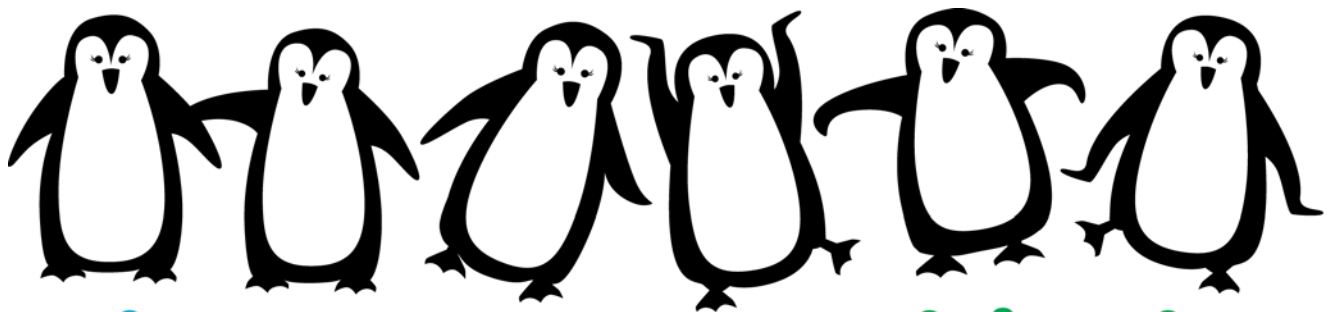


Girl Scouts of Greater South Texas

Volunteer Guide to a Successful Cookie Season



what can a cookie do?



Calendar and Checklist

- Oct.23-Oct.27 2011** Service Unit Cookie Managers, Service Unit Managers, and Troop Leaders attend Council Cookie training at their nearest location.
- Oct & Nov. 2011** Troop Cookie Managers attend cookie trainings done by the Service Unit Cookie Manager, usually at a Service Unit Meeting. Prepare training parents and girls for the sale.
- Mid November 2011** Hold a parent information meeting. Distribute and collect **Parent Permission and Responsibility Forms**. Girls must be registered and Parent Permission and Responsibility Form must be signed before she receives a cookie order form.
- December 1, 2011** Troop Cookie Managers begin entering Cookie Order into Snap.
- December 12, 2011** Troop Cookie Managers locked out of Snap at 11:59PM.
- December 14, 2011** Service Unit Cookie Managers locked out of Snap at 11:59PM
Parent Permission Slips due to the Council by Service Unit or Troop. Please mail them in Attn: Product Sales or drop them off at the nearest Council office.
ACH Authorization Forms Due to the council.
- January 10-14, 2012** **Cookie Deliveries** - Pick up troop's cookie order at designated location and time. Take a copy of Troop Order with you. Make sure to count cases carefully before signing for them. Immediately distribute cookies to girls/parents along with their money envelope. Count cookies carefully with girl/parent present and have them sign a Girl Receipt. Use receipts for any additional cookies girls/parents pick up. Inform parents to store cookies in a cool, dry place and not to leave cookies in vehicles as they will be subject to weather conditions and deteriorate.
- January 15, 2012** Cookie Direct Sale Begins
Cookie Service Unit Kick-Offs
Girls begin delivering cookies and collecting money. Direct sale runs through February 26. Girls should turn in money on a regular basis. Receive and count money with girl/parent present. Give a receipt to girl/parent for money received. Make deposits into troop checking account.



- February 4, 2012** Booth Sales Begin
- February 8, 2012** **First ACH Bank Sweep**
- February 26, 2012** Last day of cookie direct sale. **Last day for girls to receive credit for cookies sold.**
- Feb. 27 – March 3, 2012** Girls turn in money to troop. Collect remainder of all cookie monies due from girls/parents. Receive and count money with girl/parent present. Give a receipt to girl/parent for money received.
- March 5, 2012** **Final ACH Bank Sweep**
- Troops will also be submitting:
- Incentive Orders – Must be entered and submitted in Snap **NO EXCEPTIONS!**
Troops that have not done so will receive the additional 5 cent option.
- Cookie Sale Evaluation (available on the Council webpage)
- April 2012** Troop incentives are distributed. Please distribute immediately.

