



2023–2024 Girl Scout Cookie Program®

Volunteer Cookie Manager Manual



To our Cookie Volunteers:

THANK YOU!

The work that it takes to fulfill our mission at Girl Scouts is not possible without your hard work and dedication, nonetheless running the Cookie Program, so thank you! We recognize the time, effort and high spirits that it takes to support Girl Scouts develop their entrepreneurial skills. Girl Scouts of Hawaii truly appreciates your innovation, mastery of logistics, take-on-any-challenge spirit and ability to make the world of cookie selling a success. We are inspired everyday by your passion to help our leaders of tomorrow develop their ability to take the initiative, be risk takers and grow into financially and intellectually independent individuals. As in previous years, we hope to provide all volunteers with the resources and information they need to help them support Girl Scouts through their entrepreneurial endeavors, while keeping their safety a priority. The Girl Scout Cookie Program helps Girl Scouts develop a strong sense of self, a positive outlook, ethical values, and a way to make the world a better place. We can't wait to see your cookiepreneurs in action—safely and creatively!

To our Girl Scout Cookie Sellers:

As a Girl Scout participating in the Cookie Program, you are the leaders in the largest girl-led entrepreneurial program in the world – that's a huge deal! When you sell Girl Scout Cookies, you're doing more than selling a box of delicious cookies. You are on a journey to setting goals and growing in tremendous ways. One of those goals is to make sure that you and your troop have amazing experiences throughout the year, whether it is a trip to an unforgettable destination, a STEM (science, technology, engineering, and math) program to better understand the world or an opportunity to attend a Girl Scout camp to make a lifetime of memories. You even get to make an impact in the world by investing your hard-earned cookie proceeds in a project that is meaningful to not only you, but to your community, as well. Each package of cookies you sell helps you get closer to that goal!

Your Council Cookie Team is so proud and excited for you this Cookie Season.

Own Your Magic this cookie season! We can't wait to see what you accomplish!

Mahalo,
Girl Scouts of Hawai'i Council



Why Should Your Troop Participate?

100% of the proceeds generated from the cookie program stay within our local council to support Girl Scout programs right here in our community.

90% say it is important to learn how to manage money.

87% say it is important to set financial goals.

46% are interested in learning how to make big life purchases - like a home or car.

45% are interested in learning how to pay for their education.

68% are interested in learning about how to save money and plan for the future.

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Girl Scout Cookie Team Contacts

Your Service Unit and Council Cookie Teams are here to help you through the season! Your Service Unit Cookie Manager should be your first point of contact for questions or issues. They have loads of experience and will be a great resource for you. Jot down their contact information below so it's right at your fingertips! Feel free to also contact your Council Cookie Team if you need additional help.

Service Unit Team Contacts: Service Unit Cookie Manager: _____
 Number: _____ Email Address: _____

Council Contacts: Raina Narita, Director of Product Sales
 Breeann Kami, Product Marketing Coordinator
 cookies@gshawaii.org | 808-675-5536

Virtual Office Hour Appointments: Book an appointment with your Council Cookie Team to review any question you have regarding everything cookies! Go to bit.ly/CookieOfficeHours24 to schedule an appointment.

2024 Cookie Program Highlights and Updates

Girl Scouts of Hawaii Cookie Program Policies

Each year, the Cookie Team works hard to ensure that the Cookie Program is accessible and easy to understand for all. This cookie season, your Council Cookie team has implemented new language into the manual to ensure that the policies in place are clear and provide safeguards for all participants. See the new language highlighted throughout the manual.

Council Gift of Caring

For the 2024 cookie season, council will ONLY be offering Council Gift of Caring. Troop Gift of Caring has been eliminated in order to streamline Gift of Caring options, making this part of the program simpler. New to the Cookie Program? Don't worry – we will cover Gift of Caring in this manual and during our Volunteer Cookie Trainings! We also have a new Gift of Caring level in our cookie rewards! There is a reward item to recognize those awesome Gift of Caring donations.

Troop Proceeds

Troops will earn more for their hard work in the 2024 Cookie Season! Troops that meet the troop proceeds eligibility requirement will earn \$.82 for each package sold up to the 300 Per Girl Average (PGA) level. An additional \$.03 is earned for each package sold above the 300+ PGA.

VIP Booth Stickers

Girl Scouts across Hawaii work so hard at their booths and deserve the recognition for developing their customer service and people skills. This year, we're introducing the new VIP Booth Stickers. What are they? Anytime a Council staff member or special Council partner comes across a cookie booth, they will have special stickers to hand out to each of the Girl Scouts at that booth. If they ran out because they came across lots of booths that day, reach out to the Council Cookie team and they can get you the number of stickers you need!

Digital Cookie Updates

Each year, Digital Cookie enhances its features to engage Girl Scouts and encourage their cookie selling goals! This year, a new feature called "Cheers" will be available. Customers can send cheers to Girl Scouts they purchased cookies from, and Girl Scouts can send cheers to one another within the same Troop.

Mini Recordings In-Season

Your Council Cookie team is excited to continue developing and sharing the resources volunteers need to support their Troop. This year, we are introducing mini recordings to train you on the topics you need to know in the moment. Whether it's eBudde related, about Cookie Delivery Day and more, we want you to be informed throughout the season. The recordings will be shared in Cookie Bites and always available on our Cookie Youtube playlist.



Virtual Office Hours

Have a one-off question or need more support using Digital Cookie? Book an appointment with your Council Cookie Team to review any question you have regarding everything cookies! Go to bit.ly/CookieOfficeHours24 to schedule an appointment. If our appointment dates/times do not work for you, please contact cookies@gshawaii.org.

Meet the 2024 Girl Scout Cookies!

<p>Trefoils®</p> <p>Iconic shortbread cookies inspired by the original Girl Scout recipe Approximately 38 cookies per 9 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats</p> <p>Oatmeal sandwich cookies with peanut butter filling Approximately 20 cookies per 8 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Samoas® • Real Cocoa • Real Coconut</p> <p>Crisp cookies with caramel, coconut and dark chocolaty stripes Approximately 15 cookies per 7.5 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>
<p>Adventurefuls™ • Real Cocoa</p> <p>Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt Approximately 15 cookies per 6.3 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS</p> <p>Crispy lemon flavored cookies with inspiring messages to lift your spirits Approximately 12 cookies per 6.2 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Thin Mints® • Made with Vegan Ingredients • Real Cocoa</p> <p>Crisp, chocolaty cookies made with natural oil of peppermint Approximately 30 cookies per 9 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>
<p>Tagalongs® • Real Cocoa • Real Peanut Butter</p> <p>Crispy cookies layered with peanut butter and covered with a chocolaty coating Approximately 15 cookies per 6.5 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa</p> <p>Graham sandwich cookies with chocolaty and marshmallowy flavored filling Approximately 16 cookies per 8.5 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>	<p>Toffee-tastic® • No Artificial Flavors GLUTEN-FREE</p> <p>Rich, buttery cookies with sweet, crunchy toffee bits Approximately 14 cookies per 6.7 oz. pkg. Ⓢ Ⓧ</p>  <p>\$6</p>

How the Cookie Crumbles

100% of cookie proceeds stay local, which means after the costs of baking the cookies and program logistics (like transporting them!), the cost of each package is reinvested in Girl Scouts of Hawai'i! When customers buy Girl Scout Cookies, they're helping power amazing experiences for girls that broaden their worlds, help them learn essential life skills, and prepare them to practice a lifetime of leadership.

\$1.02
goes toward troop proceeds, cookie rewards, and cookie financial assistance for Girl Scouts

\$2.16
goes toward the Girl Scout Cookie Program and baker costs



2.82 is re-invested in Girl Scouts to fulfill our mission in the following ways:

- Provide services and training for volunteers and members
- Provide knowledgeable staff to recruit and support volunteers and members
- Camp maintenance for our three camp locations and Council operations

Troop Cookie Manager Season Checklist

Holding the role as a Troop Cookie Manager (TCM) is a big responsibility for your Troop. Read through each checklist item carefully to ensure that you and your Troop have a successful Cookie Season!

Before the Sale

- Ensure all troop volunteers and Girl Scouts are registered for the 2023-24 membership year.
- Complete the annual Cookie Training on gsLearn and in person or virtually.
- Submit the Troop Cookie Manager Agreement Form (it's inside the gsLearn Cookie Training or scan the QR code to the right to view it on our website).
- Review the 2024 Volunteer Cookie Manager Manual and other troop resources at www.gshawaii.org under the 'Cookie Program Resources' section.
- Encourage your Cadettes, Seniors and/or Ambassadors to sign up to be a Cookie Captain. Oahu in-person training dates are Sunday, December 3rd during Teen Mentor training or Saturday, December 9th. A virtual session is offered on Thursday, November 30th (Part 1) and Thursday, December 7th (Part 2).
- Receive cookie program materials from Council (Girl Order Card and Money Envelope) plus one package of cookies for the Troop to share!
- Hold a family cookie meeting to discuss Girl Scout participation, cookie calendar, Girl Scouts' goals and initial order. Distribute girl order cards and money envelopes, plus other fun downloadable resources on our website.
- If you are a new troop or a troop with younger Girl Scouts, get a Cookie Captain to help mentor your Troop. You can submit your request online at tiny.cc/GSHCCHelp.
- After **November 30, 2023**: Log into eBudde, verify all Girl Scouts are in eBudde AND enter your troop's bank account information in eBudde on the 'Settings' tab.
- After **December 13, 2023**: Log into Digital Cookie and encourage Girl Scouts to set up a Digital Cookie page!



During the Sale

- January 6, 2024**: Attend Cookie University! Girl Scouts of all ages can attend Council's Cookie University on all islands.
- January 8, 2024**: Cookie GO DAY! Girl Scouts can start collecting orders on day one by using their Order Card, making flyers and door hangers with their QR code, and sending out Digital Cookie emails.
- January 17, 19 and 21, 2024**: Booth Selection lottery on eBudde in 3 rounds – all at 6pm!
- Starting **January 22, 2024**: Unlimited Booth Selection on eBudde - first-come, first-serve process. Also, troops can start requesting Troop-secured booth sites in eBudde. Please note that additional booths may be added throughout the season, and will be announced prior to their release.
- January 25, 2024**: Troop initial order and initial rewards due by 11:59pm in eBudde.
- January 26, 2024**: Troops select Delivery Day time-slot to pick-up initial order cookies on Delivery Day.
- February 21 & 22, 2024**: Cookie Delivery Day! Pick up initial order cookies on your chosen delivery time. Coordinate with other adult volunteers in your Troop to pick-up and distribute cookies.
- February 23, 2024**: Cookie booth sales begin. Encourage Girl Scouts to sell 100+ pkgs cookies during Girl Scouts of Hawaii Cookie Weekend to earn a special patch from February 23-25.
- If you need more cookies, place an order to pick-up at the Cookie Buffer or check the Cookie Exchange on eBudde. Your Council Cookie Team will announce when cookie buffers open on all islands.
- Use eBudde to manage troop inventory and allocate packages to Girl Scouts.
- March 22-24, 2024**: Gift of Caring Weekend. Council will match the physical quantity of packages that Troops sell in Gift of Caring packages during this weekend to donate to their chosen organization or group at the end of the cookie season. The quantity Council matches will not be added into eBudde.
- March 31, 2024**: Last day of Cookie sales! Review the end of season checklist.

After the Sale

- April 5, 2024**: Close 2024 Cookie Program in eBudde. Allocate all cookies to Girl Scouts, submit final rewards on eBudde by 11:59pm and ensure all cookie monies are deposited.
- Celebrate with your Troop and thank volunteers for all their help!
- After **April 22, 2024**: Verify transfer of Troop proceeds in troop account.
- Mid-May**: Pick up rewards from your Service Unit Cookie Manager and distribute rewards to Girl Scouts.
- May 4, 2024**: Girl Scouts who sell 850+ packages of cookies throughout the Cookie Season are invited to attend our Cookie CEO celebration at Kualoa Ranch!

