

2012 Troop



Cookie Manager Handbook



*Celebrating
100 years of
Girl Scouts*



Service Unit Number:

SUCM Contact:

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What's New For Cookie?

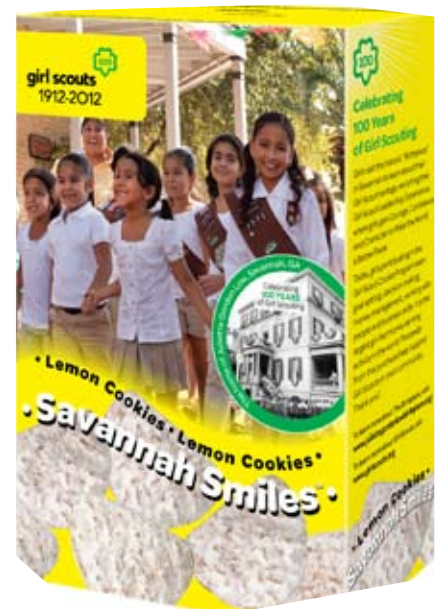
A new cookie! Introducing Savannah Smiles™ Lemon Cookies! These bite-size lemon wedge cookies dusted in powdered sugar are bursting with zesty, lemon flavor. And when you hold it right, you will be reminded of the world-famous "Brownie Smile". Find out more on page 4.

A new banking option!

Troops now have an opportunity to participate in a new banking procedure. Details are on pages 12-13.

Improvements to incentives!

We're now offering a wider selection of incentives for girls to choose from! We've also added a troop incentive this year! Check out the details on pages 11-13.





Savannah Smiles™

Lemon Cookies



girl scouts 1912-2012

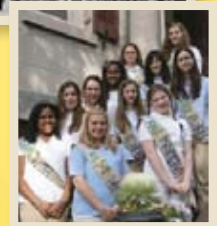
Celebrating 100 years of Girl Scouting

No place captures the imagination of Girl Scouts like Savannah, Georgia. It was there in 1912 that Juliette Gordon Low started her amazing organization with a telephone call, the English Girl Guide handbook, a handful of badges and her mind bubbling over with the endless possibilities her program could provide for American girls.

How fitting that Little Brownie Bakers will pay tribute to the 100th Anniversary of Girl Scouting with a lemon cookie that reflects the heritage of past customer favorites. This lemon wedge cookie is cool and crisp, with just the right number of lemon chips to deliver tiny bursts of flavor. And, when you hold it right, you'll quickly be reminded of that world-famous "Brownie Smile."

Each year, thousands of Girl Scouts visit the founder's home, a National Historic Landmark in Savannah. In the time-worn rooms, each girl considers how, 100 years later, Juliette Low's life story encourages her to dream big and do great things with her life.

That's why we are so proud to offer this special cookie that will delight customers and remind girls of their rich heritage and unlimited future.



Happy 100th Birthday, Girl Scouts!

Little Brownie
www.littlebrownie.com Bakers®

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JCM Position Description

The Troop Cookie Manager's (TCM) role is to manage all facets of his/her Troop's annual Cookie Program in a manner that is consistent with the Girl Scout Mission, Promise and Law, and policies and goals of the Girl Scouts in the Heart of Pennsylvania and GSUSA.

Service Commitment: In cooperation with the Troop Leaders, the Service Unit Cookie Manager will appoint the Troop Cookie Manager for one year (renewable) term. This position is most active November through May.

Qualifications: Communication, math and organizational skills, ability to meet deadlines, maintain confidentiality, and must have email and internet access.

Duties and Expectations:

- Become/remain a registered Girl Scout member (annually).
- Complete a Volunteer Disclosure and Authorization Form (every 3 years).
- Complete a Volunteer Application (once).
- Agree to be guided in all actions by the Girl Scout Mission, Promise and Law, and to comply with the policies of GSHPA and GSUSA.
- Attend Service Unit Cookie Trainings and any additional trainings and meetings as requested.
- Assure that the troop is prepared to participate in the sale by training the girls, and all parents/guardians.
- Verify with your SU Registrar that all participating girls are registered Girl Scouts.
- Collect Product Program Participation Permission Forms for every participating girl.
- Manage delivery of cookies and incentives to girls and/or parents in a timely manner.
- Maintain accurate troop records (eBudde).
- Submit initial and final cookie and incentive orders in eBudde for Troop.
- Be financially responsible for all cookies until receipted to a parent.
- Maintain regular communication with Service Unit Cookie Manager, Troop Leader, Troop Treasurer and parents.
- Maintain accurate financial records of transactions with girls/parents and council on eBudde.
- Be accountable for, collect, verify with SUCM, and deposit all money generated for the troop from the sale into the troop checking account.
- Submit Troop Program Packet including all required documentation to the SUCM or follow their instructions on submitting directly to Council.

