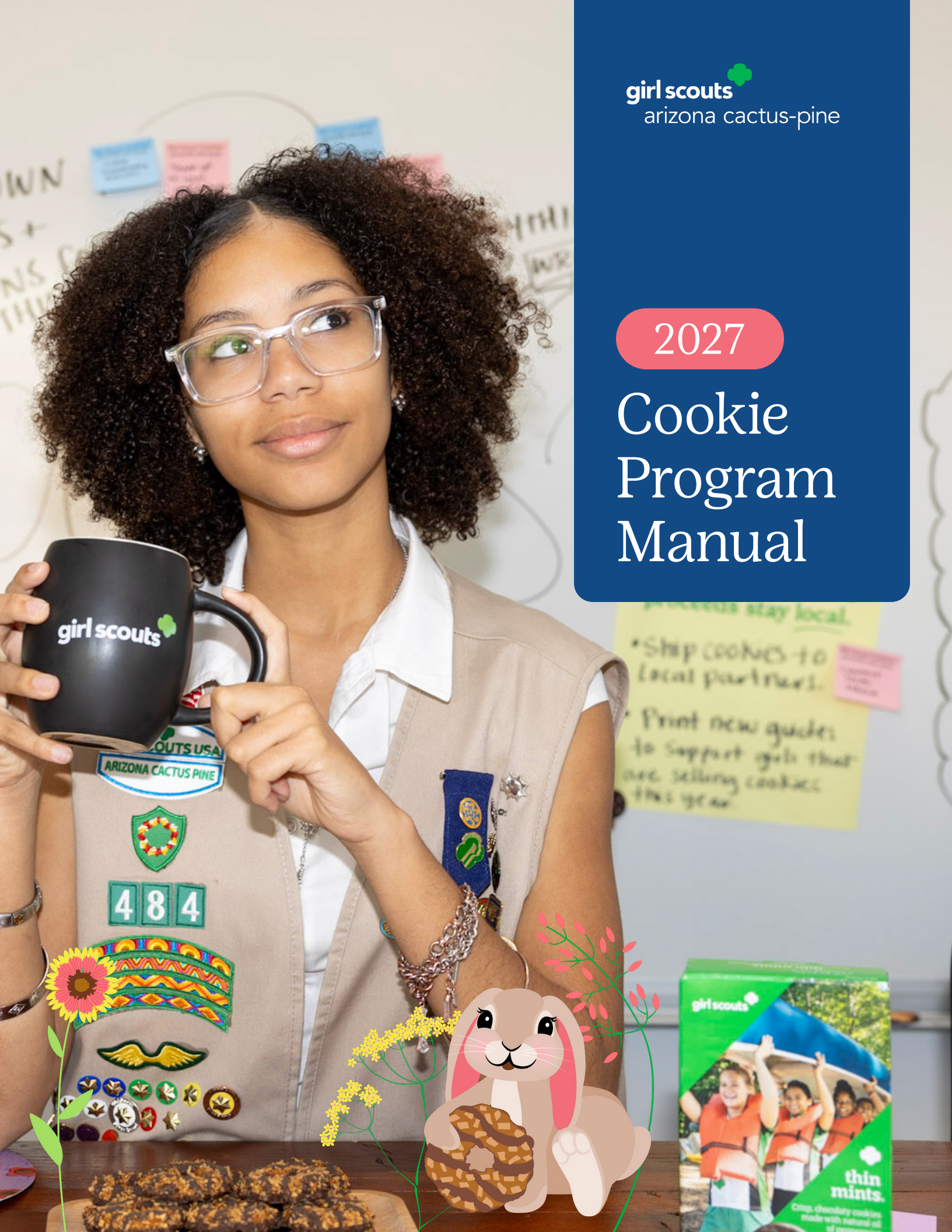
girl scouts
arizona cactus-pine

2027

Cookie Program Manual



Welcome to the Girl Scouts–Arizona Cactus-Pine Cookie Program!

This exciting program has empowered millions of girls with entrepreneurial and financial knowledge for over 100 years. The iconic cookie program is the largest girl-led entreprenurial program in the world, and with your guidance, the girls in your troop will develop the skills needed to become independent women in the future.

With the support from your Service Unit and council, you will be prepared to lead the girls in your troop through this journey. Please don't expect perfection, especially if you are new to the program. You may make mistakes along the way, but in this safe environment, you're never alone because there is a network of people to assist you.

Thank you for embarking on this rewarding journey. Your commitment and passion to the Girl Scout Movement will empower the girls in your troop and leave a legacy for the girls that will follow.

Let's start by reviewing where to find the information you need to have a successful and fun cookie season.

Where to Find What You Need

The Family Guide

The Family Guide is a fun and interactive resource to get families excited about the Girl Scout Cookie Program. *Click here* to get access to The Family Guide.

Cookie Program: Badges, Patches & Pins

Let girls know how they can earn a badge, patch, or pin as a symbol of their important Girl Scout Cookie Program achievements. *Click here* to get access to The Cookie Program- Badges Patches & Pins.

Cookie Resource Guide: Who Can Sell Cookies & How

Join millions of Girl Scouts in this iconic program. *Click here* to get access to The Cookie Resources Guide: Who Can Sell Cookies & How

Cookie Resource Guide: Boothing

Booths are the most direct and visible interaction the public has with Girl Scouts. *Click here* to get access to Cookie Resource Guide: Boothing.

eBudde Manuals

eBudde is the database developed by our council's licensed baker, Little Brownie Bakers, used by the troop, Service Unit, and council to schedule booths, manage the logistics, inventory and the payment process during the program. *Click here* to get access to eBudde Manuals.

eBudde Troop App

The eBudde Troop App brings the eBudde platform to your smart phone or tablet. Busy volunteers will love the convenience of this free mobile app. *Click here* to get access to Apple eBudde App. *Click here* to get access to Google's eBudde App.

