

2021 Cookie Program Family Guide



2021 Cookie Program Theme: Be Amazing!

2021 Cookie Program Mascot: Honey Bee

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McAllen Service Center

5317 McColl St. McAllen, TX 78504

Corpus Christi Service Center

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Welcome to the 2021 Girl Scout Cookie Program!

You're excited? We are too! The Product Program Team at GSGST welcomes you to the 2021 Girl Scout Cookie Program. This guide will help you as you navigate through the Girl Scout Cookie Program and help you have a smooth sale!

The Girl Scout Cookie Program is the largest entrepreneurial program for girls in the world – how cool is that? The knowledge and skills learned serves them for a lifetime. Girls gain essential skills, not from a book, but from real-life experiences building a strong foundation for success.

Your guidance and support of the 2021 Girl Scout Cookie Program is instrumental in the success for your Girl Scout. Thank you for your support! Let's get started!

The Girl Scout Cookie Program teaches Girl Scouts skills to grow into leaders in their own life, in business and in the world:

- **Goal Setting:** Sets cookie sales goals individually and, with her team, creates a plan to reach them. She develops cooperation and team building skills all along the way.
- **Decision Making:** Helps decide how her team spends their cookie money, furthering critical thinking and problem solving skills
- Money Management: Takes cookie orders, handles customers' money, and gains valuable and practical life skills around financial literacy.
- People Skills: Learns how to talk to, listen to and work with all kinds of people while selling cookies. These experiences help her develop healthy relationships and conflict resolution skills that she can use throughout her life.
- **Business Ethics:** Be honest and responsible at every step of the cookie sale. Her business ethics reinforce the positive values she is developing as a Girl Scout.



The Girl Scout Promise:

On my honor, I will try:
To serve God and my country,
To help people at all times,



The Girl Scout Law:

I will do my best to be

Honest and fair,

Friendly and helpful,

Considerate and caring,

Courageous and strong, and

Responsible for what I say and do,

And to

Respect myself and others,

Respect authority,

Use resources wisely,

Make the world a better place, and

Be a sister to every Girl Scout.

How the Promise and Law Relate to Cookies:

Unfortunately, every year we receive reports of cookie selling behaviors that are in violation of the Promise and Law. All parents and volunteers should be acting as role models to ensure girls have a positive Cookie Program experience. Parents/Volunteers and girls are expected to:

- Respect other troops' booth locations
- Respect business property and rules
- Leave area clean and free from trash
- Follow all safety federal and state guidelines as it pertains to COVID-19

If you see a violation of a Cookie Program Policy, email GSGST with the troop number.

Situation will be handled at a council level.

Email information to: info@gsgst.org

Important Cookie Dates

January 1st: Girls begin marketing their sales, via Smart Cookies & social media

Week of January 4th: Cookie Program Begins!

January 4th - January 9th: Cookie Delivery Week (communicate with your troop to set up a pickup time/location)

February 21st: Last Day of the Cookie Program!

End of April: Cookie recognitions are delivered, communicate with the troop leader for a safe and timely distribution

Throughout the Sale: Regular collection of cookie money on behalf of the troop, please adhere to any and all dates set forth by troop.



Cookie Program Tips

There are a variety of opportunities to sell cookies beyond door to door sales and traditional cookie booths.

Socially-Distant Cookie Sales

No-Contact Deliveries:

- Communicate with your customers to determine where they would like their cookies dropped off.
- Knock on the door/ring the door bell, then back away 6-10ft. Have the customer take their cookies and leave payment. In lieu of cash, payment can be made through the digital cookie option or other forms of payment such as cash app, Venmo, etc.
- Consider scheduling trunk pick-up times to minimize the number of people there at once.
- Find a special way to say "thank you" whether through a thank you video or a personalized note, your girls will want to show their customers some appreciation.

Creative Community Walkabouts:

- Get the word out! Let your community know that cookies are back by posting flyers or leaving door hanger notes in your neighborhood to inform them when and how girls are planning to sell.
- Plan to set up a cookie stand in a central location in the neighborhood and invite neighbors to drop by. Share your "open" times and location with your community and on social media.
- Think outside the box to find spots where people might be excited to get their favorite cookies, such as coffee shops or restaurants with thriving take out orders. Connect with local businesses to offer cookies as a dessert option for customers via curbside options.