Girl Scout Mission:

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

The Girl Scout Promise:

On my honor, I will try
to serve God* and my country,
to help people at all times,
and to live by the Girl Scout Law

*May be replaced to reflect your personal beliefs.

The Girl Scout Law:

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

Welcome And Thank You!

Whether you are a returning Troop Cookie Manager or are brand new to the position, we want to welcome and thank you for taking the time to volunteer as the 2012 Troop Cookie Manager for your troop! It is because of you that we have one of the most successful and largest girl-led sales in the country!

With your support, girls will learn key components from the Cookie Program that will help them become successful adults. Some program aspects they will learn include: goal setting, decision making, money management, people skills, and business ethics. The Cookie Program is a wonderful hands-on learning opportunity for girls to participate in each year!

What Can a Cookie Do? "More Than You See." is the theme for the 2012 Cookie Program.

The Cookie Program offers girls the opportunity dream more, be more empowered, give more to the community, and do more than they ever thought possible.

Tools you can use:

- Troop Cookie Manager Handbook
- GSHPA website (www.gshpa.org)
- GSUSA website (www.girlscouts.org)
- Little Brownie website (www.littlebrowniebakers.com)
- eBudde website (<https://ebudde.littlebrownie.com>)
- Safety Activity check points
- Age level Journeys
- Remember, your Service Unit Cookie Manager and the Product Sales team is here to support you!

PRODUCT SALES TEAM

Amanda Amspacher
South Region
Product Sales Associate
aampacher@gshpa.org
717.884.5989

Brittany Lashinski
North and Northeast Regions
Product Sales Associate
blashinski@gshpa.org
570.266.0119

West and South Central Regions
Product Sales Associate
-----@gshpa.org
717.884.3729

Emily Honafius
Product Sales and Retail Director
ehonafius@gshpa.org
800.692.7816
ext. 1025

Council Headquarters Toll-Free Number (Harrisburg office) 1.800.692.7816

General questions about Cookie Program please email us at cookiesale@gshpa.org

Banking, collection and reconciliation questions please email us at banking@gshpa.org

ADDITIONAL TRAINING OPPORTUNITIES

For more training opportunities, check out our Webinar's for the Cookie Program on pages 31.

Cookie Program Basics

WHO MAY PARTICIPATE IN THE 2012 COOKIE SALE? All registered Daisies, Brownies, Juniors, Cadettes, Seniors and Ambassadors - including Juliettes* may participate in the Cookie Program. *See page for Juliette's participation.

WHAT COOKIE PROGRAM MATERIALS ARE AVAILABLE FROM GSUSA AND LBB FOR 2012? The supplied Cookie Activity Material from Little Brownie Bakers provide age-appropriate activities for troops to participate in.

Visit the GSUSA Cookie Activity page http://www.girlscouts.org/program/g_s_cookies/cookie_activity.asp for all the latest in GS age-level activities!

WHAT COOKIE PROGRAM EVENTS ARE AVAILABLE FROM GSHPA FOR 2012? The Cookie Program events include, SU Cookie Kickoff Rally, Project Cookie Jar, Cookie Booths, Cookie Walkabout and Cookie College. An Events book can be found on www.gshpa.org.

Cookie College is a Council-sponsored regional Cookie Rally/College event that is being held rain-or-shine on January 7, 2012. Look for more details about the upcoming Cookie College event on our website.

WHO IS OUR BAKER? Little Brownie Bakers of Louisville, Kentucky is the official baker for Girl Scouts in the Heart of Pennsylvania. Visit their Web site at www.littlebrownie.com.

WHAT ARE THE COOKIES FOR 2012? We have 8 delicious varieties of cookies - all have 0 trans-fat.

