer to help pick up the Initial Order of cookies when they are delivered to your SU's pick up location. Take it a step further and help store or sort them for the first family pick up.

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**Ask your girl’s troop product manager (TPM) to provide the following info:**

- TPM contact info: ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- Date/ time of Cookie parent meeting ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- When (day/time) and where do we pick up initial cookie orders? ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- When (day/time) do we give our TPM additional orders? ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- When will additional orders be ready for pickup? ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- May our troop accept checks? Debit/Credit cards? ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

- When is the money due? ___________________________ ___________________________ ___________________________ ___________________________ ___________________________

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**Troop Transfer Deadline**

Girls wishing to transfer from one troop to another or in/out of IRM status must do so by January 18. Parents/guardians should contact the troop leader as soon as possible in order to make the transfer happen. Once the Initial Order is placed, any sales a girl had or receives will stay with the original troop. This means proceeds earned based on their sales will also stay with the original troop. Girls are permitted to move troops, but sales and proceeds cannot move with them. Girls who wish to move or transfer should not be discouraged from doing so by a troop or other volunteer in an effort to effect the status or retain the proceeds tied to that girl’s sales.
Official start dates:
January 4 Digital sales begin
January 5 In person presales begin

Girls are on their honor to not begin selling before the start date. Girls and accompanying adults are expected to conduct themselves respectfully and professionally, and abide by the Girl Scout Law at all times while selling cookies. Please model positive behavior and assume good intent.

Participation: All girls must be registered Girl Scouts for the 2018/2019 membership year with a signed 2019 Permission & Responsibility Agreement and Adult Ethics Pledge. This can be found at https://ethics.girlscoutsosw.org/

Online marketing: Before engaging in any online activities, girls must take the GSUSA Internet Safety Pledge at girlscouts.org/help.internet_safety_pledge.asp through the Digital Cookie site.

Cookies cannot be returned to council.

Safety first!

Girls must:
- Have adult supervision at all times and never enter a customer’s house
- Sell on walkabouts and at booth sales only until 8 p.m.
- Use first names only (provide adult contact information if a customer asks)

Parents and guardians

You have the right to:
- Determine how many cookies you are willing to accept responsibility for
- Sell at a level that is comfortable for you and your Girl Scout, regardless of the troop recommendation or goal

You are responsible for:
- All cookies received and signed for- cookies cannot be returned
- All customer payments collected, until turned in to the TPM
- Signing for and obtaining a receipt for each exchange of money/product between you and the TPM
- Following through on Girl Delivery purchases accepted through Digital Cookie

You should:
- Safeguard all money collected immediately
- Submit payments to the troop within five to seven days of receipt – do not send money with your Girl Scout
- Never deposit Girl Scout cookie money into your personal account.
The Many Ways to Participate

Discuss with your girl(s) which participation option is best for them! It might be all of the ways listed below, or just the ones that fit their skill level, interest and availability.

Order card/Door to Door—January 5 thru 20
The tradition of in person order taking lives on! Troops or individual girls with an accompanying adult may walk about in any residential neighborhood within the boundaries of the Oregon and Southwest Washington council. Girls can collect pre-orders to deliver later or if a girl doesn’t have cookies on hand for a customer, she can take their order to deliver later. If her family isn’t sure how much inventory to check out from her troop product manager, they can collect orders first, then pick up the cookies they need.

Friends-and-family sales- January 5 thru March 10
Asking friends and family to purchase Girl Scout Cookies is a great way to start the sale. If this is your girl’s first time selling — or she doesn’t have much free time because of school, sports or other activities — this might be all she needs. Any orders taken between January 6 and January 20 must be turned in to your TPM by January 21. Girls can continue taking orders after January 20.

Digital Cookie—January 4 thru March 10
This is a great choice for girls who have busy schedules or want to leverage technology to reach their customers. Girls use Digital Cookie to have orders shipped to out-of-town family and friends, accept Gift of Caring donations for Meals on Wheels online, or arrange a personal delivery to customers that are local with Girl Delivery orders. This option modernizes the Girl Scout Cookie Program experience! Girl Delivery ordering ends March 1.

