

girl scouts  
greater los angeles



GIRL SCOUTS®

Cookie™



**A Guide to the Girl Scout Cookie Program  
For Adults**



**Welcome to the Girl Scout Cookie Program!** You are joining over 100 years of tradition that includes thousands of girls and adults. Our goal is to give you an overview of the Cookie Program so that you feel ready to jump in to the fun and adventure. Are you ready?

### Why do girls sell Girl Scout Cookies?

Girls sell Girl Scout Cookies to earn proceeds to support their fun and learning activities, and Take Action goals. When they engage in the Cookie Program, girls learn five essential life skills: Goal Setting, Decision Making, Money Earning, Business Ethics, and People Skills. Let's take a look at some of the outcomes of these skills

**Goal Setting** means that your Girl Scout won't come to you the night before her science project is due. She will learn how to set a goal and make a plan to succeed. This would include mapping out a plan to gather her supplies and complete her project ahead of the due date.



**Decision Making** will help your Girl Scout decide which college to apply to. She will know how to carefully consider different factors that will influence her choice.



**Money Management** translates into your Girl Scout learning to save her allowance to buy a new phone, and then to pay for her phone bill each month. How does that sound?



**People Skills** will serve your Girl Scout well in school, in her career, and in her life. Everyone wants to interact with someone who knows how to listen attentively, make her point persuasively, and build consensus.



**Business Ethics** will teach your Girl Scout to honor commitments. She will demonstrate the ability to be a leader who people gravitate to for guidance.



Please note that while every girl is encouraged to participate in the Cookie Program, it is up to her and her parents to decide if it is the right activity for her. While some girls may choose not to actively participate in the Cookie Program by selling cookies, they can still support the troop's goals by helping to make marketing signs and listening their sister Girl Scouts practice their sales pitches.

### Key players and resources

The **Troop Cookie Chair** (TCC) is the troop volunteer who manages the Cookie Program for the troop. Working with the troop leader, s/he will train the girls and parents on the Cookie Program, place the troop's orders and any re-orders, track the cookies given to girls and their payments, schedule distanced booths (health and safety guidelines permitting), and order and distribute the rewards.

The TCC is supported by the **Service Unit Cookie Program Chair** (SUCPC), who is a volunteer in your service unit (local community of troops). The SUCPC will train your troop's TCC, offer guidance and reminders of due dates, share communications from the council product programs team, and answer questions. S/he will coordinate the delivery of cookies to the troop, arrange for permission to distance

booth at businesses (health and safety guidelines permitting), and distribute the rewards at the end of the program. The SUCPC is a vital contact for a TCC.

**Girl Scouts of Greater Los Angeles (GSGLA)** offers many resources to inform girls, parents, and volunteers about the Cookie Program. Every registered girl will receive a copy of the *Family Cookie Guide* and the *Quick Start Guide*, which list important information such as dates, ways to sell cookies, and rules and guidelines. Parents will receive regular CookiEgrams from GSGLA as well as emails and texts from TCCs. TCCs will receive frequent communications from their SUCPC and have the *Troop Cookie Guide* as a handy reference. Additional resources include the *Parent Permission Form*, which each girl must have signed and on file with the troop, the *Parent Conduct Agreement*, *Volunteer Essentials*, and *Safety Activity Checkpoints*. All resources are available on GSGLA's website, [www.girlscoutsla.org](http://www.girlscoutsla.org), in the *Cookies+* section.

With rules also come consequences. Girls, parents, and volunteers are expected to follow all of the rules outlined in the resources listed above. Disregard of the rules may cause the application of consequences such as loss of proceeds, rewards, and/or future boothing privileges.

## Calendar overview

The Cookie Program is a season unto itself. TCCs get trained in December, then in January things really start moving. The end of January through mid-March is when the girls are actively selling cookies. Rewards are distributed about 12 weeks after the end of the Cookie Program.

## The Cookies

There are two bakers in the US that are licensed to bake Girl Scout Cookies. The baker used by GSGLA is Little Brownie Baker. Each Girl Scout council decides which baker to partner with, and you may find that people ask for cookies that you don't recognize. These are probably from the other baker and are not sold by GSGLA. It's a great opportunity to share how delicious our cookies are!

GSGLA sells six core varieties and two specialty cookies:

### Super Six (\$5/package)

**Thin Mints** are the iconic chocolate cookie covered in minty chocolate. Thin Mints are vegan.

**Tagalongs** are everyone's favorite pairing of chocolate and peanut butter.

**Samoas** have a combination of caramel, toasted coconut, and dark chocolate.

**Trefoils** are traditional shortbread cookies. Delightfully simple and satisfying.

**Do-Si-Dos** have peanut butter sandwiched between two oatmeal cookies.

**Lemon-Ups** are crispy lemon cookies baked with inspiring messages to lift your spirits.

### Specialty (\$6/package)

**Toffee-Tastic** is a buttery gluten free cookie with toffee bits.

**S'mores** are two graham cookies that sandwich chocolate and marshmallowy filling, with natural ingredients

Our specialty cookies have a higher price point because of the higher cost of ingredients and production.