November 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2 Hilo & Kona Volunteer Cookie Training	3	4
5	6	7	8	9	10	11
12	13	14 Maui Volunteer Cookie Training	15	16 Oahu Volunteer Cookie Training in Kaneohe	17	18 Oahu Volunteer Cookie Trainings in Aiea
19	20	21	22	23 GSH Office Closed	24	25
26	27	28 Oahu Volunteer Cookie Training in Koko Head	29 Kauai Volunteer Cookie Training	30 Virtual Cookie Captain Training part 1		

December 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6 Virtual Volunteer Cookie Training	7 Virtual Cookie Captain Training part 2	8	9 Oahu Cookie Captain Training
10	11	12	13 Digital Cookie Opens	14	15	16 Oahu Digital Cookie Lab & Learn
17	18	19	20	21	22	23
24	25	26	27	28	29	30
	GSH Office Closed					
31						

January 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 GSH Office Closed	2	3	4	5	6 Cookie University
7	8 Cookie Go Day!	9	10	11	12	13
14	15 Booth Preview GSH Office Closed	16 Square Sign-up Opens	17 Round 1 Booth Selection	18	19 Round 2 Booth Selection	20
21 Round 3 Booth Selection	22 Open Booth Selection Begins	23 Girl IO Due to TCM	24	25 Troop IO Due to SUCM	26 Delivery Day Slot Selection Opens	27
28 SUCM IO Due to Council	29	30	31			

February 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13 Square Sign-up Closes	14	15	16	17
18	19 GSH Office Closed	20 Kauai & Maui Delivery Day	21 Kona Delivery Day	22 Oahu & Hilo Delivery Day	23 First Day of Cookie Booths	24 GSH Cookie Weekend
25 GSHCW	26	27	28	29		

March 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Annotations:

- GOC Weekend:** March 24-25
- Last Day to Accept Girl Delivery Orders:** March 24
- Last Day of Cookie Sales:** March 31
- GSH Gift of Caring Weekend:** March 22-23

April 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Annotations:

- Troop Final Rewards Due to SUCM:** April 5
- SUCM Final Rewards Due to Council:** April 8

May 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4 Cookie CEO
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

girl scouts 
of hawai`i

www.gshawaii.org/cookies

cookies@gshawaii.org

808.675.5536

Let's Get Started

Be Cookie Ready in 5 Simple Steps

To Be Cookie Ready by November 30, 2023 your Troop must complete all the following requirements.

1. Troop Size

Have at least five (5) registered Girl Scouts and two (2) registered, unrelated, and background checked adults – at least one is listed as the Troop Cookie Manager role – for the 2024 membership year. Girl Scouts with an active 2024 membership year registration and in a Troop as described above, will be the only youth members uploaded into the Cookie Program platforms – eBudde and Digital Cookie. For troops with less than 5 registered Girl Scouts, a Troop Size Exemption must be submitted by the troop and approved by Council. The exemption applies to Girl Scout numbers only - there are no exceptions to the Adult Ratio requirements.

2. Cookie Training

Complete the annual Cookie Training: Each Troop must have at least one Troop Cookie Manager who completes the 2024 Cookie Program Training series before receiving Cookie Program materials. This year, there are two parts to the Cookie Training. The first part will be the Cookie Program Highlights - Pre-training on gsLearn, which is required to take before your in-person or virtual training. The second part will be an in-person session offered on all islands. We will have an option for virtual-live training, as well. The Cookie Training will be shared to all Co-Troop Leaders and Troop Cookie Managers in gsLearn, but only one TCM per troop is required to take the training to gain access to eBudde. We encourage ALL TCMs to participate in the Cookie Trainings to be in-the-know, as aspects of the Cookie Program change year to year.

3. TCM Agreement Form

Submit the Troop Cookie Manager (TCM) Agreement Form that's inside the gsLearn annual Cookie Training or on our website as one of the last steps of training. Each troop must submit this form identifying their Troop Cookie Manager(s). It is one of the requirements to sell cookies and gain access to eBudde. But of course, a Troop can have more than one person coordinating cookies for the troop, so each adult who wants access to eBudde needs to submit this Troop Cookie Manager (TCM) Agreement Form.

4. Troop in Good Standing

Troops must have submitted the 2024 Troop Finance Report, have current By Laws on file, meet Girl Scout and adult ratios, and have no outstanding issues.

5. Permission

Important! Don't forget that all Girl Scouts must have the annual Parent/Guardian Permission form kept on file with the troop in order to participate in the Cookie Program. The parent/guardian must sign and opt their Girl Scout in the "Permission to Participate in Product Sales" section.

*If your Troop is completely Cookie Ready by the in-person Cookie Training date on your island, then you will receive a Cookie packet with all Selling Materials that day!

Important Note: All Troop Cookie Managers and Troop Leaders/Co-Leaders will be uploaded into eBudde once the troop is Cookie Ready, as reflected in myGS.

It's a Girl Scout Learning Experience

The Girl Scout Cookie Program is a hallmark of Girl Scouts. People know us for our cookies, but not many know that it has been the largest girl-led entrepreneurial program in the world since 1917! Girl Scouts learn how to make financial decisions, manage money, and develop customer service skills—which help them become the strong, confident leaders that they all have the potential to be. Check out all the reasons why Girl Scouts should participate in the Cookie Program!

It's a Girl Learning Program

Girl Scouts learn in tremendous ways by participating in the program. They also lead their troops' efforts to generate the income to finance continued learning and growth. The Cookie Program is the financial pillar of the organization and helps fund everything from troop trips and service projects, to camp and more. Girl Scouts get to decide how to spend troop proceeds earned, which is unique to the program. They learn skills they will carry with them throughout their lifetime, which build each year they participate in the program.

Not only that, the badge curriculum is top notch and turnkey-ready for Girl Scouts. Work as a troop to see which badges Girl Scouts want to earn this season! Cookie Badge requirements are in the Girl Guides, the Volunteer Tool Kit (VTK) and the Digital Cookie platform.

Creating Community

The Cookie Program creates community within the troop and beyond. Girl Scouts develop civic engagement skills by thinking about their needs, wants, philanthropy and service projects. Every year thousands of Girl Scouts and volunteers support one another, network and share stories, and participate in a unique experience that is shared beyond the troop setting.. The support is reciprocated - the community supports Girl Scouts, and Girl Scouts give back to the community.

On average, Girl Scouts were **two times as likely** to have done entrepreneurial activities as other girls! *"Today's Girls, Tomorrow's Entrepreneurs"* Girl Scout Research Institute, 2019

Creating Entrepreneurs

The cookie program creates entrepreneurs! Did you know that the Girl Scout Cookie Program is the largest girl-led business in the world, generating \$790 million in annual sales nationally?! The cookie program teaches millions of Girl Scouts how to run a successful business every year, whether it's learning from setbacks or collaborating to reach a common goal. Eventually, they'll be ready to translate their skills into true entrepreneurship and leadership wherever they go.

Financial Independence

The Girl Scout Cookie Program supports a financially independent Girl Movement by developing a program that grows financially savvy Girl Scouts. The cookie program is the financial pillar of Girl Scouts. Every package sold supports all girls in the Council because 100% of cookie proceeds stay in our Council and with local troops and Girl Scouts.

Girl Scouts Build Skills at all Age Levels

From learning to setting and accomplishing goals, to counting change, building a budget, and working collaboratively, the Girl Scout Cookie Program has a recognized curriculum for each age group that will teach Girl Scouts the skills they need to become successful leaders.

*For more information on the benefits of the Cookie Program, please view and share the Family Guide with Girl Scouts' parents and caregivers.

Cookie Program Skills

The Cookie Program is so much more than a fundraiser. It's a programmatic approach to teaching the Five Skills and the foundation of the Girl Scouts Entrepreneurial Pillar.

Girl Scout Cookies are awesome – they are delicious, and everybody seems to have a favorite flavor. Most importantly, they are part of a 100+ year tradition that helps power Girl Scout success. When a Girl Scout decides to participate in the Cookie Program, they are exposed to unique experiences and learn essential life skills, their confidence soars, and the leader in them begins to step up in powerful ways – when they raise their hand to speak up, when they say “yes” to a challenge, or when they find the silver lining in a bad day.

Business Skills Baked into Every Bite



Goal Setting
Setting important goals inspires a Girl Scout to better themselves.

Decision Making
Smarter decision making empowers a Girl Scout to excel.



Business Ethics
A Girl Scout learns the value of running a business the right way.



Money Management
A Girl Scout learns the importance of good money management.



People Skills
Confidence in dealing with others helps a Girl Scout reach their goals.





















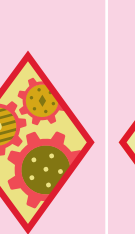






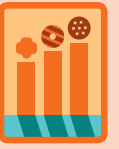



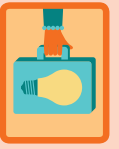






Cookie Entrepreneur Family Pins

Cookie Season is more fun with family! The Cookie Entrepreneur Family pin collection helps Girl Scouts learn essential skills and how to think like entrepreneurs with support from their families. Each Girl Scout level has its own set of fun and educational requirements to help families guide their Girl Scout as they run their own cookie business year after year. Girl Scouts can earn all 13 pins in the collection – one unique pin for every year they participate! Learn more about the pin collection at girlscouts.org/entrepreneurfamily.



Entrepreneurship Badges and Pins

When Girl Scouts sell Girl Scout Cookies, they practice-goal setting, decision making, money management, people skills, and business ethics—as they learn to think like an entrepreneur. Girl Scouts can earn badges and pins each year they run their own Girl Scout Cookie business. Then explore their 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

Council Cookie Campaigns



Girl Scouts of Hawai'i Cookie Weekend

February 23-25, 2024

Girl Scouts who sell 100 or more packages during Girl Scouts of Hawai'i Cookie Weekend will earn a 2024 Girl Scouts of Hawaii Cookie Weekend patch! Sales can be from a combination of individual sales, booth sales, and Digital Cookie, but must be sold during Girl Scouts of Hawaii Cookie Weekend. Troop Cookie Managers will select this patch quantity in eBudde during final reward submission.



Own Your Magic Path

Take the Cookie Program Challenge! There are lots of ways to have a successful cookie business. The Cookie Program Challenge encourages Girl Scouts to go the extra mile and own their magic this cookie season. There are five milestones a Girl Scout can complete in order to receive their extra incentives.

- Complete two out of five – and receive the Stand Charm.
- Complete five out of five – and receive the Stand Charm AND Axolotl Samoas Charm! Girl Scouts who complete the challenge in its entirety will be entered into a raffle for the chance to win an Adventure Pack.

Booth VIP Sticker

Girl Scouts across Hawai'i work so hard at their booths and deserve the recognition for developing their customer service and people skills. This year, we're introducing the new VIP Booth Stickers. What are they? Anytime a Council staff member or special Council partner comes across a cookie booth, they will have special stickers to hand out to each of the Girl Scouts at that booth. If they ran out because they came across lots of booths that day, reach out to the Council Cookie team and they can get you the stickers you need!



Cookie Boss Program

Girl Scouts will build their cookie businesses through the Cookie Boss Patch Program. This program is an awesome way for cookie bosses to learn how to communicate, organize and potentially execute a thought-out business partnership. Girl Scouts not only have the opportunity to learn about business development, but they can also translate their plan into a large-scale cookie donation. Girl Scouts who complete the program and submit their completed packets will earn a Cookie Boss patch!



Gift of Caring Weekend

March 22-24, 2024

Council will match the physical quantity of packages that Troops sell in Gift of Caring packages during this weekend to donate to their chosen organization or group at the end of the cookie season. The quantity Council matches will not be added into eBudde. Troops can pick up their Gift of Caring packages at the end of the season!



Cookie Captain Program

Cadette, Senior and Ambassadors are invited to be a Cookie Captain to mentor younger Girl Scouts in the art of selling cookies and work with new troop leaders to show them the ropes! Scan the QR code to review the Cookie Captain Job Description.



Cookie University

We will be hosting Cookie University on Oahu, Hawaii Island, Kauai and Maui in person. Girl Scouts at all levels are invited to join us on January 6, 2024 on their island to celebrate and learn about all things COOKIES!



Cheers for Volunteers!

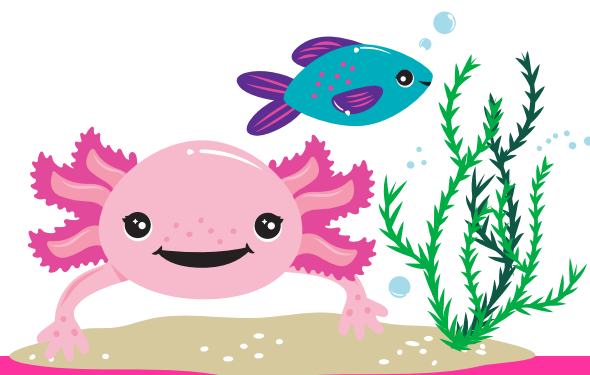


Every Girl Scout can and will do great things.
WITH YOUR SUPPORT, THEY'LL RISE TO SUCCESS!