Walkabouts—February 10 thru March 10
This time honored tradition and a customer favorite is when girls walk door-to-door selling cookies in residential areas. Walkabouts are a great add on when girls are out delivering their pre-ordered cookies. Load up your little red wagon or Girl Scout cookie cart and hit the streets. This enables girls to use their people skills while selling to customers they don’t already know.

Standabouts—February 10 thru March 10
Standabouts (lemonade-style stands) are held in front of homes on private property. This option works well for busy families, allowing them to find opportunities within their own schedule and giving girls real control over their selling environment. Girls can truly get creative with their set up and sales pitch! An adult must always be present for safety and supervision.

Booth sales—February 15 thru March 10
This is the number one way cookie customers see girls participating in the program. Usually a group activity this requires a lot of adult involvement and support. Remember that booth sales are a privilege granted to the Girl Scouts by private commercial locations (grocery stores, banks, etc.) Service units set up these booths for troop use and TPMs will select locations and times that work for their troop.

Please remember the booth site rule of thumb, If a girl cannot enter an establishment, they are not allowed to sell cookies in front of that establishment

Don’t forget: Adult supervision is required at all times for all of these selling options!
A box of Girl Scout Cookies
Powers more than meets the eye!

The Girl Scout Cookie Program powers amazing experiences for girls, in more ways that meet the eye! The $5 and $6 prices mean more opportunities and adventures for your Girl Scout’s troop. It also means more funds for improvements to local Girl Scout properties, learning opportunities for volunteers and so much more.

|$2.38| Camp, program activities, adult learning & support

|$1.09| core varieties

|$2.00+| specialty cookies

|$0.75—$1.10| Troop Proceeds

|$0.41| Towards Girl recognitions

|$0.10| GSOSW Properties

|$0.07| SU Pennies

Troop Proceeds

Through selling Girl Scout Cookies, troops earn proceeds to support your girl’s Girl Scout Leadership Experience. Troops earn a minimum of $.95 per box sold. If the troop has a PGA of 260 or higher, they earn an additional $0.05 per box sold.

Girl Recognitions and Cookie Credits

Not only does the troop earn funds, but each girl can earn great recognitions and Cookie Credits that can be used for Girl Scout programs and activities.

At different levels of sales a girl can choose to earn a physical recognition or Cookie Credits instead. Recognitions are cumulative so she can choose the Shine Bright case as her recognition at 100 boxes, but then choose the Cookie Credits at the 160 box level. Be sure to coordinate with your TPM to communicate your girl’s recognition selection before the end of the sale.

⚠️ Have your girl circle her recognitions preferences at all levels on her order card during your goal setting conversations. Then you can easily share that information with the TPM by the end of the sale.
Girl and Troop Recognitions

Troop PGA Initial Order Recognition
Troops who have an initial order per girl average (PGA) of 260 boxes will receive the umbrella for each participating girl and a tote for the Troop Product Manager and the troop leader (two maximum).

Super Seller patch pin
Any girl that sells 1000+ boxes of cookies will not only receive their recognitions at that level but will also earn the Super Seller patch.

Digital Cookie Sales
When a girl sells 20 boxes of cookies through Digital Cookie, they will earn a Cookie Techie Patch and a Phone Ring Stand. This includes cookies for Girl Delivery.

Gift of Caring Patch (GOC)
When a girl has sold 20 boxes of GOC cookies they will earn a GOC patch. This applies to both in-person and online sales (both T-GOC and D-GOC columns).

1000+ boxes
Super Seller event at Great Wolf Lodge: Girls who sell 1000+ boxes of cookies and have turned in all money owed by the end of the program (March 10) can select the Great Wolf Lodge Super Seller event. Each girl and an adult chaperone will receive a one night stay (in a shared room), two water park wristbands, two buffet breakfast vouchers and a dinner banquet for two. This can be a great way for a troop to celebrate their success together!