Why Can't Troops Return Extra Cookies at the End of the Sale?

The Girl Scouts of Greater South Texas Council has to pay for every case of cookies ordered. The three cases of Thin Mints that a troop would like to be able to return at the end of the sale doesn't seem like much for Council to absorb. But what if all 500 troops wanted to return 3 cases? GSGST would wind up with an additional 1,500 cases (18,000 boxes) at the end of the sale! The Council would have to spend the money it was going to use for program. What a waste of the efforts of our Girl Scouts!

What to Do With Extra Cookies:

- Contact initial order customers to see if they want more cookies.
- Hold additional booth sales

While the sale is officially over on February 26, girls may continue to sell cookies still left in inventory until they are gone. If you have a few cases left, distribute them among the girls in the troop and ask each of them to sell a few more boxes.

All cookie money should be deposited into troop checking account.



Dear Volunteer,

The cookie sale is the Girl Scout Program that more girls participate in than any other activity. For years, girls have been learning valuable life skills by selling Girl Scout Cookies. Yet, girls do not sell cookies and learn by themselves; it is in partnership with adults, such as you, that girls can reach their full potential. You and the girl's parents can be the guides on the wonderful adventure of the cookie sale and make it a positive experience.

As you prepare for the cookie sale, please keep in mind that the purpose of the Girl Scout Cookie Sale is twofold: first it helps girls develop a wide range of skills such as leadership, entrepreneurship, money management, decision making, planning, goal setting, interpersonal skills, teamwork and many more. These skills are best learned when a girl is an active participant in all aspects of the sale.

The second purpose of the cookie sale is to generate revenue to support Girl Scouting in Greater South Texas and is also the main source of income for the troops. The sale funds programs and services throughout the year and insures that Girl Scouting will be available in the future.

It is the girl/adult partnership and focus on learning skills that makes the Girl Scout Cookie Sale Program unique and successful. We encourage each troop cookie manager and leader to examine how the cookie sale is promoted in your troop. Are you just trying to earn funds or are the girls given an opportunity to learn new skills? Are the girls excited about selling? Girls taking part in Girl Scout activities will discover the power of girls and adults working together for fun, friendship and purpose. One way to set goals and learn skills is by having the girls utilize the ABC Bakers website: abcsmartcookies.com. Here girls will be able to join the CookieEZone and track their goal. It also has fun facts, games, and more.

REMINDER: Only registered Girl Scouts can sell (Daisy, Brownie, Junior, Cadette, Senior, and Ambassador) and must have a signed Parent Permission Slip.

Your support of the 2012 Girl Scout Cookie Program is needed for it to be successful as a program activity and as a reliable source of income for the Girl Scouts of Greater South Texas. Our cookie goal is to sell 70,000 cases and with your support we can achieve our goal.

Thank you for volunteering and helping girls explore their full potential while helping insure Girl Scouting will be available for future generations.

Lea A. Peacock
CEO



Step into the CookiEZone

This amazing new interactive online experience for girls lets them set goals, plan their sale and market cookies online, all in an environment unique to their grade level.

- Set and track learning, selling, and recognition goals
- Print a personalized goal chart and achievement certificate
- Build a sales plan
- Customize and send e-cards
- Maintain customer contacts through My Contacts
- Conduct online orders

Remember to follow all Safety-Wise procedures.

- Do not collect money until cookies are delivered.
- Girl Scouts may not sell cookies using the internet, including Web sites, chat rooms, auction sites or broadcast e-mails. However, they may send a personal e-mail to someone such as a grandparent or friend to let them know they are taking orders.
- Girl Scout Daisies sell only to people they know. They can use the telephone with a grown-up's permission.

Selling in Your Neighborhood

- Girls should always wear their Girl Scout membership pin with their uniform, sash or vest, or Girl Scout T-shirt.
- Girls must be familiar with the neighborhoods where they sell.
- Sell door-to-door only during daylight hours.
- Daisy, Brownie and Junior Girl Scouts must be accompanied by an adult when selling and delivering cookies.
- Girls 11-17 must be supervised by an adult when selling cookies door-to-door.
- Girls should never enter a customer's house.
- Girls must sell with a buddy.
- Girls should never approach customers in cars.



