

girl scouts
heart of central
california



2024 Caregiver and Participant Guide





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Need Help?
 Smart Cookies Tech
 800.853.3730
 ABCSmartCookieTech@hearthsidefoods.com

Check out our **Just in Time Trainings** for additional **Smart Cookies Help**
www.girlscoutshcc.org/resources

GSHCC Customer Care
customercare@girlscoutshcc.org
 Please include troop number, Girl Scout names, order numbers (if applicable) and a brief description of question/concern
 916.452.9181 or 800.322.4475



Life span: 10 years+



Wide range of color + camouflage abilities!



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

“Axolotl” means “water dog” in native Aztec language.



Axolotls can completely regenerate lost limbs + organs. Wow!



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

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

Axolotls are critically endangered amphibians.



Activity	Date
2024 Girl Scout Cookie Program Begins	January 12
Caregiver order entry ends	January 25
Initial Order ends	January 28
SU Mini Drops	February 15-22
National Girl Scout Cookie Weekend	February 16-18
Mega Drop North	February 17
Mega Drop South	February 19
Booth Sales begin	February 23
2024 Girl Scout Cookie Program ends	March 17
Main and Troop Recognition Orders due from troops	March 20
Cookie Experiences	April - July
Rewards distributed to service units	Mid-May
Troop Treasure distributed	End of May

Caregivers and volunteers are responsible for meeting all deadlines. GSHCC is unable to make edits or changes to rewards or orders after the posted deadlines.

Axolotl Fun Facts



OWN
YOUR **magic**

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What's New



Raspberry Rally

Last year's Raspberry Rally cookie has been paused for the 2024 cookie season. GSUSA and ABC Bakers are working together to make the online only cookie ordering experience better based on customer feedback.

Cookie Share Rewards

Girl Scout Cookies purchased through "Cookie Share" are donated to Blue Star Moms, local food banks and other local nonprofits by GSHCC. Girl Scouts will receive credit for cookie donations, as will the troop. Girls who participate in our Cookie Share Program are eligible for three reward opportunities!



Shipping Subsidy

GSHCC is excited to offer a shipping discount for Direct Ship orders. All customers who place a Direct Ship order from January 12-14 will receive \$5 off their shipping fees.

Digital Cookie®

Exciting news, your online Girl Scout Cookie® sales platform is getting a revamp! We're moving your online cookie sales to a platform called **Digital Cookie®**. Going forward, you will be using the new Digital Cookie application to sell cookies to customers online, track progress towards a goal, and manage sales. Selling Girl Scout Cookies® online and reaching your goals just got easier!

Please note: Cookie volunteers will still utilize Smart Cookies™ for cookie business management tasks like sourcing additional cookies for the troop and allocating cookie sales.

Digital Cookie® features make selling cookies a fun, universal experience for all entrepreneurs.

For Girl Scouts/Troops:

- Troops can customize their site with the same marketing tools available on a Girl Scout's site with stories, sales pitches, a photo or a video.
- Customizable Girl Scout pages allow customers to read your story and sales pitch and view your profile image or video.
- Cookie Business Badges and Family Entrepreneur Pin requirements are integrated into the system to reinforce the importance of badge work and the Girl Scout experience within the cookie program.
- Girl Scouts can send "cheers" to one another by choosing from an assortment of encouraging and congratulatory images.
- Girl Scouts can make sales on the go at cookie booths



For Parents:

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

For Costumers:

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

Include the 5 Skills

Through the Girl Scout Cookie Program®, Girl Scouts gain these 5 skills and learn to think like entrepreneurs!



Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.



Decision Making

Girl Scouts learn to make decisions on their own and as a team.



Money Management

Girl Scouts learn to create a budget and handle money.



People Skills

Girl Scouts find their voice and build confidence through customer interactions.



Business Ethics

Girl Scouts learn to act ethically—both in business and life.