Sweet News

This weekly e-newsletter is sent during the cookie season and contains important and timely information about promotions, marketing strategies and answers to common questions. **Make sure you are opted into *Sweet News* emails.** To opt into *Sweet News*, log onto your myGS account and the option is under "My Profile" tab.

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5 Tips for a Stress-Free Cookie Season

1. It takes a team! Ask for help from parents. Don't try to be the Cookie Manager and Troop Leader. Use the Troop Cookie Meeting document available online.
2. Take the training. There's training in your Service Unit as well as many online resources to help you.
3. Involve the parents – hold a parent cookie meeting, explain why it's important to participate, share the troop's goals and ask for their help. Parents can help with booths, run to the cupboard and help with Girl Program.
4. Manage your cookie inventory. Ask for weekly inventory status and money from girls. Remember, no girl should have more than 200 unpaid packages of cookies at a time. Troops are responsible for any unpaid balances over that amount from a girl.
5. Rebalance your flavor mix by exchanging unopened full cases of slower selling cookies with higher selling cookies throughout the program – **especially after week three**. Sales will begin to slow after week three, but Thin Mints and Samoas are traditionally the best sellers. Be warned, chocolate flavors may be harder to find towards the end of the program, so it's best to make your trades early.

The Girl Scout Law for Volunteers

We believe the Girl Scout Law is the best guide as we lead girls through the cookie program.

- I am **HONEST** – I follow all the dates, deadlines and financial obligations for the cookie program.
- I am **FAIR** – I ensure all girls have the opportunity to participate in the cookie program.
- I am **FRIENDLY** – I show compassion and empathy for all those I meet.
- I am **HELPFUL** – I serve as a resource for parents and my sister volunteers.
- I am **CONSIDERATE** – I share our unused cookie booths with other troops.
- I am **CARING** – I thank parents and volunteers for their time and hard work.
- I am **COURAGEOUS** – I choose to take the high road in my dealings with others.
- I am **STRONG** – I strive to meet my responsibilities and ask for help when I need it.
- I am **RESPONSIBLE FOR WHAT I SAY AND DO** – I am a good role model for others.
- I **RESPECT MYSELF AND OTHERS** – I am polite and encourage girls to be the same.
- I **RESPECT AUTHORITY** – I respect the retailers who allow us to sell at their businesses and remind others it is a privilege to do so.
- I **USE RESOURCES WISELY** – I rely on the expertise of others.
- I **MAKE THE WORLD A BETTER PLACE** – I encourage girls to participate and promote Cookies for the Community.
- I am **A SISTER TO EVERY GIRL SCOUT** – I remember the cookie program provides life changing experiences for all the girls in our council and makes Girl Scouting possible tomorrow.

Support the Girl Scout Movement

The Power of Cookies

The Girl Scout Cookie Program has funded Girl Scouting for over 110 years and has provided the resources for millions of girls to experience Girl Scouting. From camp and travel to STEM and everything in between, the cookie program provides the funding.

When girls participate in the cookie program, they are honoring girls that came before them and leaving a legacy for future girls to enjoy the opportunities that Girl Scouts provides. Whether you sell 10 packages or 1,000 packages, you are contributing to the success of the Girl Scout Movement in Arizona.

One hundred percent of cookie proceeds stay in the Arizona Cactus-Pine Council to benefit local Girl Scouts. Cookie proceeds fund 73% of our Council's operating expenses.

Where Exactly Does the Money Go?

How the 2027 Cookie Crumbles

Girl Scout Cookie Season

Welcome to the 2027 Girl Scout Cookie Program! As a Troop Cookie Manager, you have the privilege of bringing out the passion and drive in girls so they can achieve their goals. This exciting program has empowered millions of girls with entrepreneurial and financial knowledge for over 110 years. With your guidance, girls will develop the skills needed to become independent women of the future.

Your primary responsibilities:

- ☐ Complete volunteer training with your Service Unit Cookie Manager. Expect emails from your Service Unit person to receive training. Cookie manager will not have access to eBudde until training is complete and TPM signed.
- ☐ Manage the cookie program in eBudde, the online cookie management system (either on the desktop version or the eBudde™ Troop App Plus).
- ☐ Distribute materials and ask for support from parents.
- ☐ Work with your troop to incorporate Badge Work into the Girl Experience.
- ☐ Sign up for Council Booths or input self-scheduled booths in eBudde.
- ☐ Enter orders from girl order cards and keep eBudde up to date.
- ☐ Highly recommended to pick up cookies and re-order at least weekly.
- ☐ Distribute cookies to girls/parents.
- ☐ Collect money from cookie pickups and issue receipts.
- ☐ Enter and distribute girl rewards.

Have questions or need support?

Contact your local Service Unit Cookie Manager, your Member Support Executive (MSE), or the Product Program Team at productprogram@girlscoutsaz.org or (602) 452-7030.