1. Savannah Smiles ** (bite-size, lemon wedge cookies, dusted in powdered sugar, bursting with zesty lemon flavor)
2. Trefoils** (shortbread cookies)
3. Do-si-dos** (peanut butter sandwich cookies)
4. Samoas (caramel-covered vanilla cookies with toasted coconut, striped with chocolate)
5. Tagalongs (cookie topped with peanut butter and covered in chocolate)
6. Thin Mints (natural peppermint in a thin wafer, covered with chocolate coating)
7. Dulce de Leche** (bite-size cookies, rich with milk caramel chips)
8. Thank You Berry Munch! ** (vanilla cookie with cranberry, white chocolate chips and rice krispies)

** No Trace of Hydrogenated Oil!

HOW MUCH DO COOKIES COST? Cookies cost \$3.50 per package or \$42.00 for a case of 12 packages.

WHAT KIND OF SALE DOES GSHPA PARTICIPATE IN? GSHPA participates in a program consisting of two parts:

1. Order Taking (Initial Orders) in January
2. Direct Sales (Booth Sales) February -March

Troops can decide how they wish to participate. They may participate in both or just one part of the program. Please note that troops must participate in both the Cookie Program and the Fall Product Program in order to participate in additional fundraising.

HOW ARE PRODUCTS DELIVERED? Individual units of products are called "PACKAGES," since the word "BOXES" could refer to either a single box or a case box and cause confusion. Each case contains 12 PACKAGES of cookies. TCMs enter the girls' orders on line in the eBudde program and submit the troops initial cookie and incentive orders at the end of the Initial Order Period. The eBudde system will round the number of packages sold by the troop up to a full case; in some instances giving the troops a few extra packages of cookies to use to fill additional orders. The Troop's order is delivered to the SUCM or Troops (depending on type of delivery) in CASES.

Basics Continued...

WHAT ARE THE TROOP PROCEEDS? There is an increasing proceeds scale for troop proceeds, based on the average number of packages sold per selling girl.

Junior, Cadette, Senior and Ambassador Troops have the option of earning additional proceeds, as outlined below, instead of earning incentive awards. This decision must be a unanimous vote by all girl members of the troop (girls will vote on the Product Program Permission Form).

For troops unanimously voting to take the extra proceeds- The Troop Cookie Manager must log into eBudde and select the SETTINGS tab. Click "edit settings" and check the box that says, "No incentives/additional Proceeds:" to qualify. Girls in these troops are still eligible to earn patches.

Proceeds are:

| Per Girl Average (girls selling) | Troop proceeds | Proceeds w/o incentives |
|----------------------------------|-------------------|-------------------------|
| 1-149 packages | \$.55 per package | \$.60 per package |
| 150-199 packages | \$.60 per package | \$.65 per package |
| 200-249 packages | \$.65 per package | \$.70 per package |
| 250+ packages | \$.70 per package | \$.80 per package |

ARE THERE INITIAL-ORDER INCENTIVES FOR 2012 COOKIE PROGRAM? Yes! The initial sale takes place from January 4th to January 23rd. Girls that meet or exceed two levels during the initial order-taking period of the sale have the opportunity to qualify for initial-order incentives. These incentives are outlined on the cookie order form and also under the Product Sales Cookie Program page on www.gshpa.org.

- * Girls selling 125 – 199 packages will receive the theme bandana with the Super patch.
- * Girls selling 200+ packages will receive the theme bandana the Super patch, a custom GSHPA t-shirt and the Goal Achiever patch.

All incentives are cumulative. Please view the incentives at www.gshpa.org. The initial incentives choices must be selected for each girl in the eBudde program and submitted by the initial order deadline date. Troops selecting the extra proceeds still earn the patches. Council has added a troop incentive this year! Be sure to check out the details regarding the troop incentive on page XX.

WHAT ARE THE INCENTIVES FOR THE 2012 COOKIE PROGRAM? The 2012 recognition incentives and levels are shown on our website, www.gshpa.org under the Product Sales Cookie pages. The levels and recognitions are also listed on the order cards.

HOW WILL THE INITIAL TROOP ORDER BE PLACED? Troops will place their initial cookie and incentive orders through eBudde.

1. Each TCM will collect the girls' orders and enter them into eBudde.
2. Once all the orders have been entered the TCM will need to check the incentives confirming that the correct amount is ordered for the troop.
3. The TCM will then submit the troop's cookie and incentive orders to the Service Unit Cookie Manager (SUCM). TCM should contact their SUCM if they need to edit the troop's cookie or incentive order after they have submitted it.
4. The SUCM will review all troops' orders and submit the Service Unit Cookie orders in the eBudde program.
5. Distribution from Little Brownie Warehouse requires full cases; therefore eBudde will automatically round your troops' order to full cases. Any extra packages of cookies may be used to fill additional sales.