Entrepreneurship Badges & Pins

When you sell Girl Scout Cookies, you practice-goal setting, decision making, money management, people skills, and business ethics—as you learn to think like an entrepreneur. You can earn badges and pins each year you run your own Girl Scout Cookie business. Then explore your own business idea by earning an Entrepreneur badge.

	Cookie Business			Financial Literacy		Cookie Entrepreneur Family	Entrepreneur	
Daisy	 My First Cookie Business	 Cookie Goal Setter	 Money Explorer	 My Money Choices	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Toy Business Designer	
Brownie	 My Cookie Customers	 Cookie Decision Maker	 Budget Builder	 My Own Budget	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Budding Entrepreneur	
Junior	 My Cookie Team	 Cookie Collaborator	 Budget Maker	 My Money Plan	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Jumpstart	
Cadette	 My Cookie Venture	 Cookie Market Researcher	 Cookie Innovator	 Budget Manager	 My Money Habits	 My Dream Budget	 Year 1, 2, and 3 Cookie Entrepreneur Family Pins	 Business Creator
Senior	 My Cookie Network	 Cookie Boss	 Savvy Saver	 My Financial Power		 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Startup
Ambassador	 My Cookie Business Resume	 Cookie Influencer	 Financial Planner	 My Financial Independence		 Year 1 and 2 Cookie Entrepreneur Family Pins		 Entrepreneur Accelerator



Ways to Participate in the Girl Scout Cookie Program

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



Text or Call Friends and Family

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

Digital Cookie®/Smart Cookies™

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

Door-to-Door Deliveries

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

Cookie Stands

Would your Girl Scout feel more comfortable on their own turf? Cookie stands, similar to lemonade stands, are set up in front of a residence on private property, where they'll market their cookies to customers in their neighborhood. They're a great way to ease more introverted girls into connecting with their communities. This can be fun for the whole family!

Cookie Booths

Cookie Booths are a great way to interact with new customers, develop teamwork, and have fun. Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, mall, bank, or even a drive-through booth in a parking lot) where they can practice their business skills with new customers.

Note: cookie booths must be coordinated by troop cookie managers; may only happen at council-approved locations; and must be legally open to, accessible, and safe for all girls and potential customers.)

Connect With Your Community

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

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

Safety

Girl Scout Safety Practices

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

In Person Sales

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

Digital Sales

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





Program Supplies

Being organized and prepared for the Girl Scout Cookie Program lets the girls and caregivers in your troop know that you are ready to lead them in a successful cookie program. Their confidence in the troop cookie manager and troop leader allows the girls to focus on their goals.

Program Supplies

- Cookie Permission Form – one per participant
- Money envelope – one per participant
- Order card – one per participant

Online Resources

- Booth guidelines, worksheets and additional resources
- Caregiver Guide
- Cookie lineup and nutritional information
- Cookie Permission Form (digital and PDF)
- Digital Cookie Tip Sheets
- Just in Time trainings (designed to walk you through Smart Cookies)
- Marketing Materials (door hangers, thank you notes, etc.)
- Reward experience dates and information
- Safety Tips for Online Marketing



Rallyhood is a great place for resources, collaboration, and general questions. Member or troop specific questions must be sent to Smart Cookies or GSHCC Customer Care as applicable.



Caregiver and Participant Responsibilities

Before the Program

- Ensure you have an active membership for the current year
- Complete a Cookie Permission form and submit to your cookie manager
- Set up your Digital Cookie account
- Set a goal and work with your troop to understand your troop's goal(s)
- Ensure you understand how to participate in the program and ask your cookie manager to clarify anything you do not understand
- Let your troop know your availability for booth sales

During the Program

- Follow all program rules and guidelines
- Notify customers of expected delivery timelines
- Enter your Initial Orders in Digital Cookie by January 26 or send orders to your cookie manager by January 28
- Collect money for orders upon delivery and turn in to your troop as soon as possible
- Notify your cookie manager as soon as possible if you need additional cookie inventory
- End your cookie sales by March 17
- Submit all reward choices to your cookie manager by March 20