Girl Scouts of Hawai'i volunteers are an invaluable part of the Girl Scout Cookie Program. Volunteers like you are the champions, role models and cookie coaches who help Girl Scouts discover their amazing potential and take steps toward achieving their goals.

To be a volunteer in the Cookie Program, you must:

- Be a registered Girl Scout adult volunteer
- Honor and live by the Girl Scout Promise and Law



The Girl Scout Law for Volunteers

- I am **HONEST** – I follow all the dates, deadlines and financial obligations of the cookie program.
- I am **FAIR** – I ensure all Girl Scouts have the opportunity to participate in the cookie program.
- I am **FRIENDLY** – I show compassion and empathy towards all those I meet.
- I am **HELPFUL** – I serve as a resource for parent/guardians and my fellow volunteers.
- I am **CONSIDERATE** – I share our unused cookie booths with other troops.
- I am **CARING** – I thank parents and volunteers for their time and hard work.
- I am **COURAGEOUS** – I choose to take the high road in my dealings with others.
- I am **STRONG** – I strive to meet my responsibilities and ask for help when I need it.
- I am **RESPONSIBLE FOR WHAT I SAY AND DO** – I am a good role model for others.
- I **RESPECT MYSELF AND OTHERS** – I am polite and encourage Girl Scouts to be the same.
- I **RESPECT AUTHORITY** – I respect the retailers who allow us to sell at their businesses and remind others it is a privilege to do so.
- I **USE RESOURCES WISELY** – I rely on the expertise of others.
- I **MAKE THE WORLD A BETTER PLACE** – I encourage Girl Scouts to participate and promote the Gift of Caring program and to give back to their community through service projects.
- I **AM A SISTER TO EVERY GIRL SCOUT** – I remember the cookie program provides life changing experiences for all the Girl Scouts in our council and makes Girl Scouting possible tomorrow.

Your Cookie Team

Having a collaborative and supportive Girl Scout Cookie Team is vital and will enhance the cookie program experience for Girl Scouts and adults. Understanding everyone's role on the team ensures a streamlined program.

Service Unit Cookie Manager (SUCM)



- Ensures every Troop has designated a Troop Cookie Manager.
- Shares important cookie information from Council with Troop Leaders/ Troop Cookie Managers.
- Reviews and submits the initial cookie and girl rewards order for the entire Service Unit.
- Reviews data in eBudde to ensure successful inventory allocation.
- Receives girl rewards from Little Brownie Bakers and distributes to Troops in a timely manner.
- Supports the Troop Cookie Managers as needed and serves as a resource to their Troops throughout the cookie season.
- Reaches out to the Council Cookie Team when an issue has been on-going for an extended period of time to receive the proper support when necessary.

Troop Leader (TL)



- Verifies all participating Girl Scouts have a signed annual membership form on file, with parental permission to participate in the Girl Scout Cookie Program.
- Works with TCM to schedule, plan and lead the family meeting.
- Works with troop to set goals, plan cookie learning activities and provides support throughout the program.
- Works with TCM to plan for Troop's participation in booth sales.
- Assists with cookie pick-up, storage and distribution (if needed).
- Supports TCM with money collection and deposits as needed.
- Receives and distributes girl rewards.

Troop Cookie Manager (TCM)



- Oversees the logistics of the program and keeps the program running smoothly.
- Takes GSH cookie training, hosts a cookie family meeting, submits troop initial order, picks up cookies on Delivery Day, updates eBudde, deposits money, organizes booths, manages troop inventory, and distributes rewards.
- Communicates with Girl Scouts and families on deadlines and important Troop details.
- Considers the ways that other Volunteers, especially the Troop Leader(s), may be able to support their efforts and utilizes their expertise/skillset to strengthen their Troop's cookie participation.
- Reaches out to their SUCM when an issue has been on-going for an extended period of time to receive the proper support when necessary.

Troop Cookie Manager

The Troop Cookie Manager has a large role, but we truly believe the benefits of helping Girl Scouts learn new skills and grow their confidence is just as big of a reward. The next few pages will cover the key responsibilities of a TCM and provide resources to help you navigate through the season!

Troop Cookie Manager Role

As a Troop Cookie Manager, your contributions are key as you coordinate the Girl Scout Cookie Program for your troop. You will help Girl Scouts learn to be their own boss and shape their dreams into reality by holding a troop cookie meeting, helping Girl Scouts set goals, managing cookie inventory, and distributing rewards. It can be a big job and also a lot of fun with a team, so please encourage other volunteers and parents to help.

Get Trained

Complete the annual Girl Scout Cookie Training. Each Troop must have at least one Troop Cookie Manager who completes the 2024 Cookie Program Training series before receiving Cookie Program materials. This year, there are two parts to the Cookie Training. The first part will be the Cookie Program Highlights - Pre-training on gsLearn, which is required to take before your in-person or virtual training. The second part will be an in-person session offered on all islands. We will have an option for virtual-live training, as well. The Cookie Training will be shared to all Co-Troop Leaders and Troop Cookie Managers in gsLearn, but only one TCM per troop is required to take the training to gain access to eBudde. We encourage ALL TCMs to participate in the Cookie Trainings to be in-the-know, as aspects of the Cookie Program change year to year

PRO TIP: Troops that complete the cookie training in full will receive cookie materials (girl order card, money envelopes, and training cookies), and will be automatically uploaded into eBudde in December if all Cookie Ready requirements are met. If a Troop is Cookie Ready after November 30th, troops will be uploaded in eBudde on a weekly basis. Need help accessing gsLearn? See the 3 steps to access gsLearn. For questions, contact Customer Care at customer care@gshawaii.org.

Sharing Responsibilities

We all know that running your Troop's cookie sales takes time and energy. A TCM could be all of the following roles: Troop Leader, Cookie Financier, Booth Coordinator, Inventory Coordinator and Digital Cookie Troop Link Coordinator. What if you could delegate some responsibilities to a Co-leader or other trusted volunteer in your Troop? Well, we encourage you to do that! Think about the leadership in your troop, comprised of the background-checked adults with up-to-date membership. Is someone strong with numbers and money? Enlist them to be your Cookie Financier. Is someone else good with logistics and coordination? Have them help with booth slot bookings and communication with the Troop.

Before the cookie season begins, have a discussion with your leadership team to see who else can support the tasks associated with the Cookie Program. Clearly define roles and discuss how you can cross-collaborate and communicate as a team throughout the season.

The more you are able to delegate, not only will some of your time be freed up, but there will also be checks and balances in place to ensure a streamlined and safe cookie season. Ultimately, the Troop Cookie Manager should have oversight of their Troop's cookie sales, however all Troops are different, and the Cookie Program is not intended to be one-size fits all.



Host a Cookie Family Meeting

Holding a Troop Cookie Meeting is a great way to kick-off the Cookie Program. This meeting is best held with caregivers included in November or December. Parents need to understand the goals of the program, how it teaches entrepreneurship, and how they can support their Girl Scout and the Troop. They should also understand their role, financial responsibility, rules and deadlines. At the meeting, a few things to talk about include:

Cookie Program and Entrepreneurship.

- Give a brief description of the program:
- Show an inspiring video – We suggest the GSUSA “Lessons that Last a Lifetime” video.
- Review the cookies and their prices.
- Talk about the ways to sell (Order Card? Digital Cookie? Booths? Door-to-door? Workplace? Gift of Caring? ALL of the above!)
- Stress the importance of letting the Girl Scouts sell and not selling cookies for them.
- Introduce the Cookie Entrepreneur Family Pin and focus on which NEW cookie badges the Troop plans to earn during the cookie program.



Benefits.

- Talk about things the Girl Scouts will be able to:
- Learn – Give them practical examples of how the 5 Skills apply to everyday life. Role play and have fun!
- Earn – Tell them about the reward opportunities for both Girl Scouts and Troops. Show Girl Scouts the exciting campaigns they can participate in!
- Experience – Let them know what fun things they can do as a Troop and the impact they can have on their community using Troop proceeds.

Goals.

- Guide a discussion on goal setting:
- Set a Troop goal. Brainstorm the types of things they want to do this year with their Troop proceeds.
- Make a plan and write it down. Putting a plan in writing is the first step to making sure you achieve it. Let each Girl Scout have a voice in setting goals, both for themselves and for the Troop.
- Determine the best way to visually track your Troop's progress. Let the Girl Scouts share individual goals with the Troop and have the other Girl Scouts and parents cheer them on!



Housekeeping Matters.

- Review program rules and how they can help:
- Review and ensure each Girl Scout has the annual Parent/Guardian Permission form kept on file with the troop to participate in the Cookie Program. The parent/guardian must sign and opt their Girl Scout in the “Permission to Participate in Product Sales” section.
- Make sure parents have opted-in to receive Girl Scouts of Hawaii emails, otherwise we cannot upload their Girl Scouts into Digital Cookie. If they need to update or edit their contact information, have them complete our Opt In form.
- Talk about sharing responsibilities for staffing cookie booths, booth rules, and etiquette.
- Set guidelines to let Girl Scouts/parents know how product will be distributed and how money will be collected.
- Set expectations for collecting money. Collecting money at each Troop Meeting is a best practice. After distributing products to Girl Scouts/parents, make a habit of collecting money at each meeting. Collecting money early and often will minimize issues.
- It is the responsibility of the Troop Cookie Manager to ensure that receipts are utilized every time a transaction between themselves and a Girl Scout/parent is made – this includes cookie distribution/ collection and money submissions. Both parties are then responsible for being on the same page about what has been distributed and collected.

Setting Goals

One of the most important lessons Girl Scouts can learn through selling Girl Scout Cookies is how to set and reach their goals. It's one of the five key skill builders of the Cookie Program. Below are some tips for SMART (Specific, Measurable, Achievable, Relevant, and Timely) goal-planning.

TIPS FOR SETTING TROOP GOALS

- Use the online Cookie Order Calculator to help calculate your troop goals. Returning troops should reference their sales numbers from last year and discuss with your troop how to meet or exceed last year's sales. New troops can consult with their Service Unit Cookie Manager, similar returning troops in their area or the GSH Cookie Team for recommendations on setting the goal. For reference, our Council Per Girl Average for the 2023 season was 331! Let's aim high!
- Discuss with Girl Scouts how they can help each other reach their troop goal and what they want to do with their proceeds.

TIPS FOR SETTING INDIVIDUAL GIRL SCOUT GOALS

- Discuss individual goals with each Girl Scout.
- For returning troops, compare each Girl Scout's goal with last year's sales information in eBudde. Discuss with them if they feel the goal is reasonable and how they plan to reach this year's goal.
- Include the parents/guardians! Do they agree with the goal? The Cookie Family Meeting is the time to make sure parents/guardians are on board with both the Girl Scout and troop goals in order to help each other reach their goal and what they want to do with their proceeds.

Receive and Distribute Cookie Program Materials

The Girl Scouts of Hawai'i Cookie Team will provide you with all of the resources needed to get your cookie season up and running.

*Available for download at www.gshawaii.org/cookies

** Additional materials are available from Council

Resources for you to keep

Troop Cookie Manual*

Receipt booklets**

Pre-printed bank deposit slips**

Resources for you to hand out to Girl Scouts

(one set/Girl Scout)

Order card**

Money envelope**

If your Troop is completely Cookie Ready by the in-person Cookie Training date on your island, then you will receive a Cookie packet with all Selling Materials that day!

Distribute Girl Scout Rewards

The main benefit of the Cookie Program is the opportunity to learn and practice skills, but we all know Girl Scouts are super excited to have their hard work recognized by receiving their rewards. Rewards arrive in May to your Service Unit Cookie Manager. They will contact you to arrange a day and time when you can pick up these highly anticipated items to give your troop! Check out this year's reward offerings on page 24-25 and on the back of the order card!



Ways to Run a Cookie Business

Deciding how to sell cookies is one of the biggest and most exciting decisions Girl Scouts will make during the cookie program and there are a lot of choices! Be it at a cookie booth with their troop, going door-to-door in their neighborhood, or contacting local businesses, Girl Scouts take the lead and learn how their choices impact their goals.