Drive Thru Cookie Booth Sales

Set Up a Cookie Drive Thru (communicate with your troop leader to organize)

- Give customers a convenient way to get their cookies by setting up in parking lots and offering a "drive thru" service.
- Work with local businesses to secure a safe location and collaborate on advertising your drive thru, include marketing on social media.
- Share your drive thru location with your community and invite individuals to visit your drive up location while keeping a safe distance.
- Limit the number of girls that are at a your pick up locations. Ensure that there are at least two adult volunteers onsite.

Drive Thru Cookie Booth Sale Recommendations:

- Safe area of parking lot with plenty of room for cars to get off the street and not impede traffic in case a line forms. Two entrances are recommended so drivers can enter and exit safely.
- Arrow markers to show which way to enter/exit.
- Lawn signs to alert drivers that a drive thru booth sale is just ahead (i.e. streamers and balloons catch attention).
- Orange cones or roped drive areas.
- Order cards so customers can see the varieties of cookies.
- Girls must be instructed on safety, making sure masks are being used at all times with minimal contact.
- Designated duties for each participating girl/adult, no more than 5 girls per drive thru cookie booth.



Remember to...

Wear a face mask Don't touch your face Follow your community social distancing guidelines Use gloves when needed Use hand sanitizer



Cookie Program Tips - Cont.

Virtual Girl Scout Cookie Booths

Virtual booths, hosted on social media, give girls a way to achieve their sales goals and help others in their community from home. In fact, girls may find this allows them to discover new ways to take the lead in their cookie business and stay connected through virtual means.

Here's how it work:

Step 1: Invite your Girl Scout to brainstorm how they can help others with Girl Scout cookies.

Girls will undoubtedly want to do their part, and there's never been a better time for a donation program that enables customers to donate cookies. Would girls like to encourage customers to support first responders on the front line? Or send cookie packages to surprise elderly neighbors or to someone in need? There are certainly many people who would be cheered by Girl Scout cookies.

Step 2: Create a social media event or schedule a live stream

Invite girls (with proper supervision) to go live on Facebook or Instagram to reach larger number of potential customers.

Step 3: Make it personal and make it fun

Girl Bling, customers love to see personal touches from girls at booths, and the same is true online. Encourage girls to build their virtual booth with custom artwork, photos, videos, etc.

Step 4: Consider the logistics and include details

- How will cookies be delivered? Communicate with your customers to determine where they would like their cookies dropped off.
- Discuss payment options:
 - Utilize the digital cookie pay option via the Smart Cookies app.
 - Use Venmo, Cash App or other similar money sharing apps (such as Facebook Pay) to give customers additional no-contact payment options.
 - Collect money or checks in envelopes from customers porch or front door.
 - If you are at a pick up location and the customer want to pay with cash, have them place the money in an envelope, keeping 6ft. apart, with a gloved hand you can retrieve the money with no customer contact, return any change through envelope.

Step 5: Invite friends and family

- Encourage girls to mention their goals
- Share how they plan to use their troop proceeds
- Explain how they plan to help their community

Step 6: Promote on social media and in your community

As you know, go-getter Girl Scouts can and will bring out the good in any situation. Now more than ever, girls are spending time in virtual settings and engaging in social media, so an online experience comes naturally to them. Using Girl Scouts online safety guidelines, encourage them to go big with social sharing to drive customers near and far to their Virtual Cookie Booth. They will love making a virtual pitch or creating videos to direct customers to their online digital site.

Step 7: Celebrate and share your success

Let everyone in your social channels see how the girls are helping their community with their Virtual Cookie Booths and remember safety must be everyone's top priority. Be sure to review and follow Girl Scouts safety guidelines at www.gsgst.org. The safety of girls and their families must always come first.

Cookie Program Tips - Cont.

Social Media Tips

How to set up a Facebook event:

Setting up a Facebook event is easy and gives girls a chance to practice some tech-savvy business skills.