After the Program Ends

- Ensure you turn in all money due
- Pick up all earned rewards as soon as possible
- Complete all necessary information for all cookie experiences (if earned)
 - GSHCC will send earners emails with forms to complete



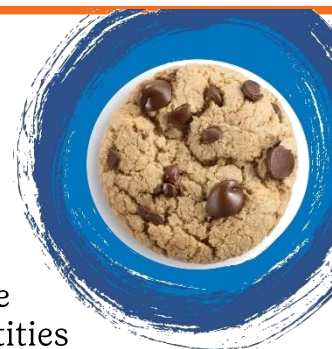
Initial Order

Your Role

- Enter your Initial Order in Digital Cookie by January 26 or provide orders to your cookie manager by January 28
- Remember that money is collected at the time of delivery for in-person orders, with the exception of Cookie Share
 - This is different from the fall product program
- Remember that girls they can continue to take order card sales
 - You may need additional inventory from your troop to cover these orders
- Order is submitted in PACKAGES
- Once you submit your order, you will not be able to edit
 - Troops may accept returns from girls at their discretion
 - All cookies ordered by troops are the financial responsibility of the troop and are non-refundable
- Participants who sell 195+ packages at the time of the Initial Order qualify for the Early Reward
- Your troop is unable to modify orders after Monday, January 29
- Initial Order inventory will be available after your troop picks up at their Cookie Drop date/location (February 15-22)

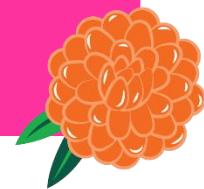
Gluten-Free Cookies

Gluten-free cookies were pre-ordered by troops in October 2023. Check with your troop to verify cookie availability. Limited quantities will be available at Cookie Cupboards on a first-come, first-served basis.





Cookie Share



Cookie Share is a great way for girls, troops, and customers to give back. GSHCC partners with Blue Star Moms, local food banks, blood drives, and other local organizations for Cookie Share donations. Blue Star Moms sends donations provided by GSHCC to active duty military.

Why participate in Cookie Share?



- Great way to support members of active military and your community
- Allows customers to support the Girl Scout Cookie Program even if they don't want to buy cookies for themselves
- Participants who sell *15 packages* towards Cookie Share will earn the Cookie Share patch
- Participants who sell *30 packages* towards Cookie Share will earn a boost bar that fits on the theme key ring
- Participants who sell *50 packages* towards Cookie Share will earn a boost bar that fits on the theme key ring
- All Cookie Share rewards can be earned on the Older Girl opt-out plan
- Cookie Share donations are “virtual” and will be given directly to organizations which GSHCC partners with. They will not be added or taken out of a troop's physical inventory
 - The troop will be financially responsible for these cookies. Cookie Share donations are \$6
 - Troops cannot collect any donations that are not allocated towards Cookie Share (see Volunteer Essentials for more information)
- Cookie Share donations purchased via Direct Ship do not need to be added by cookie managers
 - These are automatically credited to girls and are not shipped to customers. GSHCC handles distribution at the end of the cookie program



**Boost bars fit on the Theme Key Ring (earned by selling 360+ packages)*

Community Donations

Troops and girls can set aside physical inventory if they wish to coordinate donations to community organizations on their own. Troops and girls are responsible for identifying the organization they will be donating to and for distribution. These types of donations are not entered as Cookie Share and do not count towards the Cookie Share rewards.

Cookie Drops



Initial Orders will be picked up at your Cookie Drop (Mega Drop or Mini Drop depending on your service unit). Troops must pick up their Initial Order at their scheduled location and date. Ask your troop how you can help and be sure to pick up inventory in a timely manner.