Order Card



Girl Scouts take pre-orders from customers for all 9 varieties of cookies, in addition to \$6 donations for Gift of Caring. Troop Cookie Managers are provided with Order Cards for the entire Troop. When the Girl Scouts receive their cookies in February, they should deliver the ordered cookies to their customers. **When pre-orders are taken using their paper order card, Girl Scouts should NOT collect any cash or check until cookies are delivered.** Girl Scouts should also keep their order cards on them,

so they can continue taking orders during and after the pre-sale period. There is a perforated section on the order card - one to give to the TCM with initial orders and the other to keep to continue taking orders!

Digital Cookie



Allows Girl Scouts to run their cookie business through an online store. See page 22 for more information about Digital Cookie. Customers purchase cookies to be delivered in-person, pay for shipping to their home, and/or donate cookies to Gift of Caring. During direct sales (February 23-March 31, 2024) Girl Scouts can use the Digital Cookie app to take credit card payments; it's contactless and there is no need to worry about handling cash or checks!

Cookie Booths

Girl Scouts work as a team selling cookies directly to the general public when they have cookies in hand. See page 18 for more information about Cookie Booths.

Door to Door

Encourage Girl Scouts to canvas their communities safely wearing their Girl Scout uniform and with adult supervision. Load up a wagon with cookies and signs, and you are ready for a door-to-door walkabout.

Workplace Sales

Girl Scouts can contact businesses to obtain permission to sell or make a sales pitch at a staff meeting. Parents/caregivers at work can supervise, but Girl Scouts should do the selling and delivery - or create a poster with a personal statement to leave with the order card or a QR code that links to their Digital Cookie page with their video.

Phone & Text Sales

Girl Scouts should review orders from previous years and contact their customers for new orders. Try a text-a-thon and share their Digital Cookie store link. Older Girl Scouts can text friends and family to let them know "It's Cookie Time!"

Council Gift of Caring

Giving back to the community is what Girl Scouts is all about—it's basically the law (wink). That's why we utilize the power of Gift of Caring so that customers can give directly to their local communities. Not only do Girl Scouts get the satisfaction of giving back through the power of Girl Scout Cookies, they can also earn a special Gift of Caring patch and/or GSH hat and charm.



Council Gift of Caring. Cookies donated directly to local military organizations, nonprofits and local heroes. Girl Scouts simply collect money from customers and Girl Scouts of Hawaii facilitates getting the cookies to our partner organizations.

Cookie Booths

Cookie booths are an excellent way for Girl Scouts to learn customer service skills in the moment. At Girl Scouts of Hawai'i, we have such a strong Cookie Booth culture, and every customer loves to see Girl Scouts out in the community sharing the cookie love. There are lots of resources available to help your Girl Scout shine at their booths! We have everything from booth tally sheets, templates for door hangers, cookie variety menus, recipes, signs, and more! Download them today at www.gshawaii.org under the 'Cookie Program Resources' section.

Booth Lottery in eBudde

Cookie booths are sale opportunities where the general public can purchase Girl Scout Cookies from Girl Scouts. Cookie Booths are listed on the Cookie Finder so Girl Scouts and troops can sell a lot of cookies in a short period!

Booth selection is always done via a lottery in eBudde on a first-come-first serve basis. As Girl Scouts, we are always honest and fair, so we publish the dates and times the lottery opens in advance. Talk with your parents and Girl Scouts about hosting cookie booths. As a reminder, those who are interested in doing a 'My Family Sales 1:1 Booth' booth will have to sign-up through the Troop Cookie Manager. We encourage Troops to select booth sites in their own community, always keeping safety top of mind. Dates, times, and the lottery rules are:

Monday, January 15, 2024

PREVIEW ONLY (VIA eBUDDE, 6 PM)

Check out what booths will be available in the lottery.

Wednesday, January 17, 2024

BOOTH SELECTION ROUND 1 (VIA eBUDDE, 6 PM)

Rule: A troop may select up to 3 booth slots, with a limit of 1 sign-up per chain. (For example, 1 Foodland and 1 Zippy's and 1 Walgreens are allowed but not 2 Foodland)

Friday, January 19, 2024

BOOTH SELECTION ROUND 2 (VIA eBUDDE, 6 PM)

Rule: A troop may select up to 6 booth slots in total, with a limit of 2 sign-up per chain. (For example, Troops may now have 2 Foodland or another chain).

Sunday, January 21, 2024

BOOTH SELECTION ROUND 3 (VIA eBUDDE, 6 PM)

Rule: A troop may select up to 14 booth slots in total, with a limit of 4 sign-up per chain. (for example, Troops may now have 4 Walgreens or another chain).

Monday, January 22, 2024

BOOTH SELECTION ROUND 3 (VIA eBUDDE, 6 PM)

Rule: A troop may now select an unlimited number of booth slots in total, with an unlimited number of sign-ups per chain.* For example, Troops may now have as many Walgreens or another chain as they want to meet their cookie goals. Troops can now also request any 'Troop-secured' booths they may have secured.

* We kindly ask that Troops do not hoard booth slots, particularly at chains, such as Walmart, Safeway and more. Do not select more than 4 slots per chain within the first 48 hours. After the 48-hour period, troops are welcome to select their desired booth slots (within reason). Please consider your options and be sisterly to other Troops in our Girl Scouts community.

Important Note: Additional booths may be added throughout the season, and will be announced prior to their release. If you see a location missing that your Troop loved to sell at in prior years, please reach out to the Cookie Team at cookies@gshawaii.org



YouTube Cookie Playlist

Check out all of our videos for anything related to the cookie program. This will include eBudde micro burst trainings (i.e. for step-by-step instructions on how to select, request and manage booth sites within eBudde or the eBudde app) and more!



Council Booth Partners

“Traditional” booths are typically located in public business locations and have been secured by Council. These chain stores should not be contacted by individual troops or Girl Scouts to secure additional booth dates/times. Be sure to sign up for these booths in eBudde before the 6 weekends of public booths begin *through the booth lottery*. Aloha Gas, Aloha Island Mart, American Savings Bank, Bank of Hawai i, Ben Franklin, Big Save, Central Pacific Bank, ChoiceMART, CityMill, Dunkin Donuts, First Hawaiian Bank, Foodland/Foodland Farms, GNC, GrubHub, HPM Building Supply, Ishihara, Island Grocery Depot, Kai Store, KTA, Malama Market, Menehune Food Mart, Sack N Save, Safeway, Sam’s Club, Sueoka, Takata, Times, Walgreens, Walmart, Zippys.

Important Note: Council-secured booths must be released at least 48 hours in advance of cancellation in order for other Troops to have the opportunity to pick up that booth slot.

Troop-secured booths are located at stores that troops themselves have contacted and received permission to sell. Troops will be able to submit these booth requests through eBudde starting January 22, 2024. These types of cookie booths need to be requested in eBudde at least 3 days in advance of the booth date so that Council can make sure there aren’t any time conflicts with another troop and proper insurance paperwork is prepared if needed. Booths must be scheduled for after February 23.

Troop-secured Request Process:

eBudde has a feature called ‘My Sales’ under the Booth Sites tab. You have the ability to add Troop-secured and/or My Family 1:1 booth sites to eBudde, and they will be displayed on the Cookie Finder during cookie season. Your My Sales request must be approved by Council prior to hosting. This is a great way to attract customers to your pop-up cookie booths!

1. Identify a store, restaurant or location that you can ask to partner with you to sell Girl Scout cookies. Don’t forget, this cannot be a Council Booth Partner!
2. Contact the manager or representative who has the authority to give you permission to schedule a booth sale with their location. Explain that you are asking for approval to sell Girl Scout cookies at their location and what dates and times you are most interested in.
3. If the location requires paperwork or insurance, contact cookies@gshawaii.org with all of the location information as well as the dates and times of the booths. We will work with you to get the necessary paperwork completed.
4. The request must be entered by the TCM/TL in eBudde, the software we use to manage our Cookie Program.
5. Council will review the My Sale Request information, confirm that there is not already a booth approved at that location for the same date and time, and approve if it meets all requirements. Once approved, eBudde will send an email to the TCM through the system with a notification of a change in the booth’s status.

My Family 1:1 Booths are booths that are run by Girl Scouts from one household with their caregiver to supervise. The caregiver is responsible for the cookies they sign out from the troop since they are supervising their own Girl Scout. Membership and background checks are not required. Girl Scouts/families can sign-up for a council or troop secured booth location through their Troop Cookie Manager (TCM). The TCM will have up-to-date information on all approved booth options in eBudde. Or Girl Scouts can set up a lemonade style stand on their own property or at the home of a friend or family member.

Girl Scout Troops under the jurisdiction of Service Units connected to the military (SU602 HOPS, SU606 Kolekole, SU619 KBay) may not solicit on any military installation (e.g. no door to door sales on base; no approaching businesses on base) and the only booths permitted on military installation are those approved by council/SUs. Troops outside of SU602 HOPS, SU606 Kolekole, SU619 KBay do not have permission to solicit or hold a cookie booth on any base.

Drive Thru Booths



Girl Scouts can host booths that are both contact-free and fun! Council will have some locations identified specifically as a Drive-thru booth in eBudde that will be available for troops to secure during the eBudde Booth lottery. Additionally, you may find a location ideal for a drive-thru booth.

1. Request these sites as a Troop-secured booth. This could be a business, place of worship, school or college parking lot, open lot, or any location where you can set up a driving path.
2. Just like a regular booth, you will need to get permission from the owner to be there, enter it into eBudde, and have the booth approved by Council before conducting the booth.

Setup

1. Set up your booth and mark out an area where customers should drive up or park.
2. Make sure you have plenty of signs or an extra adult to help direct customers where to go.
3. Consider using stations to keep the flow organized. Use Digital Cookie mobile app to accept Credit Card payments.
4. Set up signs for safe traffic patterns and follow all Booth Safety and Etiquette Guidelines.

Ratio – No more than three Girl Scouts at drive-thru booths. Keeping safety in mind - older Girl Scouts can approach vehicles with an adult, but younger Girl Scouts may not. That said, if you're not comfortable having Girl Scouts approach vehicles at all, then don't have them approach. Girl Scouts must stay behind their booth table or in a designated area away from traffic and customers. A minimum of two adults are required at every booth, with at least one adult volunteer who must be a registered and screened member. Exception to this is if the Drive-thru booth is a My Family 1:1 booth.

Roles for Girl Scouts – Creating and marketing signage to encourage customers, relaying information between stations, and preparing orders.

Roles for adults – Money handling & transactions, sanitizing baskets, supervising cookies to car transfers, and placing cookies in vehicles.

Booth Ratio and Safety

For troop booths, there needs to be a minimum of two adults and two Girl Scouts at every booth table. At least one of the adults at the cookie booth must be a registered and screened member. Exception to this would be for My Family Sales booth where up to three Girl Scout siblings from the same household can sell cookies with their own parent/caregiver.

- Never leave the booth unattended.
- Girl Scouts can never be left alone at a booth for any amount of time or for any reason.
- Use the buddy system when using restrooms.
- Only Girl Scouts and supervising adults should be at the booth.

These ratio recommendations are guidelines. Number of Girl Scouts/adults at any booth depends on what works best for the set-up/location.



Girl Scout and Volunteer Safety Tips

Before participating in any money-earning Girl Scout activity, it's super important for Girl Scouts and adults to review our safety tips to be safe. Share and discuss these safety tips with all Girl Scouts and adults prior to the start of the cookie season. Review periodically with Girl Scouts, as necessary. For more detailed information on these and other safety practices and procedures, please refer to Volunteer Essentials and Safety Activity Checkpoints.

- Wear the Girl Scout uniform and/or Girl Scout clothing to identify yourself as a Girl Scout.
- Adults must accompany all Girl Scouts when selling door-to-door and must never sell alone.
- Always have a first aid kit and have a health history form for each Girl Scout present.
- Never enter the home or vehicle of a person when you are selling or making deliveries.
- Avoid selling to people in vehicles or going into alleys.
- Know the neighborhood where you are selling (unless it's an approved drive thru booth).
- Cash is to be kept out of sight at all times. Preferably on an adult in a zippered waist pouch.
- Do not do door-to-door sales after dark.
- Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways.
- Be aware of traffic when loading product and passengers from vehicles.
- Girl Scouts' names, addresses and email addresses should never be given out to customers.
- Use a group contact number or address overseen by an adult for customers to request information, reorder, or give comments.
- Encourage contactless payments using the troop link or Girl Scouts' Digital Cookie – cookies "in hand" or delivery at a later date.