Important Links

- » **Troop Product Manager Agreement** – *Troop Product Manager Agreement*
  Troops must sign this online agreement before a troop can participate in the cookie program.
- » **Initial Order** –*CALCONIC_ Calculator*
  This link helps you calculate the cookies to order (by flavor) on your Initial Order.
- » **Digital Cookie** – *Digital Cookie (girlscoutsaz.org)*
- » **Little Brownie Bakers** – *littlebrowniebakers.com* and *youtube.com/LittleBrownieBakers*
  A great source for clip art, activities, videos and blogs about goal setting, volunteer success, selling tips, Cookie Rookie information, Take Action Projects, and more.
- » **Cookie Contests** – *girlscoutsaz.org/cookie-contests*

Cookie Logistics

The most important tip, especially for new leaders, is **don't expect this to go perfectly.** Things are bound to happen, so expect the unexpected, focus on the big picture and allow yourself (and the girls) to learn while doing. Working with girls can be a glorious mess and wonderfully rewarding all rolled into one. Girl Scouts is a safe environment where you have the freedom to have fun while learning. Your Product team is here for you. Reach out to us here via email at *productprogram@girlscoutsaz.org* or call (480) 369-8213.

Troop Initial Orders

Making a healthy, but responsible, initial order to start off the cookie season will not only benefit your troop, it also helps manage inventory council-wide. A strong initial order will provide your troop with enough cookies to get through the first couple weeks of the program without having to visit a cupboard.

This is a time saver for the troop because multiple trips to the cupboard takes time and energy best spent elsewhere. Cookies go incredibly fast during the first few weeks of the program and under ordering will cause unnecessary stress on the troop. Initial orders help everyone!

- It gives the council and the bakery an idea of how many cookies are needed council-wide throughout the program and helps keep cupboards better stocked.
- Data shows that cookies will sell fast at the beginning of the program. If you under order, you may need to make multiple trips to the cupboards, which can be overwhelming.
- Over-reliance on the cupboards will create cookie shortages and long lines at the cookie cupboards. Please **do not** use the cupboard to pick up your initial order.
- There is a Girl Reward tied to initial orders!

How To Make An Initial Order

Making a responsible initial order is quick and easy. Simply use the Initial Order Calculator on the council website. It will give you a breakdown by flavor of what to order based on your troop's sales last year. You can even adjust for girl participation.

How Does the Initial Order Calculator Work?

For returning troops, GSACPC recommends that the initial order be equal to 80% of the troop's total per girl average (PGA) from last year, multiplied by the number of girls selling this year:

Initial Order Calculation Example

Previous Year's Troop PGA = 170 packages

PGA x .80 = 136

Girls selling this year = 10

136 x 10 = 1,360 packages

New troops can also use the calculator!

It will calculate the initial order using the total Council PGA for the specific age group. If you are concerned about how many to order, it's a good idea to discuss your initial order with your Service Unit Cookie Manager or other experienced Troop Leaders in your area.

Once the number of cases needed for the Initial Order is determined, troops enter it into eBudde and submit it. You may submit your Initial Order as soon as you have access to eBudde, but you will not be able to change it later. The Initial Order must be submitted before the deadline. Don't forget to submit your Initial Girl Reward Order, too, if your troop has earned it.

Best Practice

Troop cookie inventory should be placed under the *other row* in eBudde by flavor. The *other* category is used to keep track of your *troop cupboard*. Cookies are transferred from other to individual girls as they check them out throughout the program. This keeps your inventory record clean and easy to manage.

Initial Order Girl Rewards

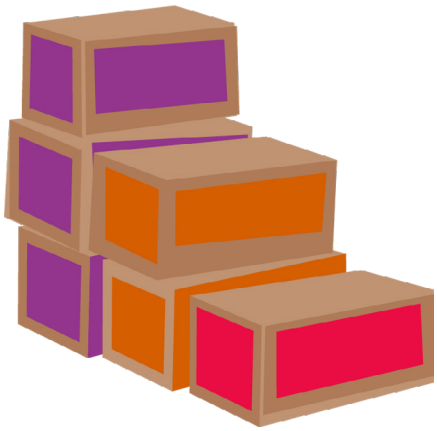
Initial Order Girl Rewards are tied to the *per girl average* of the troop's initial order based on the number of girls selling (not girls registered) in your troop and is submitted at the same time as the Initial Order for troop inventory.

eBudde Tip: For eBudde to calculate the per girl average (PGA) for the initial order, you must assign ONE package of cookies for each girl selling in eBudde. Most troops assign each girl selling a box of Thin Mints.

Caution! *If you meet the PGA required to earn the Initial Order Reward but fail to assign EACH girl selling ONE box of cookies, eBudde won't be able to calculate the Initial Order Girl Reward. This means the item won't be ordered for your troop and you may have to forfeit the reward because Council does not have enough stock to fulfill Girl Reward orders that were not entered into eBudde.*

If you are unsure how to enter your initial order and initial order girl rewards into eBudde, please contact your Service Unit Product Manager and/or visit our website for eBudde tutorials.

Cookie Delivery



Cookie Delivery is an exciting weekend in January when over two million packages of cookies are distributed throughout the council.

How It Works

The Product Program Team schedules a delivery site, date and time with each Service Unit. The Service Unit schedules a cookie pick-up time with each troop. The troop schedules a cookie pick-up time with girls and parents.

Each Service Unit manages delivery day a little differently. Your Service Unit will contact you about delivery logistics.

Please Keep the Following in Mind:

- Arrive at the date, time and location assigned by your Service Unit Product Manager.
- Small children should be left at home due to safety concerns.
- Count and re-count cases of cookies before you sign the delivery receipts. Once you have signed for the cookies, they are your responsibility.
- Keep your delivery receipt!