Service Unit Mini Drops

- Regional cookie distribution coordinated by service unit teams
- Service unit plans and coordinates appointment times so GSHCC is unable to provide troops with detailed event information
- Ask troop how you can help at event or distributing to participants in troop

Inventory Discrepancies

- Count all inventory at time of pick up and before distribution to customers
- If you received more or less inventory than expected, notify your troop cookie manager immediately
 - Troops must report all discrepancies within 24 hours

GSHCC Mega Drops

- Larger cookie distribution coordinated by GSHCC
- Troops schedule appointment times in Smart Cookies
 - No more than three cars per troop
 - No additional passengers
- Service units are required to provide 10 volunteers per service unit – ask how you can help



Preparing For Booth Sales

Your Role

- Know the Girl Scout booth sale guidelines
- Notify troop as soon as possible if you can no longer attend booth so they can find a replacement
- Keep track of inventory and funds
- Review the safety guidelines in Volunteer Essentials and Safety Activity Checkpoints
 - Only registered Girl Scouts may attend booth sales
- Encourage participants to decorate booths
- Turn in all money and left over inventory to your cookie manager after booth sales

How to Prepare

The troop cookie manager is responsible for reserving booths, scheduling participants for each site and making sure the sales are accurately recorded.

You should bring:

- Assortment of cookies
- Table, chairs (if allowed on property)
- A cash box or apron with change available
 - Bring plenty of \$1 bills
- A data-enabled device to accept credit card payments
- Booth Sale Worksheet
- Copy of the booth sale guidelines
- Print out of booth confirmation in Smart Cookies
- First aid kit

Optional:

- Decorations
- Hand sanitizer
- Gloves

Financial Transactions at Booths

- Accepted forms of payment are:
 - Cash
 - Credit Card
 - Checks discouraged in order to minimize troop's liability

Booth Guidelines

- 1-4 girls and 2 adults required at all times
 - Only registered Girl Scouts may attend booth sales
 - Minimum of 2 adults required for all Girl Scout activities
 - At least one volunteer must be a registered volunteer with background check
 - At least one female volunteer
 - Booth cannot be hosted with one adult
- Can only be set up at locations that are entered and approved in Smart Cookies
- Booth sales should be girl-led
- Recommended to wear at least one official uniform item, but not required
- Participants must have submitted Permission Form
- Customers should be approached when they are exiting establishments
- Leave the place better than you found it
- Arrive and depart booths on time to ensure other troops can set up for their reservations.
- No selling on public streets. Wagon sales are only allowed in residential areas.
- No blocking the entrance or exit of an establishment
- Cash boxes should not be out in the open or unattended
- Sell only Girl Scout cookies at booths
 - Raising funds for other organizations at booths is not permitted
- Have fun!



Booth Inventory

\$6 per package

12 cookie packages per case

How much should I bring to a booth?

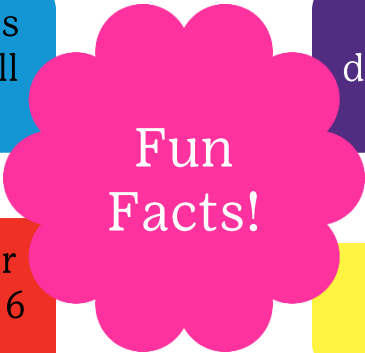
Keep in mind variables that could impact booth sales, such as, time and day of week, location, and weather. Work with your troop to plan your booth inventory. Based on average sales (three year trend), we recommend you order based on the below mixture:

All Locations/All Varieties	Average sales per 2 hour time slot
First Friday	124
First Saturday	121
First Sunday	103
First Week (Mon-Fri)	103
Second Saturday	100
Second Sunday	92
Second Week (Mon-Fri)	87
Third Saturday	92
Third Sunday	84
Third Week (Mon-Fri)	87
Fourth Saturday	94
Fourth Sunday	85

All Locations/All Dates	Average sales per 2 hour time slot
Adventurefuls	10
Toast-Yay	6
Lemonades	11
Trefoils	5
Thin Mints	25
Peanut Butter Patties	14
Caramel DeLites	21
Peanut Butter Sandwiches	5
Caramel Chocolate Chip	2

The oven that bakes Trefoils® is as long as an American Football field.

A cookie season of Caramel deLites® needs as much coconut as 6 blue whales weigh.



