



girl scouts
of south carolina
mountains to midlands



**what
can a
COOKIE
do?**

**2012 Girl Scout
Cookie Program
Reference Manual**

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Welcome to the 2012 Girl Scout Cookie Program!

Thank you for serving as your Troop's Cookie Manager for the 2012 Girl Scout Cookie Program. The purpose of this Reference Guide is to provide you with information, tools, and answers to most of the questions about the Girl Scout Cookie Program. If you cannot find the answer you seek in this Reference Guide, please contact your Service Unit Cookie Manager. Check out ABC/Interbake on their website at www.abcsmartcookies.com to find LOTS of fun and innovative activities for everyone to use throughout the Girl Scout Cookie Program.

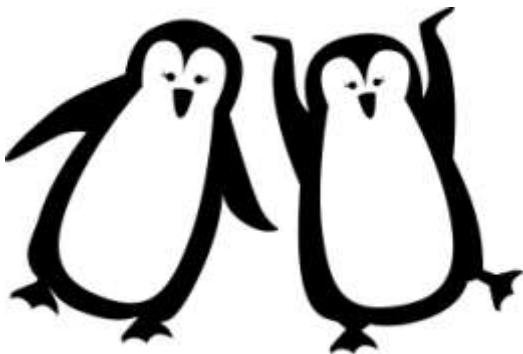
If the girls in your troop already have the NEW *Girl's Guide to Girl Scouting*, be sure to check out the new Financial Literacy and Cookie Business badges and/or Daisy leaves. The Financial Literacy badges/leaves teach girls how to use money wisely and the Cookie Business badges/leaves help put girls' financial literacy skills into practice.

The Girl Scout Cookie Program is a learning experience for the girls with the support and encouragement of adults. It is not just a money-making project. Girls will learn these 5 important skills:



This year's Girl Scout Cookie Program theme, ***What Can A Cookie Do?***, reminds girls that they have the power to do anything they set their minds to. Plus, it's a great way to think about the many ways the cookie program yields tangible results in support of the Girl Scout Leadership Experience. Volunteers help girls develop leadership skills while they engage in the Cookie Program by using these three Girl Scout processes: Girl-Led, Learning by Doing, and Cooperative Learning.

What Can A Cookie Do? Actually, quite a lot, like helping Girl Scouts reach their 100-year anniversary in 2012! ABC is introducing the specially-designed, 100-year anniversary Shortbread packaging for the 2012 Girl Scout Cookie Sale. What better cookie to highlight than the cookie that started it all!



In addition to the life skills Girl Scouts gain from their hands-on participation, 100% of the proceeds generated from the Cookie Program stay in our council, including the portion that goes directly to the troop selling the cookies (see *How the Cookie Crumbles* on page 31).

GETTING STARTED

Getting Started

In addition to what you learned at training, you will need the *2012 Girl Scout Cookie Program Reference Manual*, Order Cards, and the Troop Goal Tracker.

Preparation

1. **READ through this reference manual** to become familiar with the way in which the Girl Scout Cookie Program is conducted.
2. Coordinate efforts with the Troop Leader, especially if the preparation and goal setting has already occurred.
3. When setting your individual troop deadline dates, take into consideration the dates set by your Service Unit Cookie Manager.
4. Schedule at least one troop meeting to train the girls and parents before the sale begins.
5. Fill in important information (girls' first name and last initial, troop number only) as well as sale dates on Girl Order Cards.

SAFETY

Before your girls ever begin selling cookies, everyone should learn all about our safety guidelines.

Safety is one of the most important concepts that all adults must emphasize when talking about the Girl Scout Cookie Program to the girls. In addition to making sure girls are accompanied/supervised by an adult at all times when selling cookies, care should be taken to protect girls' personal information.

All Girl Scouts may sell cookies, subject to the following guidelines. *Volunteer Essentials* – Chapter 5, pages 59 - 61:

1

All girls selling must be registered Girl Scouts before they participate in the Girl Scout Cookie Sale. They must have a signed Parent Permission Slip turned in before they can receive Girl Order cards. *Volunteer Essentials* - Chapter 5, page 60

2

When interacting with the public, girls should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash or vest, or other Girl Scout clothing.

3

Girls can use electronic marketing, social networking, and group websites, to gather sale commitments from family, friends, and previous customers that are appropriate for their age level. *Volunteer Essentials* – Chapter 5, pages 59 - 60

4

Girl Scout Daisies, Brownies and Juniors must be accompanied by an adult at all times. Girl Scout Cadettes, Seniors, and Ambassadors (and older Girl Scouts not associated with a troop) who participate in door-to-door sales must be supervised by (but do not need to be directly accompanied by) an adult. Girls of all grade levels must always use the buddy system. *Volunteer Essentials* - Chapter 5, page 61

5

Girls should learn and practice these personal safety protection guidelines:

- Sell door-to-door only during daylight hours
- Do not enter the home of a stranger or approach customers in cars
- Do not carry large amounts of cash
- A girl should not give out her telephone number and/or address to strangers
- Minimum of two adults must be present at all times with the girls when Girl Scouts operate a Cookie Booth

CONDUCTING A GIRL/PARENT TRAINING

TRY A SAMPLE AGENDA

As the Troop Cookie Manager, you are responsible for training the girls and parents in your troop. Set your training date and make it *FUN!* The more fun you make it, the more motivated your girls (and families) will be. When thinking about what you would like to cover during your cookie training, remember there may be parents who have never participated in the Girl Scout Cookie Program and some who have for multiple years.

If you need help organizing and conducting a parent meeting, contact your Service Unit Cookie Manager who may be able to assist you with the meeting or suggest a mentor leader from within your Service Unit to assist you. Below, you will find an outline to help you organize and prepare for the Girl Scout Cookie Program (**for more resources on troop training, go to www.abcsmartcookies.com**).



Welcome and why we are here. How does participating in the Girl Scout Cookie Program benefit my daughter and her troop?

- The Girl Scout Cookie Program is educational (reiterate the 5 key skills during this meeting)
- Girls learn how to set and keep track of goals by going online to www.abcsmartcookies.com and click on **CookieZONE**
- The Girl Scout Cookie Program is a money-earning activity for the troop and the council. Girls who sell at least 150 packages will also earn credit toward future Girl Scout program opportunities

Proceeds/Recognitions

- Troop proceeds - money earned by girls for their troop's program experiences
- Council proceeds - provides services and activities to girls and adult volunteers
- In addition to the life skills Girl Scouts gain from their hands-on participation, 100% of the proceeds generated from the Cookie Program stays in our council (see *How the Cookie Crumbles* on page 31)
- Recognitions for the girl - Cookie Dough, recognitions/patches and program opportunities based on their level of participation
- With help at home, girls learn about goal setting by completing the activity to earn the Goal Getter patch

Product

- Review the updated look of the product line and know the cookie varieties
- Girls and troops may not return cookies (except if packages are damaged – must bring the damaged package to the Girl Scout Service Center to receive a replacement)
- New look of the Shortbread packaging

Safety

- Discuss all safety issues and money handling

Cookie Booths

- Explain Cookie Booths and etiquette (everyone signs the contract – located at www.gssccookies.org under Resources)

Courtesy – Business Ethics

- “*On my honor. . .*” respecting the Girl Scout Cookie Program start date
- Girl Scout Promise & Law
- People skills - necessary life skills developed through the Girl Scout Cookie Program

Money Collection

- How and when to collect money for cookies; payments and deadlines
- Procedures for accepting checks
- What to do when a parent does not/will not pay for cookies



SNAP is the cookie program management tool. SNAP makes ordering cookies and recognitions simple, quick and easy as 1-2-3! A complete *SNAP Manual* and tutorial can be found on www.gssccookies.org under Resources)

Once the Service Unit Cookie Manager (SUCM) receives your signed Volunteer Agreement form, you will receive log-in information for SNAP. You will be responsible for entering and updating your contact information in SNAP as well as your troop's information.

Recommended Set-up

- Go to **Edit My Profile** and edit Troop Cookie Manager information (putting TCM after your last name)
- Go to **My Troop** and edit troop information – entering the Troop Leader's full information (putting TL after last name)
- **My Troop** – Add/Edit/Delete Girls – Please delete a girl if she is no longer active with the troop
- **SnapShot** – keeps messages, tasks and dates updated
- Go to **Cookies** – click on initial order and input girls' initial orders, along with extras for first booth sales. **DO NOT ORDER FOR ALL BOOTH SALES SCHEDULED**
- Commit **ONLY** prior to SUCM deadline date (once committed, you can't add or change anything)
- Go to **Cookies** to transfer cookies – ensure all troop cookies are transferred to the girls through Troop to Girl, Girl to Girl, or Girl to Troop (packages only – do not need to put variety). Troop to Troop transfers are by **CASES ONLY** – variety doesn't matter (your SUCM will need to do the Troop To Troop transfer)
 - Ensure all money collected from girls is entered into Girl Balance Summary Report (this should have a \$0.00 balance like the Troop Balance Summary report at the end of the sale)
- Re-orders will be entered into SNAP on the council or POD level. Please double check receipt against SNAP to ensure the information is correct. **KEEP ALL RECEIPTS** for cookies picked up at **POD/Truck**



- To create recognitions – go to the **Recognitions & Proceeds**:
- Early recognitions (earned January 13–30) are created after you have entered in all the girls' cookie orders
- Main recognitions are created at the end of the Girl Scout Cookie Program **AFTER** all cookies have been transferred to the girls. SNAP will not allow you to **COMMIT** the recognitions if you have not transferred all the cookies to the girls (recognition re-orders will not be made for incorrect submissions, i.e., not entering the Goal Getter and Booth patches in SNAP manually). IF recognitions were created prior to transferring cookies to the girls, you will need to update the recognitions

Reports - Check your math through SNAP – ensuring you have not over or under deposited (this can be done by reviewing the Troop Balance Summary Report).