- On the left menu of your Facebook feed, click + Create event and choose Private or Public. If you create a private event, only invited guests will see your event.
- Fill in the event name, location, date, time and description. You can choose a specific date and time to host a "live" virtual booth, or a date range when you'll be responding to requests.
- Customize your event!
- Click create, you'll be taken to your event where you can invite guests, share posts and edit event details if needed.

Business to Business Sales

 Business to Business sales are made between two businesses; in this case one of the businesses is a Girl Scout. The business then uses the purchased cookies to give to a consumer (usually as a thank you to customers or employees). For example, a real estate agent might buy cookies to give out as housewarming gifts to clients, or a sales firm may want to say thanks to employees for reaching a sales goal.

Depending on the connection to the business, the sales can either be arranged by an individual Girl Scout, or by the entire troop and credit is split evenly among the girls. Communicate with the troop leader to identify those roles

Examples of businesses to contact:

- Real Estate offices
- Car dealership
- Doctor's office
- Accounting firm (tax season is around the corner)
- Any service or sales based business
- The business cannot be a council secured cookie booth location.

Coach Your Girl Scouts

- Listen to your Girl Scout practice her sales pitch.
- Review cookie materials together and visit Girl Scout Cookie and cookie company web sites to help her learn more about the product.
- Ask questions maybe even pretend to be a potential customer and do a little role-play!
- Guide her to set practical and useful goals about what she wants to learn and earn.
- Listen to her describe what her goal is.
- Be a role model for business ethics and safety rules!
- Have fun with your Girl Scout!

Remember that the Girl Scout Cookie Program is a part of the Girl Scout Leadership Experience, which is girl driven. Let your Girl Scouts take the lead in selling cookies and reaching goals. Your encouragement, coaching and guidance will be key ingredients to a successful Cookie Program experience for each girl.

Did you Know?

The Girl Scout Cookie Program is the largest girl-led entrepreneurial program in the world! Through it, girl's develop essential skills and learn how to think like entrepreneurs. Girls as young as five are building their confidence and learning about the cookies!



Her Cookie Business = A Family Affair

Cookie Entrepreneur:

When you're a cookie entrepreneur family, she'll want the world to know. Introducing once again, the **Cookie Entrepreneur Family Pin**!

This year-by-year pin collection was designed and inspired by families just like yours! It's never been easier to support your girl as she develops business skills, makes amazing memories, and earns a different pin for her uniform every cookie season. The simple, age-specific guidelines have been tailored for her developing skill set, making success a snap.

Family Engagement:

Families not only become a girl's first employee's, they inspire her innovation, support her dreams, and guide her management style. Family Involvement equals financial empowerment and independence.

- Goal Management Listen to her describe what she wants to do, how much she wants to earn and what she will need to do to get to her goal. Guide her to set reasonable and achievable goals about what she wants to learn and earn.
- People Skills How does she approach customers and respond to rejection? Role play how she might respond to customers. How does she make her customers feel? Does she adapt her pitch to different customers?
- Cookies 101 Review content on cookie packages, understand certification and bakery details to help her learn about the cookies. The more she knows about her product, the better she can promote them.
- Inventory Management Discuss the importance of having enough cookies in stock, but not too many.
- Say yes to the Vest Each girl represents all Girl Scouts while running her cookie business. Ensure her vest or sash is presentable to wear at all times during the cookie program.
- Business Ethics Be a role model for business ethics and safety rules. Encourage your girl to research her favorite businesses to see if their values align with hers.

More importantly, HAVE FUN and MAKE MEMORIES with your girl that will last a lifetime!





Bring the whole family together for tons of fun and learning with our brand NEW Girl Scout Cookie Program pin collection!

Each Girl Scout grade level will have its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection—one unique pin for every year they participate!

Learn more at: girlscouts.org/entrepreneurfamily



GIRL SCOUT COOKIE PROGRAM PIN COLLECTION

GSGST 2021 Cookie Line-UP

\$4/per package with the exception of the Gluten Free Caramel Chocolate Chip, at \$5/per package

Only 2021 Cookies may be sold

All your favorites are back — plus a NEW Cookie!



