

girl scouts
of citrus



2024 Troop Cookie Guide





Own your magic this cookie season!

Welcome Troop Cookie Chair,

Own Your Magic, is the theme for this year's cookie program. Owning your magic is knowing who you are and what your purpose is. Your talents, your hopes, your passions, is what makes you unique.

This guide has been prepared to help you through the cookie program. It includes information on the dates and instructions to prepare and distribute forms.

You and many other adults have volunteered to participate in one of the most important service projects of our Girl Scout year. Our annual cookie sale is essential to our total program. We are grateful for your help and look forward to working with you.

Girls are the primary beneficiaries of the cookie program in what they learn and experience by participating in the largest Girl led program. Through this program, services are made possible by the revenue that the program generates.

Your leadership will be important in preparing our girls for an experience that should prove to be both rewarding and fun. Volunteers make our cookie program a success.

Thank you for your support.

Signed,

The Product Team



OWN YOUR **magic**

Table of Contents

4	Cookie Calendar	21	Parent/Girl Meeting
5	Cookie Terms	22	Safety
6	Include the 5 Skills	23	Your Girl Scout Cookie favorites are Back
7	Entrepreneurship Badges & Pins	24	Girl Scout Cookie Food Allergen Guide
8	Axolotl Fun Facts	25	During the Program
9	Making a Difference : Your Cookie Program Troop Proceeds	26-27	Planned Orders
10	Ways to Participate in Girl Scout Cookie Program	28	Distribution of Cookies to Girls
11	How to have a Successful Program	29-30	How to Transfer Cookies
12	Communication Flow Chart	31-32	A Successful Booth
13-14	ABC Bakers Resources	33	Recognitions
15	Promotions	34	Finalizing the Program
16-18	Volunteer Responsibilities	35-37	Finances
19	Facts to Know	38-39	Notes
20	A-lot-l things to know		

This Girl Scout Cookie™ season, we are inspiring Girl Scouts® to own the magic that makes them unique and unstoppable!





Cookie Calendar

Activity	Date
Troop Cookie Chairs take training in their Community Sign Troop Cookie Chair Agreement in gsLearn	November
Train parents/girls Banking information due in Smart Cookies	and December
Initial Order due in Smart Cookies	December 14, 2023
Mega Drop	January 20, 2024
Cookie Program Begins	January 21, 2024
First Planned order entered into Smart Cookies by 10 p.m.	January 28, 2024
Booths Begin	February 2, 2024
ACH First Withdrawal (40% of balance due to Council)	February 13, 2024
National Girl Scout Cookie Weekend	February 16 - 18, 2024
Last Planned Order	February 24, 2024
Second ACH Withdrawal (50% of balance due to Council)	February 27, 2024
Cookie Program Ends	March 3, 2024
Online Sales End	March 4, 2024
Clean up Week	March 4-10, 2024
Troops locked out of Smart Cookies	March 11, 2024
<p>Final ACH will be debited as each Community is reconciled. To view the amount due to Council, revisit the Troop Balance Summary Report in Smart Cookies. After each ACH debit the Troop Balance Summary will reflect the current amount due. (This amount may change after Council settles the troop reports). Please print updated Troop Balance Summary report for your records to fill out your Troop Finance Report.</p>	



Cookie Terms

ACH - Automatic Clearing House

The banking method in which the Council withdraws/refunds the money from/to your Troop bank account to pay for cookie products throughout the program.

Booth Locator

Used by customers to locate cookie booths by entering their zip code. Booth locations and address of location will appear along with a link to a google map.

Care to Share

Councils donation program to send product to Military personnel and the Second Harvest Food Bank. Girls collect donations in person, online or at booths that are used to purchase virtual Care to Share cookies.

CCC - Community Cookie Chair

Registered and background checked adult member responsible for coordinating the cookie program on behalf of the Community.

Cookie Booth

Selling cookies at a stationary location. Booths can consist of a troop of girls and adults that usually set up in front of a business to sell cookies. *NOTE only 2 Adults and a minimum of 2 girls and a maximum of 4 girls at each booth.

Cookie Cupboards

Locations that are set up throughout the Council for troops to pick up their planned orders during the program.

DC24- Digital Cookie 24

A unified online selling platform that allows Girl Scouts to sell cookies through their personalized storefront or by using a mobile app. They can maintain an ongoing list of customers and track purchases and deliveries. It integrates with Smart Cookies.

IO - Initial Order

The first order for cookies placed by your troop into Smart Cookies. This order should hold you over until the first planned order is received.

Planned Order

Troops enter additional cookie orders needed for their Troop after their Initial Order. These orders are entered into Smart Cookies by 10 pm on every Sunday evening of the program.

Recognitions

Items earned by Girls for achieving milestones of cookies sold. Recognitions must be created in Smart Cookies.

Smart Cookies

Smart Cookies is a platform to build your cookie business, track goals, and connect with customers. It integrates with DC24.

TCC - Troop Cookie Chair

Registered and background checked adult troop member responsible for coordinating the cookie program on behalf of the troop. This person must mark their role as a TCC in mygs.



Include the 5 Skills

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



Goal Setting

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



Decision Making

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



Money Management

Girl Scouts learn to create a budget and handle money.



People Skills

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



Business Ethics

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

Entrepreneurship Badges & Pins

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

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

Axolotl Fun Facts

Axolotls are critically endangered amphibians.

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

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

Axolotls can completely regenerate lost limbs + organs. Wow!



**OWN
YOUR** **magic**

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



Wide range of color + camouflage abilities!

Life span: 10 years+

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





How the Cookie Crumbles

Sales Price	\$5.00
Cost to Bakery	\$1.135
Recognitions	\$ 0.29
Girl Proceeds	\$ 0.80 - \$1.10
Council Operational	\$0.82 - \$2.40

What does "Council Revenue" Support?

- 38%** Contributes to the development and execution of educational activities and programs that support the GS Leadership Experience
- 36%** Supports direct services to volunteers and girls
- 13%** Supports maintenance and improvements on all Council program centers/properties
- 8%** Business Operations overhead
- 5%** Supports funds, grants and donor development to enrich Council programming

Making a Difference; Your Cookie Program Troop Proceeds

EVERYONE

Per Girl Avg.	Base	Spring Renewal
1 - 145	\$0.80	\$.85
146 - 180	\$0.90	\$.95
181 +	\$1.00	\$1.05

OPT OUT

Per Girl Avg.	Base	Spring Renewal
1 - 145	\$0.85	\$0.90
146 - 180	\$0.95	\$1.00
181 +	\$1.05	\$1.10

Ways to Participate in the Girl Scout Cookie Program

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



Text or Call Friends and Family

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

Digital Cookie[®]

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

Door-to-Door Deliveries

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

Cookie Stands

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

Please ask your CCC for the WuFoo link to fill out the form necessary to participate in a Cookie stand.