The report will show you what the outstanding balance is prior to making that final deposit (any over/under payments will exclude troop from earning one of the tiered bonuses).

Helpful Summary Reports to use throughout the Girl Scout Cookie Program

SNAP allows you to run a variety of reports to review information about your cookie sale. Reports are located under the Reports menu and are generated in real time, which means that as soon as you enter information, you will be able to view the current information via the reports.

The following reports will help you throughout the Girl Scout Cookie Program:

Troop Balance Summary: informs troop of all cookies signed out as well as showing troop proceeds and what needs to be remitted to the council. This report should show a \$0.00 balance due at the end of the sale (anything over or under will mean troop has not earned the correct and on-time bonus)

Recognition Order Summary by Girl: shows what awards have been earned by the girls – after all cookies have been transferred. This will also insure you have inputted all manual patches into SNAP (DO NOT ENTER PATCHES IF THEY HAVE NOT BEEN EARNED)

Girl Cookie Totals Summary: keeps track of all cookies signed out to each girl. All cookies sold should be credited to girls (this report should equal the number showing on the Troop Balance Summary)

Girl Balance Summary: Troop Cookie Manager will input in SNAP what money has been paid by the parent for each girl. This report should show a \$0.00 balance due at the end of the sale for each girl

Track Cookie Share: for tracking number of packages collected for Cookies for Soldiers. You will need to put how many packages each girl has for Cookies for Soldiers – this is for TRACKING purposes only

Girl Balance Summary report MUST be completed prior to meeting with your SUCM

This report will show all packages the girls have received and show all payments girls have made to the troop. If the girl does not owe money, this report should show a \$0.00 balance. If a girl owes, this report will help us in the documentation of what has been paid and what is still showing as outstanding.

THE INITIAL ORDER IS DUE – NOW WHAT?



- Collect all order cards from girls by February ____ (as specified by you – the Troop Cookie Manager)
 - Notify Service Unit Cookie Manager of your choice of troop base proceeds plan, via e-mail by the initial deadline date (this cannot be changed after initial order)
 - Contact information (Troop Cookie Manager and Troop Leader) is correct and updated in *SNAP*
 - Cookies for Soldiers* cookies: Select varieties for *Cookies for Soldiers* if customer did not choose - note selection so you give the girl credit for these packages (this is needed for girls to be credited for the 300+ Early Recognition, if applicable)
 - Enter your troop's initial order and create Early Recognition order (for girls to receive their 300+ Early Recognition – earned between January 13–30)
 - Verify (via email) with your Service Unit Cookie Manager that the submission of the initial cookie order and Early Recognitions have been made and are correct
- Inform your Service Unit Cookie Manager of your choice of delivery station:
 - Troops under 200 cases to be delivered with the service unit **OR**
 - Individual or combined troops that qualify for a 200+ case delivery to a location of their choice **MUST** provide complete delivery station information (includes the address and brief description of the delivery site as well as contact information and name of the person signing for the cookies, along with an e-mail address) to the Service Unit Cookie Manager by the initial deadline (February 1). Copy of delivery ticket blank form can be found on www.gssccookies.org **under Resources** – fill out and return to your SUCM. **No delivery dates will be accepted**
 - All online verification is due to Service Unit Cookie Manager by February 1

INITIAL ORDER IS IN – NOW WHAT?

- Give the girls additional order cards to continue taking pre-orders until February 23
- Determine how your troop is doing in reaching your Girl Scout cookie sale goal. Keep your troop goal chart current as a visual aid to the girls. It will help to keep them motivated!
- Plan Cookie Booths for your troop through the Service Unit or Cookie Kiosk
- Prepare to receive your cookies at your selected delivery station according to instructions given to you by your Service Unit Cookie Manager
- Plan for help from parents and have sufficient vehicle space to transport cookies safely (see page 8 for vehicle loading suggestions)

COOKIE DELIVERIES

Cookie Delivery Day

The cookies are finally here! By this time your Service Unit Cookie Manager should have announced the date that the cookies will be delivered to your area; **OR** if your troop or a combination of troops has an order of 200 or more cases, you should have received notification from the delivery agent, Carey Moving and Storage, on delivery time/date, etc.

Remember

- All initial cookie orders must be picked up on delivery day**
- All cookies picked up and signed for are yours to keep. Cookies cannot be returned due to the Federal Department of Agriculture guidelines.
- Do not accept or sign for any damaged cookies. The delivery agent is responsible for replacing damaged cases if you call it to their attention.
- Count and recount your order before signing for the cookies (you are responsible for all cookies listed on any receipt you sign).
- If you have a combined troop delivery:
 - all troops are responsible for that delivery count
 - all troop representatives must sign-off on the delivery ticket
 - disperse cookies out to each troop to ensure total and individual count is correct; and receive individual receipts prior to departing the delivery site

Once girls have received their cookies, they may begin to deliver the cookies to customers.

Initial Cookie Delivery – Vehicle Loading Suggestions

Not sure what will fit in your car? Use the following chart as a guide when planning for cookie pick-ups on delivery day. The approximate amounts are figured with the vehicle empty and using all space except the driver’s seat. **COUNT YOUR ORDER BEFORE YOU LEAVE.** If you get home and realize you are short, your Service Unit Cookie Manager will have no choice but to go by the count agreed upon at your pick-up time.

Car Type & Approximate Fit for Cases

Compact Auto	35
Standard Auto	50
Sport Utility	50 – 85
Standard Station Wagon	85
Standard Pickup Truck	100
Mini Van	150
Standard Van	200



GETTING MORE COOKIES

Girl Scout Service Center Trucks/PODS open February 24 - March 21



<u>Day*</u>	<u>Time*</u>	<u>GS SERVICE CENTER LOCATION*</u>
Monday	1:00 pm - 5:30 pm	130 Pinnacle Point Court, Suite 100 Columbia, SC 29223 803.782.5133 Back Door 349-A East Blackstock Road Spartanburg, SC 29301 864.576.2514 Back Door 5 Independence Pointe, Suite 120 Greenville, SC 29615 800.849.4475 or 864.770.1400 Bottom of Parking Lot
Tuesday, Wednesday, Friday	8:30 am - 5:30 pm	
Thursday	8:30 am - 6:30 pm	
Saturdays: February 25, March 3 March 10, March 17	9:00 am - 3:00 pm	
<i>*Cookie pick-ups may be delayed while the truck is re-stocked. Please be patient while the cookies are unloaded and inventoried.</i> <u>Sign/retain a copy of truck/pod receipt for all cookies signed out.</u>		

PODS

Remember, the PODS are run by a volunteer just like you. Please be courteous and respect their hours.

Abbeville

By appointment only
 Crystal McCurry
 864.302.9271
 596 Old Calhoun Falls Rd
 Abbeville, SC 29620

Aiken

By appointment only
 Katie or Neil Miller
 803.502.0247
 1430 Morningside Drive
 Aiken, SC 29801

Anderson

By appointment only
 Brenda or Grant Mattison
 864.716.0029
 319 Smithfield Drive
 Anderson, SC 29621

Lancaster

By appointment only
 Misty or Chris Carpenter
 803.235.8834 or 803.287.0501

Sumter

By appointment only
 Cathy or Cole Bibeau
 803.469.3559
 6135 Dubose Siding Rd
 Sumter, SC 29153

West Union

By appointment only
 Lori McCurry
 864.638.8780
 311 Country Junction Rd
 West Union, SC 29696

West Columbia

By appointment arranged after 7:30 am and before 8:30 pm
 Amy Ditolla
 803.755.7829 or 803.237.7109
 213 Rolling Hills Cut
 West Columbia, SC 29172



ADDITIONAL COOKIES: Beginning February 27, re-orders for 50+ or more cases may be placed. Please do not call in a re-order – e-mails only.

During Direct/Cookie Booth sales, re-orders will be delivered on Tuesdays or Thursdays to Service Units/troops that have additional case re-order of 50+ cases. Re-orders must be placed by using the Re-Order Form found at www.gssccookies.org under Resources. For a Tuesday delivery, re-orders must be placed by 11:00 am on Monday; for a Thursday delivery, by 11:00 am on Wednesday.

☀️NEW! Planned Orders: To ensure adequate stock, beginning Monday, February 27, troops can obtain additional cases of cookies from trucks/PODS by placing a Planned Order (located in SNAP under Cookie icon). Planned Orders must be in SNAP on Monday for Wednesday pick-up and/or on Wednesday for a Friday pick-up. Instructions for placing Planned Orders are in the *Troop Snap Reference Guide* located at www.gssccookies.org under Resources. If you do not pick up the cookies by the scheduled date/time, they will be put back into the truck/POD inventory.

NOTE: Any cookies received from the trucks/PODS or as a re-order will be entered into SNAP by the Girl Scout Service Center Product Sales Assistant or POD volunteer in a timely manner (please allow a 24-hour turnaround). Troop Cookie Managers should check the information in SNAP to ensure it matches the receipt.

COOKIE PICK-UP AUTHORIZATION CARD

Cookie Authorization Cards are used as an identifier when a troop representative is picking up cookies at the Girl Scout Service Center trucks and/or volunteer-run PODS.