- Event is for one girl, and one adult chaperone. **No additional family members or siblings can be added to the room or attend the banquet.**
- Available dates for this event are April 12 or 13, or May 17 or 18, 2019. Event begins at 4 p.m. and ends at 11 a.m. the following day. Wristbands allow park entry until 9 p.m. on the second day but rooms must be vacated by 11 a.m.
- All attempts are made to accommodate attendance date requests, room share preferences, dietary restrictions, and sleeping arrangements. Accommodating these preferences cannot be guaranteed.
- Cancellations within one week of your scheduled attendance date forfeit the recognition without replacement.
- You will be sharing a room with another girl and adult. What a great way to make new friends!
- If you anticipate having an adult male chaperone, please contact the PSD in advance to discuss options.

1500+ Boxes
Portland Getaway Adventure—June 29-30, 2019
A two day adventure in Portland! Speed down the Willamette on the Willamette Jetboat Excursion. Have a pizza buffet at Johns Incredible Pizza. Spend the night at Marilyn’s Place at Mountaintale. Finally enjoy high flying fun at iFly Portland. This recognition is for only the Girl Scout that earns it. No parent chaperones are allowed. GSOSW staff will be chaperoning this event. Transportation will be provided for those girls that live outside of the Portland metro area. This recognition is for Junior and above.
2000+ Boxes
Deschutes River 2-Day Guided Rafting trip - Summer 2019 (date to be determined).
The ultimate water adventure! Enjoy a 2 day whitewater rafting trip and overnight campout. This recognition is for only the Girl Scout that earns it. No parent chaperones are allowed. GSOW staff will be chaperoning this event. Transportation will be provided for those girls that live outside of the Portland metro area. This recognition is for Juniors and above.

NEW! Camp/Travel card
This year GSOW will be replacing the Camp/Travel certificate with the Camp/Travel card. This will work the same as the certificate except that the card can be used more than once. Girls will be able to use the card for multiple camps. The card will also expire September 15, 2020. We have replaced cookie credits at the 1000, 1500 and 2000 box level with the Camp/Travel card. This card cannot be used for anything but Overnight camp, day camp, troop travel and Girl Scout Destinations. Cards will be mailed to each girl individually.

Cookie Credit
At different levels of sales, a girl can choose the physical recognition or choose Cookie Credit. Recognitions are cumulative so they can choose a recognition at the 100 box level, and then choose the Cookie Credit at the 160 box level. To reiterate, each level offering Cookie Credits is an OR selection, never BOTH per level. Cookie Credits and Pathway Cards (for IRMs) are for a girl to use within Girl Scouts of Oregon and Southwest Washington (GSOW) towards funding their Girl Scout experience. If a girl has chosen Cookie Credit for any of their recognitions, the card will be mailed directly to the girl’s home at the end of the sale so they can begin redeeming those credits on things they love. Cookie Credit is used for purchases within GSOW, so be sure to treat it with care! Cookie credits will expire September 15, 2020.

Girls can use Cookie Credit for:

- Girl Scout annual membership dues
- GSOW overnight camp sessions
- Volunteer-run day camps
- Merchandise from GSOW shops
- Extended troop travel
- Gold Award Projects
- Lifetime Memberships
- GSOW and service unit-sponsored activities (look for the cookie icon, as featured in the Program Guide)

2019 | Girl Scouts of Oregon and Southwest Washington

Cookie Sale Recognitions
My personal goal: boxes

ALL RECOGNITIONS ARE CUMULATIVE

- Participation Certificate
- Home Patch
- Bar.DALa
- Stone Slice Case
- OR $50 Cookie Credit

Troop PGA Initial Order Recognition
Each girl receives an Umbrella when Troop Initial Order PGA is 250+ boxes.
A troop incurs 2 Totes when Troop Initial Order PGA is 250-499 boxes.

Gift of Caring Recognition
S$50 Cookie Credit OR $50 Cookie Credit
Gift of Caring Patch when they sell 250 boxes.