Digital Resources

Did you know? Girl Scouts who paired Digital Cookie with traditional sales on average sold 76% more Girl Scout Cookies than Girl Scouts who did not sell cookies online.

Selling cookies online through Digital Cookie is effective and skill-building for Girl Scouts! Digital Cookie allows Girl Scouts to sell cookies online. On this platform, Girl Scouts can personalize their Digital Cookie site and send emails to invite friends and family to buy cookies with the option of getting in-person delivery or direct shipment to their home. Digital Cookie enables Girl Scouts to build a customer list and retain those customer contacts year after year! Girl Scouts can also share their Digital Cookie link through texts or email responsibly when following the GSH social media policy.

Benefits of using Digital Cookie

- Digital Cookie allows Girl Scouts to grow in their digital marketing skills and enables them to use their critical thinking by using an online platform
- Girl Scouts using Digital Cookie will have an edge when it comes to navigating an online platform that is geared towards their cookie selling business
- Girl Scouts and parents/caregivers can track their sales goals on Digital Cookie
- Digital Cookie broadens community reach by allowing Girl Scouts to share their Digital Cookie link to more customers
- Digital Cookie is a great option when it comes to cashless transactions, making everything online and traceable
- Girl Scouts can even grow and retain their customer list year over year so they can pick up where they left off the year prior

Virtual Booths are hosted on social media—giving Girl Scouts a way to achieve their sales goals and help others in their community from home. In fact, Girl Scouts may find this allows them to discover new ways to take the lead in their cookie business and stay connected online. Each Girl Scout has a unique link to their cookie storefront in Digital Cookie that can be sent in an email. Customers can order cookies and can now request girl delivery to have their cookies delivered! Having cookies shipped or purchasing cookies to donate to Gift of Caring are additional options. Check out the Virtual Cookie Booth Step-by-Step Guide for ideas!

Troop Links

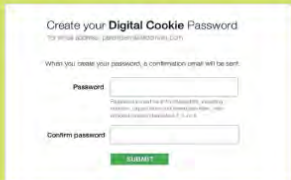
Troops can also create a Digital Cookie site to use as a virtual booth! Girl Scouts can share goals, stories, and lessons learned from the Cookie Program with customers through a link or e-card with this online marketing tool. Even better, check out our Digital Cookie tip-sheets for more information. Girl Scouts and troops may use the Internet and social media sites to share their Cookie Program sales link as long as they follow GSUSA's guidelines around online marketing. Read page 37 for our Social Media Policies.

Tools for your Booth

There are lots of resources available to help your Girl Scouts shine at their booths! We have everything from booth tally sheets, door hangers, cookie menus, recipes, signs, and more! Download them today at www.gshawaii.org/cookies.

Set Up Your Digital Cookie Site in 4 Easy Steps!

1. Register for Digital Cookie®



Look for the Digital Cookie® registration email in your inbox to register. If you can't find it, contact your council.

2. Set Up Your Site



Take a few minutes to set your sales goal, share your cookie story, and upload a fun picture or video. Then publish and go!

3. Invite Customers



Use the email in Digital Cookie® to reach out to customers. Ask them to visit your site, purchase, and share your site. Also, post your site on social media.

4. Track Your Progress



Use your Digital Cookie® platform to track sales and inventory and check progress towards your goal.

Digital Cookie Sales

Digital Cookie (DC) Order Types

Shipped Cookies

- Cookies are **shipped directly** from the cookie bakery to customers.
- Shipping **fees do apply** for the customer.
- There is **nothing to collect or deliver**. Sales and payments are automatically tracked and submitted to the Girl Scout in eBudde.

Donated Cookies

- Customers can donate cookies that will be delivered at the end of the cookie season to Gift of Caring by Council.
- There is nothing to collect or deliver. Sales and payments are automatically tracked and submitted to the girl in eBudde.

In-Person Girl Delivery

- Orders must be approved or declined by the parent/caregiver within 5 days.
- Declined orders automatically default to the customer's secondary choice made online at the time of sale.
- Approved orders before January 25th are automatically entered into Initial Order. Each Girl Scouts' box credit and payments made online are automatically submitted to the Troop in eBudde. You do not have to do a thing – nothing to order or turn in!

In-Hand Delivery

Cookies in-hand is similar to using the girl order card, except it's on Digital Cookie!

- A customer wants to purchase cookies from the Girl Scout
- The Girl Scout processes the customer's order on their Digital Cookie page as an 'In-Hand' order

After Troop's Initial Order is Submitted:

To fulfill in-person delivery orders, the Girl Scout must have the cookies in their own inventory, or work with their Troop Leader to get cookies for order fulfillment.

Note: Cookies are delivered by the parent/guardian and Girl Scout to the customer in a timely manner.

Tip: Parents can turn off the Girl Delivery option in Digital Cookie completely or can turn on/off certain flavors the girl has in the 'inventory' tab.

Digital Cookie Troop Links

When you set up your Troop Digital Cookie site, there will be two links you can use. These links will let your Troop reach new customers in your local community and beyond. Use the information below to decide how Troop Links can work for your Troop.

Troop links will show in GSUSA Cookie Finder.

Customers can purchase cookies that are shipped directly to a recipient or donated to our Gift of Caring cookie donation program and credited to the Troop. Once your Troop sets up this link, it will be connected to the GSUSA Cookie Finder and **customers from anywhere could end up using your Shipped Only Link to buy cookies that support your Troop.**

The great news is there is nothing additional to do with this link - cookies are shipped directly to the customer and the Troop allocates the sales to all selling Girl Scouts in the Troop at the end of the season.

Troop Link for local delivery.

Customers can order cookies for local delivery by Girl Scouts in your Troop or have cookies shipped. For local sales within your Troop's delivery area, customers place their order, and the **Troop delivers the cookies to the customer's address** with support and supervision from an adult. The Troop can also use this link to take pre-orders that allows customers to pre-pay and pick up at a Troop designated location. This designated location could be an existing cookie booth, or another public location designated by the Troop. The TCM will need to approve the orders and use the troops' cookie inventory (like you would for a booth) and allocate the sales with all selling Girl Scouts in the Troop at the end of the season.

Every year, your Council Cookie Team creates a heat map to show all Troops' links that have been created and published. This is available on our website during cookie season and is a great way for customers to purchase cookies from a troop in their immediate area.



2024 Cookie Program Rewards

The main benefit of the cookie program is the skills learned, but we all know that Girl Scouts are super excited to have their hard work recognized and receive their rewards. Girl Scouts get rewarded through fun things like patches, outdoor gear, and the highly sought-after mascot plush.

Girl Scouts of Hawai'i 2024 Cookie Program Rewards

My Personal Goal: _____

Digital Cookie Rewards



Cookie Techie Patch
Set up Digital Cookie and send 15 "Open for Business" emails



Cookie Tech Charm
200+ pkgs

Girl Scouts of Hawai'i Cookie Weekend Patch



Girl Scouts who sell 100+ packages during Girl Scouts of Hawai'i Cookie Weekend **February 23-25, 2024** in any combination of Booth Sales, Digital Cookie Sales, and/or individual sales during this weekend only will earn the **GSH Cookie Weekend Patch**

Troop Initial Order

Cookie Orders taken between **January 8-23, 2024**. Troops with 5+ Girl Scouts participating and a Troop Initial Order PGA of 275+ pkgs will earn:



\$10 per Girl Scout selling toward troop proceeds
OR GSH Collapsible Wagon
One per Troop

Girl Scout Initial Order Reward

Cookie Orders taken between **January 8-23, 2024**. Girl Scouts who submit an Initial Order of 250+ pkgs will earn:



GSH Cookie Seller T-Shirt

Check out the HOF Rewards Document and Cookie Dough FAQ!



The HOF Rewards doc shows what you can earn if you select any of the sets and provides more detail on rewards options. The Cookie Dough FAQ is your go-to guide for all questions related to Cookie Dough and how to spend it.

All rewards EXCEPT Hall of Fame Rewards are cumulative. Reward experiences only include 1 Girl Scout and 1 adult.

Council reserves the right to make substitutions to the item's color, material or size, or to substitute an item of equal or greater value due to changes or challenges in product availability. For more details on specific rewards, please contact cookies@gsnhawaii.org.



Booth Reward



Girl Scouts who participate in 4+ booths either with the Troop or I! will earn the **Booth Sales Patch**

Gift of Caring Rewards



Girl Scouts who sell 35+ pkgs of Council Gift of Caring (CGOC) during the entire sale will earn the **Gift of Caring Patch**



Girl Scouts who sell 120+ pkgs of Council Gift of Caring (CGOC) during the entire sale will earn the **GSH Hat AND Cookie Heart Charm**

2024 Year Bar Patch 24+ pkgs

Charm Patch 50+ pkgs

Own Your Magic Charm 75+ pkgs

Bandana 100+ pkgs

Own Your Magic Patch 140+ pkgs

Axolotl Socks 185+ pkgs

Axolotl Action Patch 235+ pkgs

Lucy the Axolotl Plush OR \$6 Cookie Dough 290+ pkgs

Collapsible Cup OR \$8 Cookie Dough 370+ pkgs

Wallet Pouch AND Cookie Box Charm OR \$10 Cookie Dough 450+ pkgs

Axolotl Pillow OR \$12 Cookie Dough 550+ pkgs

Crossbody Bag OR \$14 Cookie Dough 650+ pkgs

Cookie Entrepreneur Club

Weekender Tote OR Blanket AND Super Patch AND \$20 Cookie Dough
CEO Club members will also receive an exclusive **CEO to CEO** patch and be honored at a **CEO Club Celebration** on Saturday, May 4th, 2024! 850+ pkgs

Hall of Fame Rewards
See QR code for more details on sets and experiences.

Classic Grocs and set of Jibbitz OR Mini Sewing Machine & Kit OR Sony Headphones OR \$50 Cookie Dough 1000+ pkgs

Drone OR Snowcone Machine & Kit OR Lego Set OR \$100 Cookie Dough 1500+ pkgs

Camping Set OR Wireless Karaoke Machine OR Horseback Riding OR \$150 Cookie Dough 2000+ pkgs

ASUS 14" Laptop OR Nintendo Switch OR Ziplining Adventure OR \$250 Cookie Dough 3000+ pkgs

VR Headset OR Canon Camera OR Customizable American Girl Doll OR \$350 Cookie Dough 4000+ pkgs



Cookie Dough Program Credits

Cookie Dough can be used towards qualifying Council-led programs, events, camps, retail, and membership. Cookie Dough is a girl reward earned through selling Girl Scout Cookies. At select levels, Girl Scouts may choose Cookie Dough instead of selected reward items and they can be used to pay for a variety of Girl Scout products and activities. All Girl Scouts are eligible to receive these rewards.

Cookie Dough FAQ



C/S/A Reward Opt Out

Cadette/ Senior/Ambassador troops can choose to opt out of girl rewards to receive additional proceeds. Troops that opt out have the potential to earn \$0.87 per package with a Troop Per Girl Average (PGA) up to 300 and \$.90 per package with a PGA of 300+. This means that the Girl Scouts will be opting out of ALL rewards, including the patches and cookie dough program credits. The troop must meet the following criteria to qualify for this option:

- The ENTIRE troop must consist of all Cadettes and/or older
- The decision to opt out of rewards must be a girl-led decision and agreed upon by 100% of the Girl Scouts in the troop and documented in writing with Girl Scouts' signature and date
- At least 55% of the troop must have a Digital Cookie page setup
- Your TCM will talk to your Girl Scouts about this option

New this year! C/S/A troops that opt out of rewards have the opportunity to purchase any of the patches and/or charms they earned through the rewards program. For more information on this process, reach out to the Cookie Team at cookies@gshawaii.org.

Troop Proceeds

Troop proceeds are based on the total sales of the troop and can only be earned by troops that have at least 55% of their Girl Scouts participating in the sale. Girl Scouts decide how to use these funds. Many troops use their earnings to fund community projects and/or implement a spend, save, and give policy. Troops have the opportunity to earn \$0.82 per package sold up to the 300 Troop PGA level. In addition, if a troop's PGA is 300+ the troop has the opportunity to earn an additional \$0.03 (for a total of \$0.85) per every package that's over the 300 PGA level.