Two Cookie Authorization Cards are provided in each troop's materials. You, the Troop Cookie Manager, must fill out one Cookie Authorization Card for yourself as well as one card for a designated volunteer and have it stamped/signed.

This Cookie Authorization Card may be used by the Troop Leader or other registered adults authorized by the Troop Cookie Manager.

The Cookie Authorization Card must be presented at all times when picking up cookies at the Girl Scout Service Center trucks or volunteer-run PODS. **Cookies will not be given out to anyone without this proper documentation (Girl Scout Cookie Authorization Card must be filled out completely and accompanied by a photo ID).**

Why must you present the Cookie Authorization Card each time you pick up cookies?

Staff and volunteers may not be familiar with the troop representative picking up the cookies. The Cookie Authorization Card enables staff and volunteers working the trucks and PODS to ensure the cookies are given to the authorized troop or Service Unit representative.

2012 GIRL SCOUT COOKIE PICK-UP AUTHORIZATION CARD			
<u>Must present card with ID to receive cookies (cases only)</u>			
Please print clearly			
Troop Cookie Manager's (TCM) Name	Sally Scout		
Service Unit #	600	Troop #	1234
Name of person picking up cookies:	Sally Scout		
Address	555 Cookie Lane		
City	Cookie City	Zip	55555
Phone (H)	(555) 555-5555	(W)	Cell (555) 555-5555
<i>Sally Scout</i>			
_____ Authorized Signature			
I will be responsible for the cookie cases I pick up at the Girl Scout Service Center and/or PODS. I understand that I am financially responsible for the cookies from the time I sign for them, until they have been dispersed out.			

COOKIE BOOTHS

A cookie booth is set up by a Girl Scout troop to sell Girl Scout cookies directly to customers who were not solicited during door-to-door sales.

Cookie Booth Sites

Certain businesses will be scheduled at the council level to ensure fair and consistent procedures/guidelines are given to all troops throughout the council's 22 county jurisdiction (see Cookie Kiosk section, page 14).

If you have a public place where you would like to set up a Cookie Booth, contact your Service Unit Cookie Manager to assist you (troops and parents are not allowed to set up booths without going through their Service Unit Cookie Manager). Their community booth sales coordination ensures retailers are not inundated and that locations are geographically dispersed.

Before leaving for a cookie booth, troops must:

- Have each girl and parent (assisting with booths) sign a Cookie Etiquette Contract (www.gssccookies.org under Resources)
- Print out and bring your Cookie Booth confirmation (from the Cookie Kiosk website for council-sponsored booths)
- For Service Unit-sponsored booths, check with your Service Unit Cookie Manager for guidelines
- Make a poster identifying the troop # and list troop goals
- Have a complete Health History form for all girls participating in the activity
- Have at least two adults on site at all times. NO ADULT-ONLY BOOTHS.
- Have at least two girls at each booth at all times (no more than four).
- Take a card table and chairs
- Take a money box and change (about \$110 in change consisting of: \$20 – quarters; \$40 – one's; \$20 – five's; \$30 – ten's)
- Take enough cookies to sell

How to have a successful Cookie Booth:

- Take an adequate supply of the best sellers
 - At least 2-3 cases each of Thin Mints, Caramel de-Lites, Peanut Butter Patties and Peanut Butter Sandwiches
 - 1-2 cases each of the other varieties
 - A typical three-hour booth sells between 12-14 cases
- Make an attractive table display to invite customer interest. Balloons are always a good idea!
- Prepare a troop goal poster and display it at your booth. Customers love to help girls reach their goals! Update the poster as packages are sold.



Cookie Booth Tips

- If you are the first troop at a booth sale site, always check in with the store manager before setting up your cookie booth to let her/him know you are there and to verify that you are setting up in the right space.
- Make eye contact with the customer and ask, "Would you like to purchase Girl Scout cookies?" Be prepared to share your troop goal and how proceeds will be used.
- Ask customers on their way out of the place of business. Never badger customers.
- Know the cookie varieties and your goal. Be prepared to answer questions from the customer.
- If one variety is not selling as well as the others, open a package, break the cookies into bite-size pieces and let customers take a small sample. This may spark interest among customers and increase your sales (your troop will be responsible for paying for the package that was opened to taste).
- It is a good idea for troops to purchase a counterfeit detection pen and to teach girls the skill of checking for counterfeit bills.
- One way to get donations for Cookies for Soldiers is to ask customers to donate their coin change from their purchase towards a package for Cookies for Soldiers. Put this money in a container and when there is \$3.50, put a package of cookies in a Cookies for Soldiers decorated box.
- Secure your money to prevent loss and/or theft.
- If accepting a check, the following is required: ***name, address, phone number and driver's license number along with expiration date, date of birth (please check the customer's driver's license).*** Write in any missing information on the front of the check, i.e., driver's license. **NO counter checks or starter checks from newly opened accounts should be accepted.**
- Always thank the customer, whether or not a purchase is made.

Cookie Booth Basics

- Girls should do the selling and handle the money (age-appropriate skill builder). Adults should supervise younger girls.
- Count packages and money IMMEDIATELY before the cookie booth begins and enter information on a Cookie Booth Tally Sheet (found under www.gssccookies.org under Resources) and place the Cookie Booth Tally Sheet in the cash box.
- Count remaining packages and all money IMMEDIATELY after cookie booth (before anything is removed from the site) and enter information on the Cookie Booth Tally Sheet.
- Write down (on back of Cookie Booth Tally Sheet) any packages that are opened for samples at booth sale.
- Keep track of girls who worked the cookie booth.
- If it is raining, set up a canopy. Do not set up inside the store unless you have permission from the store manager.



Additional Recommendations

- Please do not ask the place of business for change.
- Girls should never run into the parking lot either to ask customers to purchase cookies or to play.
- Girls should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash or vest, or other Girl Scout clothing.
- Cookie booths may be the only time some people see Girl Scouts in action – remember that you represent all Girl Scouts.
- Keep cookies out of the sun and/or rain.
- CLEAN UP BEFORE YOU LEAVE** and take your trash and empty cases with you. Remember, a Girl Scout always leaves a place cleaner than she found it!
- Your troop is financially responsible for all cookies signed out to the troop. If you have problems selling extra cases of cookies, please contact your Service Unit Cookie Manager *immediately*. ***Do not wait until the end of the sale to inform your SUCM.***



Cookie Booth Etiquette (print out the Cookie Booth Etiquette Contract at www.gssccookies.org under Resources)

Sometimes problems arise and cookie booth locations are overbooked. If this happens to your troop, please do the following:

- Approach the other troop and show your printed Cookie Booth Confirmation for the location (from the Cookie Kiosk website). The troop with the confirmation time closest to the current date will be allowed to stay at the booth.
- Please check with your Service Unit Cookie Manager for procedures on service unit booth sales.
- Remain calm – remember, girls are present.
- Never involve the store manager. By doing so, you could cause the store to deny us the opportunity to ever sell cookies there again.

**Please remember that you are setting an example,
not only for your troop but for Girl Scouts.**

COOKIE KIOSK

www.gssccookies.org (click on Cookie Kiosk icon to obtain Cookie Kiosk Manual)

Cookie Kiosk is the website for troops to obtain a council-sponsored booth location, date, and time. The council has contacted and received approval from the following five businesses (Bi-Lo, Kmart, Lowe's, SAM's Club and Walmart) for troops to hold booth sales on their premises (this is separate from the service unit booths). Service Unit Booth Sale Coordinators and individual troops are not to contact these businesses. These businesses are part of the Cookie Kiosk.

Some businesses may not be on the list at the opening of the Cookie Kiosk. They will be added to the Cookie Kiosk as confirmation is received (throughout the Girl Scout Cookie Program).

Girl Scouts of South Carolina - Mountains to Midlands

girl scouts of south carolina mountains to midlands

Home

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Cookies For Soldiers

COOKIE KIOSK

The Cookie Kiosk is email driven. To log into the Cookie Kiosk:

- use your email address and t____ (troop + four digit number, i.e. t0314 or t0031) and
- then click on Forgot Password

Log In

User Name:

Password:

Log In

[Forgot Password](#)

Convert HTML to PDF with ABCpdf.NET

PDF library for .NET, ASP... Download now Free trial for 30 days!

[Report a Problem](#)

Your password will be emailed to you shortly (ONLY if the correct email address is listed in the database system as well as on the Volunteer Agreement Form). If you do not receive your password, please check your spam/junk mail.

If you have any problems with the Cookie Kiosk please click on Report a Problem. Do not call as e-mail will have a quicker response (see page 17 for dates of Cookie Kiosk)

Occasionally, businesses will cancel even after confirming. If you have scheduled a Cookie Booth at a business or during a time slot that has canceled after the scheduling periods, the Council is not responsible for replacing the canceled Cookie Booth. Please work with your Service Unit Cookie Manager on finding a replacement in your area.

★ Goal ★ Getter

www.abcsmartcookies.com

Research shows that when girls/troops set goals, they reach them. Has your troop set a goal? Do all your Girl Scouts know the troop goal? Have your girls set their individual goals?

Setting goals is easy, fun and inspiring! Take your girls to the interactive and cool goal-setting activity at www.abcsmartcookies.com where they can set and track their personal goals.

Girls should list their goals on their order cards, and troops should include their goals on cookie booth posters. Customers love to help girls and troops reach their goals.

Girls may earn the Goal Getter patch by participating in this activity throughout the Girl Scout Cookie Program (she must present a certificate to the Troop Cookie Manager at the end of the Girl Scout Cookie Program to earn this patch).