Digital Cookie Recognition
S$50 Cookie Credit OR $50 Cookie Credit
Great Wolf Lodge Super Seller Event* April 14 - April 15, May 11 - May 18 OR $50 Cookie Credit
Deschutes River 2-Day Rafting Trip Summer 2019 TBD OR $50 Cookie Credit

*Detailed information about this recognition can be found in the Cookie Talk on https://www.gosow.org Cookie Talk reserves the right to change an item at any time without notice.
Booth Sales

A cookie booth gives girls an opportunity to reach troop goals by selling directly to the general public. Booth sales begin Friday, February 15 and end Sunday, March 10. This is the best opportunity for girls to explore and learn how to talk, listen and work with all kinds of people while selling cookies with the support of trusted adults and peers.

Adult accountability at booths

Adult participation at a booth is imperative for a troop’s success. Very early on troops should be communicating with families the troops plans, needs and expectations for booth sales. The following are questions the troops should be asking themselves, the girls and families.

♦ What happens if an adult/girl is no longer able to meet their scheduled commitment?
♦ Who is financially responsible for the cookies used/ordered for a booth?
♦ Who decides how many and what type of cookies are checked out to a booth?
♦ What if a parent wants to hold a booth outside what the leaders are prepared to commit to?

Families should be informed of these details prior to their commitment to assist in helping with a booth. Each person’s participation in every aspect of this sale is optional and no one should feel pressured into taking on more responsibility than they are comfortable with.

Adult requirements to help at booths

In order to meet safety guidelines, there are certain criteria that must be met for an adult to participate in a booth sale. To ensure girl safety the booth schedule should be evaluated by the following:

When a girl is present at a booth, if there is an adult present who is not their parent/guardian, then that adult is required to:

1. Be a registered Girl Scout with a 2018-19 membership
2. Have a verified and complete background check on file
3. To participate in product sale activities that adult must complete an online Ethics Pledge.
4. Have a second adult present

With this in mind, we are encouraging troops to evaluate their booth plan for the year, and begin early in initiating the registrations and background check process. For an adult to have a background check initiated, their membership should be in a role including one of the following:

Troop Leader, Troop Product Manager, Treasurer, Troop Helper, Friends and Family Volunteer

<table>
<thead>
<tr>
<th>Who is at the booth?</th>
<th>Adult must be a registered member</th>
<th>Adult must have a current background check</th>
<th>Adult must sign online Ethics and Permission form</th>
<th>Adult needs to take Booth Assistant workshop</th>
<th>Needs an additional adult present at booth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Child Only</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Your child and other Girl Scouts not related to you</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Booth Sale Success

Girl Safety
- If a girl cannot enter an establishment, they are not allowed to sell cookies in front of that establishment.
- Evaluate location for safety: lighting, parking and visibility.
- Troop/group booths must have the appropriate girl/adult ratio. See page 81 of Volunteer Essentials for more information.
- If a girl is at a booth with any adult that is not their own legal parent/guardian, that adult must have a current Girl Scout membership, have passed a current background check and have completed the Booth Sale Assistant Training. Verify these details far in advance of your booth sale.
- Do not block doorways or walkways with tables, signs or girls.
- Storefronts are not play areas.
- Have adult supervision at all times and never enter a customer’s vehicle, or leave the booth area with a customer.
- Girls should never be left alone at a booth regardless of their age.
- Girls should not sell past 8 p.m.
- Use first names and troop numbers only (provide adult contact information if a customer asks).
- Use the buddy system.

The Girl Scout Way
- Individual locations may have unique policies, rules and expectations. Familiarize yourself with the specific information in advance and share it with all adults involved with the booth sale.
- Make sure to obtain your troops current sign-ups to avoid any confusion at the location.
- Find out if there is more than one door at a booth location and verify that you sell at the door your troop signed up for.
- Have someone available and ready to deliver more cookies if you sell out during your shift.
- Have plenty of change. Please don’t ask store personnel to make change for you.
- Any adult responsible for helping at a booth should be provided the booth time, location, rules, list of girl participants and each girl’s family contact information.
- Access to restrooms may not be readily available; plan accordingly.
- Be sure to plan for the weather and dress appropriately for the conditions. Be sure to bring water to stay hydrated and eat before arriving.
- Have a plan in place to securely store and safeguard money.