The chart outlines how many cookies should fit in your car. These amounts assume the car will be empty, except for the driver. Make sure you bring enough vehicles to pick up your entire order.

CAR TYPE	# OF CASES
Compact Car	23
Hatchback Car	30
Mid-size sedan	35
Standard Car	35
Sport Utility Vehicle	60
Station Wagon	75
Mini-Van *(seats in)*	75
Pick-up Truck *(full bed)*	100
Cargo Van *(seats in)*	200

Throughout the Program

There are simple, but crucial elements of the Girl Scout Cookie Program that must be completed throughout the program.

Troop Inventory

Troops are financially responsible for the cookies they order. Most troops easily sell the inventory they check-out. However, occasionally troops will order more than they are able to sell. This can be caused by a sudden illness or an unexpected situation. If you find your troop has over ordered cookies, don't panic, but be proactive and immediately follow the steps on the next page.

- Time is critical! Post excess cookies on the Cookie Exchange in eBudde (remove the post immediately after they have been transferred out).
- Pick up additional booths in eBudde or self-schedule booths.
- Talk to parents. They may be able to work with their daughter to sell additional cookies.
- Contact your Service Unit. They may be able help you network with troops looking for cookies.
- Use inventory for Troop Cookies for the Community donations.
- Contact your MSE and the Product Program Team.

And remember when you need more cookies, help your sister troops! Before you pick up cookies from a cupboard, use the Cookie Exchange in eBudde to see if there is another troop who can transfer cookies into your troop. They may even deliver!

Cookie Inventory

It is critical that cookie inventory is closely monitored. Remember the troop must sell more than four boxes of cookies just to pay for one unsold box. A large surplus at the end of the program can wipe out troop proceeds and create many ill feelings. Troops cannot return cookies to council, just like the council cannot return cookies to the bakery.

Girl Inventory

Communication with girls and parents is key! It is critical that troops have a clear picture of how many packages of cookies remain unsold in their troop. Girls should be reporting their inventory status AND turning money in.

Girls should only take the number of cookies they can sell. Troops should limit the amount a girl can have checked out at one time to a maximum of 200 unpaid packages – unless she has a proven track record. Troops cannot turn in parents for unpaid cookies over 200 packages. Remind parents that girls can always come back for more!

Regardless of the number of cookies a girl has, troops should never give girls additional product if they haven't turned in cookie money.

On the other hand: Troops cannot arbitrarily assign a number of cookies that each girl MUST sell or require that each girl sell the same amount. Troops can make goals, encourage and mentor, but cannot force a girl or parent to take cookies. Nor can troops require payment when girls pickup cookies. Payment cannot be collected from parents until the cookies are sold.

How Many Boxes of Cookies Should You Give to Each Girl? Things to Consider:

- How many boxes does the girl want to sell (goal)?
- How much parental support does she have?
- How much time does she have to booth?
- Can she sell at her parent's workplace?
- Is she using Digital Cookie?

Girl Inventory Affects Troop Inventory

Check girl inventory before going to a cupboard. It is better to use unsold girl inventory at a booth than to stock up troop inventory and leave the girl and parent unable to sell (or pay for) the cookies she has checked out.

Use the Girl Cookie Counter located on the council website or create a shareable online document to track girl inventory in real time.

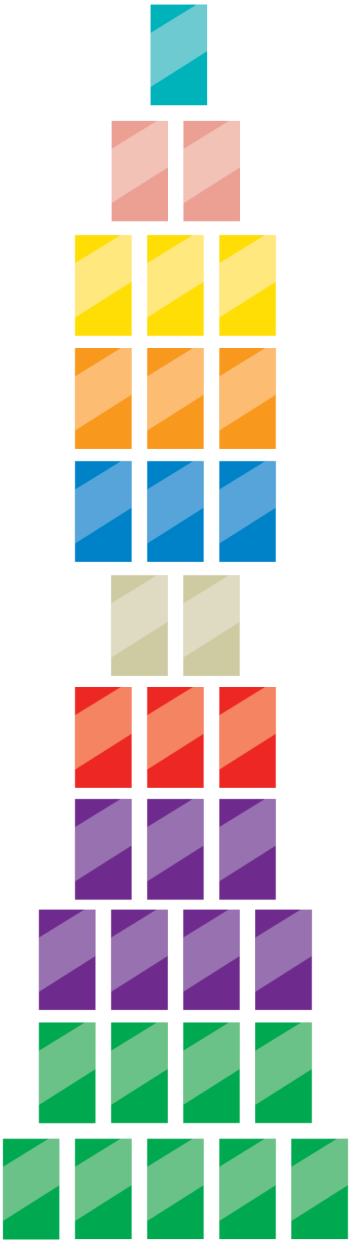
Restocking Troop Inventory at Local Cupboards

Cupboards are satellite inventory stocking stations for volunteers across the council. Generally, cupboards are in the garage of volunteers' homes. Council Cupboard locations are listed on the dashboard in eBudde. For safety reasons, the locations of the cupboards are not listed on the website. Hours of operation, special instructions and current inventory availability are all listed in eBudde under the transaction tab and specific cupboard location.

To help ensure that girls consistently have access to the cookie flavors they need, cupboards are strategically consolidated throughout the program. Email notifications are sent to announce cupboard closures and the information is posted on the eBudde Dashboard.