French Toast-inspired cookies dipped in delicious icing and full of flavor in every bite. Yay!



Crispy graham cookies double-dipped in creme icing and coated in delicious fudge.



Savory slices of shortbread with a refreshingly tangy lemon flavored icing.



Traditional shortbread cookies.



Crispy chocolate wafers dipped in a mint chocolaty coating.



Crispy vanilla cookies layered with peanut butter and covered with a chocolaty coating.



Vanilla cookies topped with caramel, sprinkled with toasted coconut, and laced with chocolaty stripes.



Crisp and crunchy oatmeal cookies with creamy peanut butter filling.



Rich caramel, semi-sweet chocolate chips, and a hint of sea salt in a chewy, gluten-free cookie.*

*Limited availability

New 2021 Cookie!!



Here today, Gone tomorrow



It's the last season for Girl Scout S'mores.



Get them while you can!

Booth Sale Basics

The troop cookie manager is responsible for selecting booth sale times through Smart Cookies, helping girls and parents understand the booth sale guidelines, providing adequate supervision at each sale and ensuring that your booth sales are accurately represented in Smart Cookies. Girls learn valuable skills at a booth sale such as handling money, interacting with customers, presentation skills, and managing inventory.

There are 2 types of Cookie Booths

1. Council Sponsored Booth Sales - These booths are secured by the GSGST Product Program Team and located in high volume or high profile areas such as HEB, Wal-Mart, Bass Pro Shops, local Malls and Shopping Centers, Sam's Club, and IHOP. These booth locations can be secured using the booth scheduler on Smart Cookies and it is open to all GSGST troops during different rounds.

Troop leaders, cookie managers, and parents are NOT allowed to contact council booth locations to individually arrange a booth sale for the troop. Council booth sales start February 5th.

2. Troop Secured Booth Sales - A Troop Secured Booth Sale is a location that a troop secures on their own to sell cookies. Examples include a local place of worship, banks, restaurants, car washes, community event, etc. The troop must receive written permission from the locations owner/manager using the *Troop Secured Booth Sale Agreement Form*. A Troop Secured Booth cannot be a Council booth location. Troop Secured Booths can start as early as January 9th and can end on February 21st. Form is not required to be submitted to council, troops will retain the form for their troop records.

Once your have your booth sale scheduled it's time to plan for your Girl Scout cookie booth. Below is a **suggestion** of how many cases to take to a booth sale by variety, quantities sold will vary by location. Some variables that impact the number of packages sold include time and day of sale, weather, location, timing during the sale (beginning/end). Schedule a planned order if need be to make sure enough cookies are available for your booth sale.

Toast Yay: 1 or 2 cases

S'mores: 1 case Lemonades: 2 cases Shortbread: 1 case Thin Mints: 4 to 6 cases

Peanut Butter Patties: 3 cases
Caramel DeLites: 4 to 6 cases
Peanut Butter Sandwiches: 1 case



Booth Sale Basics - Continued

Booth Sale Rules

- All Girl Scout members are required to follow federal, state, and local mandates in reference to mask wearing and social distancing.
- Girls need to be present at every booth sale in uniform or a girl scout t-shirt.
- Be on time for your booth sale.
- Bring: cookies, table, chairs, decorations, a cash box with change available, a credit card reader, Booth Sale Worksheet form.
- Count cookies and money before and after each booth sale. Be sure money balances and write a receipt. Keep track of who was at each booth sale.
- Do not allow girls to block the entrance of the store. Be polite and courteous to the customers at all times.