Cookie Booths

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

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

Connect With Your Community

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

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

How to have a Successful Program



Get Organized

- Keep all paperwork filed by date
- Track all transfers in Smart Cookies
- Share your contact information with your parents
- Deposit money frequently into your Troop bank account

Deadlines

- Be currently registered and have a favorable background check
- Mark your role in mygs
- Fill out Troop position agreement in gsLearn
- Check to see if all girls in your troop are registered
- Enter bank information into software platform

Important Tips

- Continually Communicate with your CCC, parents and girls
- Distribute no more than 100 packages to a family at one time. Be sure to collect all money owed before distributing more cookies
- Cookies are the Troops responsibility. Keep in touch with the parents to make sure they are selling the cookies they have, before entering a planned order
- Check with your CCC before entering your planned order to see if other troops in your area have extra cookies
- Cookie Safety - Keep cookies in cool dry place away from pets
- Read and refer to this guide during the program

Communication Flow Chart



GIRLS



Troop Fall Product Chair

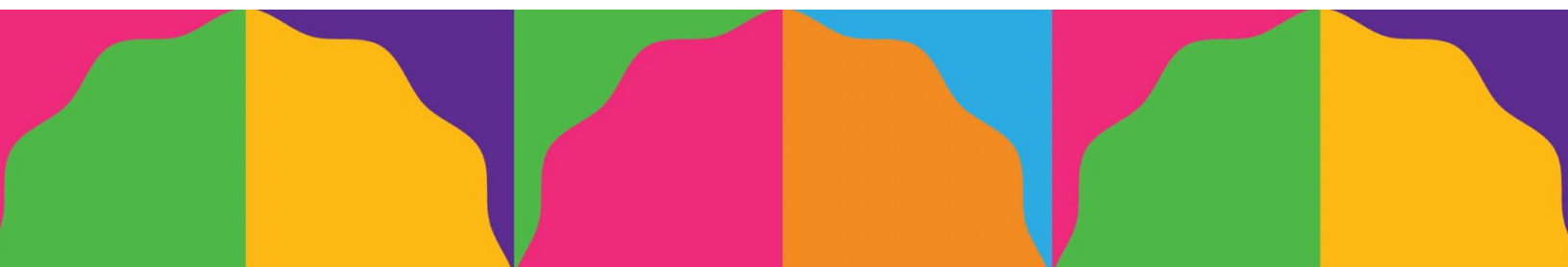
Community Fall Product Chair





Resources

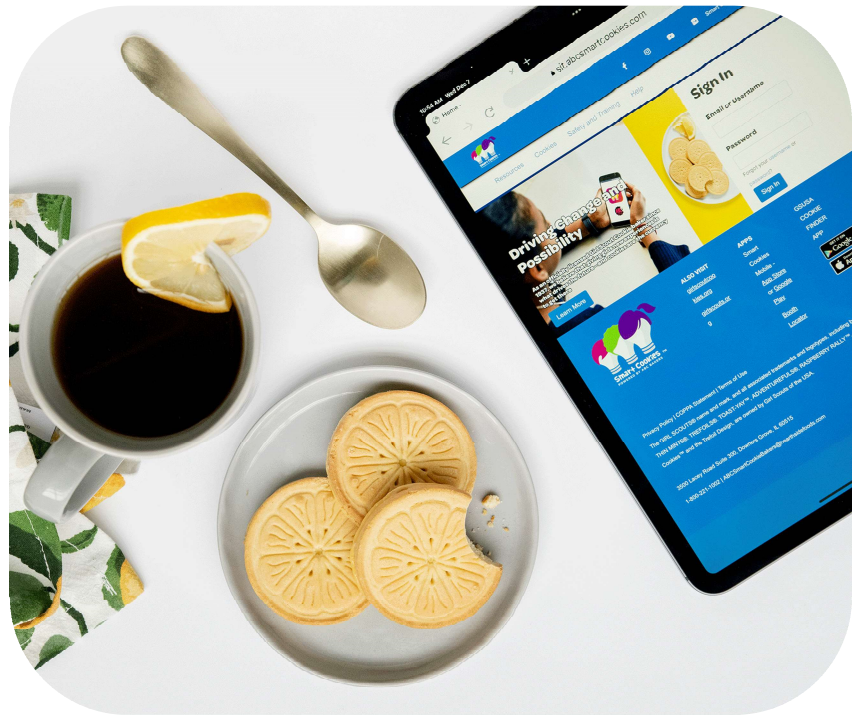
ABC Bakers Facebook	Excite and energize volunteers and troops about cookie sales with sales strategies, success stories, technology tips and more	www.facebook.com/abcbakers
Lemonades Facebook	Product sales and marketing tool	www.facebook.com/LemonadesCookie
Lemonades Instagram	Product sales and marketing tool	@Lemonadescookie
Cookie Calculator	Calculate package sales goals based on number of packages sold last year and the desired percentage increase this year	www.abcsmartcookies.com/resources
Cookie theme information	Gallery of images, clip art, certificates	www.flickr.com/photos/abcbakersvolunteergallery/albums
Cookie varieties	Product descriptions and recipes	www.abcbakers.com www.abcsmartcookies.com
Rally Guide	Fun ideas for troop rallies	www.facebook.com/abcbakers
Troop goal poster	Poster	www.flickr.com/photos/abcbakersvolunteergallery/albums www.abcsmartcookies.com/resources
Volunteer and girl videos	How-to videos on a variety of topics	www.youtube.com/user/ABCCouncils





ABC Bakers provides YouTube training videos to guide you every step of the way!
Training can be accessed directly from

www.abcsmartcookies.com/safety-and-training



Be on the lookout for this important email!