Materials for Volunteers

Success Made Simple for Volunteers

Cookie success is just a click away with our online Volunteer Resource Center. This site gives volunteers the grade-level resources they need to help girls Discover themselves and their values, Connect with other and Take Action to improve their communities and the wider world. www.abcsmartcookies.com/volunteers

PRINT-ON-DEMAND

All of our resources can be viewed online or downloaded so volunteers can print what they need, when they need it! Organized by grade level and topic, resources are easy to find to save valuable time.

Troop Cookie Order Pick Up Procedures



Drive Thru Cookie Pick Up

Before Picking Up Your Troop Order:

1. Troops should arrive with enough vehicles to pick up **entire order all at once**. So, depending on the size of your troop's cookie order, you're likely to need some help with this process. Ask other troop parents to help with picking up the cookies (you may need more than one vehicle).
3. **Your timing for picking up the cookie order is very important.** Please do not come too early (more than 15 minutes) for your pickup appointment - this may cause a great deal of confusion, and you will be asked to wait until your scheduled time.
4. If you miss your pickup time, the crew may be unable to work you into the already very tight schedule.
5. **Make sure your vehicle is ready to be loaded with cookies. Clean unnecessary items out of vehicle interior and trunk!**
6. **Leave passengers at home and to avoid any injuries or accidents to children, we ask that you do not bring children.**

You have ordered your cookies, received notification of appointment, made necessary arrangements and now it's time to pick up the cookies!



DATES FOR TROOPS TO PICK UP

COOKIE ORDERS

January 10 – 14, 2012

On Pick-Up Day You Need To:

1. Pick up cookies at the scheduled time and location. **Please cooperate and keep your appointment!** If you cannot keep your assigned time, contact other adults and plan for them to pick up the troop's cookie order.
2. Depending upon the location, cookies will be distributed from a warehouse or from parked trailer in the location's parking lot. Look for signs and/or personnel directing traffic to the pickup point.
3. Bring copy of your Troop Order found on Snap.
4. Cases will be loaded into your vehicle. **Be alert and attentive!**
5. Loading will go faster if you come with enough car space, you may be asked to drop out of the line until time in the schedule allows for the extra loading time you require.
6. **Count the cookies by flavor carefully before they are loaded into your vehicle.** It will be difficult to recount order once it is loaded, so you must **absolutely count** before order is loaded into your vehicle! Remember you are responsible for the # of cases for which you sign!
7. Do not accept damaged cases and note any delivery shortage on the delivery agent's receipt before you sign it.
8. Sign the delivery agent's copy of Order Receipt.



After you pick up your troop cookie order:

1. Count the cookies to make sure you got home with all you signed for. Report any shortages or overages immediately to the Service Unit Cookie Manager.
2. Sometimes troops do not realize they received damaged cases or cases/boxes with missing cookies until later while unloading. This is rare, but if it happens, please call Greater South Texas Council for a replacement or further instructions. If it happens to a customer, please extend an apology and see that they receive a replacement as soon as possible – then call the council.
3. Sort the cookies into individual girl orders. Count the extras you have left. This should match the extras the troop ordered. If the quantities do not match, check each girl's order and correct as needed.
4. Use each girl's order card as a receipt. Remember that parents, not girls are allowed to sign receipts.
5. Place each girl's customer order cards and money envelope with her cookies.
6. Distribute cookies to the girls/parents within 24 to 48 hours after you receive them.
7. Call parents to remind them to pick up their cookies. Be sure they know when and where to pick up the cookies. You may set individual appointments or block a specific time frame when they may come.

When the parents/girls pick up cookies:

1. Have the parents count each flavor and verify that the number received is the amount that was ordered.
2. Have parent sign the receipt acknowledging how many cookies the girl received. Give one copy of the receipt to the parent and keep one copy for your records. Girls cannot sign receipts. This documentation becomes very important in the event the parent fails to pay for the cookies they received.

3. Girls may deliver cookies upon receiving them from Troop Leader.
4. Tell parents when money is due and that they should turn in money often.
5. Give parents the customer order card and the money envelope.