Unboxing Videos

Check out the Unboxing Videos to learn more about select rewards from our order card. Open the camera on your smart phone or tablet and hover over the QR code.



Initial Order

Managing the troop's cookies means placing an initial order, transferring cookies to Girl Scouts, and visiting cookie buffers when necessary. The most important tip, especially for new leaders, is don't expect this to go perfectly. Things are bound to happen, so expect the unexpected, focus on the big picture and allow yourself (and the Girl Scouts) to learn while doing. Working with Girl Scouts can be a glorious mess and wonderfully rewarding all rolled into one. Girl Scouts is a safe environment where you have the freedom to have fun while learning.

Why are Initial Orders Important?

- It gives the Council and Bakery an idea of how many cookies are needed Council-wide throughout the program and helps Council plan so we do not run out of cookies in the Buffer.
- Over-reliance on the cookie buffer will create cookie shortages.
- Data shows that cookies will sell fast at the beginning of the program. If you under order, you may need to make multiple trips to the cookie buffer, which can be overwhelming and time-consuming.
- **There is a Girl Scout and Troop reward tied to initial orders!**

How Many Cookies for your Initial Order?

Making a responsible initial order is quick, easy, and should be data-driven. Simply use the Cookie Order Calculator on our website. It will give you a suggested breakdown by flavor of what to order depending on your troop goals. Once the number of cases needed for the Initial Order is determined, Troops enter it into eBudde and submit it. The Initial Order must be submitted before the deadline. Don't forget to submit your Initial Girl Reward Order, too, if your troop has earned it.



Thin Mints
(30%)



Samoas
(18%)



Tagalongs
(12%)



Adventurefuls
(12%)



Lemon Ups
(7%)



S'mores
(7%)



Do-Si-Dos
(6%)



Trefoils
(5%)



Toffee-Tastics
(3%)

When to Place the Initial Order

Troops enter Initial Orders in eBudde on the Initial Order tab by 11:59pm on January 25th, before the system locks to Troops. Remember, this is each Girl Scouts' pre-orders plus enough Troop cookies for cookie booth sales for the first three weeks of the sale (sales are heaviest at the beginning).

Initial Order Calculator



How to Place the Initial Order in eBudde:

1. Login to eBudde and click on the **Initial Order Tab**.
2. Click on the **ORDER CARD** line of the Girl Scout's name.
3. Enter total boxes by variety from her Order Card. IF Girl Scouts have approved In-Person Girl Delivery orders from Digital Cookie, these boxes are automatically on the DC Girl Delivery line – do not re-enter these quantities.
4. Click **OK** or use your Enter key to complete the line. Click **SAVE** and repeat for each girl in the Troop.
5. Booth Cookies – Click on the **BOOTH** line at the bottom of the screen to enter cookies for your first three weeks of planned cookie booths. Click **OK** to save changes.
6. **SAVE** the page.
7. Carefully review the totals at the bottom and if correct click **SUBMIT**. Remember, you cannot change the Initial Order after it has been submitted. Contact your SUCM or Council Cookie Team to make changes.
8. Click **PRINTABLE VERSION** to print a copy for your records

****IMPORTANT**** While Girl Scouts will place their order in packages – ALL Troop orders are placed in **FULL CASES**. Each case has 12 boxes. For example, if your Troop submits an Initial Order of 45 packages of Thin Mint, then eBudde will automatically order 4 cases (48 packages) of Thin Mint, leaving you with 3 extra packages for sales. But, not to worry- eBudde will do the math for you.

Initial Order Rewards

Initial Order Rewards are submitted at the same time as the Initial Order for troop inventory. There are two rewards that Girl Scouts and troops can earn for initial orders:



Girl Scout Initial Reward

Remember, to earn the Girl Initial Order Reward – an awesome GSH Cookie Seller t-shirt AND charm - a Girl Scout's individual Initial Order must equal 250+ packages in any combination of Order Card or Digital Cookie sales listed on the Initial Order tab in eBudde during presales (January 8-23)



Troop Initial Reward

To earn the Troop Initial Order Reward - \$10 per Girl Scout selling towards troop proceeds or 1 GSH wagon - your Troop's initial PGA must equal 275+ and the Troop must have a minimum of five (5) Girl Scouts selling. Girl Scouts are counted towards the total Girl Scouts selling if they have at least one box assigned to them during presales (January 8-23). You may find your Troop Initial PGA on the Sales Report tab.

Submitting Initial Order Rewards

Note: The Troop's Initial Order must be submitted on the Initial Order tab before an Initial Reward can be selected.

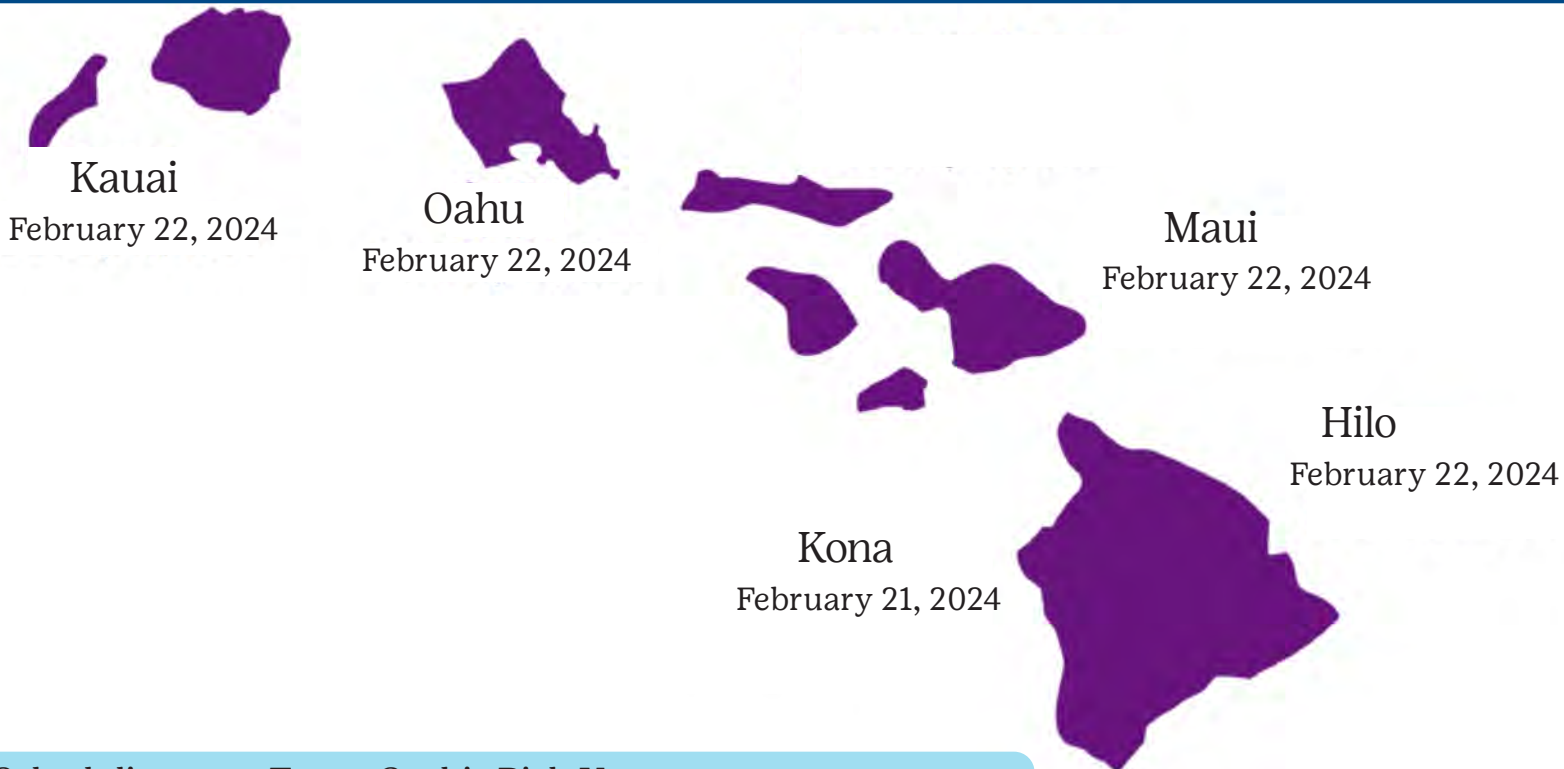
1. Click on the **REWARDS** tab.
2. Click the **FILL OUT** button on the Initial Rewards Orders line.
3. A listing of your Girl Scouts will appear.
4. Click on the respective Girl Scouts' names. Note: Girl Scouts without at least one box for their Initial Order will not receive the credit towards the Troop Initial Order Reward.
5. Confirm their record is shown in green as: Size/Catalog Selection Done.
6. Repeat for each Girl Scout where necessary and **SUBMIT** the order for the Troop by the deadline.

Council Policies and Initial Order Recommendations

Now that you are more familiar with the Initial Order process, here are a few things to keep in mind about Initial Orders.

- Once the Troop submits their initial order, it is the troop's responsibility to accept that order at Delivery Day.
- Troops cannot require a minimum order for any Girl Scout. It is fully up to each Girl Scout and their parent/caregiver to place their initial order as they see fit based on pre-orders and any additional inventory they'd like to have.
- Place an initial order for the troop to have enough supply for the first 3 weekends of cookie booth sales.
- If in previous years your troop needed to fulfill orders at the buffer within the first or second weekend of booths, consider increasing your total initial order. You can view your eBudde dashboard to see what your Troop's Initial Order was last year and compare it to 'Additional Orders'.
- Note that the only guaranteed inventory Troops can receive are the initial orders placed. A Troop is not guaranteed to receive extra inventory of certain flavors at buffer pick-ups, as inventory is always on a first-come-first serve basis. This is particularly the case for the specialty cookies – S'mores and Toffee-tastic.
- If questions or concerns arise after initial orders are submitted, please contact your SUCM or Council Cookie Team immediately.

Cookie Delivery Day



Scheduling your Troop Cookie Pick Up

Troops pick-up their Initial Cookie orders on Cookie Delivery Day – February 21 in Kona and February 22 for Oahu, Hilo, Maui and Kauai. Council distributes over 15,000 cases of Girl Scout Cookies statewide!

How to Select a Delivery Day Pick Up Slot

Troops/groups are to select a delivery slot in eBudde starting January 26th at 6:00pm. Slots are at a first come first served basis. Coordination of cookie pick-up should be handled by the Troop Cookie Manager. If there is a large quantity of cookies to be picked up, be sure to ask other adult volunteers or Girl Scout parents for assistance!

Selecting an Initial Order Pick-Up Location in eBudde

Note: The Troop's Initial Order must be submitted on the Initial Order tab before a location/time can be selected.

1. Click on the DELIVERY tab in eBudde.
2. Identify who is picking up for your Troop. If you intend to pick-up for multiple Troops – you must identify this selection by choosing “yes” in the corresponding area on the screen, listing all Troop numbers for a single pick-up.
3. Select a delivery station (location and date) from the drop-down menu.
4. A schedule for that location will appear – review your options.
5. Click on an open time slot. Note: Pick-up slots are available on a first come, first serve basis.
6. Click **SUBMIT MY INFO**.
7. Your pick-up time has been reserved!
8. Click VIEW CONFIRMATION and PRINT a confirmation receipt.

COOKIES CANNOT BE RETURNED TO COUNCIL ONCE THEY'RE PICKED UP.

Troops are responsible for counting and verifying the total number of cases prior to leaving delivery day and/or cookie buffers. Troops accept financial responsibility by signing the receipt. Once receipts are signed, case counts are final, and cookies are the property of that troop.

WHEN IN DOUBT, RECOUNT.

Wait until you're sure about your case count to sign the receipt.

How Many Cookie Cases Can Your Car Carry?

Compact Car **23** CASES




Hatchback Car **30** CASES




Standard Auto **35** CASES



Sport Utility Vehicle **60** CASES



Station Wagon **75** CASES



Minivan **75** CASES



Pickup Truck **100** CASES



Cargo Van **200** CASES



Reminder!

Be sure to empty out your vehicle before arriving! An empty vehicle will allow for a smoother loading process. The amount of cases listed assume the car will be empty except for the driver and uses all space except the driver's seat.