ABC uses enough peanut butter in Peanut Butter Patties® to fill 6 swimming pools.

Girl Scouts have been selling Lemonades® since 2006.

A-lot-l Alternatives to Booth Sales

In addition to booths, we recommend that participants explore alternative ways to get cookies to customers to learn new skills, marketing strategies and inventory management.

All alternative options must follow booth dates and guidelines



Lemonade Stands

- Held on private, residential property only
- Residential areas such as parks are considered public areas and require approval as Troop Secured Booths
- Cannot be in commercial/business areas
 - Booths in commercial/business areas must be submitted as Troop Secured Booths
- Do not require approval
- Are not entered into Smart Cookies for safety as locations are shared in the National Cookie Finder
- Can have one adult if only one girl is present
- If there are two to four girls present, must have two adults
- Must follow booth guidelines (unless otherwise noted above)

Walkabouts and Wagon Sales

- Adult supervision is required for Walkabouts and Wagon Sales
- Troops can post flyers or leave door hangers in their neighborhood
 - Resources are available online
- Personal information, such as address, cannot be posted on public pages

Cookie Drive-Thrus

- Work with service unit and local businesses to secure a safe location and collaborate on advertising these drive-thrus
- Must be entered and approved in Smart Cookies prior to troops hosting the sale
- Share drive-thru locations with your community and invite individuals to visit locations while keeping a safe distance
- Booths must be set up in such a way that girls never approach vehicles in the line of traffic

Virtual Booths and No-Contact Deliveries

- Tap into social networks and share cookie links following safety guidelines
 - For safety, links cannot be posted on sites/pages where selling is the primary focus. Includes but not limited to: Craigslist, eBay, Facebook Marketplace, Nextdoor for Sale, etc.
- Encourage girls to get creative and have fun
- Participants should communicate with customers to determine where they would like cookies dropped off



Rewards

Your Role

- Set a goal and work with your troop to ensure they are familiar with them
- Submit all reward choices and sizes prior to submission deadlines
 - Girls cannot receive rewards if Recognition Order is not created by troop
 - Rewards cannot be changed after the deadline
- Familiarize yourself with experience dates prior to selecting them to ensure there are no scheduling conflicts
 - Available on GSHCC website starting January 2024
- Ensure all age requirements are met prior to selecting rewards
 - Some rewards are for Cadettes, Seniors and Ambassadors only
- Pick up rewards as soon as possible
 - Early reward will be available in mid-late February
 - Main rewards will be available mid-May

Cookie Experiences

- All events with a green star require an adult chaperone
- All events with a pink star are for Cadettes, Seniors and Ambassadors only
- Camp Menzies voucher can only be used for the 2024 camp season
 - Cannot be moved to a different year
 - Cannot be used for other camps
 - Girls who wish to secure a spot in a specific camp session, may register before confirmation of the reward is given, but will have to pay the \$25 deposit
 - Deposit is not required and GSHCC will work to offer each earner one of their preferred camp sessions
- Girl Scouts must be present at event to receive any swag items earned
- No alternate dates are available for cookie experiences
 - GSHCC cannot provide tickets to events



Lucy + Lottie the axolotls are wishing you a gill-y successful Girl Scout Cookie® season!

OWN YOUR magic

**Cookie Program Dates:
January 12—March 17, 2024**
Rewards are cumulative!

Goal:

 <p>Theme Patch 45+ packages</p>	 <p>Custom GSHCC Pin 85+ packages</p>	 <p>Charm Bracelet 160+ packages</p>	 <p>Small Plush 255+ packages</p>	 <p>GSHCC Branded Hoodie 625+ packages</p>
 <p>Achievement Bars start at 100+ (increments of 100)</p>	 <p>GSHCC Branded T-Shirt AND Theme Cookie Key Ring 360+ packages</p>	 <p>Large Plush Pillow 475+ packages</p>		
   <p>all 3 items!</p>	 <p>Crocs Clogs AND Custom GSHCC Charms OR iFly STEM Experience 975+ packages</p>	 <p>Paddling Experience AND Inflatable Raft OR 3D Printer Package 1350+ packages</p>		
<p>Beach Towel, Drybag Backpack, AND Axolotl Plush Belly Jelly (4 Assorted colors) 775+ packages</p>				
 <p>2024 Camp Menzies Voucher OR Nintendo Switch Lite Gaming Bundle 1750+ packages</p>	 <p>San Diego Safari Zoo Experience OR San Francisco Excursion OR Record Player AND Music Experience 2800+ packages</p>	 <p>iPad AND Design Workshop OR Crater Lake Roadtrip 4000+ packages</p>		

Colors may vary. All reward experiences are designed to meet Safety Activity Checkpoint guidelines.

All events with a green star require an adult chaperone. Events with a pink star are for Cadette, Seniors or Ambassadors only. If in-person experiences must be canceled due to COVID-19, girls will earn the alternate experience and/or physical item offered for each level. The camp voucher can only be used for a 2024 Camp Menzies season (up to a five-day session or any weekend camp session for a girl and one chaperone) and cannot be rolled over to a future year. For more information, please visit www.girlscoutshcc.org/rewards.

Financials

Troops will deposit all monies (including checks) into their own bank account and the troop's balance due will be withdrawn via ACH (Automated Clearing House).



Proceed Plans

- Troops earn \$1 per package sold
 - Girls earn patches, rewards and cookie experiences
- Troops comprised solely of Cadettes, Seniors and/or Ambassadors may select Older Girl Proceed Plans and will earn \$1.10 per package sold
 - Girls earn patches only
- All troops qualify for Troop Treasure
 - This is an additional incentive and is not guaranteed

Payments

- Collected at time of delivery; not at time of order
 - Different than Girl Scout Fall Product Program
 - Cookie Share donations and online orders (Direct Ship and Girl Delivery) are only exceptions
- Troop funds due are deducted from troop accounts via ACH
 - Participants must turn in all funds due by the end of the program
- Accepted payment methods:
- Cash
 - Bills over \$20 not recommended
 - Deposit often to prevent loss and theft
- Checks
 - Only accept from friends and family and not in amounts over \$60
- Credit Cards
 - GSHCC will cover Digital Cookie fees for the 2024 cookie program
 - Troops responsible for fees associated with other payment systems

Cookie Collection

- If caregivers do not submit all funds due by end of program, troop will attempt to recover funds
- If balances are not paid or contact attempts are ignored, troop will submit Cookie Collection Form for participant
- GSHCC will work to recover funds on behalf of troop
- If funds are not paid, balances will be sent to an external collection agency
- Participants who had balances due will be unable to participate in in-person sales and caregivers will be unable to hold volunteer roles that manage finances (such as troop leader or cookie manager roles)

Theft/Loss

- Caregivers are responsible for funds and cookies in their possession
- It is the caregiver's responsibility when cookies are in participant's possession
- Notify troop immediately in the event of loss or theft

Conflict Resolution

These processes are meant to reduce stress and frustration when troops encounter conflicts.



Performance Management

When a performance issue is identified, inappropriate behavior is displayed or the caregiver/participant does not follow program guidelines, GSHCC will bring it to their attention as soon as possible. Concerns reported to GSHCC Customer Care will be addressed using the following steps:

- 1. Coaching:** An informal discussion with the cookie manager and/or troop leader is often sufficient to prompt voluntary corrective action by the participant. A summary of the discussion may be given in writing and will be documented in the corresponding caregiver and troop records. Cookie managers will be notified if concern is regarding a caregiver. Service unit will not receive copies.
- 2. Written Warning:** When a caregiver/participant's performance or behavior necessitates, a written warning will be addressed to the troop with copies to the service unit cookie manager and will be documented in the corresponding troop's records.
- 3. Dismissal:** If the caregiver/participants performance continues to deteriorate, an acceptable level of performance is not achieved, or the situation merits, they will no longer be allowed to participate in the cookie program and/or volunteer will be removed from their role.