How girls deliver their cookies:

1. Girls need to separate their customer's orders.
2. Girls should contact their customers and let them know when they will be able to deliver the cookies and how much the customer owes.
3. Girls need to deliver all their cookies as soon as possible.
4. Girls need to turn in their money to the troop as they collect it, they should not let it accumulate.
5. Girls should inform troop cookie manager if they need additional cookies.

How to Estimate Car Cookie Capacity

<u>Vehicle</u>	<u>No. of Cases</u>
Compact car	23
Mid-sized car	35
Standard-sized car	50
Full-sized wagon	65
Pickup truck	100
Minivan with back seats folded and no passengers	150

Internet Sales

The Girl Scout Cookie Sale is a program activity for girls. They may contact former and potential customers using phone, fax and e-mail as well as traditional door to door sales, all the while, following safety guidelines. In keeping with GSUSA policy Girl Scout Cookies **are not to be sold through web sites, or any mass internet marketing.**

Handling of Product Complaints

An unfortunate situation can become a crisis if the people involved aren't sure how to react. Staying informed and remaining calm can help keep an unfortunate situation from becoming a crisis.

If confronted with a Girl Scout Cookie situation, don't leave any **GAPS!**

Gather Information

Who?	Name, address, day and evening phone number of individual(s)
When?	Date of incident
Where?	Location of incident
What?	Cookie variety and box code
What?	What are the circumstances surrounding the situation?

Refer the customer to contact council office. Continue with the following steps if the customer does not want to do this.

Ask for Time

Reassure the customer that ABC Bakers is dedicated to the quality and safety of the Girl Scout Cookies. This situation is most likely an isolated incident. Ask the customer to keep the incident confidential until the bakery has been contacted and an investigation undertaken.

Phone the Office

Phone the Greater South Texas Council at (956) 425-2388 or 1-800-477-2688 and ask to speak to Director of Product Sales, Manager of Product Sales, Associate of Product Sales, or the COO.

Give the council staff member the entire customer information you have gathered. The staff will then complete all follow-up including contacting the bakery and customer.

Secure Confidentiality

Individual inside Girl Scouting should also keep the incident confidential. If the Girl Scout office has determined that the incident is a threat to public health and safety, official statements to the media will be issued by Director of Marketing.

Defective/Damaged Product

Defective cookies are those that have unsealed wrappers, are spoiled, have foreign objects in them, or appear tampered with in any way.

These should be confiscated and reported to the council office immediately. Give the customer a replacement box. The council will replace what you gave away. The defective product will need to be turned in immediately so the cookie company may conduct an investigation. Product, object, packaging, box, all other uneaten product in box needs to be collected from customer.

Before the 2012 cookie sale, familiarize yourself with *Safety-Wise*. If you receive a report of a foreign object:

1. Ask for a record of the code date stamped on the end flap, type of cookie, type of problem, when it occurred, town and parties involved.
2. Find out when you or council representative may pick up box, uneaten product, packaging, object, etc.
3. Call the council 1-800-477-2688. Do not call other authorities or the media. Council staff will make the official report to GSUSA, ABC Bakers and others as necessary.
4. If contacted by news media or public, refer all calls to the council spokesperson. Do not speak for the council.

Please refer any questions that may arise to 1-800-477-2688. The importance of a unified message or managing communications during such a massive sale is critical to our success. Please help by following these simple procedures.

Damaged cookies are those that are unsalable due to unsightly damage to the package, melted cookies, etc. Troops should make substitution and contact council. Troops will be issued replacement for defective/damaged product provided the situation is reported immediately. Damaged product must be turned in before exchange will be made.



Cookie Money

As troop cookie manager, you will be responsible for handling large sums of cash during the cookie sale. Do not leave the cash around your house, in your purse or in your car. **Do not use it for personal purchases**, thinking you will pay the troop back later. **Your troop is responsible for paying for all cookies ordered.** If the money is lost, the amount is still owed to the council. **Do not take chances.** Deposit often.

The most important thing for you to remember is that the individual permission form and receipts are your financial protection. You are financially responsible for all the troop's cookies until they have been signed for. It is imperative that you fill out the receipts completely and accurately and are signed by the parents & not by the girls. Remember that only adults can legally sign a receipt.



Collecting Money

Money is to be collected ONLY upon delivery of cookies to the customers, not at time of order.

Preferred payment method is cash. However, checks may be made payable to your troop.