Basics Continued...

HOW WILL ADDITIONAL COOKIES BE DISTRIBUTED? Troops may pick-up additional cookies at either a Volunteer Cookie Cupboard or a Warehouse Cupboard. Please be sure to count and recount any cookies taken/exchanged from any Volunteer Cookie or Warehouse Cupboards before signing receipts. You are financially responsible for what you sign for! Please see additional details regarding Cookie Cupboards on page 21.

Cookie Cupboards:

- Cupboard Cards will be distributed by your SUCM which includes your SU/Troop number and a password. You MUST have the password to pick-up cookies at any Volunteer Cookie Cupboard.
- Volunteer Cupboards offer full cases and individual packages and they will EXCHANGE all varieties of cookies.
- All Volunteer Cookie Cupboard hours are set by the volunteer managing the cupboard. Please see the Volunteer Cookie Cupboard resource list for cupboard contact information and hours.

Warehouse Cupboards:

- Troops may pick-up FULL cases only at Warehouse Cupboards.
- Warehouse cupboards will NOT EXCHANGE cookies!
- See the Warehouse Cupboard information for locations and hours.
- Service Centers or Satellite offices will not have cookies this year!

WILL THERE BE A LOT OF PAPERWORK? eBudde is a computer program that is used to automate the Cookie Sale for GSHPA in an effort to reduce paperwork. Manager Agreements, Product Program Permission forms, receipts, Balance owed reports, all remain part of the paper process.

MATERIALS AND RESOURCES

This handbook contains information and tools to help you manage the 2012 Cookie Program for your troop. Girl Scouts in the Heart of PA is making every effort to conserve resources and reduce printing; you will find additional information and copies needed for the Program on our website. Please check www.gshpa.org frequently for program updates and additional resources.

| Girls | Families | Volunteers | Cookies |
|------------------------|---------------------|-----------------------|-------------------------|
| 2012 Girl Recognitions | Girl Safety | Cookie Activity Kits | Nutritional Information |
| Games | Selling Tips | Rallies to Go | Cookie Types |
| Cookie Safety | Safety Check Points | Cookie Training Guide | |
| Selling tips | Cookie information | Forms | |
| Steps to Success | | Contact Information | |
| Safety Check Points | | | |

You will also receive the following materials from your Service Unit Cookie Manager (SUCM):

Each troop should receive the following:

- Troop Program Packet (M-2) – 1 per troop
- GSHPA Handbook for Troop – 1 per troop
- GSHPA Troop Cookie Manager Agreement – 1 per troop (additional copies online or SUCM)
- N/S 4 Quick Pick Up Form (1/T) – 1 per troop
- Receipt Books (M-3) – 3 per troop
- Folded Cookie Activity Material–1 per troop (based on age level of troop – (D, B, & J) and (C, S & A))
-

Each girl should receive the following:

- GSHPA Product Program Permission Form (3 part form) – 1 per girl
- GSHPA Order Card (G-C)– 2 per girl
- Money Envelope (G-3) – 1 per girl

Product Sales Dough Gift Card

Product Sales Dough is offered in the form of a gift card. The following are guidelines to help you understand the Product Sales Dough Gift Card, if you have additional questions, please contact your region's Product Sales Associate.

- The Product Sales Dough Gift Card is non-transferrable in cash.
- The Product Sales Dough Gift Card MAY be used to cover the following:
 - The costs of GSHPA sleep-away camps.
 - GSHPA signature programs.
 - The Harrisburg GSHPA Council Shop or GSHPA Online Shop. (Excludes Camp Trading Post /Traveling Store).

Product Sales Dough Gift Cards MAY NOT be used toward the following:

- Service Unit Day Camp.
- Troop and Service Unit Camps.
- Destinations.
- A Deposit for Camp.
- Badges, Patches, and other earned recognitions and restricted items (i.e. items restricted to troop leader purchases).
- Or in Camp Trading Post /Traveling Store.
- Online registration for Camp or Program using the Product Sales Dough is NOT available at this time.