Procedures
- Avoid scheduling more than three cookie booths at the same popular location – sharing is the Girl Scout way.
- Only Girl Scout Cookies should be sold at cookie booths/walkabouts - $5 and $6 per box (no tax, no markups, no discounts).
- If you cannot use your booth location, release it from eBudde at least 48 hours in advance.
- Any adult helping with the product sale must have completed the online Permission & Responsibility Agreement and Adult Ethics Pledge forms, even if they aren’t personally responsible for an individual girl’s cookies.
- Girls must be present at all booth sales — adults may assist, but cannot sell Girl Scout products.
- Out of respect for store relationships, Girl Scouts should be the only children present. No tagalongs allowed; regardless of age.
- Girls should only approach customers on their way out of the business, and say thank you at all times regardless of whether a purchase is made.
- Girls should dress in Girl Scout uniforms, insignia tabs or clothing that clearly identifies them as Girl Scouts while appearing clean and tidy.
- Do not bring food or eat at booths. This includes candy and gum.
- Adults are not permitted to smoke or vape at booths.
- A Girl Scout always leaves a place better than they found it. Please ensure you pick up trash/empty boxes.
- Be considerate of your sister Girl Scouts- arrive at your booth 5 minutes early to be prepared to set up and begin packing up 5 minutes prior to your end time.
- Tip jars of any kind cannot be displayed on the table.
- It is prohibited to raise funds for another organization. See page 75 of Volunteer Essentials for more information.
Digital Cookie

Digital Cookie (DOC) is an exciting way for girls to learn 21st century entrepreneurial skills. This secure online system allows girls to design personalized “storefronts” (web pages) to share their cookie program goals and invite customers to support them. Below is a brief overview of the program.

How it works for girls:
- Every girl who sells 20 or more boxes through Digital Cookie receives a Cookie Techie Patch and Phone Ring Stand. Both Girl Delivery and shipped orders count toward this recognition.
- An individual girl can use the Digital Cookie site even if the rest of their troop is not using Digital Cookie.
- An email will be sent to each family of girls that are currently registered in qualified troops (sent to the address on file in My GS) inviting girls to set up their online storefront and profile. Watch your spam/junk folders!
- All online sales count toward girl recognitions.
- Girls must receive parent/guardian approval for storefront content before posting to customers.
- Parents/guardians must accept or deny Girl Delivery orders online and coordinate with their TPM if additional inventory is needed.
- If your girl has accepted Girl Delivery orders by January 20, the cookies to fulfill those orders should be included with your Initial Order submission to the TPM. If customers choose Girl Delivery after you have submitted your girl's initial order more cookies can be obtained from the TPM.

How it works for customers:
Customers pay online with a credit card and have three options:
- Purchase cookies to be shipped directly to them (additional shipping and handling fees apply).
- Donate to GSOSW’s Gift of Caring program (Meals on Wheels). Council takes care of delivering these donations and there is no shipping cost involved.
- Customers pay online for cookies to be delivered by the girl in person. Families receive an email indicating a customer they know would like girl delivery. The family must first accept this request and then deliver cookies from the inventory they have on hand (or coordinate with their troop to obtain more). The payment is made online once the order has been confirmed; there are no shipping costs.

Digital Cookie FAQ

Question: How does family/parent/girl how keep track of Girl Delivery orders?
Answer: The easiest way really, is just to add that order onto the girl’s paper order card, just like any other order. Just add some sort of marker/symbol that lets you know this was an online order (which you only need to do for personal organization)

Question: Should Girl Delivery orders be included in the Initial Order?
Answer: Yes. If a girl has an order for cookies, they should order cookies with their Initial Order cookies to fill that order. If they didn’t include those cookies in their Initial Order, they’ll just need to get them ordered as soon as possible to take care of those customers in a timely manner.
How does Girl Delivery work?