From: noreply@abcsmartcookies.com <noreply@abcsmartcookies.com>
Sent: Tuesday, November 29, 2022 4:34 PM
To: abcbakers.troop+test@outlook.com <abcbakers.troop+test@outlook.com>
Subject: ABC Smart Cookies Registration

Dear Girl Scout Volunteer,

Girl Scout Cookie season is starting soon! To help you get ready for a great cookie season please set up your account and register on the ABC Smart Cookies website, click the link below to get started:

<https://app.abcsmartcookies.com/#/registration?token=88273fb7-c1e7-4531-9d3e-577860f90a53>

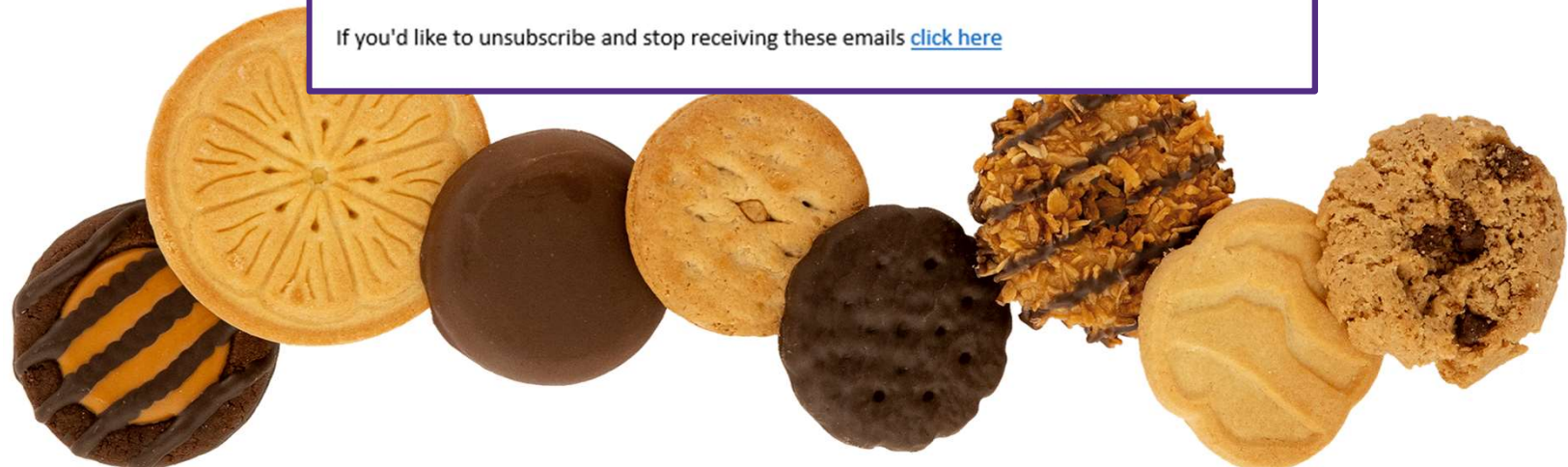
By registering on ABC Smart Cookies website, you will be able to complete your profile, start managing your cookie sale and have access to all of the resources available on the ABC Smart Cookies website!

Thank you,

The ABC Smart Cookies Team

If you'd like to unsubscribe and stop receiving these emails [click here](#)

Add noreply@abcsmartcookies.com
to your safe sender list!



Promotions



Buy 5

A customer will receive 1 entry into a drawing for every 5 boxes purchased. There will be 6 winners, one for each County. They will receive a variety of 52 boxes of cookies. That is 1 box per week for the year. All customers that qualify must live in one of the 6 Counties we serve.

Care to Share

Customers sponsor packages of Girl Scout Cookies that are sent to our Men and Women in uniform stateside and overseas, as well as to the Second Harvest Food Bank. These cookies are virtual and will not come from your troops inventory Collect \$5.00 per package of sponsored cookies. Record the number of packages sponsored on the Care to Share form. Girls earn recognitions and the troop earns proceeds for every package sold to the Care to Share program. Last year the Care to Share program generated 18,768 packages.

National Girl Scout Cookie Weekend (NGSCW) February 16 - February 18, 2024

National Girl Scout Cookie Weekend is a program that allows girls across the country to practice their entrepreneurial skills. Girls have the opportunity to show off their cookie selling techniques at booths, door to door and direct sales.

This weekend will have different themes each day. Encourage your girls to be creative and have fun decorating their booth and wearing costumes.

Council Staff will be visiting the booths on NGSCW with some surprises for the girls. Please participate to show your support.





Volunteer Responsibilities

Before the Program

- Have a 2024 membership, a favorable background check and mark yourself in the Troop Cookie Chair Role in mygs/myaccount
- TCC training is blended with an in person training and an online component in gsLearn
 - Attend the Troop Cookie Chair training in your Community
 - Receive your certificate for completing this training from your CCC
 - Complete the training in gsLearn - Once the gsLearn training is complete you can sign your position agreement and upload your certificate
- Make sure all your girls have a 2024 membership
- Schedule a parent/girl meeting to train the girls in your troop
- Have all girls parents sign the WuFoo parent permission form
- Hand out the necessary paperwork for the girls to have a successful program
- Enter the bank information into Smart Cookies by the deadline
- Enter the Troops Initial Order no later than **December 14, 2023 by NOON**
 - Log into www.abcsmartcookies.com

- Enter your user name and password
- On the main dashboard, hover over the orders tab, click on Troop Initial Order.
 - *Remember to order enough cookies on your Initial Order. This helps keep the cupboards from being overstocked on the first planned order and keeps the bakers forecast on schedule so we don't run out of cookies. Cupboards are run by volunteers in their homes and cannot accommodate large quantities of cookies.
- Save the order
- How to Schedule your pick up time for Mega Drop. This must be done at time of Initial Order
 - Enter your username and password
 - Select your delivery station – Click date - Click time of day- Click hour - Click time slot
- Save
- ***NOTE**- If no Initial Order is placed by the troop the first planned order will become the Initial Order. The 1st ACH will apply to this order.

Ordering Guidelines

How much should a family order?

- The PGA for Citrus Council Girl Scouts in 2023 was 297 packages per girl
- We know that Thin Mints, Patties and Caramels are the best sellers
- Remember in order to earn the travel organizer, 2nd of the 4 criteria, is to order a minimum of 110 cases of cookies on Initial Order. (See details on recognition insert)
- Talk about the individual girl/troop goals. How many cookies would the girl/troop need to sell to meet their goals.
 - Let the girls determine what they want to do with their cookie proceeds. Once they settled on some ideas, estimate the projected cost with the girls and decide how many boxes of cookies the troop will need to sell to be able to do their activity.
 - What does the troop (girl led) want to do with the proceeds?
 - Girls should discuss and vote on what they would like to do with the proceeds



New Troops

How to get started establishing your Initial Order?

At the Troop cookie meeting, discuss the Troop Goals for the cookie program. Consider these factors when establishing the Troop sales goal.

- Number of girls selling
- Girls working on an award or bridging
- Community Service projects

Note: You can continue ordering cookies weekly on your Planned Order.