Internet Selling*

Check it out at www.abcsmartcookies.com

- Girls can market cookies by sending emails to friends, family members, and former customers, as long as they use a group email address, the address of a parent/guardian or adult volunteer, a blind email address (in which the recipients cannot see the sender's email address or other recipients' email addresses), or the online email tools provided by ABC (to tell customers how or where to go to purchase cookies; i.e., cookie booth locations or time of sale).
- Sales may not be transacted on the Internet (i.e., through a site that has an electronic shopping cart).
 - Girls can, however, receive order commitments for cookie sales via email or the Internet. In other words, potential customers can relay (via email) that, "Yes! I'd like four packages of Thin Mints."
 - Girls are responsible for sending the cookies and collecting the money from the customer.



**Check out the 411 on Online Product Marketing under http://girlscouts.org/program/gs_cookies*

PULL OUT CENTERPIECE

THE 5 SKILLS AND GIRL SCOUT LEADERSHIP OUTCOMES

The 15 Outcomes of the Girl Scout Leadership Experience:

Discover

- Girls develop a strong sense of self
- Girls develop positive values
- Girls gain practical life skills
- Girls seek challenges in the world
- Girls develop critical thinking

Connect

- Girls develop healthy relationships
- Girls promote cooperation and team building
- Girls can resolve conflicts
- Girls advance diversity in a multicultural world
- Girls feel connected to their communities, locally and globally

Take Action

- Girls can identify community needs
- Girls are resourceful problem solvers
- Girls advocate for themselves and others, locally and globally
- Girls educate and inspire others to act
- Girls feel empowered to make a difference in the world

Everything girls do in Girl Scouting is designed to help them grow into leaders of **courage, confidence, and character**. The 5 Skills girls learn through the Girl Scout Cookie Program are an important ingredient in the Girl Scout Leadership Experience.

Here are a few examples of how participating in the Cookie Program teaches Girl Scouts skills that will help them grow into leaders in their own lives, leaders in business and leaders in the world:

The Five Skills → Leadership Benefits in Girl Scouting & Beyond

GOAL SETTING: Your Girl Scout sets cookie sale goals individually and with her team; she creates a plan to reach them; and she develops **cooperation** and **team building** skills all along the way!

DECISION MAKING: Your Girl Scout helps decide how her team will spend their cookie money, furthering her **critical thinking** and **problem solving** skills that will help her in many aspects of her life.

MONEY MANAGEMENT: Your Girl Scout takes cookie orders, handles customers' money and gains **valuable** and **practical life** skills around financial literacy.

PEOPLE SKILLS: Your Girl Scout learns how to talk to, listen to and work with all kinds of people while selling cookies. These experiences help her develop **healthy relationship** and **conflict resolution** skills she can use throughout her life.

BUSINESS ETHICS: Your Girl Scout is honest and responsible at every step of the cookie sale. Her business ethics help reinforce the **positive values** she is developing as a Girl Scout.

To learn more about the Girl Scout Leadership Experience, visit www.girlscouts.org/gslc

PULL-OUT CENTERPIECE

2012 GIRL SCOUT COOKIE PROGRAM DATES

January 7 - Cookie Rallies throughout the council

By January 12 - All girls and parents trained in Girl Scout Cookie Sale procedures and program components by the Troop Cookie Manager

January 13 - All girls/troops need to be registered Girl Scouts to participate in the 2012 Girl Scout Cookie Program.

January 13 - Door-to-Door (initial) Girl Scout Cookie Program begins

January 13 - The following must be turned in to SUCM: all Parent Permission slips (for ANY girls participating in the Girl Scout Cookie Program) AND troop deposit slip/voided troop check (this is ALL part of the correct and on-time bonus).

January 17, noon – January 18, 10 am - Cookie Kiosk open for councilwide booth selections - Round 1

January 18, noon – January 20, 10 am - Cookie Kiosk open for councilwide booth selections - Round 2

January 20, noon – January 23, 10 am - Cookie Kiosk open for councilwide booth selections - Round 3

January 23, noon – January 27, 10 am - Cookie Kiosk open for councilwide booth selections - Round 4

January 28 – March 18 – Cookie Kiosk open for councilwide booth selections – first come, first served (two assigned per day per troop)

January 30 - Door-to-Door (initial) Girl Scout Cookie Sale ends - girls continue to take pre-orders

February _____ - Girl orders due to Troop Cookie Manager. **You will set deadline date for girls to turn in order cards.**

February 1 - Troop initial order and early recognitions committed in SNAP. Email sent to Service Unit Cookie Manager that all has been committed. Delivery information due at this time.

February 20 - 25 - Cookie delivery to Service Unit Cookie Managers and/or troops

February 24 – March 23 - Direct/Cookie Booth Sales

March 21 - Last day to get cookies from the regional trucks and/or PODS

March _____ - Girl money due to Troop Cookie Manager. **You will set deadline date for girls to turn in ALL money.**

March _____ - All troop final paperwork due to Service Unit Cookie Manager

March 23 - 24 - Cookies for Soldiers drop-off

May 5-6 - Girls selling 2012+ packages will earn the Trek to Savannah (no rain checks will be given if girl is not able to participate in the 2012 Trek)



PULL-OUT CENTERPIECE

STEP-BY-STEP PROCESS FOR HAVING A SUCCESSFUL COOKIE PROGRAM

NOVEMBER - DECEMBER

- Register for and attend Troop Cookie Manager training
- **If attending face-to-face training** – take Volunteer Agreement form to SUCM (or **if completed online training**, print out certificate to take to SUCM to pick up materials and fill out Volunteer Agreement form)
- **Note ALL your SUCM's deadlines**
- **Set troop deadlines** according to SUCM deadlines
- Plan and conduct girl/parent meetings
- **Encourage girls to use the ABC Goal Getter** activity to set personal goals (and earn the Goal Getter Patch) and to track troop/individual girl goals throughout the year
- **Enter troop information into SNAP** (both Troop Cookie Manager and Troop Leader information)

JANUARY

- **Collect Parent Permission slip from each girl** prior to handing out order cards (troop keeps yellow copy and turns in white copy to SUCM by deadline stated) – Please make sure there is a physical address versus a PO Box. Turn in voided troop check or deposit slip in with your Parent Permission slips.
- **Collect order cards** to prepare initial cookie order; distribute additional order cards so girls may continue to take orders
- **Inform SUCM of troop base proceeds plan** IF the troop is a registered Girl Scout Cadette, Senior, Ambassador troop or older Girl Scout not associated with a troop
- **Begin selecting cookie booths** (either through the Cookie Kiosk or through your Service Unit Cookie Manager)

FEBRUARY

- **Place initial cookie order into SNAP** and submit delivery information to SUCM (**AM or PM preference only – no dates**)
- **Create Early Recognition order** (do this last)
- **Pick up and distribute cookies to girls** (ensuring receipts are given for all product signed out)
- **Conduct booth sales**
- **Collect cookie money at each troop meeting and make deposits** frequently (ensuring receipts are given for all money turned in)
- **Enter receipt of money into SNAP** (each deposit must be entered separately). **DO NOT MAKE FINAL DEPOSIT until you have reviewed the Troop Balance Summary Report.** Track how much each girl still owes by entering individual transactions into Girl Balance Summary Report.

MARCH

- **Credit individual girls with all cookies assigned to troop.** Check the following reports to ensure all cookies have been credited to the girls: Troop Balance Summary against Girl Cookie Totals Summary
- Make final deposits and enter into SNAP
- Enter all Cookies for Soldiers into SNAP under Track Cookie Share
- **Create Main Recognition Order for troop** (this is to be done **AFTER** all cookies credited to girls) Don't forget to input manually the two patches – Goal Getter and Booth Patch (if earned – 1 per girl)
- **Finalize sale using End-of-Sale Checklist** (found on page 33) and give to Service Unit Cookie Manager to sign-off on (ensuring everything is correct and on-time)
- **Turn in Cookies for Soldiers** (CFS) at designated drop-off location by the deadline date (ensuring you have entered CFS into SNAP – under Cookie Share)

MAY

- **Recognitions given out** at Service Unit Meetings so you can distribute to girls before end of troop year

PULL-OUT CENTERPIECE

TOOLS THAT WORK!



The Girl Scout Cookie Program can help girls learn about goal setting, decision making, money management, people skills and business ethics.

Check out the following resources for important Girl Scout Cookie Program information!

RESOURCE	WHAT IS THERE?	WHO CAN BENEFIT?
www.abcsmartcookies.com	Fun activities, goal setting (girls go to participate in the online activity to earn patch), girl/parent training, clipart, songs, games and lots more!	Girl Scouts, Parents, Troop Leaders
www.gssccookies.org	Cookie information, resources (manual, forms, tutorials), girl recognitions	Troop Cookie Manager, Troop Leader, Parents, Girls
www.gssccookies.org/cookies	Cookie Kiosk	Troop Cookie Manager
www.gssc-mm.org	Safety manual, council office hours, program information, staff listing and so much more!	Parents, Girls, Troop Leaders, Troop Cookie Managers
www.abcsnap.com	System for ordering cookies, tracking payments and sales	Troop Cookie Manager (password and login required)
http://girlscouts.org/program/gs_cookies	Cookie Activity Pin, 411 On Online Marketing, 5 Skills, Girl Scout Leadership Experience and the list goes on!	Troop Cookie Manager, Troop Leader, Parents, Girls
Girl's Guide to Girl Scouting	Information and requirements for earning the *Financial Literacy and *Cookie Business Badges/leaves - one for each year for all age levels	All Girl Scouts earn badges, while Daisy awards are called leaves
Service Unit Cookie Manager	Volunteer support, information "center," mentor and coordinator for troops in your service unit	Troop Cookie Manager, Troop Leader

*Girls can earn one Financial Literacy and one Cookie Business badge or leaf each year. Girls can choose to earn badges for their grade level in any order. Girls do NOT have to earn a Financial Literacy badge before earning a Cookie Business badge or vice versa.