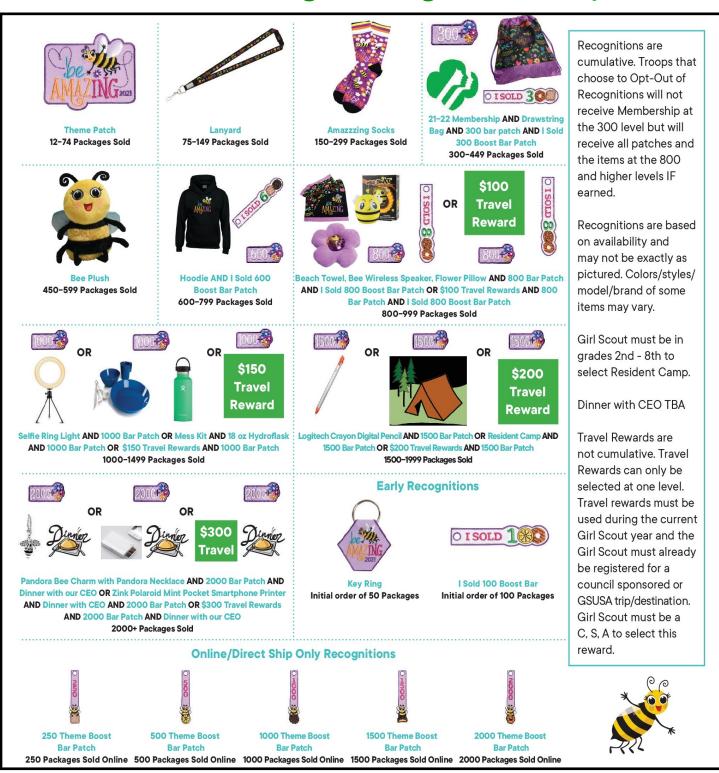
- Troops can set up their booths in the front of the store entrance as per the store manager, locations may vary as to where troops will be allowed to set up.
- Troops cannot set up at a location's parking lot, median, driveway, or landscape area.
- Do not eat, drink, smoke or chew gum at a booth sale.
 You and your troop are representing Girl Scouts to your community.
- Bring a copy of your booth Scheduler confirmation email from Smart Cookies to every booth sale.
- Make your booth sale eye catching to the public -Bling your Booth!
- DO NOT leave empty cookie cases at the store location or in their trash cans. We always take empty cases with us.



Cookie Program Recognitions

Check out this years cookie recognitions and help your girl set her goal!

2021 Cookie Program Recognition Line - Up



Recognitions will not be ordered for a troop that does not clear cookie council balance on time (March 1st)

Cookie Program Recognitions - Cont.

Resident Camp Requirements:

- 1. Brownies Cadettes (Must have completed 2nd Grade)
- 2. Must register for camp in advance
- 3. Camp dates are set, girl/parents can select dates they prefer
- 4. Troop Cookie Manager will select the date preferred by girl/parents

Fun Patches:

A troop can choose to order additional patches for girls. Patches are ordered with the troops recognition order, at a cost of \$0.50/per patch.



Travel Reward Option:

- For Cadettes, Seniors, and Ambassadors
- Use Cookie Travel Rewards for council sponsored travel trips or GSUSA destinations.
- Travel Rewards are not cumulative.
- Must be used during the 2020/2021 Girl Scout Membership year.
- Trip deposit must be made before travel reward is applied (deposit fees vary based on travel location).



Visit the gsgst.org travel page for a list of council sponsored trips and GSUSA destinations.

Other Cookie Program Details

Participation:

Troop must be established by December 16th

- All girls must be registered for 20/21
- Parents must sign a Parent Financial Agreement form prior to receiving cookies.

Debt Protection:

To minimize collections and debt the following processes have been established and initiated

- Cookie receipts will be written and provided for all transactions, when distributing cookies and collecting monies
- Troop CANNOT release more than \$400 in cookies equates to 100 packages of cookies at one time to a parent

Virtual Cookie Share:

Girl Scouts of Greater South Texas will be collaborating to initiate a Virtual Cookie Share program.

- Troops/Girls will advertise their Virtual Cookie Share program at point of sale and/or booth sales
- Troops/Girls still receive payment for cookies no product will be exchanged
- Troops/Girls will receive credit for cookies
- Troops will not have actual inventory of cookies council will have cookies shipped directly to entity selected for the Virtual Cookie Share program.

Mystery Shopper:

To help assist troops/girls in operating a successful Cookie Booth Sale, council will select volunteers that will appear as "Mystery Shoppers". The purpose is to help make sure all troops/girls are conducting an appropriate booth sale that will minimize issues and obstacles often reported to council from Store Managers - this will maintain our working relationship with various stores approached for council booth sales.