**Girls sends email to potential client**

Customer places an order. They choose Girl Delivery as well as an alternate delivery method if the delivery is denied by the parent/guardian. Customer pays online.

Family gets an email that action is needed. Order must be accepted or rejected within 10 days or the order defaults. See tips for ‘Accepting or rejecting an order.’

**Order Accepted**
- Customers card will be charged
- Family coordinates with customer for delivery
- Record the sale on girl paper order card

Does the family have the cookies they need to fill the order?

- **NO** Contact and coordinate with the Troop Product Manager to get the cookies. These cookies will be requested the same as any other cookies you need to fulfill customer orders.
- **YES** Deliver them to the customer at their earliest convenience. Mark the order as Delivered in your Digital Cookie account. **DONE!**

**Order Rejected**
The order will default to the customer’s preferred action.
- If they elected to have their order cancelled, they will receive and email that their order was rejected and has been cancelled, but if they like they can go back on and place a new order to be shipped directly to them.
- If they elected to have their order donated, their card will now be charged and the girls account will reflect a Gift of Caring sale. **DONE!**

**Accept or reject a Girl Delivery order?**
- Do you Know this person?
- Can you coordinate and deliver the product by the end of the sale March 11?
- Do you have the cookies already? If not, reach out to your Troop Product Manager to find out if you can get them.
If you answered yes to all they questions, then accept the order!
Money Management

We know that helping your girl meet her sales goal has many facets. Sometimes one of the more challenging topics is money handling. We have gathered some helpful guidelines and recommendations to help her sale be successful. Please note the deadlines listed below are the very last dates a task must be completed by your troop. Your Troop Product Manager (TPM) may have scheduled meetings or opportunities to connect earlier than the dates listed. They need your help to ensure your troop meets their deadline.

Please coordinate with your TPM to do your part in meeting those commitments. During the troop’s parent/family information meeting families should be informed on how their troop plans to use the troop funds as well as setting clear expectations of a family’s financial responsibility connected with their participation in the sale including booth sales and orders.