Existing Troops

How much and what kind of cookies should I order?

Best ordering advice

Order heavy on Thin Mints, Patties and Caramels. Use your girls order cards from last year to determine what sold by variety to help with your mix for booths. If you need any help determining how much to order contact your CCC.

- How much did your Troop sell in 2023? Use the data in Smart Cookies to guide this years Initial Order
- Order extra cookies for your booths

How to Order

- Log into www.abcsmartcookies.com using your login and password sent to you by Smart Cookies
- On the main dashboard hover over the orders tab, click on Troop Initial Order
- For returning troops the following information will be available on the Initial Order screen
- The Troop Initial Order from last season will be shown and this seasons quantity will be displayed once it is entered
- The Troop Order total sales from last season and this season will be shown
- Enter the entire Troops order by variety in cases. Please note the correct unit of measure (UOM) is in the upper right corner of the order grid
- You cannot change the UOM for the order
- The "Total" of the Troops Initial Order is shown in dollar amount and in total package quantity
- There is a box to place any "order notes"
- Click "Save"
- You have the option to edit any part of the order up until the order due date which is listed in red at the top of the Initial Order screen
- If your order is complete you can slide the ready to review button to let your CCC know that your order is complete and ready for processing. You have up until the order due date to slide the button back to make any edits that you need to make and then slide the button back
- After the order due date the CCC will review and submit to Council

For New and Existing Troops

Initial Order deadline place in Smart Cookies by December 14, 2023, no later than NOON

If you miss the deadline, you can place a planned order in Smart Cookies by 10 pm on January 28, 2024. Cookies can be picked up from the Cupboard you selected for your planned order at the end of that week. During the remainder of the program, have girls take orders with their order card, compile the order and place the planned order in Smart Cookies every Sunday evening by 10 pm throughout the program.

REMEMBER always check with your CCC before placing your planned order for the week.



Facts to Know



Proceeds stay local!

Base Proceeds



12 cookie packages per case

\$5 per package
\$6 per package of Gluten Free

\$1.00
181+ PGA
Pkgs Sold

\$.90
146 - 180
PGA Pkgs. Sold

\$.80
1-145
PGA Pkgs. Sold

How much can I pickup?

Compact car	23 cases
Hatchback car	30 cases
Standard car	35 cases
SUV	60 cases
Station Wagon	75 cases
Minivan	75 cases
Pickup truck	100 cases
Cargo van	200 cases

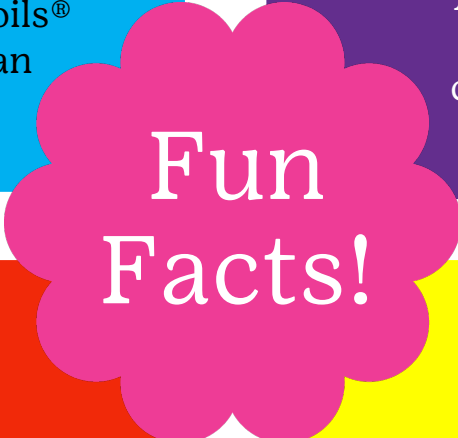
How much should I order?

Based on average sales per cookie variety in the past, we recommend you order based on the below mixture:

Thin Mints®	28%	Trefoils®	7%
Caramel deLites®	17%	Peanut Butter Sandwich	10%
Peanut Butter Sandwich®	13%	Toast-Yay!®	4%
Adventurefuls®	9%	Caramel Chocolate Chip	1%
Lemonades®	9%		

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

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



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

Girl Scouts have been selling Lemonades® since 2006.

A-lot-l things to know

Mega Drop
January 20, 2024



Preparing for Mega Drop

- Pick up Initial Order at Central Moving and Storage, 2002 Director Row, Orlando, FL 32809
- Determine the appropriate sized vehicle needed
- Consider renting a truck if necessary
- Multiple vehicles **MUST** arrive at the same time
- All vehicles should be empty and the seats down prior to arriving at Mega Drop
- Maximum of 2 passenger per vehicle.
- No pets allowed due to food safety

At Mega Drop

- Arrive on time. This keeps everyone on schedule
- Vehicles will not be allowed until their scheduled time
- All vehicles in party must arrive together
- Verify the Dot Sheet belongs to your troop
- Fill out the Dot Sheet prior to exit
- Count cookies with the volunteer counter to verify you receive the amount you ordered.
- All cookies will be loaded into the vehicles. Specific varieties cannot be separated while loading the vehicles
- Recount the cookies as you are loading them into the vehicles
- Initial all the varieties on the Dot Sheet and sign once all cookies are loaded into the vehicle
- If you have someone other than yourself picking up the cookies, the person signing the Statement of Responsibility (Dot Sheet) is financially responsible for the cookies until responsibility is transferred to the responsible party.
- Please make sure you verify every case that is loaded into your car. Count, count, and recount. You will be responsible for the cases once you sign for them.



Parent / Girl Meeting

- Hold a parent/girl meeting. Ask for volunteer help now. Remember: This is the Troops cookie program, make sure you get your parents help. Be specific about what you need and the expectations.
 - Check with the girls in your troop: Help them register online if they have not already registered.
 - Have parents fill out the WuFoo parent permission form. Parent/Guardian of each registered girl must sign the parent permission form, prior to a girls participation. This will ensure that the girl(s) are covered under the Girl Scout insurance.
 - Distribute your contact information
 - Girls need to identify themselves only by first name and troop #
 - Talk about goal setting: What is your troops goal?
 - Have girls explain their goals to the customer
 - What is each individual Girl Scouts personal goal?
 - What recognition is she working towards?
 - Go over the recognitions so the girls can choose which ones they want to earn.
 - Make sure girls are knowledgeable of all varieties of cookies and the price per package.
 - Cookies are \$5 per package except the Gluten Free which are \$6 per package
 - Have girls practice selling techniques to their families first. Making those first cookie sales
 - builds their self esteem and helps them feel more comfortable when selling to other people.
 - Show the girls how to send e-vites to their friends and family
- Have girls role play with each other on the following:
 - Customer who purchase
 - Customers who don't purchase
 - Is the potential customer on a diet or reluctant to buy? Remind them of the Care to Share Program
 - Collecting money and making change (**we do not recommend checks**) If your troop receives a check have it made out to your troop and deposited into your troop bank account
 - Collect money as you give the cookies to your customer, never collect money upfront. The only exception is for the Care to Share Program
 - Review online selling. Help the girls set up their online page
 - Use last years order card to get repeat customers
 - Remind girls of the Girl Scout Promise and Law
 - Have parents check whatever method of communication you are using on a frequent basis
 - Encourage girls to take orders throughout the sale
 - Distribute girl materials needed for the cookie program

Girl Scout Safety Practices

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

In Person Sales

- **Partner with adults.** Adults must accompany Girl Scout Daisies, Brownies and Juniors. Girl Scouts in grades 6-12 must be supervised by an adult and must never sell or deliver cookies alone.
- **Sell in the daytime.** Sell during daylight hours, unless accompanied by an adult.
- **Do not enter any homes or vehicles.** Never enter someone's home or vehicle. Only approach vehicles at designated drive-thru cookie booths.
- **Be streetwise.** Become familiar with the areas and neighborhoods where you'll be selling and delivering cookies. Avoid alleys.
- **Be safe on the road.** Always follow safe pedestrian practices when crossing at intersections or walking along roadways. Be aware of traffic when unloading products and passengers from vehicles.