**Cookies for the Community (C4C)** (formerly called Gift of Caring) is our council-wide community service program. Customers purchase a virtual box of cookies to be donated to one of our C4C partners: Operation Gratitude, Los Angeles Food Bank, Goodwill, USO, and Blue Star Mothers. Girls collect and turn in the payment and receive credit for the cookies. The troop tracks the donations, then GSGLA will distribute the cookies to the C4C partners. The troop, girl, and customer never touch the box!

## Ways to get cookies

**eBudde** is Little Brownie Baker's online cookie program management tool. The TCC will use eBudde to order cookies, assign them to girls, record payments, schedule distanced booths (health and safety guidelines permitting), and order rewards.

The first, and very important, way to order cookies is through the **Starting Inventory Order (SIO)**. GSGLA recommends that each troop order at least 50% of their projected sales right up front. We have a great tool (the *Starting Inventory Order Worksheet*, available on our website) that can help troops decide what to order. It's critical to order enough cookies in the SIO so that the girls have cookies in hand to fill orders on Go Day and you don't have to wait in long lines to restock your supply. Each troop will set their SIO based on the girls' goals and interest in participating in the Cookie Program. Troops may not insist that girls take a certain quantity of cookies—it's a family decision.

Your SUCPC will tell your TCC when and where to pick up the SIO, just before the Cookie Program begins. Girls will have cookies in hand on Go Day and can sell cookies directly to customers without taking orders.

**Cookie cupboards** are locations where additional cookies are stored for troops to add to their inventory. If your troop needs more cookies after receiving your SIO, the TCCs must place an order for the cookies in eBudde and find the most convenient cupboard location.

During certain days, troops will also have the opportunity to return limited amounts of cookies, or exchange them for other varieties. Damaged cookies may be replaced at any cupboard during operating hours.

Another way to get more cookies is to transfer them from another troop. Just let troops know what you are looking for, and if they have excess cookies, they can transfer the product and the financial responsibility to you. Likewise, if you have too many cookies, let other troops know what you have and you may be able to transfer them to another troop.



### Ways to market cookies

Girls have several avenues through which they can let friends, family, and customers know that they have cookies for sale:

**Text, phone, and email** are easy and quick ways to reach out to personal contacts.

**Social media platforms** are a great way to let a wide net of people know that cookies are available. Girls must never share personal information, such as phone number, email address, physical address. Cookies may not be listed on resale sites such as Craigslist, eBay, and Facebook Marketplace.

**GSGLA shops** carry a variety of colorful, cute, and creative marketing items to help draw attention and boost sales.

### Ways to sell cookies

**Digital Cookie** – an online platform where girls can send secure emails to friends, family, and customers. Customers may purchase cookies with a credit card for girl delivery, direct shipment or donation (C4C).



Girls may post their Digital Cookie links on public social media accounts reach a wide range of customers. Cookie links may not be posted on resale sites such as Craigslist, eBay, and Facebook Marketplace.

**Workplace sales** – girls may get permission to sell to the employees of a workplace (not the customers).

## Finances

Cookies are paid for at the time of delivery to the customer, except for Digital Cookie orders, which are paid for at the time of the order. This means that the troop does not pay for the cookies up front, nor do the girls. Troops should collect money from parents and deposit into the troop account promptly and frequently. Parents may pay troops for cookies via Paypal/Venmo/Zelle, but may not accept these methods of payments from customers. Troops are encouraged to take contactless credit card payments from customers via swipers, Digital Cookie, and Cheddar Up's POS platform.

GSGLA will debit each troop via **ACH** around 10 days after the conclusion of the Cookie Program. Dates will be published in the Troop Cookie Guide.

TCCs will assign cookies to the girls in eBudde, as well as track payments from girls. This will allow TCCs to see balances owed and will give the girls credit towards their rewards.

## Proceeds and rewards

Troops earn \$.95 / package of cookies. Girls receive individual rewards based on the number of packages sold by each girl. The rewards are voted on by girls every year, and there is always something for everyone.

Older girl troops (Cadette, Senior, and Ambassador) may decide to opt out of rewards in order to earn an additional \$.10 / package. Girls in these troops are still eligible for some reward items and invitations to reward events earned.

In addition to physical rewards, girls can earn rewards events, like an outing with the GSGLA CEO, Theresa Edy-Kiene. If girls cannot attend rewards events, they have the option of receiving program credit to use at GSGLA shops, or at GSGLA events, activities and camps. They may also designate their program credit as troop funds to directly deposit the value of their program credit in the troop bank account.

## In conclusion

That's it! You are now versed in the basics of the Cookie Program. We hope you are ready to become part of this time-honored tradition that girls look forward to all year. Cookie Program FAQs and other resources are available on our website: [www.girlscoutsla.org/cookies](http://www.girlscoutsla.org/cookies) You will have all the help and support you need to have a successful Cookie Program.