The Product Sales Dough Gift Card is non-transferrable. No refunds of cash or checks will be issued as credits. If the Product Sales Dough Gift Card is lost or stolen, it CANNOT be replaced. GSHPA is not responsible for any Product Sales Dough Gift Card that is shared or transferred from girl to girl. The Product Sales Dough Gift Card will expire one year of the issue date and must be used by the expiration date. Additional information on the Product Sales Dough Gift Card can be found on the GHSPA website.



Troop Incentive

New this year, we are offering a troop incentive! In honor of the 100th Anniversary of Girl Scouting, troops who reach 100% girl participation (registered and selling) and sell 4,000 packages or more will be eligible for the troop incentive. Each troop that reaches this honorable achievement will receive the troop's choice of one of the following adventures:

- Tickets to Lake Tobias Park & Safari Tour!
OR
- Tickets to Camel Beach Water Park in the Poconos!
OR
- Tickets to Mt. Gretna Lake & Beach!

Valid for the 2012 spring/summer season only.

Troops who qualify for the troop incentive will earn one admission ticket for each registered girl and troop leader/co-leader (and additional adult supervision as needed to meet the guidelines of Safety Checkpoints, but not to exceed what is needed for the registered troop) to use during the 2012 Summer season! Troops can pick the date and times to use the tickets. The troop will be responsible for transportation and food. Troops must follow the guidelines in Safety Activity Checkpoints. Additional restrictions may apply. Please contact your Product Sales Associate for details.



Banking

Council recommends that troops/parents accept cash only. This recommendation helps parents, troops, and Council avoid any unnecessary fees related to bad checks. If checks are accepted, we request that parents deposit the checks into their own checking account and write one check to the troop. Troops then write one check to GSHPA. This recommendation is highly encouraged.

Please make sure that the five-digit troop number is written on the check or is located on the check.

We are introducing some changes to the banking procedures for the Cookie Program. SUCMs have the authority to determine one of three banking methods they wish their troops to follow. Please make sure you know which method your SUCM has chosen.

The three banking methods are:

Troops submit to their SUCM:

- Read & Complete the outside of the Troop Program Packet.
- Include documentation, council proceeds, Balance Owed reports and any other forms as instructed by your SUCM.
- Submit to your SUCM by their chosen deadline date.

Troops submit directly to Council:

Your SUCM may have selected this method for troops to submit their Troop payment. You have several options on how you may submit them to Council.

1. Mail:

- Read & Complete the outside of the Troop Program Packet.
- Include documentation, council proceeds, Balance Owed reports and any other forms as instructed by your SUCM.
- Submit the Troop Payment, Sales Report, and if applicable, an Balance Owed reports and an attached permission form to Council Headquarters in Harrisburg:
Girl Scouts in the Heart of PA
Finance Department
350 Hale Ave
Harrisburg, PA 17104

2. Drop-off:

- You may select this option to submit the Troop Payment. Payments may be dropped off at the Harrisburg Office during regular business hours. Please refrain from dropping off checks in the overnight box, as the payments could be misplaced or lost. Also, please do not drop payments with staff who are out in the field - they cannot be made financially responsible for keeping track of payments and for drop-off to the Harrisburg office.
- Read & Complete the outside of the Troop Program Packet.
- Include Sales report, council proceeds, Balance Owed reports and any other forms as instructed on the packet or by your SUCM.
- Submit the Troop Payment directly to Council Headquarters in Harrisburg:
Girl Scouts in the Heart of PA
Finance Department
350 Hale Ave
Harrisburg, PA 17104

Troop Program Packets will go to your SUCM to retain for one year, unless otherwise instructed by your SUCM.

Banking Continued...

Automated Clearing House (ACH) (Pilot Program)

Service Units or Troops may have selected to participate in the ACH pilot program which allows troops to submit their council proceeds to council using the ACH process. ACH is an electronic network for financial transactions in the United States.

- Complete the ACH authorization form authorizing council to initiate entries to the Troop bank account. This step notifies council that the troop is interested in learning more about the process. The ACH authorization form can be found on the www.gshpa.org website under forms. Please complete the form and submit it to the following address:

Girl Scouts in the Heart of Pennsylvania
350 Hale Avenue
Harrisburg, PA 17104
Attention: Emily Honafius

- Attend the ACH webinar which explains exactly how the process will work.
- Read and complete the outside of the Troop Program Packet.
- Include Balance Owed reports, and any other forms as instructed by your SUCM.
- Mark the financial area on the packet "ACH Pilot Program participant".
- Submit the Troop Program Packet by the deadline directly to Council Headquarters in Harrisburg:

Girl Scouts in the Heart of PA
Finance Department
350 Hale Ave
Harrisburg, PA 17104



A Safe, Successful + Fun Sale!