Cupboard volunteers spend countless hours assisting volunteers and managing inventory. Please treat them with the utmost respect and follow these guidelines:

- Orders must be entered into eBudde 24-48 hours prior to pick up. Exceptions may be made for unexpected inventory needs, but please don't abuse the practice. See the eBudde training for details on how to enter your cupboard order.
- The person picking up the inventory must be entered into eBudde and they must know their password for the cupboard to release the cookies. See the eBudde training for details.
- Cupboards distribute cookies by case or packages.
- Cookies cannot be returned!
- Generally unopened and sealed cases of core flavors may be exchanged for a different case of cookies; however, exchanges may be limited or not allowed at the end of the program. Exchange flavors early during the sales period.
- Exchanges of specialty cookies are not allowed.
- Damaged cases and packages may be exchanged.
- If there is a council-wide cookie shortage, cupboards may limit the amount troops can pick-up.



Digital Cookie

Digital Cookie is the only platform where girls can sell Girl Scout Cookies online. This tool will help your Girl Scout enhance her cookie business with online and mobile channels that make it easy for cookie fans near and far to contribute to her success.

Girls will use the DOC platform to build personalized business pages where they can earn badges, set goals, use bar graphs and pie charts to track boxes sold and document service projects. Plus, they will have fun playing cookie trivia and other games.

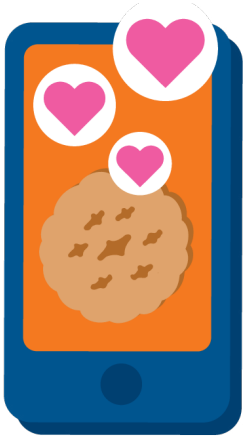
All registered Girl Scouts will receive an email in December inviting them to participate in this exciting program. This secure online system allows girls to design personalized online storefronts to share their cookie program goals and invite customers to support them. Girls 13 and over will need to have their own email address to use DOC.

Digital Cookie Mobile App: Girls can use their Digital Cookie mobile app on walkabouts and for in-person sales! ***After girls have set up the Digital Cookie website***, they can download the app and use the same log-in as their Digital Cookie website.

The Customer Digital Cookie Experience

Online storefronts will share cookie and service project goals and customers can see a picture or video of their favorite Girl Scout.

All digital cookies are paid for online with a credit card and can be delivered in three ways:



- Cookies are shipped directly to the customer. This is the perfect option for out-of-town friends and family who want to support their favorite Girl Scout! Delivery charges will apply.
- Girls can deliver cookies to local friends and family. This will save on delivery charges, but a parent/guardian must approve the transactions, or the sale will be declined.
- Cookies in hand are available to customers when girls are selling via door to door or booths.

Digital Cookie Troop Links

When setting up the Troop Link, there will be two links the troop may use.

- **Troop Cookie Link –** is used for domestic orders. Troops will be able to take preorders with payment and customers will be able to pick up at a designated troop location. Girls are able to deliver cookie orders with the help of an adult.
  - Designated troop location can be an existing cookie booth, drive-thru booth, or a public location chosen by the troop. **DO NOT MEET AT YOUR HOME.**
- **Troop Shipped Only Link –** is mostly used for out of state/jurisdiction orders. Customers will use this link to order their cookies for direct shipping to their home or to donate (CCC) cookies. Once the Troop Leader sets up this link, no other action is needed.
  - This link will show up in the Cookie Finder for all customers. Customers will enter their zip code in the Cookie Finder, similar to when they find a booth. You can still use this link as soon as it is set up.

Other Online Tools

Although girls and their parents cannot make financial transactions online with Girl Scout product (other than Digital Cookie); girls can market their cookies on **PRIVATE** social media accounts and follow up with the customer in person. Please follow these guidelines when marketing cookies online to ensure girl safety:

- **GIRL SAFETY** is top priority and girls should take the *Girl Scout Internet Safety Pledge* found on the GSUSA Website prior to marketing cookies online. Safety guidelines are provided to help Caregivers make the best decisions for their Girl Scout.
- Girls who are 13 or older may use their own Facebook page (with appropriate guardian supervision) or other social networking sites to let friends and family know that it is cookie time again! *Tip: Follow @**GSACPC** on Facebook, Instagram, LinkedIn, and TikTok, and share their content promoting Girl Scout Cookies!*
- Girls cannot market or sell product on Craigslist, Facebook, Nextdoor or any *public facing platforms* - this includes private messaging individuals to sell cookies.
- Personal emails or street addresses of girls should never be used. Instead, girls can use a group or adult email account monitored by an adult.
- Girls should only use their first name or troop number.

Cookie Financials

Troop Bank Deposits

Properly handling cookie money is critical for a successful Troop Cookie Program. Please follow these simple, but effective steps:

- Deposit cookie money into your troop account weekly (or more often).
- Only deposit money into the troop bank account. Don't 'mingle' Girl Scout money with personal money.
- **Provide parents with a signed receipt when collecting money (and checking out cookies).**
- Regularly verify account balance and deposits with bank records.
- Confirm there are sufficient funds for ACH debits.

ACH Process

ACH is short for "Automatic Clearing House," which is the method council uses to transfer funds owed for the cookie program from your troop's bank account into the Council's bank account.

There are three ACH dates when funds are withdrawn: two during the program and one a few weeks after the program. Please see cookie dates and timeline page for the ACH dates. The two ACHs during the program are generally $1.50-$2.00 per box checked out. The final ACH will transfer the final amount owed to Council. Your troop must have sufficient amounts in the troop account for every ACH debit.