Cookie Costumes are Available

Cookie Costumes are available for troops to sign out at Girl Scout Service Centers and must be reserved in advance by the Troop Cookie Manager. Costumes are subject to availability – first come, first served. Reservations can be made by calling your Girl Scout Service Center. There is a \$5.00 refundable deposit (deposit is refundable IF costumes are returned clean and complete).

MONEY MATTERS

*Troop Proceeds Overview

- All money (minus the troop base proceeds - \$.43 per package) should be deposited into the council bank account (First Citizens) using your assigned deposit slips.
- Girl Scout Cadette, Senior and Ambassador troops who opt out of awards will keep the troop base proceeds of \$.48 per package and deposit the rest into First Citizens.
- Girl Scouts not associated with a troop must deposit all money.

Troop Base Proceeds To Keep	Proceeds Level
\$.43 per package/\$5.16 per case	Standard troop base proceeds
\$.48 per package/\$5.76 per case	No-Award Option (available to Cadette, Senior and Ambassador Troops)
\$0 (All money deposited into council account)	All Girl Scouts not associated with a troop

Do not keep more than the \$.43 or \$.48 per package.
**Refer to 2012 Girl Scout Cookie Program Benefits (page 26) for further information on troop base proceeds*

Troops Must:

- Distribute money envelopes to the girls to assist with the collection of cookie money.
- Remind parents that they are financially responsible for all cookies signed for and received by their daughter and that cookies cannot be returned to the troop.
- Collect money at every opportunity.
- Issue receipts for each payment made by parents. **Give parents YELLOW copy and retain the WHITE (top) copy for your troop records. DO NOT RECEIVE MONEY WITHOUT GIVING A RECEIPT.**
- All girl and troop records should be checked carefully.
- Use SNAP (Girl Balance Summary Report) to keep track of money collected from each girl and to know her balance.
 - Take note of a girl not turning in money. Follow up with a telephone call to her parent/guardian(s). Do not continue to issue cookies to the girl if money is not being turned in.

Remind girls to accept payment for Girl Scout cookies **ONLY** at the time of delivery to customers. Under no circumstances should girls accept payment before the cookies have been delivered.



- Checks and money orders should be made payable to Girl Scouts of South Carolina – Mountains to Midlands (or GSSCMM or Girl Scouts).
 - If accepting a check, the following is required: **name, address, phone number, date of birth and driver's license number along with expiration date (please check the customer's driver's license*)**. Write in any missing information on the front of the check, i.e., driver's license number. **NO counter checks or starter checks from newly opened accounts should be accepted.**
 - *NOTE:** This will allow council to pursue any Non-Sufficient Fund checks received by the troop.
- Please put your troop number either on the front or back of the check before depositing it into council account.

Banking Procedures

DEPOSIT TICKET

DATE: 2-26-11

CURRENCY	CHECKS	TOTAL
3.00	70.50	73.50

GIRL SCOUTS OF SOUTH CAROLINA - MOUNTAINS TO MIDLANDS, INC.

FIRST CITIZENS BANK COLUMBIA, SC

SERVICE UNIT # 3774 TROOP # 1234
BY: [Signature]

ref. # ①00044700①

TOTAL ITEMS TOTAL \$ 73.50

Sample copy of correct and complete deposit slip.

Preparing the Deposit:

- Troop cookie money (minus troop base proceeds) must be deposited into the council's account by the Troop Cookie Manager at any First Citizens branch location. A complete list of First Citizens branch locations may be found at www.gssccookies.org under Resources.
- Deposit slips are assigned (by reference number) **specifically to your troop by your Service Unit Cookie Manager. Please do not share your deposit slips with other troops. DO NOT USE OVER-THE-COUNTER DEPOSIT SLIPS.**

Banking Procedures (con't)

- Enter the total cash and currency to be deposited in the spaces provided. List each check, using last names or check numbers as identifiers, on the deposit slip. Press down firmly as there are three carbon copies.
- Please make sure you triple check the addition as council will incur bank charges for corrections made by the bank.

Bank Corrections (Debit/Credit)

- The council will be notified if there is a bank correction from your troop's deposit. You and your SUCM will receive notification if it is a debit (less check/money showing on your deposit slip) or a credit (check/money deposited but not showing on deposit slip). You will have the opportunity to make the correction in SNAP if it is prior to turning in the information to your SUCM. If the correction occurs after turning in the information to your SUCM, your troop will not have met the criteria for the correct and on-time bonus.



Making the Deposit

Please inform the teller **prior to your transaction** that the deposit is for Girl Scouts.

If there is a problem with a bank branch, please let your Girl Scout Service Center Product Sales Assistant know.

- Please request one white bank transaction receipt for each deposit made.
- The council's deposit slips must be validated (bank will keep the top white copy and return the remaining validated copies to you – yellow and pink).
- Attach the copy of the white bank transaction receipt along with the validated yellow copy of the council's deposit slip.
 - Keep the pink copy for your records.

The council account is designated for deposit only. Please double check the Troop Balance Summary Report, as any **overpayments will not be returned to your troop for 6-8 weeks, when reconciliation is complete.**

Enter your deposit into SNAP. Use the deposit reference number found in the bottom lefthand corner to identify each deposit. Record **ALL** deposit transactions into SNAP – individually. Verify that all deposits match amounts entered in SNAP.

Finalizing Collections and Deposits

- All final cookie money collected from the girls should be turned in to you by **March ____ (you will set deadline date for girls to turn in money).**
- If there are monies outstanding from girls, make every effort to collect and contact the parent(s) involved.
 - If your efforts to collect the money are not successful, fill out and submit information using the Red Flag Form and turn it in with your final paperwork to your Service Unit Cookie Manager, along with the Girl Balance Summary Report. Be sure to include all ORIGINAL receipts and your copy of signed parent permission forms (**final paperwork to SUCM on March ____ - she will inform you of the date for turn-in).**



- Before making your final deposit **check your Troop Balance Summary Report in SNAP to verify the amount needed to deposit to ensure your troop will have a \$0.00 balance due to council. If you overpay, consider purchasing another case of cookies to zero out your balance.**
 - Over or under payments will result in a troop not meeting the correct and on-time bonus criteria. Please confirm the accuracy of your deposit balance before turning paperwork in to your Service Unit Cookie Manager. If you are still unsure as to how to determine your balance owed to council, contact your Service Unit Cookie Manager for assistance.
- If a parent/girl(s) in your troop is Red Flagged, do not cover their outstanding balance out of your troop's account. Hand in your paperwork less the amount owed by the parent (number of packages not paid for x \$3.50 per package). Your troop will not be penalized if you have a parent/girl Red Flag and you have correctly turned in the necessary information along with the form. If you choose to cover the cost of the parent/girl Red Flag, you will not be reimbursed by council unless we collect on that Red Flag.
- Please make sure the Red Flag PLUS money deposited into First Citizens EQUAL the total amount showing from the Troop Balance Summary report. If this is not correct, the troop will be liable for the difference.


PLEASE NOTE: Checks written on closed accounts, non-sufficient funds or missing money will be pursued by the Solicitor's Office. Mishandling money is a serious matter. Any misuse of girl funds collected is a criminal offense and action will be taken as necessary.

MONEY COLLECTION PROBLEMS (RED FLAGS)

Fill out the Red Flag form when a girl fails to turn in money for cookies received. All transactions between the Troop Cookie Manager and parent/guardian(s) must be properly and correctly documented. Troops should not pay for cookies issued to parents who have not turned in money.

In the event that a Red Flag form must be submitted to council, the following documentation must be turned in **CORRECTLY** with the Red Flag form:

- Signed Parent Permission Slip
- ALL **ORIGINAL** cookie receipts signed by the parent/guardian(s) when cookies are issued (this is the **WHITE** receipt copy)
- ALL **ORIGINAL** receipts for any/all money turned in by parent/guardian(s) during the sale (this is the **WHITE** receipt copy)
- UPDATED** Girl Balance Summary report
- Be sure to state clearly on the Red Flag form the total amount owed to the troop by the parent/guardian(s) – this should be the full \$3.50 per package (all receipts - product and money - **MUST** equal what is showing on the Red Flag form)
- Any notes and/or copies of correspondence with the parent



Sample Red Flag

This form must be included with your final paperwork and submitted to your Service Unit Product Manager. Additional correspondence can be mailed to your regional service center product sales assistant.