Guidelines for a Smooth Cookie Delivery Day

- One adult must be present to drive through the stations count/supervise loading. An additional adult is welcome to join Delivery Day for extra support! No children or pets – there is heavy machinery in use.
- Make sure to have enough vehicles to load your order (see graphic above for help).
- The vehicles transporting the cookies must be emptied, and driven by an adult volunteer with a current driver's license, current safety check and valid car insurance. Council may turn vehicles away which do not meet these safety requirements.
- Trucks with open or flat beds must have proper covering and ropes to tie down the cookies.
- Know exactly what your order consists of – total cases by variety.
- Arrive as close to your scheduled time as possible with ALL the vehicles needed to receive your Troop's cookie order. Have your entire caravan pull in line together – with the lead car in front.
- Stop at the check-in station to receive your pick-up ticket and instructions on how to proceed.
- Pull forward when directed at each cookie variety station, and count the cases before and during loading.
- At checkout, confirm the cookie order you received, e-sign for cookies if using contactless delivery via eBudde mobile app – You are done!

Distribution to Girl Scouts and Parents

Distribute cookies to Girl Scouts and parents as soon as possible. Prompt delivery to Girl Scouts allows for a prompt delivery to customers! Girl Scouts should aim to have all Initial Order cookies delivered within two weeks of receiving them.

- It is helpful to divide the entire Troop Initial Order by Girl Scout and verify counts before families arrive to pick-up cookies.
- Use the printable version of the Initial Order tab and/or the Girl Orders tab to ensure your count for distribution is accurate.
- Parent/guardian MUST count and sign for their cookies. GIVE A RECEIPT every time a parent receives cookies and/or makes a payment. Provide a receipt using your receipt book.
- Make sure you have a copy of their signed Family Responsibility & Permission Agreement Form. Protect yourself, protect your Troop, and protect your Girl Scouts.

Do not issue any cookies unless you have a signed Family Responsibility & Permission Agreement Form.

Cookie Inventory

Delivery to Customers

- Girl Scouts collect money for cookies upon delivery to their customers. Girl Scouts should never leave cookies with a customer without payment.
- If a Troop is accepting checks for payment, they should be made payable to Girl Scouts of Hawai'i and deposited in the Council bank account ASAP. It is up to the discretion of the Troop as to whether checks are accepted. Any bounced check fees will be the responsibility of the troop to cover in full.
- Girl Scouts should turn in money frequently to the Troop Cookie Manager, and the Troop Cookie Manager should make prompt and timely deposits into the Council bank account.

Cookie Inventory

It is critical that cookie inventory is closely monitored. A large surplus at the end of the program can wipe out earned troop proceeds and create many ill feelings. Troops cannot return cookies to Council, just like the Council cannot return cookies to the bakery. eBudde is equipped to help you keep track of cookie inventory so be sure to utilize this tool! Communication with Girl Scouts and parents is key! It is critical that troops have a clear picture of how many packages of cookies remain unsold in their troop. Girl Scouts should be reporting their inventory status AND turning money in weekly. Girl Scouts should only take the number of cookies they can sell. Set a limit to how many cookies a Girl Scout can check out at one time – unless they have a proven track record. Remind parents that Girl Scouts can always come back for more! Regardless of the number of cookies a Girl Scout has, troops should not give Girl Scouts additional product if they haven't turned in cookie money.

On the other hand: Troops cannot arbitrarily assign a number of cookies that each Girl Scout MUST sell or require that each Girl Scout sell the same amount. Troops can make goals, encourage and mentor, but cannot force a Girl Scout or parent to take cookies or sell a minimum amount. Nor can troops require payment when Girl Scouts pickup cookies. Payment cannot be collected from parents until the cookies are sold. Be sure to check Girl Scouts' inventory before going to the cookie buffer for additional cookies. It is better to use unsold Girl Scout inventory at a booth than to stock up troop inventory and leave the Girl Scout and parent unable to sell (or pay for) the cookies she has checked out.

Troop Inventory

Troops are financially responsible for the cookies they order. Most troops easily sell the inventory they check-out. However, occasionally troops will order more than they are able to sell. This can be caused by a sudden illness or an unexpected situation. If you find your troop has over ordered cookies, don't panic, but be proactive and immediately follow the steps below:

- Time is critical! Post excess cookies on the Cookie Exchange in eBudde (remove the post immediately after they have been transferred out).
- Pick up additional booths in eBudde, use the Troop-secured booth method or plan a virtual booth for your troop!
- Talk to parents. They may be able to work with their daughter to sell additional cookies.
- Contact your Service Unit. They may be able to help you network with troops looking for cookies.
- Use inventory for Troop Gift of Caring donations.
- Contact your Council Cookie Team.

Cookie Exchange

Transferring cookies between troops is a great way to manage troop inventory, so Girl Scouts who may have too many of one kind can share with Girl Scouts who don't have enough. It's all part of the Girl Scout Law to use our resources wisely. This can also be a great way to get cookies when cookie buffers are closed. And best of all, it can be done easily through the Cookie Exchange on eBudde!

Best Practices for Managing Cookies

Maintain good records! Always issue receipts any time that cookies or money are exchanged with families. The Council Cookie Team will not be able to support questions around cookie or money exchanges without the proper documentation and receipts to show transactions made.

Keep your receipts from cookie buffer visits through the end of the sale, just in case of issues. Remember, the first three weeks after Cookie Delivery are the busiest! This is when booth sales start and Girl Scouts deliver all their pre-sale and goal-getter cookies. While your Girl Scouts may need additional cookies as they continue to reach for their goals, chances are you won't need to pick up the same amount of cookies as you did with your initial order. Demand for cookies declines as the sale progresses.



Important Note: It is the Troop's responsibility to confirm their buffer inventory changes in eBudde within the first 24 hours of pick-up. If there are any discrepancies, the Troop Cookie Manager (or other Troop Leader) must follow up with the Cookie Team within that timeframe to make any adjustments.

Share your own experience with Girl Scouts. From sharing when you were a Girl Scout selling cookies or something you had to do at your job, this can help Girl Scouts see the connection between their Cookie Program experiences and their future careers.

Set a weekly schedule with families to ensure you have a solid understanding of the amount of cookie inventory the troop has on-hand. Sunday evenings work best so you can plan the upcoming week, especially if you need to place a planned order or make plans to visit a cookie buffer to pick up more cookies. Use a tool such as a troop Facebook Group, a shared Google doc, or even a group text to communicate with families. Set the expectations for communication and inform families of the tool you will use at your Cookie Family meeting.

Assist in moving cookie inventory between Girl Scouts. With your eagle-eye view, you'll know the best connections to make between families to get everyone to their selling goal. Establish a day/time each week when inventory can be transferred between the families and the troop.

Have the families agree to a date that all unsold cookies will be returned to the troop. Remind them that the Troop will be financially responsible for cookies they have on hand after this date. Remind families that unsold cookies must be kept in "sell-able" condition, stored in secure areas free of extreme temperature changes, pests, smoke, or other damaging effects. The troop can refuse cookies from a family that do not meet quality standards.



Financial Matters

Here's your guide to everything from collecting money to sending it to the bank! Read on to learn about how to accept credit card payments and checks, and what to do at the end of the sale.

Managing the Money

Properly handling cookie money is critical for a successful Troop Cookie Program. Please follow these simple, but effective steps:

- Make weekly deposits into Council's account (or more often – as we recommend that you never have more than \$1,000 in your possession at one time).
- Don't 'mingle' Girl Scout cookie money with personal or troop money.
- Give receipts to parents/caregivers every time money is received or cookies are given. Council will not be able to support questions around cookie or money exchanges without the proper documentation and receipts to show transactions made.
- Regularly update eBudde to show Girl Scouts' payments received and additional cookies given, and bank deposits made.
- Keep all original bank deposit slips. If there are any discrepancies on the deposits, you will have proof of all deposits your troop made.

Deposits

All money collected from customers must be deposited by Troops to Girl Scout of Hawaii's accounts at either Bank of Hawai'i or First Hawaiian Bank by April 5, 2024. Pre-printed deposit slips will be provided by Council to Troops. When filling out the deposit slips, be sure to:

- Use the pre-printed deposit slips if possible. If using a generic deposit slip, be sure to write the correct GSH account number.
- Write your Troop number and name of the person making the deposit on the slip.
- Write your Service Unit name or number on the slip.
- Indicate if the deposit is a Gift of Caring sales or for cookie sales – please separate out these 2 types of deposits.

Failure to do any of the above could result in your troop not getting credit for the deposit. If the teller advises that they will be doing a 'virtual deposit' of your monies, be SURE they still take the deposit slip. The deposit slip is the only way that we at Council can verify your Troop's cash deposits. No matter what they say, it matters!

We recommend that all deposits be made inside a Bank of Hawai'i or First Hawaiian bank during business hours. We do not recommend using night drop boxes as the Troop will be responsible for any discrepancies that the bank brings to our attention (e.g. no deposit slip included in night drop, amount of cash dropped does not match the deposit slip, etc.).

Checks

ACCEPTING CHECKS

It is up to the Troops to decide whether or not to accept checks as a form of payment. Girl Scouts should only accept checks with issuer's name and address preprinted on the face of the check and should do so only from people they know and trust. If you decide to accept checks, be sure to have checks made payable to Girl Scouts of Hawai'i. It is a best practice to deposit checks within seven days of their date to help reduce returned checks and to ensure the best customer service. Before depositing, be sure to write your troop number on the face of checks collected from customers.

RETURNED CHECKS

Returned checks (due to non-sufficient funds, closed account, etc.) are rare, but unfortunately do happen. Please note that Troops will be responsible to cover any returned check fees incurred in addition to recouping the check amount.

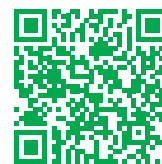
Financial Matters

Credit Cards

Troops and Girl Scouts with a Digital Cookie page set up can use the Digital Cookie Mobile App to accept credit card payments on both iPhone and Android devices at point of delivery. Transactions will automatically upload to the troop's eBudde account and deposit money directly into Girl Scouts of Hawaii's bank account, so troops can worry less about collecting money from Girl Scouts/families.

Square

Troops use a Square reader to accept payment of cookies at booths. Although you may have signed up for a Square account in previous seasons, you will still need to sign up and have your account activated. If you would like to use Square for the 2024 cookie season, submit the 2024 Square Reader Application starting January 16, 2024. Scan the QR code to submit your info.



Follow the steps to register as a Square user.

1. Submit the 2024 Square Reader Application online. A registered adult volunteer must complete this form in order for the troop to use Square. Once Council receives your application, you will receive an email with further instructions.

Note: It is up to each Troop to decide if they would like to use one email to share with the entire troop. HOWEVER, the adult that registered for the Square account will be responsible for the transactions taken under the account. Troops may check out a maximum of two readers total.

2. If this is the first time setting up a Square account, do NOT create an account on Square until you receive instructions from Council. You will need to create your account via the invitation link from Council. Otherwise, your account will not be linked to Girl Scouts of Hawai'i.
3. Download the Square Point of Sale app on the device that will be used at your booth.
4. Sign in on your device with your email address and password that you have designated.
5. Once signed in, you should see the different cookie varieties and the prices already loaded. If you do not, please contact Council as this most likely means that your account wasn't properly set up.

Failure to properly set up your account could result in your troop having to pay for all transaction fees.

You can rent a Square device from Council for the season if needed. There is a \$10 rental fee that will be refunded upon the return of the Square reader in good, working condition by April 15, 2024. Troops also have the choice to purchase their own Square reader should they wish to do so.

How does your Troop benefit from credit card transactions? Not only is the process smooth and helps to eliminate cash, Council also covers ALL credit card transaction fees incurred. One more reason to ensure that Square is linked to Girl Scouts of Hawaii.

Uploading Square Transactions to eBudde

Please note that the Council Cookie Team will upload Square transactions into Troop eBudde accounts every Monday after Booth sales begin. Be sure to check Square transactions in eBudde at the end of each week to double check that there are no discrepancies.

Below are some safety measures that may help prevent collection of counterfeit currency:

- Although the use of the counterfeit detector pen is not 100% accurate, troops may purchase these pens to use at booth sites.
- For more information, visit www.uscurrency.gov/.
- If you receive what you believe may be counterfeit currency, explain to the customer that it is troop policy not to accept large bills. Make note of the description of the person who used the counterfeit bill and contact the police immediately. Also, please report the incident to Council.