Mystery Shoppers will do as followed:

- Mystery Shopper will visit booth sale locations, if booth is presentable and operating as indicated Booth Sale Basics, girls at the booth sale location will receive a fun patch.
- For those troops that do not meet the Booth Sale Basics, Troop Advisor may receive an email informing them they were visited and state why troop did not receive patch.



Cookie Receipts

Troop are asked to fill out a money and/or cookie receipt for every box of cookies issued or money received. Providing receipts for every transaction keeps a record of financially responsible.

Cookies to a Girl							
MONEY AND/OR COOKIE RE							
Troop#/Name:		GIRLS NAME SU	Date: 1/25/21				
No. Of Cases	No. of Pkgs.	Varieties	Money				
	6	Toast Yay					
	6	S'mores					
1		Lemonades					
		Shortbread	\$				
2	2	Thin Mints					
2		Peanut Butter Patties					
4	ļ.	Caramel deLites					
1		Peanut Butter Sandwiches					
10	12	TOTAL 132 pkgs					
Received By		Parents Signature	Troop#				
Received From		Troop Cookie Managers Signature	Troop#123				

More cookies will not be distributed to a girl until payment has been received for cookies already taken.

Money From a Girl					
		MONEY AND/OR COOKIE			
	RECEIPT				
Troop#/Name:		GIRLS NAME	Date:		
		SU	1/31/21		
No. Of	No. of				
Cases	Pkgs.	Varieties	Money		
		Toast Yay			
		S'mores			
		Lemonades	PAID		
		Shortbread	\$400.00		
			for 100		
		Thin Mints	pkgs.		
		Peanut Butter Patties			
		Caramel deLites			
		Peanut Butter Sandwiches			
		TOTAL			
Received By		Troop Cookie Managers Signa-	1		
	٠	ture	Troop#123		
Received From		Parent's Signature	Troop#		

Cookies to a Girl, troops are asked to:

- Receipt every package of cookies even if it's just one.
- Have parent count total amount of cookies given. Verify amount listed on receipt.
- Include girls name, date, varieties, how many of each, signature of adult accepting, and signature of person giving the cookies.
- Give one copy of receipt to parent/guardian and keep one copy for the troops records.

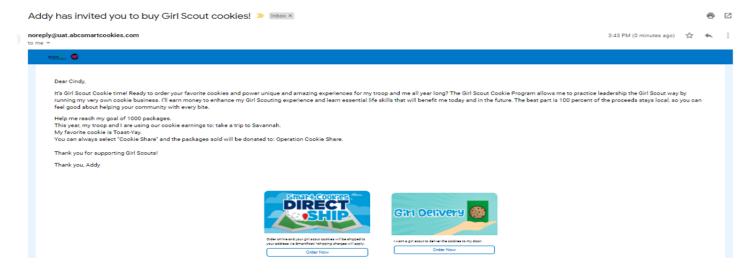
NOTE: It is the responsibility of girls to sell cookies received. Cookies may not be returned to the troop unless agreed to by the Troop Cookie Manager and he/she accepts full responsibility for returned inventory. Troop cookie manager can designate a date that all unsold cookies can be returned to the troop.

Money from a Girl troops are asked to:

- When receiving money, troops are to make sure to count and verify amount before parent leaves.
- Troop cookie manager signs in the received by area. Parent signs in the received from area.
- Give parent/guardian one copy of receipt and keep one copy for your records.

E-card Information

Customer receives invitation - selects Girl Delivery



Customer enters delivery information

Dear Cindy,

It's Girl Scout Cookie time! Ready to order your favorite cookies and power unique and amazing experiences for my troop and me all year long? The Girl Scout Cookie Program allows me to practice leadership the Girl Scout way by running my very own cookie business. I'll earn money to enhance my Girl Scouting experience and learn essential life skills that will benefit me today and in the future. The best part is 100 percent of the proceeds stays local, so you can feel good about helping your community with every bite.

Help me reach my goal of 1000 packages.