Date: 3-25-11 Service Unit # 317 Troop # 1834

Parent/Guardian's Name:	<u>Ima Leader</u>
Girl Name:	<u>Girl Leader</u>
Mailing Address:	<u>555 Cookie Lane, PO Box 555</u>
City, State, Zip:	<u>Carmel, SC 55555</u>
Email Address:	<u>leader@nowhere.com</u>
Home Phone:	<u>555.555.5155</u>
Cell Phone:	<u>NA</u>
Work Phone:	<u>NA</u>

Attach originals of following documents to this form:

- Girl Permission Slip
- Receipts signed by parent/guardian for products checked out and money (if any) turned in
- Copies of related correspondence

Collections	
Date	New Balance
<u>3/28/11</u>	<u>15</u>

Total Amount Outstanding \$ 150⁰⁰

Please document any collection attempts, conversations, additional information, or other comments below:

*Called Parents on 2/28 to pickup cookies - they picked up on 3/11
*1st attempt made 3/6 - no return call
*2nd attempt made 3/15 - no return call

PERSON REPORTING RED FLAG:
 Printed Name: Scott Jung Signature: Scott Jung Phone: 555-1234

Columbia Service Center | 133/Pineville Post Court, Suite 105 | Columbia, SC 29205 | T 803.760.0155 | F 803.774.1410
 Spartanburg Service Center | 390-A East Blountville Rd | Spartanburg, SC 29301 | T 803.576.2811 | F 803.587.7507
 Greenville Service Center/Corporate Headquarters | First Independence Plaza, Suite 101 | Greenville, SC 29615 | T 803.946.0262/0675 | F 803.273.3294

Turn in the Red Flag Form (along with documentation listed above) to your Service Unit Cookie Manager, along with the rest of your paperwork. The information you provide on the Red Flag form will assist council in resolving outstanding balances more efficiently.

If a troop does not turn in any paperwork at the final deadline, they will automatically be Red Flagged and will not receive any bonus check (if earned) or recognitions.

Outstanding funds owed to the troop will be pursued by the council; however, without proper documentation, the troop assumes financial responsibility.

Procedures for Girl Scouts NOT Associated with a Troop

Any girl who is participating in a pathway other than the troop pathway may also participate in the Girl Scout Cookie Program. The troop base proceeds she earns from the Girl Scout Cookie Program may be used to help pay the dues and fees associated with her program activity choices. She is also eligible to earn the recognition items, or if she is a Girl Scout Cadette, Senior or Ambassador, her group (or she, if she is not presently active in a pathway) may choose the no-awards option including double Cookie Dough - and earn \$.48 per package.

If she is not active in a particular pathway group at the time of the Girl Scout Cookie Program, she may still participate, under the guidance of a registered adult member of the council. The troop base proceeds will be maintained in a special account, designated for her use. She may request funds from this account to pay for the costs and fees associated with the Girl Scout experiences she chooses.

In most instances we connect girls (and their adult member) who are participating in the Girl Scout Cookie Program as individuals rather than as part of an organized or active pathway group in the service unit where she resides. They are expected to adhere to the same processes, procedures, guidelines and timelines. The only difference is that ALL money is deposited into the First Citizens account.

1. The adult assisting the individual girl participant must be a registered Girl Scout member, must have completed the background check, shall attend the appropriate cookie training session, and be the one who enters all information in SNAP (completing all necessary paperwork).
2. For SNAP and deposit slips – Use individual girl's full name, and Girl Scout membership ID number in place of her troop number.
3. The individual girl members will also earn Cookie Dough (subject to the same guidelines as other Girl Scouts).

The income from the Girl Scout Cookie Program does not become the property of individual girl members and can only be used to fund her Girl Scout program experiences.

When she is ready to access the funds earned through her participation in the cookie program she should contact the Community Development Manager who is responsible for her geographic area; or the staff advisor of the pathway option she participates in (or is planning to participate in) to arrange the transfer of funds.

If her pathway group is active at the time of the Girl Scout Cookie Program, she will very likely have the option to participate in the sale through that group and be expected to follow the same processes, procedures and guidelines as a troop.

2012 Girl Scout COOKIE PROGRAM BENEFITS

TROOP BASE PROCEEDS OPTIONS

- **\$.43 per package/Standard Option:** for girls at every level. Girls **will receive recognitions and patches**, which are listed on pages 27-28 of this manual.
- **\$.48 per package/No Recognitions Option:** an option for **older girls** - Girl Scout **Cadette, Senior, and Ambassador** troops and older Girl Scouts not associated with a troop who choose this option **will not receive any recognitions, but will receive patches and Cookie Dough (excluding double Cookie Dough)**.
 - If the troop chooses to opt out of receiving recognitions, the Service Unit Cookie Manager must be informed of this choice via email either before or at the time of the initial order due date. This option must be voted on by the girls in the older girl troop and if it is a troop which contains more than one Girl Scout level, the troop must declare their level according to the level of the largest number of girls in their troop.

Once the troop chooses which option they want, the troop base proceeds plan cannot be changed. However, troops must create a main recognition order in SNAP to receive their patches.

TROOP COOKIE MANAGER/ TROOP LEADER RECOGNITION

As a special recognition, the Troop Cookie Manager and Troop Leader will receive a **Recycled Tote Bag** **IF the troop has a 10% package increase in sales** over the previous year or **NEW troops who meet the 200-package-per-registered-girl-average**(for all girls actively registered in the troop). The **Recycled Tote Bag** will not be available for purchase and is only given to the Troop Cookie Manager and Troop Leader (must fill out page 33).

INCREMENTAL BONUS OPPORTUNITIES

These are **EARNED** bonuses for troops who meet the criteria (they are not given out automatically). Bonus checks will be issued after the council bank account is reconciled and all paperwork is reviewed for accuracy, ensuring all the criteria for EARNING the bonus has been met. **This process might take 6-8 weeks. DO NOT KEEP ANY INCREMENTAL BONUS DURING DEPOSIT TIME. If you submitted a voided troop check/deposit slip, the bonus check (if earned) will be direct deposited into your troop account.**

- **+.05 per package** – Troop turned in paperwork (including parent permission slips and voided check or deposit slip that was turned in January 13) which is complete, correct and on time (**all deposits made, NO overpayments or underpayments when making deposits, and all recognition orders submitted**).
- **+.05 per package** – Troop had a **200-package-per-registered-girl average** (for all **ACTIVE** – girls registered at the time of the Girl Scout Cookie Program). This information can be found on the Troop Balance Summary report in SNAP. Calculation may exclude girls who have moved or dropped out of the troop.



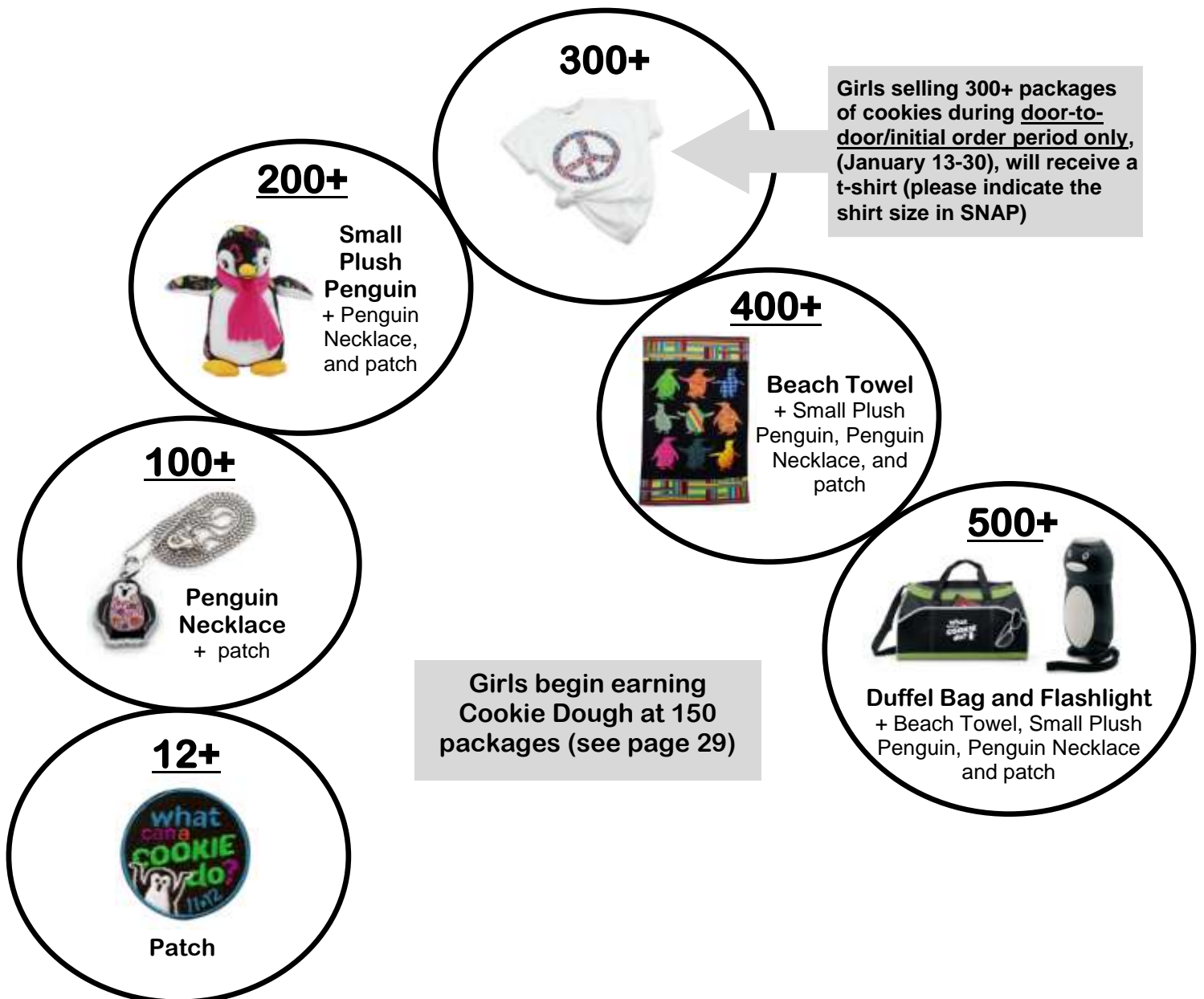
GIRL RECOGNITIONS

The recognition program is a proven method to excite and motivate the girls during the Girl Scout Cookie Program.