To ensure a successful transfer of funds and to prevent your troop account from being overdrawn (troops are responsible for all overdraft fees), you need to understand the ACH Process.

eBudde Tip

You can find the total amount due to Council and the total cookies checked out on the Sales Report Tab.

IMPORTANT! Please review the process so you know how it works and what to expect. It takes Council a few days to prepare the ACH.

1. Troop bank balances are checked at end-of-day the Monday before the ACH date. By doing this, we know what's in your bank account, and we minimize the risk of an account overdraft.
2. The ACH is prepared on the Tuesday before the ACH.
3. The ACH is approved on Wednesday before the ACH.
4. The ACH posts to your bank account on Thursday. You should also see the transaction posted in eBudde under the "Sales Report" tab.

Note that you need to deposit the money before 5:00 p.m. on the Monday before the ACH. Money deposited after Monday at 5:00 p.m. will not be included in the ACH. However, you should be

making regular deposits throughout the program. Please be aware of ***holidays*** because if the bank is closed on Monday, the money must be deposited on the Saturday prior.

Council should be able to collect the full amount due from your troop during the scheduled ACH. If Council is unable to collect the full amount because of insufficient funds, we will continue to attempt ACHs from your account *(you will not be notified)* until the balance is paid.

It is the Troop Cookie Manager's responsibility to check their bank account and the "Sales Report" tab on eBudde to know what the troop has paid, and what is still due.

REMEMBER: *We check the troop's bank balance on Monday and base our ACH withdrawal on the available balance. If troop money is spent between Tuesday and Thursday, the account may become overdrawn. Troops are responsible for all overdraft fees. If the Monday falls on a bank holiday, money must be deposited on the Saturday before the ACH.*

Customer Payment of Cookies

Customers always pay for cookies when they receive them, and payment options are increasing as technology evolves. For the most current customer payment options, please check the website. However, please note if your troop accepts checks, they should be made out to the troop. Only accept checks from people you know. Be aware that all insufficient funds or bounced check fees are the responsibility of the troop.

Payment Options

Credit Cards & Fees

- Girl Scouts–Arizona Cactus-Pine's preferred method of credit card processing is DOC.
    - There are less required field during checkout.
    - Venmo and PayPal can be utilized during in-hand checkout.
    - Payment information is automatically transferred to eBudde.
- No other platforms are supported by Girl Scouts and troops will not be reimbursed.

Cookies for the Community

Customers love to donate cookies!

Support the local community and boost troop sales by participating in the Cookies for Community Program! Talk with your troop about Cookies for the Community to find out which option works best: Girls who participate in the Cookies for the Community Program offer customers more opportunities to help them reach their and their troop goals all while also giving back to our community. There are two different donation opportunities: Troop Donations (TCC) and Council Donation (CCC). CCC donations can be sold in person and through the DOC link. TCC donations can only be sold in person.

The Cookies for the Community Patch (known as the Gift of Caring Patch from our baker) is a girl reward not a troop reward. To earn the Cookies for the Community Patch, girls need to sell 30+ packages of TCC and/or CCC. This can be achieved by having a combination of the following:

- 30+ packages of CCC
- 30+ packages of TCC
- Combinations of TCC and CCC cookies that equal 30+ packages.

The eBudde Specialist will need to enter all the donated cookies in eBudde under CCC and TCC.

Troop Cookie Donations (TCC) are cookies that will be donated to an organization using the cookies from the Troop Inventory. The Troop will handle all the logistics of contacting and scheduling a pick-up or drop-off of cookies to the organization of their choosing. Please complete the donation agreement form found online. *Tip: If customers buy cookies during a booth for donation, do not place the packages on the side, continue to sell all packages until the end of the booth. Troops can always get more cookies for donations later.*

Council Cookie Donations (CCC) are cookies that will be donated to an organization using the cookies from the Council Inventory. Council handles all the logistics of contacting and scheduling a pick-up or drop-off of cookies to those organizations.

Digital Cookie (DOC) Donations are a great way for family and friends to help the girls meet their goals. These cookie donations are Council Cookies and will automatically be added in eBudde under CCC for the girl. **DO NOT subtract the DOC donations and move them to TCC.** If DOC donations are moved, Council will contact the Troop Leader and move them back. **Troops will not be able to pick up CCC Cookies to do a personal drop off.**

Cookies for the Community Tip! *Lead the pitch by asking all customers if they would like to donate a box of cookies, instead of asking if they would like to buy one. Customers who want to buy a box will stop – they want to eat the cookies – while customers who weren't going to stop, may have a change of heart and buy a box to support a local charity.*

End of the Program

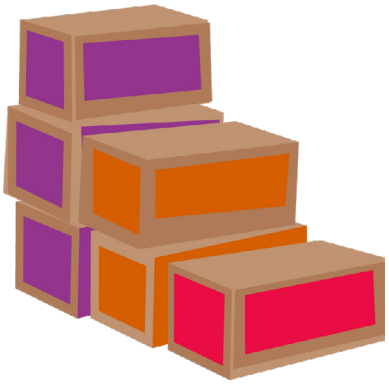
Follow these simple steps and closing out the cookie program will be a breeze!