HOW TO HAVE A SAFE, SUCCESSFUL AND FUN SALE!

Every Girl Scout should follow the basic safety rules when participating in the Cookie Program. GSUSA offers Safety Tips, 411 on Cookie Marketing, Safety Activity check points, and an Internet Safety Pledge. For more information on these tips, visit our website (www.gshpa.org) and national's website (www.girlscouts.org). The next few pages will give you some safety basics from GSUSA.

Safety Tips

All girls who participate in the Girl Scout Cookie Program use 10 Basic Safety Guidelines.

1. Show you're a Girl Scout—Wear the Girl Scout membership pin and/or Girl Scout clothing to identify yourself as a Girl Scout.
2. Buddy up—Always use the buddy system. It's not just safe, it's more fun.
3. Be streetwise—Become familiar with the areas and neighborhoods where you will be selling Girl Scout cookies.
4. Partner with adults—Adults must accompany Girl Scout Daisies, Brownies and Juniors when they are taking orders, selling or delivering product. Girls in grades 6-12 must be supervised by an adult when selling door-to-door and must never sell alone. Adults should be present at a cookie booth in any public place at all times.
5. Plan ahead—Always have a plan for safeguarding money—avoid walking around with large amounts of it or keeping it at home or school. Give proceeds to supervising adults who should deposit it as directed by your Girl Scout council as soon as possible.
6. Do not enter—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.
7. Sell in the daytime—Sell only during daylight hours, unless accompanied by an adult.
8. Protect privacy—Girls' names, addresses, or 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. Protect customer privacy by not sharing their information except for the product sale. Girls should never take credit card numbers.
9. Be safe on the road—Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
10. Be Net wise—take the GSUSA Internet Safety Pledge before going online and follow the specific guidelines related to marketing online. Girl Scouts cannot collect money online.



For more information, check out www.girlscouts.org/cookies. ALL GRADE LEVELS

411 On Online Marketing

The 411 on Online Marketing for Girl Scout Product Activities

This overview enables Girl Scouts to use online resources in a safe and fair manner. Check “Safety Activity Checkpoints” and the online Volunteer Packet for details.

“Must do” for all Girl Scouts

- ✓ Read and sign the revised Girl Scout Internet Safety Pledge with your parent or guardian.
- ✓ Obtain parent/guardian permission to participate in any Girl Scout product activity. In addition, permission must be given and oversight must be available for any product activity using online resources.
- ✓ Know and follow the rules for selling and delivering cookies, whether door to door, at booths, at special events, or as a follow-up to an email commitment.

“Can do” for all Girl Scouts

- ✓ All girls can use GSUSA-approved vendor e-mail tools to inform friends, family, and former customers within council ZIP code(s) when they are selling cookies.
- ✓ All girls can use group e-mail overseen by an adult (such as Brownies547Colorado@gmail.com), a parent/guardian’s address in partnership for sending e-mails to friends and family, and/or a static group Web page for marketing. You must tell people what your council’s ZIP codes are, however.
- ✓ All girls can market magazines online using a GSUSA-approved magazine company portal and a blind e-mail service provided by the vendor, which allows customers to order magazines and pay online. (Only magazine orders can be marketed to friends and family outside of council ZIP codes.)
- ✓ All girls can manage an online database of customers on the vendor’s site. You can also create your own database, as long as the privacy of customers is respected.

Virtual Vocab

- ✓ Online marketing: Telling people about your product via the Internet: asking people to let you know if they are interested in purchasing product.
- ✓ Online Selling: Collecting money for product online by girls or their parents. Note that this is not allowed by GSUSA.
- ✓ Girl Scout–approved vendor: A cookie, nut, candy, or magazine company licensed to use the Girl Scout name and provide product for sale at Girl Scout councils.

“Cannot do” for Girl Scouts and their parents/guardians

- ⊖ Cannot make financial transactions or exchange money online for product sales.
- ⊖ Cannot accept commitments for product sales from outside your council’s Zip code(s), unless from family members.

What Girl Scouts can tell customers!