Digital Sales

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



Your Girl Scout Cookie favorites are back!



Adventurefuls®

made with
vegan
ingredients

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt



Toast-Yay!®

made with
vegan
ingredients

French Toast-inspired cookies dipped in delicious icing



Lemonades®

made with
vegan
ingredients

Savory slices of shortbread with a refreshingly tangy lemon flavored icing



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe



Thin Mints®

made with
vegan
ingredients

Crispy chocolate wafers dipped in a mint chocolaty coating



Peanut Butter

Patties®

made with
vegan
ingredients

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



Caramel deLites®

Crispy cookies topped with caramel, toasted coconut, and chocolaty stripes



Peanut Butter

Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Caramel

Chocolate Chip

made with
vegan
ingredients

*Caramel, semi-sweet chocolate chips, and a hint of sea salt in a delicious cookie**










*Limited availability



Girl Scout Cookies®

2024 Food Allergens Guide



	CONTAINS (Y) OR MANUFACTURED IN A SHARED FACILITY WITH (M)					DOES NOT CONTAIN				CERTIFICATIONS		
	Wheat	Soy	Coconut	Milk	Peanuts	NO High Fructose Corn Syrup	NO Artificial Colors	NO Preservatives	NO Trans Fat	Certified Gluten Free	Made with Vegan Ingredients	Certified Kosher OU-D and Halal
 Adventurefuls®	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 Toast-Yay!®	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 Lemonades®	Y	Y	M	M	M	Y	Y		Y		Y	Y
 Trefoils®	Y	Y	M	Y	M	Y	Y	Y	Y			Y
 Thin Mints®	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 Peanut Butter Patties®	Y	Y	M	M	Y	Y	Y	Y	Y		Y	Y
 Caramel deLites®	Y	Y	Y	Y	M	Y	Y		Y			Y
 Peanut Butter Sandwich	Y	Y	M	Y	Y	Y	Y	Y	Y			Y
 Caramel Chocolate Chip						Y	Y	Y	Y	Y	Y	Y



For complete nutrition facts and ingredients, visit girlscoutcookies.org or www.abcbakers.com for more information.

During the Program

- Girls and Troops send out their online girl and troop sales link, beginning January 3, 2024
- Stay in constant contact with parents/girls to manage the troops/girls inventory
- Collect money from parents before signing out additional cookies. Don't wait until the end of the program to collect money from the parents
- Make frequent deposits into your Troop Bank Account
- All planned orders must be in Smart Cookies no later than 10 pm each Sunday during the program. Cookies will be at the cupboard you selected.
- Before placing your planned orders each week, check with your parents and the CCC to ensure cookies are being moved around in your troop and community. This prevents troops from getting stuck with cookies at the end of the program
- Planned orders can be edited or deleted up until 10 pm. After 10 pm the order cannot be edited or deleted and the troop is responsible for the order and must pick the order up at the cupboard they chose.
- Keep track of all cookies you receive, transfer or sell at booths by variety. You will need this information to distribute cookies correctly
- Make sure all cookies are transferred from the troop to the girls, including Care to Share cookies
- Juniors and above can OPT OUT. If your troop qualifies you must OPT OUT by **March 1, 2024**
- Create the recognition order in Smart Cookies



Planned orders are used after your troop sells their Initial Order of cookies, and are in need of additional cookies.

- Before creating a planned order, communicate with families and your troop!
 - Check to see if your girls still have cookies they are not able to sell, transfer among the girls in your troop first. **The troop is responsible for all cookies.**
 - Ask your CCC if any other troop has cookies they need to transfer before placing the planned order
- After checking with your troop and CCC create a planned order in Smart Cookies. These planned orders will be picked up at the cookie cupboard you selected when you placed your planned order.

How to Place a Planned Order

- Log into Smart Cookies using your login and password
- Hover over the orders tab, click on planned order
- The planned order shows the troop number, troop contact information and the cupboards that are available to the troop to pick up additional cookies.
- Choose a cupboard by clicking on the cupboard and highlighting it
- Click continue
- Once the cupboard is chosen the edit option is available
- To change locations, click edit and select again
- When you select the cupboard, you will see a list of dates indicating the days the cupboard is available for pickup.
- Select a date and click continue
- Select a time and click "Save"
- Enter the number of cases for each variety
- If you would like to add notes there is a field for order notes available
- Click "Save"
- Confirmation of the planned order appears once you click save.
- The planned order number will appear at the top of the page.
- The order can be printed by clicking on print receipt
- The top of the receipt will say planned order receipt, not approved, indicating that the order has not yet been picked up from the cupboard and approved.
- The receipt confirms the location, date and time you selected as well as your order details. Make sure you verify your location prior to picking up your cookies to ensure you are at the correct cupboard.
- You can edit your order up until the Council's designated deadline for placing planned orders for the upcoming week.
- If you missed placing the order on Sunday evening, you have three options:
 - You can wait until the following Sunday to place the planned order
 - You will need to contact Debbie Zito, by email at dzito@citrus-gs.org for further instructions
 - You can check with other troops to see if they can transfer some product to you to get you through until the next planned order.

Picking up your Planned Order

- Count all product and verify that your order is correct
- Sign the planned order report
- Load your car
- Once you have picked up your planned order from the cupboard, the cupboard manager will approve your order and it will become a cupboard to troop transfer in Smart Cookies. It will show an approved planned order status on the receipt.
- When the transfer is complete the packages will be available for you to transfer to the girls
- Cookies may not be returned or exchanged at any Council warehouse.