- Do not collect prepayment for cookies. Payment should not be exchanged unless the customer has the product in hand. This applies to walkabouts, door to door sales, and friends and family.
- If your Girl Scout’s troop accepts checks: please have them made out to ‘GSOSW‘ noting your Girl Scout’s troop number and first name in the memo line.
- Quickly check that the amount of the check number written in the top right corner matches the words written out as the amount of the check. Discrepancies can cause errors. For example if the check is for $150, be sure the words spell out ‘one hundred fifty’.
- Avoid accepting checks for more than $200.00 whenever possible.
- Do not deposit funds into personal accounts.
- Do not take bills higher than $20.
- Please deliver cookies in a timely fashion to ensure you are able to submit payment by all required deadlines and ensure customer satisfaction.
- The order card provided to each girl has a place to list how much each customer owes, and a place to indicate when their balance is paid. Utilize this tool to keep track of what monies you have collected.
- Your family is responsible for turning in payment for every box of cookies received so please only accept what you are comfortable with. Cookies cannot be returned to the troop once signed for so only accept what you feel confident your girl will sell.
- Each troop is responsible for depositing at least 50 percent of the money due for each girl’s Initial Order by February 22. Coordinate with your Troop Product Manager (TPM) to find out when money collecting meetings are to ensure you are contributing to meet this deadline.
- Your TPM should be providing you a receipt for every exchange of cookies and money. Be sure you sign for each transaction and hold on to your receipt copy. Check in with your TPM frequently to be sure you are both in agreement about what has been received by your family, and what is still owed.
- All orders placed through Digital Cookie are paid online with no monies exchanging hands between the girl and the customer.
- Proceeds earned during a product sale cannot be earmarked for a specific girl. All troop proceeds are to be used for the troop as whole. A girl is capable of earning and selecting Cookie Credits at applicable levels as recognition to be used within Girl Scouts of Oregon and Southwest Washington.
- Final payment for all cookies must be turned into your troop absolutely no later than March 11. Any unpaid balances at that time are referred by the TPM to council for settlement.
- Recognitions will not be distributed to girls with outstanding funds.
- Please contact your TPM if you have any questions and to verify deadlines specific to your troop.
<table>
<thead>
<tr>
<th><strong>APPROVED SELLING METHODS</strong></th>
<th><strong>PROHIBITED SELLING METHODS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Putting the girl safely in the driver’s seat!</strong></td>
<td><strong>Adult-driven or unsafe sales</strong></td>
</tr>
<tr>
<td><strong>Pre-sales</strong></td>
<td><strong>Booth locations not approved by SUPMs</strong></td>
</tr>
<tr>
<td>Girls Scouts can presell Girl Scout Cookies using their order card January 5 through January 20, 2019. Presales are in-person sales that are paid for and delivered in person to customers once the cookies have been received.</td>
<td>Safety is our number one priority. Booth times and locations must be reviewed and approved by service unit product managers prior to selling. If your booth is not approved, you are prohibited from selling at that location.</td>
</tr>
<tr>
<td><strong>Digital Cookie</strong></td>
<td><strong>Public Online Forums and Message Boards</strong></td>
</tr>
<tr>
<td>Digital Cookie is the only approved online sales platform for selling Girl Scout Cookies. A girl can build their own virtual storefront through Digital Cookie, giving them the ability to send personalized messages and video to friends and family to make their sales pitch. The sale is processed online and cookies are either shipped directly to customers or customers can choose to have the girl deliver the cookies they order. Digital Cookie was built to help girls practice the 5 skills of the cookie program (plus a little ecommerce practice!) while protecting girl safety online. GSOSW has contractually committed to use Digital Cookie as our only online sales platform.</td>
<td>The safety of Girl Scouts is important to us, even and especially online. Girl Scouts should never post identifying information (full names, phone numbers, etc.) online. Public online forums are not approved locations for individuals to post Girl Scout Cookie Program promotion. Examples of prohibited forums include, but are not limited to, Nextdoor, Craigslist, Facebook Marketplace. Girl Scouts of Oregon and Southwest Washington invests in advertising and promotion of the Girl Scout Cookie Program on behalf of all girls, through a variety of methods including digital advertising.</td>
</tr>
<tr>
<td><strong>Walkabouts</strong></td>
<td><strong>Facebook</strong></td>
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<tr>
<td>Walkabouts are the time-honored tradition of Girl Scouts canvassing their neighborhood with extra boxes of cookies once they have delivered the pre-sale cookies from their order card. Girl Scouts actively participate in walkabouts as another opportunity to build their skills as small business owners.</td>
<td>Public Facebook pages or personal pages set for public view are the same as Public Online Forums. Personal Facebook accounts with appropriate privacy settings may be used to share information with your “Facebook friends,” but not to sell cookies or take orders for cookies. Here is an example of approved sharing of information on your personal, private Facebook page: “Hello Facebook friends, it’s Girl Scout Cookie time! Follow this link to Samantha’s online store to order your cookies from them today.” It is important that all online cookie sales be managed by a Girl Scout and be sold through Digital Cookie. Adults can share links to Digital Cookie to support their Girl Scout, but adults do not sell Girl Scout Cookies. Only Girl Scouts sell Girl Scout Cookies.</td>
</tr>
<tr>
<td><strong>Standabouts</strong></td>
<td><strong>Online Sales Outlets’ like Amazon, eBay and others</strong></td>
</tr>
<tr>
<td>A standabout is a lemonade style stand set up in front of homes on private property. An adult must always be present and girls must follow all safety guidelines.</td>
<td>These online selling outlets are not licensed by GSUSA to sell Girl Scout Cookies. GSUSA strongly cautions against purchases of Girl Scout Cookies found for sale online at sites like these because (1) the freshness or integrity of these cookies cannot be guaranteed (in many instances, these cookies are actually expired), and (2) purchasing cookies in this way does not support Girl Scouts participating in the cookie program. Digital Cookie is the only approved online selling platform from which members of Girl Scouts of Oregon and Southwest Washington may sell Girl Scout Cookies.</td>
</tr>
</tbody>
</table>
# Cookie Program checklist by month