The recognitions for the 2012 Cookie Program were selected by the girls who attended summer camps or participated in the online recognition selection.

Girls selling 300+ packages of cookies during the door-to-door/initial order period (January 13–30) will receive a t-shirt. This recognition is not available for older girl troops or older Girl Scouts not associated with a troop who opt out of receiving recognitions.

ALL AWARDS ARE CUMULATIVE!



GIRL RECOGNITIONS

(continued)

2012+



Overnight trip to Savannah, GA

+ Double Cookie Dough, Hoodie, Water Bottle and Fan, Duffel Bag and Flashlight, Beach Towel, Small Plush Penguin, Penguin Necklace, and patch

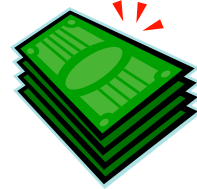
*No rainchecks will be given to girls who are not able to attend this trip.

OTHER AVAILABLE PATCHES

- *Booth Sale (1+ packages)
- *Goal Getter (1+ packages only if Girl Scout participated in the online activity at www.abcsmartcookies.com)
- Achievement Bars in increments of 100 (100 - 1200, 1500) – only the highest earned will be awarded (these are not cumulative)

*To be manually entered in SNAP (ONLY 1 per girl, if earned)

1500+



Double Cookie Dough

+ Hoodie, Water Bottle and Fan, Duffel Bag and Flashlight, Beach Towel, Small Plush Penguin, Penguin Necklace, and patch

1000+



Hoodie

+ Water Bottle and Fan, Duffel Bag and Flashlight, Beach Towel, Small Plush Penguin, Penguin Necklace, and patch

750+



Water Bottle and Fan

+ Duffel Bag and Flashlight, Beach Towel, Small Plush Penguin, Penguin Necklace, and patch

COOKIE DOUGH

Girls who participate in the Girl Scout Cookie Program and sell 150–174 packages will earn \$15 in Cookie Dough. For every additional 25-package increment sold, girls earn an additional \$2.50 in Cookie Dough:

Number of Packages Sold	Amount of Cookie Dough Earned
150–174 packages	\$15.00
175–199 packages	\$17.50
200–224 packages	\$20.00
225–249 packages	\$22.50 and so on

Cookie Dough may be used for:

- Council-sponsored Girl Scout Day Camp and Resident Camp fees
- Council-sponsored program event fees (designated events in **FOCALPoint**)
- GSUSA-sponsored *destinations*
- Council-sponsored trips with regional, national or international itineraries
- Girl Scout Silver and Gold Award project expenses and
- To help pay for Girl Scout Lifetime Membership

A girl may designate the unused value of her Cookie Dough prior to its expiration date to help sustain and build Girl Scouting in our council. Girls may select:

- outreach to girls who are at-risk
- financial assistance and camperships
- equipping and maintaining our Girl Scout camps
- council-sponsored teen program options

Bring or send in your unused Cookie Dough to the Girl Scout Service Center, along with a letter stating how you would like to designate your unused Cookie Dough.

Sister to sister transfers will be accepted (registered Girl Scout sisters living in the same household).

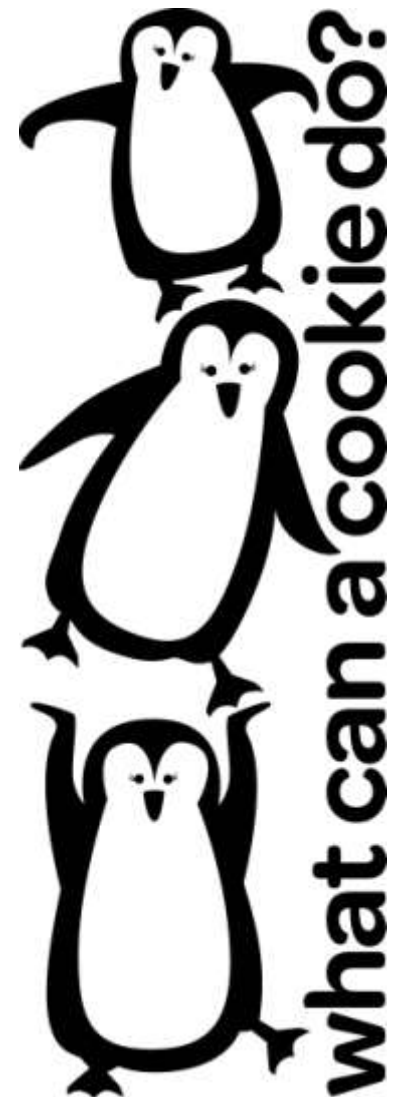
Cookie Dough:

1. Unused value may not be redeemed for cash.
2. Cookie Dough may not be used in the Girlz Gear shops or Camp Trading Posts.
3. Girl Scouts of South Carolina – Mountains to Midlands will not re-issue Cookie Dough if lost, stolen or damaged.

To use your Cookie Dough:

- To redeem Cookie Dough, use a Troop or Individual Registration Form. On the registration form, list the amount of Cookie Dough being used (**see page 18 in *FOCALPoint* for more information**).

The 2012 Cookie Dough expires **September 30, 2013**
(2011 Cookie Dough expires September 30, 2012)



COOKIES FOR SOLDIERS

How can a bunch of Girl Scouts and the community help support the men and women of our armed forces overseas? With Girl Scout Cookies - **COOKIES FOR SOLDIERS!** Midlands and Upstate Chapters of the Blue Star Mothers of America and the Girl Scouts of South Carolina – Mountains to Midlands are working together during the months of February and March to show soldiers how big our hearts are.



Bring the **COOKIES FOR SOLDIERS** packages/cases to the following areas on these dates only:

- **COLUMBIA AREA** (excluding outlying areas of Lancaster, Camden, Sumter, Aiken, and N. Augusta – please check with your SUCM) – DO NOT BRING to the Girl Scout Service Center:
 - **March 23 3:30 – 6:00 pm OR**
March 24 9:00 am – Noon
Location To Be Announced
- **UPSTATE AREA** (excluding Greenwood, McCormick, Pickens, Oconee, Anderson, Chester, Newberry Counties – please check with your SUCM) – DO NOT BRING to the Girl Scout Service Center:
 - **March 23 3:30 – 6:00 pm OR**
March 24 9:00 am – Noon
Camp Mary Elizabeth Lodge
 - **March 23 3:30 – 6:00 pm OR**
March 24 9:00 am – Noon
former Mauldin office

These are the only dates Cookies for Soldiers will be accepted.

- During door-to-door selling, *Cookies for Soldiers* can be ordered:
 - Customers may order *Cookies for Soldiers* and indicate them on the order card (there is a column on the order card which is designated for *Cookies for Soldiers*).
 - NOTE : You need to order these cookies with the girls' initial order. As you verify each Girl Scout's order form, you, as the Troop Cookie Manager, can choose the varieties of cookies when you total the order up.
- When cookies come in, instead of delivering a package of cookies to the customer, have girls bring the *Cookies for Soldiers* thank-you card (found on www.gssc-mm.org under Resources) to the customer and exchange the thank-you card for the money.
- If you or a customer have an address for a deployed service member and would like for them to receive Girl Scout cookies, please send their address to: info@bluestarmotherssc.com (Midlands) or greenvilleupstatebsm4@gmail.com (Upstate) prior to the end of the Girl Scout Cookie Program. You or the customer cannot designate the variety or number of packages that will be sent to the deployed service member. If the customer wants it designated, they may purchase the cookies and send to their designated deployed soldier.
 - **To expedite the sorting process:** All cookies should be packed in cases by individual variety (cases do not have to be full). Full cases should be taped closed.
 - Please feel free to write letters or draw pictures to send with the Girl Scout cookies to the deployed service members. Make sure that letters from girls do not contain last names, addresses, phone numbers or e-mail addresses.

Make sure ALL **COOKIES FOR SOLDIERS** packages sold are credited to the girls in your troop and entered in SNAP – Track Cookie Share (this is for tracking purposes only).