Distribution of Cookies to Girls

Have a discussion with the parents /girls in the troop to determine what works best for the troop and how many cookies each parent would like to start with. Remember no more than 100 packages at a time. Maintain accurate inventory counts so you can give the girls/parents cookies when needed. Have a parent sign the M3 receipt each time they receive or return cookies to/from the troop.



Options for Distribution

After checking with your troop and CCC create a planned order in Smart Cookies. These planned orders will be picked up at the cookie cupboard you selected when you placed your planned order.

- Give a lower amount to each girl. When a girl sells all her cookies and turns in her money, she can then pick up more.
- Give different amounts to each girl based on how many cookies she sold last year and/or her cookie goals this year. Do not give each girl 100% of her cookie goal at once.
- Council recommends no more than 100 packages per girl at a time.
- Schedule pick up times and sort each order before distributing cookies to any of the girls. Have parent sign the M3 receipt verifying all counts are correct.



Troop to Girl (T 2 G)

This will be your most common transfer

- Hover over the "Orders Tab" and click on transfer order
- Select the troop to girl option from the drop down menu
- Click on which girl in the troop will receive the transfer or you can search by the girls name in the girl search field
- Click the reset arrow on the far right to reset your filters if necessary
- Once filters are set, click apply
- Enter the quantities to be transferred. Pay close attention to the unit of measure so your transfer amounts are correct
- Two types of transfers can be entered on this page
 - Packages
 - Booth Packages
- **Troop on Hand Inventory in Smart Cookies must be zeroed out at the end of the program. All cookies must be distributed by correct variety to girls selling in order to get their recognitions and have an accurate troop inventory for the following year so you can order accordingly. This is also one of the criteria for earning the Troop Recognition**

Girl to Girl Transfer (G 2 G)

- Hover over the "Orders Tab" and click on transfer order
- Select the Girl to Girl option from the drop down menu
- Choose Girl to Girl in the type box. Select the girls name in the from box
- You will be prompted to enter the number of boxes by variety to be transferred
- Select the girls name you are transferring to in the box
- Save
- Make sure you have a signed M3 receipt for any transfers between girls (even sisters)

Troop to Troop (T 2 T)

- Hover over the "Orders Tab" and click on transfer order
- Select the Troop to Troop option from the drop down menu
- Enter from/giving and to/receiving troop
- Enter by variety
- Click apply
- Save

Using a Troop to Troop Transfer Form

Transferring cookies from one troop to another is very helpful, especially during booth sale or towards the end of the program. Any time you need cookies contact your CCC first. They will know what is available within the Community. However, there are times during the busy part of cookie season you may need to do an on the spot transfer with another troop. **Always use a Troop to Troop Transfer Form.**

How to Transfer Cookies



How to Complete a Transfer Form

- Enter your troop number and the troop number of the troop receiving the cookies
- List by variety the quantities
- Only one transfer between troops are allowed on each transfer form
- Make sure each troop cookie chair signs the receipt. This is for the protection of both troops. It makes settling the reports at the end of the program clear on who owes for the cookies
- If there is no signature the giving troop will be responsible for the cookies
- Giving troop keeps the white copy, Receiving troop keeps the yellow copy, the pink copy is given to the CCC
- The giving troop emails the CCC with the details of the transaction for the documentation so transfer can be entered into Smart Cookies as quickly as possible
- The receiving troop receives credit for the cookies and is held financially responsible



A Successful Booth



Cookie Booths

Booth Sales are an integral part of the Girl Scout Cookie Program. The CCC will be the only person allowed to make arrangements for all booths within the Community boundaries. TCC make suggest booth locations to the CCC, however, they cannot book their own booths with a business. All booths will be available for all troops throughout the Council. No individual troop can request a booth, solely for their troop.

Safety First

Always follow Safety Activity Checkpoints. Girl safety, money safety and product safety are a key to a successful booth. Every adult at a booth must be registered and have a favorable background check. If an adult male is working the booth, there must be one other non related female adult present at this booth. Be prepared for weather and dress accordingly.

What to Bring to a Booth

- Cash box and extra cash
- Bags for customers cookies
- Important phone numbers
- Water
- Booth Tally sheet to keep track of your inventory
- Booth Order Card

No Donation Soliciting

- No Donation Jars allowed at the booth! We are not allowed to solicit donations with the exception of Care to Share.

Create a Booth with Appeal

- Table, chairs and a GS or colorful tablecloth
- Have fun! Make your booth stand out by being creative and exciting
- Place extra cookies under table or in a cooler to protect the product. (Product that is damaged after pick up cannot be returned)
- Let your customers know why you are there. Display your troop number, goals, Care to Share flyer, payments excepted and your accomplishments

- Bundle your cookies into themes to give customers ideas on why or who to buy cookies for
 - Valentines Day (boxes tied with a red ribbon)
 - Teachers week (add some stickers or a ruler)
 - Price must stay the same per box so a bundle of 3 would cost \$15. Gluten Free would be \$18. You cannot add the cost of ribbon or accessories to the price of the cookies.

Booth Etiquette

- We represent Girl Scouts of Citrus and will obey the Girl Scout Promise and Law
- We will not complain about the rules that a business sets and will follow them
- If a double booking occurs at a business, troop and volunteers will demonstrate the Girl Scout promise and Law and mutually agree upon a solution
- We will not block store entrances and will approach customers only when they leave the business
- We will be identified as Girl Scouts and wear our membership pin, sash or vest
- We will display our troop #
- We will actively be selling cookies, not playing games, texting or running around
- The booth is NOT a parent/guardian/ volunteer activity. Girls must be present at all booths.

32 Girl Etiquette

Girls should be familiar with what is expected at booths

- Girls should arrive/leave on time.
- No more than 4 girls should be present at a booth at a time
- There are no siblings, friends or pets allowed at booths
- Have girls approach customers by saying hello and thank you
- **Practice good sales techniques by**
 - Knowledgeable about the cookies being offered and their prices
 - Work together with the girls to set a troop goal
 - What the troop plans to do with their proceeds
 - Explain the Care to Share program
 - Role play as customer and seller and how to make change
 - Always smile

Smart Booth Divider

You must use the Smart Booth Divider to enter all booth sales data for the booth patch to be ordered for the girl(s). The Smart Booth Divider is an easy way to distribute booth sale credit to multiple girls quickly and evenly. Use of the Smart Booth Divider helps Council build a booth library that can provide important data related to booth sale activity that can be used to help troops prepare for future booths. You must have your troop assigned to a booth in Smart Cookies to use the booth divider and mobile app. The girls are not financially responsible for those booth sale packages sold.

There are two options for using the booth divider.