<table>
<thead>
<tr>
<th>Month</th>
<th>Expect communication from the troop about planning meetings</th>
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</table>
| November 2018 | - Troops should be holding goal setting meetings with girls and parent/family informational meetings.  
- Every participating girl must have an adult sign the online Ethics Pledge forms at ethics.girlscoutsosw.org. Troops should not distribute order cards until this is completed and confirmed. An SU Penny is connected to this task.  
- Families of girls in eligible troops will receive an email inviting them to login and girls can begin setting up their online storefront so they are ready when the site goes live January 4. |
| December 2018 | - January 4 Digital order taking begins  
- January 5 In-person order taking begins  
- January 18 Is deadline for troop transfers. After this date, sales stay with original troops.  
- January 20 Pre-order taking ends—turn in Initial Order to your TPM by January 21 |
| January 2019 | - February 9-13 Most troops receive Initial Order cookies  
- February 15 Booth sales begin  
- February 22 Fifty percent of girl Initial Order needs to be deposited.  
- Regularly submit money to TPM. Make sure you get signed receipts for all transactions. |
| February 2019 | - March 1 Girl Delivery ordering ends  
- March 10 Digital Cookie and booth sales end  
- March 11 All families must have submitted all payments to troops  
- Review the mailing address on file in your My GS account. This is where Cookie Credits will be mailed. |
| March 2019    | - Troops typically receive physical recognitions  
- Cookie Credits and Pathway cards will be mailed to each girls without outstanding balances.  
- Celebrate your success! |
Can you spot all six differences?

What to do at a GIRL SCOUT COOKIE BOOTH

1. The people in image A are not identified as Girl Scouts. In image B, you can easily tell that the girls and adults are Girl Scouts by their table cloth, uniforms and Girl Scout-branded clothing. The Girl Scout brand is an important, trusted symbol for customers!

2. The sign at booth A highlights the troop's goal, inviting customers to ask about Girl Scout adventures! The sign at booth B implies that cookie proceeds will support an organization or cause other than Girl Scouts, which is not allowed.

3. The girls in image A are engaging and seem like they want to be there. The girls in image B are not engaged and seem like they don't want to be there. This supports a positive Girl Scout experience and helps you reach your goals.

4. Image A shows a tip/donation jar, which is permitted at cookie booths. In image B, the cookies are the focus of the table. This helps customers feel comfortable making a purchase and supports a positive Girl Scout experience.

5. Image A shows two adults supervising girls. This is okay for a parent-child booth. When at a booth with your troop/group, be sure to follow Girl Scout ratio and background check requirements.

6. In image A, adults are helping the girls sell cookies and learn important skills, such as money management, people skills and business ethics. In image B, the girls are not practicing these important benefits, which is only possible when girls do the selling themselves. These are the benefits of the cookie program.
Show you’re a Girl Scout
Wear the Girl Scout membership pin 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
Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies.

Partner with adults
Adults must accompany Girl Scout Daisies, Brownies and Juniors when they are taking orders, selling or delivering product. Girls grades 6-12 must be supervised by an adult when selling door-to-door and must never sell alone. Adults should be present at a cookie booth in any public place at all times.

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. Give proceeds to supervising adults, who should deposit it as directed by Girl Scouts OSW as soon as possible. Contact your troop product manager if you have questions about money.

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 the daytime
Sell only during daylight hours, unless accompanied by an adult.

Protect privacy
Girls’ names, addresses, or email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder or give comments. Protect customer privacy by not sharing their information except for the product program. Girls should never take credit card numbers.

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.

Be web wise
Take the GSUSA Internet Safety Pledge before going online and follow the specific guidelines related to marketing online.