- ✓ Who you are (a Girl Scout, but also a friend, a relative, a daughter of a friend, and so on...)
- ✓ What you are selling
- ✓ Why you are selling (share your personal and group’s goals, as well as how product sales benefit the Girl Scout council in your community)
- ✓ How much the product costs
- ✓ What options a customer has for purchasing product as a gift for others
- ✓ How to purchase product: ask for a commitment—what would they like to order or have you set aside for them? Any of the following may apply:
 - × Tell them when your order is due and when cookies will be available for delivery.
 - × Tell them where you are selling (booth sale at a certain time, at your place of worship, at your council shop).
 - × Ask when it would be convenient for you to deliver with an adult’s supervision.
 - × Ask them to give a callback number and a delivery address in your community or council ZIP code area, and then follow the rules for selling and cookies for your grade level (remember, not to give out your personal email or address).

411 Continued...

All that and more for Girl Scout Juniors & Cadettes

- ✓ You may sign up to receive orders from your council based on customer Zip codes, overseen by an adult volunteer. Be sure to follow up on all leads following all product sale safety rules—but never by yourself or without adult supervision.
- ✓ Sign off on the Girl Scouts Online Safety Pledge and complete the sections on Online Devices and Netiquette on the girls LMK pages (Let Me Know) <http://lmk.girlscouts.org/Online-Safety-Topics.aspx>.
- ✓ If there are any issues with delivery, immediately contact the adult in charge of cookie deliveries for your group (his or her number will be on the delivery slip from the council)

All that and more for Girl Scout Cadettes, Seniors, & Ambassadors (age 13 and older)

- ✓ Sign off on the Girl Scout Internet Safety Pledge, as well as complete the section on Social Networking the girls' LMK pages (Let Me Know) <http://lmk.girlscouts.org/Online-Safety-Topics.aspx>. approval of what is to be posted.
- ✓ Girls 13 and older can use social networking sites, such as Facebook, MySpace, and Twitter to market product, as long as they have a parent/guardian's permission, are under adult supervision, and follow Safety Activity Checkpoints and Volunteer Packet guidelines. Girls 13 and older can use YouTube for marketing, but must have parental permission and meet any council guidelines provided.



Internet Safety Pledge

GIRL SCOUT INTERNET SAFETY PLEDGE*

FOR ALL GIRL SCOUTS

- ☞ I will not give out personal information such as my address, telephone number(s), parent's or guardians' work address/telephone number(s), and the name and location of my school without the permission of my parent or guardian.
- ☞ I will tell an adult right away if I come across or receive any information that makes me feel uncomfortable.
- ☞ I will always follow the rules of Internet sites, including those rules that are based on age of use, parental approval and knowledge, and public laws.
- ☞ I will never agree to get together with someone I "meet" online without first checking with my parents or guardians. If my parents or guardian agree to a meeting, I will arrange it in a public place and bring a parent or guardian along.
- ☞ I will never send a person my picture or anything else without first checking with my parent or guardian.
- ☞ I will talk with my parent or guardian so that we can set up rules for going online. We will decide on the time of day that I can be online, the length of time that I can be online, and appropriate areas for me to visit. I will not access other areas or break these rules without their permission.
- ☞ I will not use the Internet to collect money for Girl Scout products, and I will follow all safety guidelines related to Girl Scout product sales.
- ☞ I will practice online "netiquette" (good manners) at all times when online.
- ☞ I won't spam others.
- ☞ I will not bully nor will I tolerate bullying (and I will always tell a trusted adult if this is a problem).
- ☞ I won't use bad language.
- ☞ I will be guided by the Girl Scout Promise and Law in all that I do online.

Signed,
Girl Name _____ Date _____
Parent or Guardian _____ Date _____

*The GSUSA Online Safety Pledge is based upon the Online Safety Pledge developed by the National Center for Missing and Exploited Children.

You Can Earn Badges Too!

Use this as a guide to help you earn official GSUSA badges through the Cookie Program. More information can be found in the Little Brownie Bakers Activity Guides or visit national's website www.girlscouts.org.

2012 Program Resources for Girls and Adults From GSUSA

- Girl Scout Journey Maps-found at <http://www.girlscouts.org/program/journeys/maps/> A great resource for setting goals that can be referred to throughout the year.
- Grade Level Journeys- (especially the Take Action Project sections)
 - It's Your World-Change it
 - It's Your World-Love it
 - It's Your Story-Tell it!
- Adult Guides for each grade level journey

PARTICIPATE AND LEARN!