Option 1 - Distributing cookies for each booth

You can do this by recording all packages sold by variety at each individual booth sale Then using the Save and Distribute sales button, evenly distribute the packages sold to only the girls that participated in that specific booth.

- Log into Smart Cookies
- Click on the resource tab
- Click on Smart Cookies Training.
- Scroll down to how to distribute cookies for each booth with Smart Booth Divider Option 1

Option 2 - Distributing cookies for all booths at the end of the program

Alternative process booth divider distributing all booth cookies at the end of the program

- You can record all packages sold by variety at each individual booth. Then you can use the Save and Go button for each booth that the troop has completed
- At the end of the program when all booths have been entered the total of all booth sales credits from all booths will be evenly distributed at one time to all girls in the troop by using the Distribute Total Booth sales button that is located at the bottom of the Troop/Group reservation page.
- Log into Smart Cookies
- Click on the resource tab
- Click on Smart Cookies Training.
- Scroll down to how to distribute cookies for each booth with Smart Booth Divider Option 2

How to edit a transaction with Smart Booth Divider

When editing or deleting a transaction that has already been saved within the Smart Booth Divider

- Log into Smart Cookies
- Click on the resource tab
- Click on Smart Cookies Training
- Scroll down to how to edit a transaction in the Smart Booth Divider

Recognitions

Creating recognition orders

Girl Scouts will earn recognitions based on their total number of cookies sold. This is why it is important to distribute all cookies that each girl sold. All recognitions are shown on the recognition flyer. All recognitions are cumulative. Make sure all troop to girl transfers have been completed and that the sales total for each girl is correct BEFORE ordering final recognitions. The automated reward feature will calculate what each girl earned.

How to Create a Recognition Order

- Hover over the recognitions tab
- Click create recognition order. Under planned type select main. This is one of the criteria for earning the Troop Recognition
- Click create order
- Booth patch - a girl must participate in a booth and the troop must use the booth divider to earn the booth patch. The booth divider will automatically create the patch for the girl.
- Save and exit
- The recognition still needs to be created for older girls opting out. They will receive patches and Troop Awards. OPT OUT is for Juniors and above ONLY.



My Goal:

girl scouts
of citrus

Citrus-GS.org | 800-367-3906

Set Your Cookie Goals

The Girl Scout Cookie Program begins January 21, 2024.
You may not take orders or sell cookies before this date.

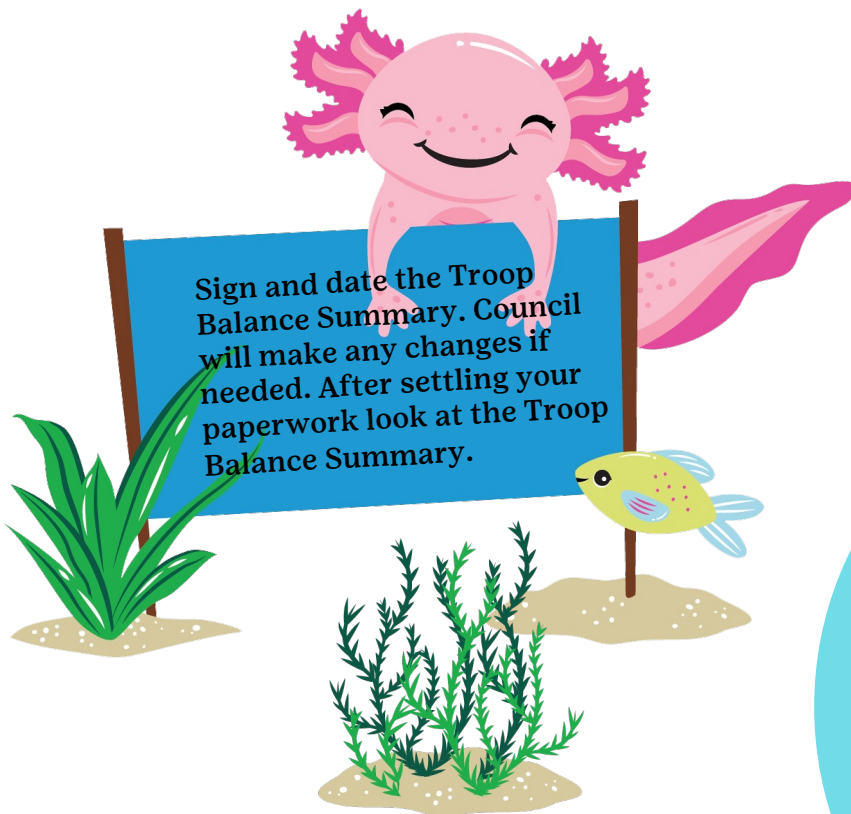
<p>15+ Pkgs</p> <p>Participation Patch</p>	<p>1 Booth*</p> <p>Booth Patch *Participate in booth</p>	<p>5+ Pkgs*</p> <p>Cookie Share Patch *5+ Care to Share sold</p>	<p>60-99 Pkgs</p> <p>Axolotl Plush Backpack Clip</p>	<p>100-149 Pkgs</p> <p>Mood Mixer Camp Light</p>
<p>150-221 Pkgs</p> <p>Axolotl Plush Ball Jellies (one per girl, assorted colors)</p>	<p>222-275 Pkgs</p> <p>Axolotl Plush Small</p>	<p>276-324 Pkgs</p> <p>Belt Bag</p>	<p>325+ Pkgs</p> <p>Goal Getter Patch</p>	<p>326-450 Pkgs</p> <p>T-Shirt</p>
<p>451-599 Pkgs</p> <p>Beach Towel</p>	<p>600-899 Pkgs</p> <p>Axolotl Plush Large Pillow</p>	<p>900-1199 Pkgs</p> <p>Axolotl String Lights</p>	<p>1,200-1,600 Pkgs</p> <p>Hoodie</p>	<p>1,601-2,200 Pkgs</p> <p>Boxanne Wireless Speaker</p>
<p>Troop Awards</p>		<p>2,201-2,999 Pkgs</p> <p>Android 11 Tablet</p>	<p>3,000+ Pkgs</p> <p>\$100 Nike Gift Card</p>	<p>Direct Ship</p>
<p>6,000+ Pkgs</p> <p>6 Ft. Folding Table</p>	<p>6,240+ Pkgs</p> <p>Custom Table Runner</p>	<p>6,240+ Pkgs</p> <p>Fitted Table Cloth</p>	<p>Troop Recognition</p>	
		<p>20+ Pkgs*</p> <p>Cookie Techie Patch *20+ Direct Ship sold</p>		<p>110+ Cases*</p> <p>Travel Organizer *Enter 10 (minimum of 100 cases). Troop on Hand Report zero. Troop must create recognition order and enter bank info by deadline.</p>

The GIRL SCOUTS® name and mark, and all other associated trademarks and logotypes, including but not limited to the Trefoil Design, are owned by Girl Scouts of the USA. ABC Bakers is an official GSUSA licensee.