Stay in touch with girls and adults to make sure cookies are being delivered and money collected in a timely manner.

Collect money at least once a week at a mutually agreed-upon time. If your troop meets right after school, we recommend that you collect money at a time other than the troop meeting. Instances of money lost on the bus or at school may occur.

Always receive money in person; it should not be turned in by another girl, sent to school with a child, or left in your mailbox, etc.

Deposit booth money on the first working day after the booth sale. If you sell at a grocery store or other location that sell money orders, it might be a good idea to purchase a money order payable to the troop so that the money can't be stolen or lost.

Be sure to safeguard your cash at a booth sale. Be alert to anyone loitering in the area. Notify security guards or leave if you feel the location is not safe.

All checks and cash are to be deposited into the troop account. Accepting checks may be unavoidable (i.e., family, friends, etc.) These procedures should be used when handling checks:

1. Checks may be made out to the parent, cashed, & turned over to troop cookie manager.

2. Checks may be made out to "Girl Scout Troop #____" and turned over to you for cashing or depositing in the troop's account.
3. Tell parents that you will not accept any check for larger than a certain amount, \$50, \$100, etc.

Girl Scout parents granting permission and volunteers handling funds are legally accountable for forwarding proceeds from the sale of cookies. Girl Scouts of Greater South Texas **reserves the right to take any legal action it deems necessary.** If a troop is unable to collect funds owed by a parent, council must be notified.

According to *Safety Wise*, in no case does the income from product sales become the property of individual girl members. In addition, girl members who participate in Girl Scouting individually, rather than through a troop, the total proceeds resulting from their efforts are retained by the council.



How the Cookie Crumbles

The Girl Scout Cookie Activity is an opportunity for girls to develop valuable LIFE SKILLS such as:

- **Responsibility** ... through gathering orders and turning in information on time.
- **Communication skills** ... through talking to customers about the cookies and how the funds will be used.
- **Financial and math skills** ... through adding orders, making change and tracking money.
- **Entrepreneurial skills** ... through creating new ways to promote, sell and distribute cookies.
- **Self-reliance/self-confidence** ... by overcoming shyness, learning to talk to others, setting and achieving group and personal goals, and discovering new strengths.
- **Teamwork** ... by working with others for the benefit of all.
- **Goal-setting and planning** ... through having a framework for meeting goals.







Honesty and integrity ... through using a meaningful set of values, The Girl Scout Promise and Law, to guide their actions



Cost of Cookies	\$.94
Troop Share	\$.60
Troop Incentives	\$.12
Cost of Sale	\$.10
Girl Assistance	\$.05
Uncollectible Debt	\$.01
<u>Program for Girls</u>	<u>\$1.73</u>
Cost of Cookies	\$3.50



2012 Cookie Sale Recognitions

<p>Theme Patch 1-24 Packages</p> 	<p>Set of 3 Appliqués 25-74 Packages</p> 	<p>Penguin Necklace 75-124 Packages</p> 
<p>Journal & Gel Pen Pack 125-199 Packages</p> 	<p>Water Bottle 200-274 Packages</p> 	<p>Large Plush Penguin 275-349 Packages</p> 
<p>Penguin Earbuds 350-424 Packages</p> 	<p>Sports Duffle Bag 425-499 Packages</p> 	<p>Beach Towel, Fan, & Sunglasses 500-624 Packages</p> 
<p>Silver Trefoil Necklace 625-749 Packages</p> 	<p>\$75 Movie Gift Card OR 3 Schlitterbahn SPI Tickets OR 3 Fiesta Texas Tickets 750-999 Packages</p> 	<p>Blu Ray DVD Player OR Digital Camera OR Kinect 1,000-1,499 Packages</p> 
<p>Pearl Necklace 1,200 Packages</p> 	<p>24 in. Flat Screen TV OR Nook Color OR xbox360 1,500 Packages</p> 	<p>Recognitions are Cumulative!</p>
<p> Top Seller Per Service Center: \$100 Gift Card to Olive Garden Harlingen, McAllen, Laredo, Corpus Christi, Victoria</p>		<p> Top Seller Per Service Unit Crowned "Cookie Princess"</p>

what can a
COOKIE do?
thank
you!