Product Complaints

If there is a complaint due to the overall quality of the cookies, please visit www.abcbakers.com/contact-us, email ABCSmartCookieBakers@hearthsidefoods.com or 800.221.1002.

Issue with Direct Ship Order

If a customer experiences issues or has concerns regarding their Direct Ship order, please contact ABC customer care. ABCSmartCookieDirect@hearthsidefoods.com. GSHCC is unable to look up order information.

Thanking Customers

Remind girls to find a special way to say "thank you!"—whether through a thank you video or a personalized note, Girl Scouts will want to show their customers some appreciation!



Product Program Terminology

ABC Bakers: One of two bakers licensed by Girl Scouts of the USA to provide cookies for the Girl Scout Cookie Program.

Automated clearing house (ACH): The electronic transfer of money from one bank account to another via computer-based systems, without the direct intervention of bank staff.

Bakers: The licensed companies that supply Girl Scout Cookies to councils. There are two licensed bakers, ABC Bakers and Little Brownie Bakers. Cookies with the same flavor profile may have different names depending on baker of origin (e.g. Samoas are from LBB and Carmel deLites are from ABC).

Booths: Public location of a stationary sale of Girl Scout Cookies.

Case: Term used for a container of 12 packages of Girl Scout Cookies.

Cookie Permission Form: Form giving permission for a girl to sell cookies and acknowledging caregiver responsibility to pay for all cookies ordered on their behalf.

Cookie Cupboards: Volunteer-staffed or council employee-staffed cookie storage locations (such as warehouses or council offices) where volunteers can pick up cookie restock orders.

Cookie Share: Packages of cookies purchased by customers that GSHCC will deliver to the military or other nonprofits on behalf of our troops. The girls collect the money but do not physically take possession of the cookies.

Delivery agents: The transport companies that handle product delivery for Girl Scout councils.

Digital Cookie: Application used primarily by participants to sell cookies to customers online, track progress towards a goal, and manage sales.

Direct Ship: An online sales platform for Girl Scout Cookies, designed to supplement and enhance the traditional cookie program. Smart Cookies lets customers order cookies through an online system and have their cookies shipped directly to them.

Early Reward: Rewards girls or troops earn based on their first order (Initial Order) placed with their council.

gsLearn: An online learning site that allows for just-in-time training and the ability to track all accomplishments, both online and in person. Learn at your own pace, access additional resources, and repeat info when needed.

Initial Order: This is the first order the council places with its baker for cookies, which includes girls' orders and troops' orders.

Jurisdiction: The geographic area over which a Girl Scout council's authority extends.

National Cookie Finder: Found at www.girlscoutcookies.org; members of the public can type in their type in your zip code to locate a cookie booth near you.

Package: Term for a single container of cookies.

Per Girl Average (PGA): The average number of packages girls sell. This could be determined for a troop. Calculated by taking total packages sold divided by total girls selling.

Registered member: A person who has paid annual dues to be a member of Girl Scouts or is a lifetime member of Girl Scouts.

Rewards: Merchandise or cookie credits given to acknowledge a girl's efforts in the cookie program. Rewards are based on the number of packages sold during the cookie program.

Retail Price: The price the customer pays for a single package of cookies.

Smart Cookies: Application used by troops for cookie business management tasks like sourcing additional cookies for the troop and allocating cookie sales.

The Five Skills: Girls participating in the Girl Scout Cookie Program earn funds for their Girl Scout activities while learning key skills that will help them in business and life. Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.

Troop proceeds: The portion of cookie earnings that a troop keeps and spends on the items its members decide to fund, for example trips or community service projects.










Troop Treasure: Earned rewards for girls participating in the cookie program, based on sales activity. Troop Treasure can be spent on Girl Scout programs and mission-related items and services such as camping and other events, troop activities, or Girl Scout merchandise.

Warehouse: A large facility that a council may use to store its cookies.

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	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	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.