

## Cookies Frequently Asked Questions

### *Do all girls need to begin the cookie sale on Tues., Dec. 14?*

Girls can sell later, but no sooner than Tues., Dec. 14. It's up to each troop/girl when they begin taking orders after the program start date. Girls and troops can join the program at any time!

### *I am unable to get to the delivery site to pick up our initial cookie order—will I be able to get them?*

Yes. If you, or another adult, are unable to pick up the initial cookie order at the date and time scheduled, *you will need to pick up your initial cookie order at Berger of San Antonio (17745 Lookout Rd, Ste 240, Schertz, 78154) from 8 a.m.-6 p.m. on Mon., Jan. 31.*

### *What do I do if a parent does not pick up the initial order of cookies they turned in?*

If a parent does not pick up the cookies ordered on the initial order, use the cookies for the booth sales or to fill additional orders. **DO NOT hold on to them waiting for the parent to pick them up.** If needed, additional cookies can be picked up at reorder sites.

### *Where does the \$4 per package of cookies go?*

- 27%—Cost of cookies
- 17-18%—Troops/groups/girls (this includes troop proceeds, community and troop/group rewards, cookie credits, events, and girl rewards)
- 2-3%—Administration (postage, printing, office and program supplies, etc.)
- 53-55%—Direct mission delivery to girl and adult members. Includes financial support of council-sponsored girl programs, camp maintenance, financial assistance and scholarships to girls, girl and adult development classes and materials, girl and adult resources, facility upkeep, water and other utilities, community awareness and girl advocacy, and much MORE!

### *Are troops/groups required to participate in the cookie program?*

Troops are not required to participate, however all girls should be given the opportunity to participate in the cookie program.

- The Girl Scout Cookie Program is not just about cookies. This program offers many opportunities for hands-on entrepreneurial activities.
- Support of and participation in the program makes it possible for every girl in the area to become a Girl Scout and have the opportunity to be a part of the Girl Scout Leadership Experience.
- Participation keeps camps running, enables great resources and training for girls and adults and brings exciting event opportunities to all girls.
- *Troops/groups who do not participate in the annual cookie and fall product program may NOT hold any other money-earning or fundraising activities.*

### *Is every girl required to participate?*

Girl participation in the cookie program is voluntary.

- Each girl and her parent/guardian should decide *together* the most appropriate level of participation for themselves.
- A cookie program permission form must be received for a girl to participate.

### *When is money collected?*

Money is collected from customers *upon delivery of cookies—absolutely NOT at the time the order is placed.* If the customer orders online, they pay by credit card at the time of the purchase.

### *Are credit cards accepted?*

Yes, customers can place orders on Digital Cookie for donation, girl-delivery or direct shipped. Troops can also use the troop Digital Cookie to accept credit cards at booths OR Square if the troop utilizes the Square device/site (fees may NOT be passed onto the customer!!).

### ***What do I do if a parent does not turn in money on time?***

If a parent does not get you the money due by your deadline to deposit into the bank, complete the Delinquent Account Report included on p. 24-25 in the TCM Companion. Remember, you should complete the ACH Adjustment Form if you have any Delinquent Account Reports (if any parent/guardian fails to pay by your deadline).

### ***Can cookies be returned? What about damaged cookies?***

Cookies are not returnable—they may *not be returned to the troop/group or council*. Cookies can be transferred to another troop/group. If cookies are damaged, bring them to the cookie warehouse at the Sally Cheever Girl Scout Leadership Center during business hours to be exchanged for the same variety. Damaged cookies may only be exchanged through Mon., Mar. 7.

### ***Can girls sell cookies on the Internet?***

Yes! Digital Cookie allows girls to take orders online.

- Digital Cookie gives the girl the opportunity to send out emails to her contacts with the link to her “store.”
- Customers can choose direct shipping or girl delivery and can pay online with a credit card.
- Check out our cookie program social media rules for more info on what can and cannot be shared online!

### ***When do we get our recognitions?***

- Pick up rewards from your CCM in late April/early May.
- Cookie Credits will be emailed directly to girls/parents in April/early May.
- Fall/Cookie Crossover **Personalized patches are mailed directly from M2 Media to the girl’s parent/guardian.**
- Super Sister patches are ordered by council and will be distributed to the CCMs as soon as they arrive.
- Community Top Seller T-Shirts will be sent directly to the girls when they are ready.

### ***How do girls participating individually (as IRG) earn recognitions?***

All girls participating in the cookie program have the opportunity to earn the same recognitions, whether they participate in a troop or by themselves. Individual girls will turn in ALL money to council. The girl can then apply for funds from the program to use towards their Girl Scout Leadership Experience. Refer to the IRG Fund Usage Guide on the cookie program materials webpage for more information on IRG funds.