GSH Incident Report Form



Using Receipt Books

Council will provide Troops with receipt books at the beginning of the season. These receipt books are a great way to keep Troop Cookie Managers organized throughout the season and will provide backup to clear any discrepancy that may arise. Council recommends Troops to have separate receipt books for at least the following:

Collecting Payment

used when Troop Cookie Manager collects payment from parents/caregivers

Distributing Cookies

used when Troop Cookie Manager distributes cookies to parents/caregivers

The TCM should keep one copy attached in the book and provide the other copy to the parent/customer. You may even want to consider using one receipt book per Girl Scout. Council can provide additional receipt books for troops if needed, so just ask if you need more!

Important Note: Council will not be able to support questions or issues around cookie or money exchanges without the proper documentation and receipts to show transactions made.

The diagram illustrates the use of different cookies for two purposes:

- Collecting Payment:** A round cookie labeled 'Troop Number' points to the Troop No. field (999) on the receipt. A chocolate chip cookie labeled 'Service Unit Name' points to the Report Code field (Kotekole). A round cookie labeled 'Date' points to the Date field (2/27/21). A round chocolate cookie labeled 'Parent Signature' points to the 'RECEIVED BY' signature field (Sara Smith).
- Distributing Cookies:** A round chocolate cookie labeled 'Troop Cookie Manager Signature' points to the 'RECEIVED FROM' signature field (Jane Doe). A large round cookie labeled 'ALL RECEIPTS MUST BE SIGNED BY PARENT AND TROOP COOKIE MANAGER' points to the bottom of the receipt form.

Collecting Payment Receipt Example:

MONEY AND/OR PRODUCT RECEIPT			CLIPBOARD RECEIVED/DEDUCTED	RECEIPT NO.	
TROOP NO.	999	REPORT CODE	Kotekole	DATE	2/27/21
NO. OF CASES	NO. OF PAGES	VARIETIES	AMOUNT DUE		
		LEMON UPS	\$758		
		TREFOILS [®]			
		DO-SI-DOS [®]			
		SAMOAS [®]	\$550		
		TAGALONGS [®]			
		THIN MINTS [®]			
		GIRL SCOUT S'MORES™			
		TOFFEE-TASTIC™	\$208		
		← TOTAL			
RECEIVED BY (SIGNATURE)			Sara Smith		
RECEIVED FROM (SIGNATURE)			Jane Doe		
GIRL SCOUTS			GIRLS NAME		
Little Biscuits			Anna Smith		
(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS)			M-3		

Distributing Cookies Receipt Example:

MONEY AND/OR PRODUCT RECEIPT			CLIPBOARD RECEIVED/DEDUCTED	RECEIPT NO.	
TROOP NO.	999	REPORT CODE	Kotekole	DATE	2/28/21
NO. OF CASES	NO. OF PAGES	VARIETIES	AMOUNT DUE		
	6	LEMON UPS	\$648		
	6	TREFOILS [®]			
1		DO-SI-DOS [®]			
2		SAMOAS [®]	\$648		
2		TAGALONGS [®]			
3		THIN MINTS [®]			
1		GIRL SCOUT S'MORES™			
	6	TOFFEE-TASTIC™			
9	18	← TOTAL			
RECEIVED BY (SIGNATURE)			Sara Smith		
RECEIVED FROM (SIGNATURE)			Jane Doe		
GIRL SCOUTS			GIRLS NAME		
Little Biscuits			Anna Smith		
(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS)			M-3		

Council Procedures

TCM and SUCM Agreement Forms

Your first step to making this cookie season a hit is to make your troop official—sign the “Troop Cookie Manager Agreement Form” if you are a Troop Cookie Manager. If you are a Service Unit Cookie Manager, sign the “SUCM Agreement Form.” Both forms can be found on our website at <https://www.gshawaii.org/en/cookies/for-cookie-sellers/Cookie-Resources.html>. Choose the appropriate form to fill out and submit.

Girl Scout Annual Permission Form

All parents whose Girl Scout will be selling cookies must sign and submit this agreement form to their Troop Leader (TL to keep on file). Be sure that parents read and initial the 'Permission to Participate in Product Sales' section. Due to Troop Leaders by December 15, 2023.

GSUSA Money Earning Activity Standards

No individual can receive money from any money earning activity according to Safety Wise Standards 28, 29, and 30. All money earned for the troop/group belongs to the entire troop regardless of how many Girl Scouts participate on behalf of the troop/group. Money cannot be designated to individual Girl Scouts based on their sales. The Cookie Program is a troop/group activity and the goals are based on the troop/group's collaborative effort. A Girl Scout Troop, defined by GSUSA and our Council, has 8 or more Girl Scouts. In previous years, troops that had less than 8 Girl Scouts were required to submit a Troop Size Exemption Form on our forms page. For troops with less than 5 registered Girl Scouts, a Troop Size Exemption Form must be submitted by the troop and approved by Council.

Girl Participation and Troop Proceed Eligibility

In order for troops to be eligible to receive proceeds, the troop must meet ALL of the following criteria:

- The troop must have a troop bank account set up with Council and information must be entered into eBudde.
- If required, a Troop Size Exemption Form must be submitted and approved by Council.
- 55% of registered Girl Scouts in the troop must participate in the Cookie Program.

If a troop does not meet one or more of the criteria above, the troop will not receive proceeds. However, Girl Scouts can still earn all girl rewards/cookie dough program credit.

Solicitation of Contributions

Adult members in their Girl Scout capacities may not solicit financial contributions for purposes other than Girl Scouting. Adults may engage in combined fundraising efforts authorized by the Girl Scout council and in which the local council is a beneficiary. Girl members may not engage in any direct solicitation for money.

Girl Scouts may collect donations for the troop Gift of Caring Program at booth sites. Those funds are a direct link to the Girl Scout Cookie Program and fund physical cookies that are being donated. Troops should never receive those donations as a benefit to the troop treasury. **ABSOLUTELY NO TIP JARS.**

Juliette Girl Scouts

The individual Girl Scout, Juliettes, are eligible to participate in the Cookie Program and will be eligible to receive individual rewards based upon the number of cookies sold. As Juliettes do not have troop account, no troop/group proceeds will be distributed. Please see the supplemental Juliette Cookie Guide for details.

GSH COVID-19 Response

Our top priority at Girl Scouts of Hawai'i has always been and will always remain the safety and well-being of our inspiring Girl Scouts, their supportive families, and our dedicated volunteers. For more information, scan the QR code.



Glossary

Cookie Buffer: Located on all islands, this is where troops and Juliettes can pick up additional cookies after February 23, 2024. Location and hours for the buffers will be announced later in the season.

Cookie Finder: An app and website where customers can enter their zip code to find the nearest cookie booth. Only Cookie booths entered into eBudde show up in Cookie Finder.

Gift of Caring: A program where customers can donate cookies.

Council-Secured Booths: Booths secured by the Council, usually at the large grocery chains (Walmart, Sam's Club, Safeway, Dunkin' Donuts, Foodland, Foodland Farms, Malama Market, Sack N Save, City Mill, Walgreens, Times/Big Save, KTA, etc.). The booth schedule was arranged with their district offices. Troops may not contact them for additional booths. See the Booth Guide for more details.

Cookie Delivery Day: When Troops pick up their initial order cookies. Troops will need to sign-up for a pick-up slot for their island. See page 28 for details.

Cookie Dough Program Credits: A reward option can be used to pay for Girl Scout membership, at the Council Shop, and Girl Program, etc. Program Credits expire at the end of the following Girl Scout membership year.

Digital Cookie/Digital Order (DOC): The Girl Scout platform where Girl Scouts can set up their on-line business to sell cookies to friends and family. Girl Scouts can also use the DOC platform to work through age-specific Cookie Badge requirements. Credit card payments can be taken through the Digital Cookie app.

eBudde: The on-line platform used to place the Troop Initial Order, manage troop inventory, assign cookies to Girl Scouts, document payment of cookies, record deposits, schedule booths, and order Girl Rewards.

eBudde App: A mobile app to access eBudde to select or delete booths, enter your initial order and more.

Initial Order Calculator: A calculator located on our website that helps troops determine the number of cookies by flavor that they should make in their Initial Order.

PGA (Per Girl Average): The average number of cookies sold by each girl participating in the cookie program. Girl Scouts without assigned cookies in eBudde are not included in the average.

Troop-Secured Booths: Booths that troops have secured themselves. These booths are entered into eBudde by the troop and need Council approval. See the Council Booth Guide for more information.

Troop Cookie Manager: The Troop Cookie Manager leads the troop through the cookie program and is responsible for financial and product transactions, program logistics, and girl program. Best practices suggest this volunteer should not be the Troop Leader.

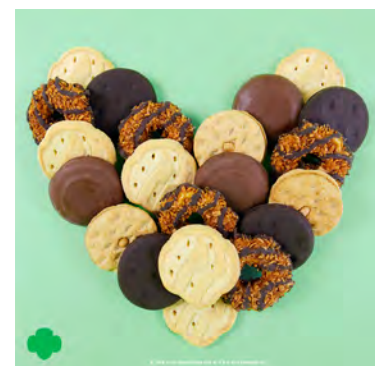
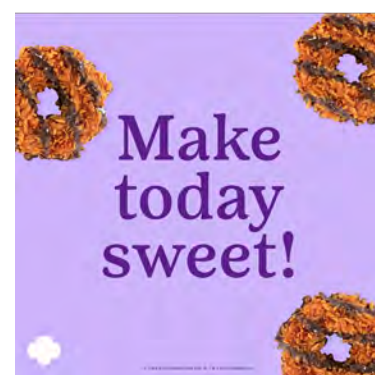
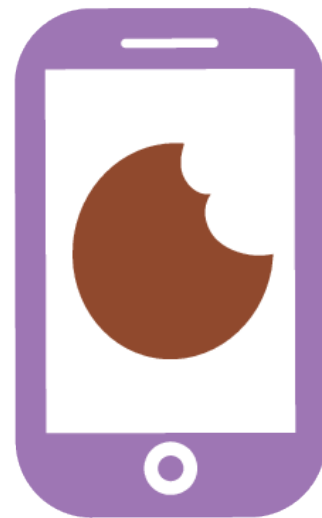
Troop Cookie Manager Agreement: A signed agreement between the Troop Cookie Manager(s) and the Council accepting responsibility to manage the cookie program, including all financial obligations. Volunteers who have not signed the agreement should not handle cookie money.

Walkabouts: Girl Scouts and chaperones walk around the neighborhood selling cookies door to door.

Social Media Policy

Girl Scouts may use the internet and social media to market their cookie sales on-line with the following guidelines:

- The Girl Scout Cookie Program is a girl-led program. Online marketing and sales efforts should always be led by a girl while also being supervised by her parents/caregivers. Although parents/caregivers should do the posting for Girl Scouts under age 13, all cookie sellers should have a hands-on role in marketing their cookie business.
- Girl Scouts, their parents/caregivers, and volunteers must review and adhere to the Girl Scout Internet Safety Pledge, the Digital Cookie Pledge, Girl Scouts' Safety Activity Checkpoints for Computer and Internet Use and Cookie and Product Sales. In addition, it is encouraged to review the Supplemental Safety Tips for Online Marketing. All documents are available for download on the Cookie Seller Resources page at www.gshawaii.org/cookies.
- A Girl Scout's individual Digital Cookie link or a Troop link should never be posted to online resale sites (Craigslist, eBay, Facebook Marketplace, Facebook Swap, Offer Up, Nextdoor Marketplace, Amazon etc.), but CAN be shared on personal sites (even public ones!) and neighborhood or community boards where you are personally connected as long as it's not an online selling or marketplace.
- Be aware that posts containing the use of a dollar sign (\$) may automatically move the post to Facebook Marketplace. To prevent this from occurring you must disable the automated function.
- If your Girl Scout sales link is posted on a public facing site, be aware the link is now searchable by anyone and could potentially appear anywhere on the internet.
- To protect your personal identity, NEVER direct message with people you do not know online or on social media platforms, instead share the troop digital cookie link.
- Never share your personal information (e.g., last name, age, phone number, email, or street address).
- Social media ads should never be purchased or donated to promote sales links.
- Always use your Girl Scout online sales link for customer orders.
- Parents/caregivers must approve all girl delivered online orders and supervise all communications and product delivery logistics with any customers Girl Scouts don't personally know. As a reminder, Girl Scouts should never deliver cookies alone.





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808.675.5536