If You Still Have Cookies & the Program is Almost Over

- Continue to use Cookie Exchange in eBudde to connect with other troops to transfer cookies out of your troop inventory. You may find a troop who needs to fulfill their Troop Cookies for the Community order and will transfer your cookies into their troop.
- Contact your Service Unit Cookie Manager. She or he may be able to help you network with troops who need additional cookies.
- Continue to sell the cookies. The end date of the cookie program means you must pay for your cookies, and cookies sold, and Girl Rewards must be assigned to girls. eBudde will be closed, and you will not be able to pick up more cookies. However, it doesn't mean you can't continue to sell the cookies you have in your possession. *In fact, it's highly recommended that you do continue to sell, because the troop is responsible for paying for all unsold cookies. You will not be able to return them to Council.*
- ***Time is of the essence.*** Girl Scout Cookies contain no preservatives and expire ***Sept. 1.***

A Day or Two Before the End of the Program

- Verify eBudde sales reports against receipts. If you find something is incorrect, email the Product Program Team at *productprogram@girlscoutsaz.org*.
- Assign all cookies to the girls.
- Make sure all Final Girl Reward selections have been made.
- Submit your Final Girl Reward order in eBudde.



Shortly After the Program

- Verify all funds have been deposited into your troop account.
- Make sure you know the final ACH date and understand the ACH process.

Nonpaying Parents

- If you have a nonpaying parent, submit the online *Parent Outstanding Balance Form* (found on the Council website) by the due date. LATE forms are not accepted.
- Attach the signed Parent/Guardian Agreements, all transaction receipts and email communication pertinent to the collection of debt.
- If the troop fails to submit the form by the deadline, the troop will assume all financial responsibility for any unpaid balances.
- If the balance is paid by the parent after the form has been submitted, contact the Product Program Team and the collection process will stop.

The Collection Process

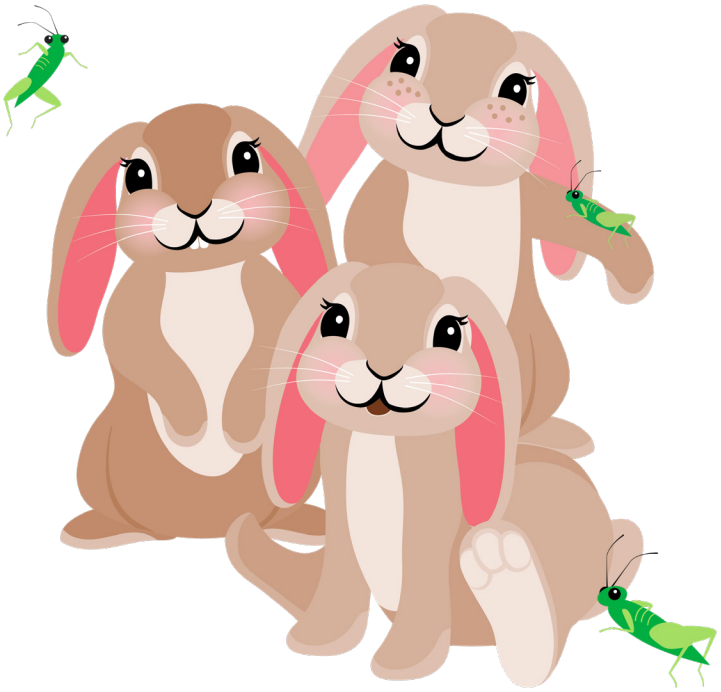
- Council will make every attempt to collect money owed from parents or Troop Cookie Managers.
- If we are unable to collect payment, or start a payment plan, we may turn the debtor over to an outside collection agency.
- Deliberate misuse of funds will result in prosecution to the fullest extent of the law.
- Collection fees are the responsibility of the debtor.
- Girls who owe money from a previous program year are not allowed to sell.

Celebrate Your Success!

Girls should plan a party or pick a place they want to visit to celebrate their successes and reward their hard work!

Girl Rewards

- Girl Rewards are cumulative.
- Girl Rewards arrive 1-5 months after the program.
- The invitations for event rewards will be sent directly to the girl, usually via email.



The Largest Girl-Led Business in the World

Inspiring fiscally savvy girls and financially independent women for over 100 years.

The Girl Scout Cookie Program is more than just a sale, it is a program that provides girls the skills they need to become successful women. Whether working on a high school science project, running a household, being a project manager or a company CEO, there aren't many organizations that help girls learn key business skills. Girl Scouting does, with the largest girl-led business in the world!

Yes, we admit it: Girl Scouts are savvy, smart and resourceful. We have a one-of-a kind, top-notch program that simultaneously mentors girls, gives them an opportunity to develop lifelong skills and helps to fund their troop and organization. Not an easy claim to make!

Our hope is that you witness the fruits of your labor as you watch young girls develop into articulate, confident young women because of Girl Scouts and their participation in the cookie program. The work of dedicated volunteers like you, and the girls you mentor, helps to ensure this organization continues for another 100 years.

Thank you.

Dealing with Customer Complaints

Although the bakery has very high standards of quality, occasional complaints are to be expected. Any and all complaints should be handled quickly and in a professional manner. Satisfying the customer is the primary focus. So, no matter which troop sold the package of cookies, please assist the customer.

- Replace damaged or unsatisfactory cookies for any customer (even if the cookies did not originate from your troop). Council will reimburse your troop or replace the box of cookies.
- Notify the council's Product Program Team at *productprogram@girlscoutsaz.org*.
- Call Little Brownie Bakers at 1-800-962-1718 or visit *littlebrowniebakers.com*.

For the Record -
Cookie Program Facts to Have in Your Back Pocket

There are incorrect rumors about Girl Scouts that tend to resurface during cookie season, when we are most visible to the public. The most common misperceptions are about Girl Scouts' relationship to Planned Parenthood, that girls/troops only receive a small portion of the cookie funds, and that Girl Scouts and Boy Scouts are the same organization. Visit girlscoutsaz.org/cookie-resources and download a For the Record and Palm Oil handout to have handy during cookie season.