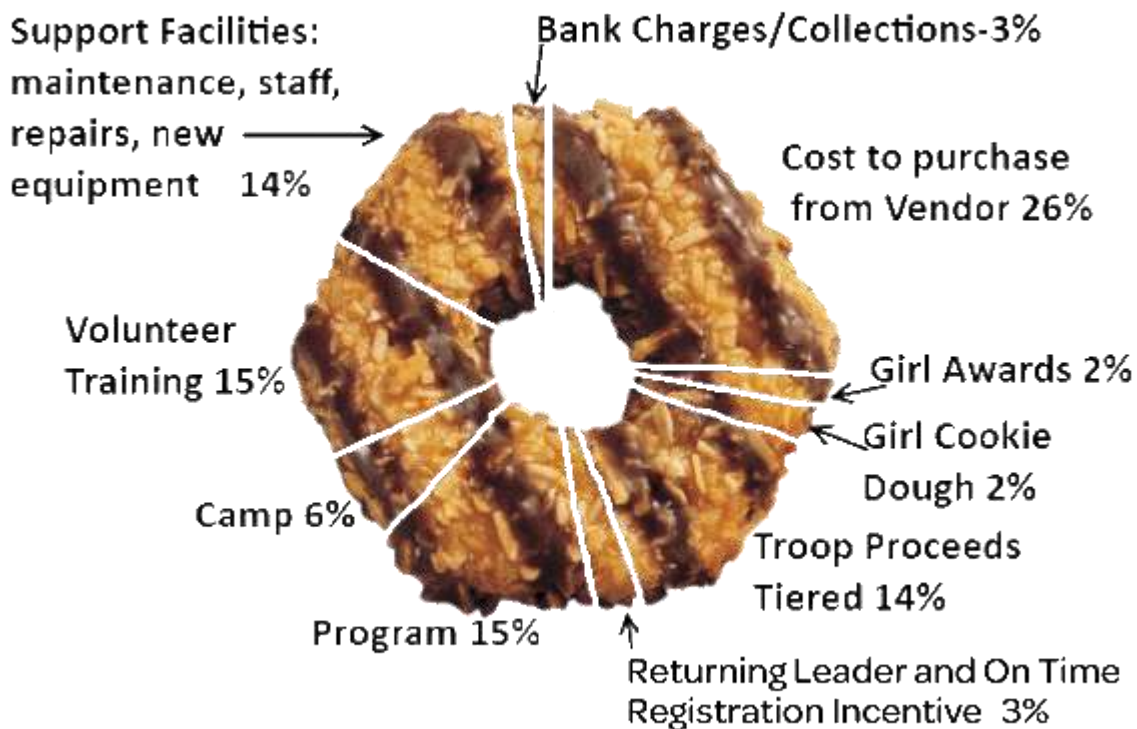
Please check with your SUCM for further details on Cookies for Soldiers

On behalf of our deployed soldiers - THANK YOU FOR YOUR HELP!

HOW THE COOKIE CRUMBLES

The \$3.50 received from the sale of a package of cookies is distributed the following way:

How the Cookie Crumbles



All revenue generated by the Girl Scout Cookie Program goes directly to troops or is designated for program opportunities that directly support girls and/or adult volunteers in our 22-county area.

2012 GIRL SCOUT COOKIE PROGRAM GLOSSARY

<p>ABC: One of two commercial bakers who are licensed by Girl Scouts of the USA to produce Girl Scout cookies. ABC is GSSCMM's baker</p>	<p>Parent Permission Slips: A slip signed by parent/guardian(s) giving their Girl Scout permission to participate in the Girl Scout Cookie Program</p>
<p>Cookie Booth: Troops set up at businesses to sell Girl Scout cookies directly to the customers who were not solicited during door-to-door</p>	<p>Planned Order: Troops can obtain additional cases of cookies from trucks/PODS by placing a Planned Order. This can be done in SNAP under Cookie icon.</p>
<p>Cookie Kiosk: Council website for troops to obtain a council-sponsored cookie booth location</p>	<p>PODS/Truck: Volunteer/staff-run cookie warehouse where troops pick up extra cases of cookies</p>
<p>Credit - Deposit: Credit is a bank correction for a troop that deposited more than what was shown on their deposit slip into First Citizens account</p>	<p>Red Flag: Term used for troop/individual girl who does not pay the balance owed on their cookies</p>
<p>Debit - Deposit: Debit is a bank correction for a troop that deposited less than what was shown on their deposit slip into First Citizens account</p>	<p>Re-orders: Cookies ordered/picked up by troops to sell directly to customers</p>
<p>Delivery Station: Troop or Service Unit delivery of initial cookies ordered. Troops go through their Service Unit Cookie Manager if they have an order of less than 200 cases of cookies or combine with other troops to have a home delivery</p>	<p>SNAP: Online cookie ordering program to keep track of girls' cookie sales, recognitions and financial transactions</p>
<p>Deposit Slip: Assigned deposit slips to individual troops to make troop deposit (minus troop base proceeds) into First Citizens account</p>	<p>SUCM: Abbreviation for Service Unit Cookie Manager who is responsible for coordinating troops in your area</p>
<p>Early Recognition: The Early Recognition is earned by a girl who sells 300+ during door-to-door/initial order period (January 13–30)</p>	<p>TL: Abbreviation for Troop Leader</p>
<p>Five Skills: The Girl Scout Cookie Program provides an important ingredient for leadership by helping girls develop five key skills: goal setting, decision making, money management, people skills and business ethics</p>	<p>TCM : Abbreviation for Troop Cookie Manager</p>
<p>Goal Getter: An opportunity for girls to participate in an online activity to set and follow through on goal setting to earn a patch</p>	<p>Troop Base Proceeds: Troop profit from cookie sales kept by troop prior to depositing money into First Citizens account</p>
<p>Initial Order/Door-to-Door: This is the time girls TAKE cookie pre-orders from January 13–30 (after this date, girls continue to take orders)</p>	<p>Troop Tiered Bonus: Troops who meet the criteria will earn one or both of the bonuses – correct and on time and 200 per girl average (actively) registered</p>
<p>Main Recognition: Main recognitions are earned from all cookies sold through door-to-door/initial and direct sales</p>	

FINAL TURN-IN MATERIALS

Please make sure all of the items below are complete and correct before bringing your final paperwork to your Service Unit Cookie Manager on March ____, 2012 (SUCM will specify deadline date).

- Yellow deposit slips for each deposit transaction** (along with a white bank transaction receipt for each deposit) and entered into SNAP
- Receipts received from POD/Truck, along with ALL troop transfer receipts**
- Troop Balance Summary Report** signed by Troop Cookie Manager
- Review Girl Balance Summary Report** (everything zeroing out if girl isn't Red Flagged)
- All recognitions correctly submitted in SNAP (manually entered Goal Getter and Booth patches - if earned – 1 per girl)**
- Evaluation entered into Survey Monkey** (link found at www.gssccookies.org). Note: If you are entering it online, do not hand in a paper copy.
- Red Flag forms, if applicable** (along with all **ORIGINAL** signed receipts and correspondence, and Girl Balance Summary Report) – Please ensure all girl receipts EQUAL what Girl Balance Report is showing
- Page 33 - signed by Troop Cookie Manager and Service Unit Cookie Manager**

*The above items are enclosed. I understand that if I do not return all of the above paperwork COMPLETE AND CORRECT (deposits/Red Flags COMPLETE AND CORRECT) by **March ____ to my Service Unit Cookie Manager**, my troop will not have earned the \$.05-per-package incremental bonus for paperwork being correct and on-time.*

10% Packages Troop Increase Recognition

Troops having a 10% package increase over the previous year (2011) or new troops meeting the 200 per-girl-average packages (actively registered girls) will receive a **Recycled Tote Bag** for both the Troop Cookie Manager and Troop Leader (if they are both the same – one per troop will be given).

2012 10% Increase Goal # _____

Troop Cookie Manager Name _____ Troop Leader Name _____

TROOP COOKIE MANAGER

Signed _____

Date _____

Service Unit # _____ Troop # _____ Total Packages Sold _____

Amount Paid \$ _____ Overpaid \$ _____ Red Flag Amount \$ _____

___ 10% Packages met ___ Paperwork correct and on time ___ 200 PGA per registered girl

SERVICE UNIT COOKIE MANAGER

Signed _____

Date _____

2011 – 2012 PRODUCT SALES TEAM

Many thanks to our volunteer Product Sales Team who helped strategize, plan and implement the 2012 Girl Scout Cookie Program:

Vivian Benefield - Columbia
Mark Baker - Lexington
Julie Brown - Anderson
Debbie Curcio - Lyman

Mitzi Kennedy - Lexington
Margie Russell - Simpsonville
Teresa Spires - Gaffney
April Williams - Travelers Rest

Staff Representatives
Annette Pena - Greenville
Paulene Cruse - Columbia
Patricia Young - Spartanburg
Sharon Hewitt - Greenville

ABC Representative
John Drikakis

**Girl Scouts of South Carolina — Mountains to Midlands
serves more than 12,500 girls and 5,000 adults in 22 counties of
central and western South Carolina**



**800.849.GIRL (4475) • www.gssc-mm.org
864.770.1400**

All calls are routed through our centralized switchboard

Girl Scout Service Centers and Girlz Gear Shops Customer Service Hours

Monday 1 – 5:30 PM • Tuesday, Wednesday, Friday 9:30 AM – 5:30 PM • Thursday 8:30 AM – 7 PM (except June and July)

Girlz Gear Shops and Resource Areas Only

Saturday 10 AM – 1 PM

1st Saturday of every month (except legal holiday weekends)

Every Saturday in September, October, May (except legal holiday weekends)

Information and Referral Desk

Toll Free 800.849.4475 x 2720 • Local 864.208.2720 • infodesk@gssc-mm.org



Columbia Service Center

130 Pinnacle Point Court, Suite 100
Columbia, SC 29223

Toll Free 800.849.GIRL • Local 803.782.5133 • FAX 803.782.0410

Greenville Service Center/Corporate Headquarters

Five Independence Pointe, Suite 120
Greenville, SC 29615

Toll Free 800.849.GIRL • Local 864.770.1400 • FAX 864.272.3394

Spartanburg Service Center

349-A East Blackstock Road
Spartanburg, SC 29301

Toll Free 800.849.GIRL • Local 864.576.2514 • FAX 864.587.7367



**Service Centers, Girlz Gear Shops and
Corporate Headquarters Holiday Closings**

Winter Holidays

New Year's Day

Martin Luther King, Jr.'s Birthday

Memorial Day

Fourth of July

Friday, December 23 and Monday, December 26

Monday, January 2

Monday, January 16

Saturday, May 27 and Monday, May 29

Wednesday, July 4