This year, my troop and I are using our cookie earnings to: take a trip to Savannah.

My favorite cookie is Toast-Yay.

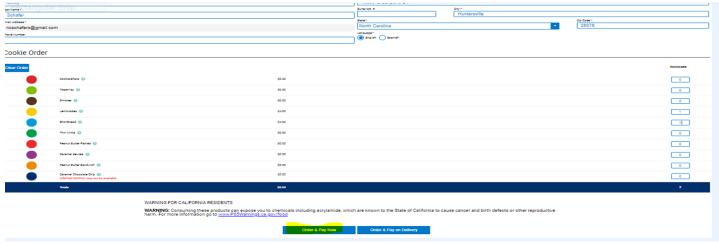
You can always select "Cookie Share" and the packages sold will be donated to: Operation Cookie Share.

Thank you for supporting Girl Scouts!

Thank you, Addy

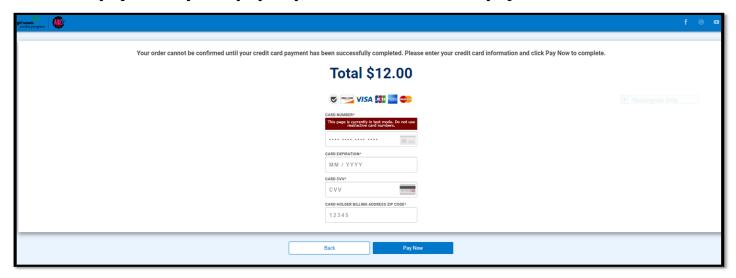
Delivery Details First Name * Home Address * 10000 Greenpond Ln Cindy Suite/Apt. # Last Name * Huntersville Schafer State ^s Email Address * North Carolina 28078 ncschafers@gmail.com English Spanish Cookie Order

Customer selects option to order and pay now or pay on delivery

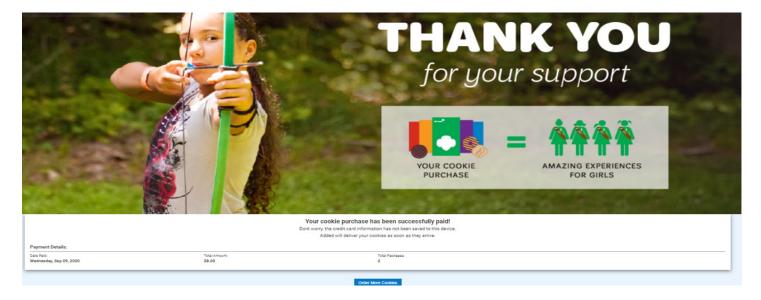


E-Card Info. Continued

Order and pay now option pops up with the credit card payment screen



Confirmation page appears when order is successfully placed



Customer and Parent receive order confirmation email



Smart Cookie Platform

What	Description	Where
Cookie theme information	Complete gallery of images, clip art, certificates, etc.	https://www.flickr.com/photos/abcbakersvolunteergallery/albums
Selling safely video and tips	Safe selling tips	https://www.youtube.com/user/ABCCouncils
Cookie varieties	Cookie sell sheets with product description and recipes, etc.	www.abcsmartcookies.com
Booth sale poster	Poster	Flickr, www.abcsmartcookies.com
Troop goal poster	Poster	Flickr, www.abcsmartcookies.com
Volunteer and girl videos	How-to videos on a variety of topics	https://www.youtube.com/user/ABCCouncils
Activity tips and how-tos	Idea starters and instructional tutorials	www.abcsmartcookies.com
Standard forms	Parent permission slip, count it up forms, etc.	www.abcsmartcookies.com
Social media tips & tricks to boost engagement	Thought starters	www.abcsmartcookies.com
ABC Bakers Facebook Page	Excite and energize volunteers and troops about cookie sales with sales strategies, success stories, technology tips and more	https://www.facebook.com/abcbakers/
Lemonades Facebook Page	Leverage consumer love for this star ABC Bakers product, generate more product buzz, and educate the general public about where to find the cookies they love.	https://www.facebook.com/LemonadesCookie/

Thank you and have fun!