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

Finalizing the Program

- Collect and deposit all money into your Troop Bank Account collected from your parents and booth sales
- Pull your Troop on Hand report by packages. Make sure all variety totals are zero. If they are not zeroed you will need to go back and distribute the cookies to the girls so they can earn their recognitions. If they have a negative number it means you distributed the wrong varieties to the girls. This will need to be corrected.
- Review the recognition. If there is a red triangle you will need to review the girl and save
- What to turn into your CCC (includes OPT OUT troops)
 - Troop Balance Summary Report
 - All Troop transfer forms
 - Care to Share form
 - All M3 receipts, removed from booklet and placed in Girl Money
 - Envelope marked M3 Receipts. Don't leave it receipt booklet or taped/stapled to sheets of paper
 - All Buy 5 entry forms placed in Girl Money Envelope marked Buy 5



If you qualify for the Spring Renewal bonus, Council will update your troop paperwork and let the Finance Team know the adjusted amount for your troop balance. The bonus will not be part of the ACH and will be left in your Troop bank account.

Swiper Mobile Payments for Cookies

Troops will have the option to accept credit card payments using the DC24 mobile app.

Money Collection - Payments from Girls

- Girls collect payment from customers at the time of delivery
- Customers pay for products by cash or credit card when they receive the product. Girls never collect money without giving product to the customer
- If a troop chooses to accept checks it will be the troops responsibility for any NSF's. All Checks should be made out to the Troop and deposited into the Troop's bank account
- Any time money is given to the troop from a Girl Scout, a signed M3 receipt must document this transaction.
- Money should be turned in promptly and frequently to the Troop Cookie Chair. Money should always be turned in when girls pickup additional cookies from their TCC

Troop Money Turned in at the End of the Program

- Final money is due from girls by **March 3, 2024**
- In Smart Cookies check the Troop Balance Summary Report and double check amounts owed to Council
- Make your final deposits ASAP
- Troop paperwork is due to your CCC by March 13, 2024
- Final ACH will be debited as each Community is reconciled

Automatic Clearing House (ACH) payments to Council

- Troops pay Council for all cookies received through the ACH process
- To ensure your Troop account is ready for ACH you must enter your Troop Banks accounting number and routing number into Smart Cookies
- Only the amount due to Council will be ACH'd from the Troop bank account. The proceeds will remain in the Troop account
- These debits occur once the Communities paperwork is reconciled
- To view amount due to Council revisit your Troop Balance Summary Report in Smart Cookies.
- Personal use of Troop funds at **ANYTIME** is illegal
- Personal funds and Troop funds can never be co-mingled
- Make sure your Troop to Girl transfers are completed by March 3, 2024 so that Smart Cookies can correctly calculate your Troop proceeds

Procedure for Outstanding Cookie Money

There are two types of outstanding balances

- **Troop debt to Council business office**
 - When unresolved debt occurs the Troop will not be able to participate in any Product Program or other Money Earning Activities until the Troop has resolved their outstanding balance with the Council business office. The Council office will send up to two collection letters to the TCC and the leader to try and collect the outstanding monies. After the second time with no action taken by the Troop, it will be turned over to local Law Enforcement

Finances

- **Parents/guardian debt to the Troop**
 - Since recognitions cannot be guaranteed after May 17, 2024 for Troops with an outstanding amount due to Council, we recommend contacting Customer Care at customercare@citrus-gs.org, as soon as you realize there may be product money due or you have not been able to collect from a Troop parent. We are here to help! When product money is due to the Council Business Office and you have not been able to collect from a parent, do not hold up your Troops paperwork. Make sure all monies collected have been deposited into your Troop's bank account by the deadline.

As soon as you realize there is a problem, act immediately!

- Collect as much money as possible and set up definite deadlines for additional payments. Promptly notify Customer Care at customercare@citrus-gs.org with information on the next page if deadline is not met.
- Make at least three attempts to collect money. The attempts to collect money must be documented in writing. Be aware that voicemails might not be received by the person involved. It is not a reliable form of contact.
- Attempts to collect monies need to be pleasant and tactful but firm. Do not harass. Emphasize that missing money denies girls program opportunities. All outstanding parent debt must be reported by March 13, 2024.
- It becomes increasingly difficult to help with collections after time has past
- If you need additional help or need to talk it over contact Customer Care at customercare@citrus-gs.org or call 800-367-3906

Written/Verbal Documentation Needed

- Date
- Who made contact
- Method of contact (phone, letter, email or in person)
- Summary of conversation or written communication and the response
- Your follow up actions and plans
- Information needed for further review (see next section)

Information Needed for Further Review

- Names (Girls and Parents)
- Phone numbers
- Physical address
- Total products received and returned with proof from signed M3 receipts
- Amount owed Troop and Council Business Office
- Signed Parent Permission Form
- All M3 receipts signed by parent
- If you have all signed documentation, the Council Business Office will be able to help with future payments from the parent/guardian

How Can This Be Avoided?

- By training and informing the parent/guardians during the Parent/Girl meeting about consequences of outstanding balances
- Meeting the deadlines for payments during the program
- Be firm with the guidelines about payment before additional product is given out
- Keeping in touch with parents and girls to verify all payments are received for delivered product with corresponding signed M3 receipt

Misappropriation of Funds by Troop Cookie Chair or Leader

- If misappropriation of Troop funds is suspected, leaders access to Troop funds will be suspended during research and review of the allegations. If evidence of misuse of funds or personal use of Troop funds is substantiated the leader/ chair will be reported to Law Enforcement for further investigation. Report the concern immediately to Customer Care @ [customer care @citrus-gs.org](mailto:customer care@citrus-gs.org). If review of the concern yields substantial evidence of theft or fraud, the Council Office is the legal party to file police reports and will do so.

Third Party Theft

- In the event that funds are stolen by a third party (home robbery, auto theft, booth robbery) a completed Police Report must be provided to the Council Business Office
- Receipts will be helpful to prove possession and value of property
- Council staff will work directly with the victim with the regard to the resolution of missing funds
- Do not speak to media, contact Theresa Rivera@trivera@citrus-gs.org or 407-228-1612





Have a
magical sale!

girl scouts
of citrus