Here are the facts:

- Girl Scouts does not support Planned Parenthood in any way. Girl Scouts does not advocate one way or another on issues which we consider private issues and best handled by families.
- 100% of the cookie proceeds stay in Arizona Cactus-Pine Council to benefit local girls. Funds raised from the sale of cookies benefit all the Girl Scouts in our Council both directly and indirectly. Cookie proceeds are the largest source of income for Council's girl programs, volunteer training, our facilities, four camp properties and the financial assistance that keeps Girl Scouting in Arizona available and affordable for all.
- Girl Scouts and Scouting America (Formerly Boy Scouts)are two completely different organizations, each with a Congressional Charter. Girl Scouts serves girls in an all-girl, girl-led and supportive environment. Only Girl Scouts sell Girl Scout Cookies.

We encourage all participating cookie program volunteers to review the facts on Girl Scouts, in relation to social issues and financials, in preparation for cookie season. You can find this information at *girlscoutsaz.org/fortherecord*.

These are not the topics we want to focus on during cookie season as it takes away from the girls and the important program pieces that are promoting positive learning. However, we think it is important troops are informed (and keep caregivers in the loop) so none of our members feel caught off guard if a misinformed customer approaches them.

If approached by misinformed customers:

- Please refer them to *girlscoutsaz.org/fortherecord* or the Marketing and Communications Team at *marcom@girlscoutsaz.org*
- Remind them our priority is to let the girls learn and have fun. Ask that adults keep adult conversations to themselves. Approaching girls with salacious materials at a cookie booth is not acceptable, should be reported to Council and will be investigated.
- Safety is important. We don't want members putting themselves in an undesirable situation. This is especially true if a person becomes agitated in conversation - please remove yourself and girls from the setting.

Why do some people voice concern about Girl Scout Cookies? In short, it's because they've been fed false information about Girl Scouts and the Girl Scout Cookie Program. As a large and visible organization, Girl Scouts is occasionally a target for outside groups with clear agendas. Please encourage everyone to seek the facts at *girlscoutsaz.org/fortherecord*.

Media Inquiries

During the Girl Scout Cookie Program, troops are occasionally approached by reporters from television, radio, newspaper, and online media for interviews and photo opportunities. Be sure you understand what they are interested in covering before agreeing.

If you plan to work with local media, please focus on your neighborhood's local papers and radio stations to avoid overlap with council efforts. If you would like to be part of council's proactive media efforts, including early morning TV segments, please email *marcom@girlscoutsaz.org*.

If you are approached by the media in a crisis or uncertain situation (such as being solicited for your Girl Scout opinion on potentially controversial topics), please DO NOT make any statements to the media. Instead, contact the council communication team immediately at *marcom@girlscoutsaz.org* or 480-365-8671.

As a member of Girl Scouts, you are a representative of the organization. What you say and do impacts the whole organization.

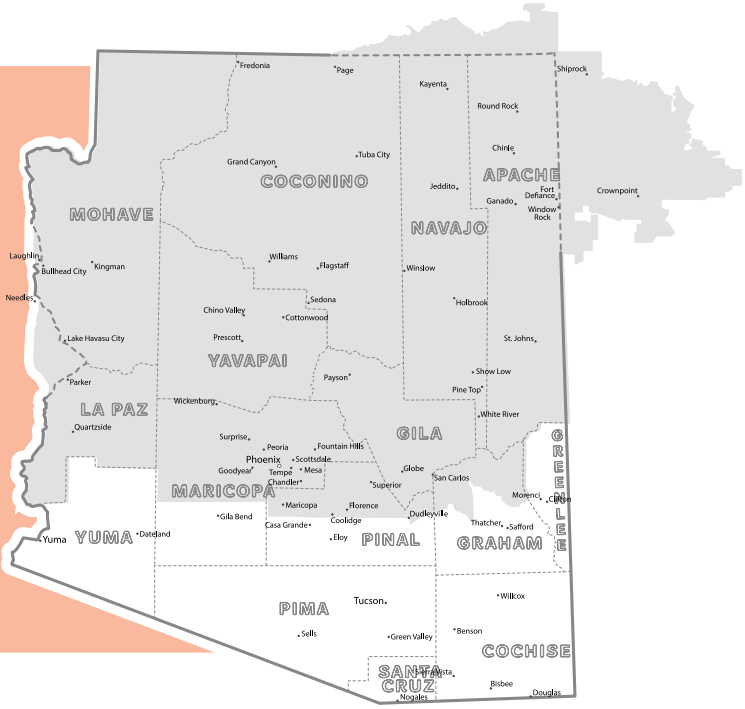
The following guidelines are important to remember when speaking to media:

- You are never obligated to speak with members of the media. Please refer them to Council and we can help coordinate, whether or not you decide to be involved.
- Do not issue any statements to the media regarding any controversial topics, emergencies or accidents on behalf of GSACPC.
- Specific questions regarding cookie sales data, procedures or policies should be directed to the GSACPC Product Program Team.

Council Borders

Girl Scouts–Arizona Cactus-Pine Council covers central and northern Arizona, which is roughly two-thirds of the state. Please keep in mind the following information regarding Council borders and selling cookies:

- GSACPC Girl Scouts can only sell within these borders.
- Parents, guardians, or relatives may not bring order cards to work, if they work outside of Council borders.
- No booths may be set up outside Council borders.



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