It's more than just selling cookies! Sure, you make a profit to reach your goals and Council uses funds to provide better and more affordable programs and activities, but there is so much more! Girls are gaining hands-on learning that will mold them into our future leaders. There are five key skills that girls will learn in the Cookie Program. These are skills they will be able to take with them when they go to college, interview for a job, move out on their own, and so on... These are the skills that are building our young girls into successful business women! Who knows, you may have a future President of the United States in your troop!



Girl Scout Leadership Outcomes

The 5 Skills and Girl Scout Leadership Outcomes

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

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

GOAL SETTING: Your Girl Scout sets cookie sales goals individually and with her team, creates a plan to reach them, and develops Cooperation and Team Building skills all along the way!

DECISION MAKING: Your Girl Scout helps decide how her team will spend their cookie money, furthering her Critical Thinking and Problem Solving skills that will help her in many aspects of her life.

MONEY MANAGEMENT: Your Girl Scout takes cookie orders, handles customers' money and gains valuable and Practical Life Skills around financial literacy.

PEOPLE SKILLS: Your Girl Scout learns how to talk to, listen to and work with all kinds of people while selling cookies. These experiences help her develop Healthy Relationship and Conflict Resolution skills she can use throughout her life.

BUSINESS ETHICS: Your Girl Scout is honest and responsible at every step of the cookie sale. Her business ethics here reinforce the Positive Values she is developing as a Girl Scout.

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

The 15 Outcomes of the Girl Scout Leadership Experience

Discover

1. Girls develop a strong sense of self
2. Girls develop positive values
3. Girls gain practical life skills
4. Girls seek challenges in the world
5. Girls develop critical thinking

Connect

1. Girls develop healthy relationships
2. Girls promote cooperation and team building
3. Girls can resolve conflicts
4. Girls advance diversity in a multicultural world
5. Girls feel connected to their communities, locally and globally

Take Action

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

Cookie Selling Tips That Work!

Have a trip this spring and you need to raise funds through selling cookies - no problem! Here are some tips for your Troop and girls to have a successful sale.

- ★ Set a goal - setting goals helps you work toward something you want to achieve...and the rewards are well worth the hard work!
- ★ Know your product - Be able to list each cookie and know something about each one.
- ★ Be identifiable as a Girl Scout (wear your vest, sash or pin)- girls may not think that is important, but it customers prefer to buy Cookies from a Girl Scout. They may even approach you!
- ★ Practice a sales pitch - having a prepared statement about selling cookies and your goals is more likely to help you get a sale!
- ★ Smile - and don't forget your manners too! (Especially if they say no thanks!)
- ★ Contact customers from last year - if they bought from you last year, they are probably waiting to hear from you again!
- ★ Don't be afraid to ask - nearly 95% of people say they will buy Girl Scout Cookies if asked! 75% say they would buy multiple packages!
- ★ Have a Walkabout - most customers actually prefer to purchase Girl Scout cookies at their home.
- ★ Have a Cookie Booth - who can resist a package of cookies when they are at the mall, hardware store or at a discount store? Make signs for your booth to draw the crowds, or offer samples (if permitted).
- ★ If they don't eat cookies - ask if they would instead like to donate to your Project Cookie Jar organization.
- ★ Approach local businesses - (older girls) use the Cookie Entrepreneur plan and talk to local businesses about how Girl Scout cookies are great for their business!
- ★ Use social marketing - (older girls) use Facebook, twitter and/or YouTube to announce that you are selling cookies. (See the 411 on internet marketing).



Cookie Cupboards

Troops are able to pick up additional cookies as needed at a Volunteer Cookie Cupboard or at a Warehouse Cupboard. Council's service centers and satellite offices will not have a large supply of cookies on hand due to limited space. Dates and times for pick up at a cookie cupboard will vary—please check the GSHPA website for hours and locations. Cupboard Password Cards will be distributed by your SUCM which includes your three-digit service unit number and five-digit troop number and a password. You MUST have the correct password to pick up cookies at ANY cookie cupboard.

VOLUNTEER COOKIE CUPBOARDS

- Troops may pick up full cases, mixed cases, and/or individual packages at volunteer cookie cupboards. Mixed cases are totals of 12 packages of any variety of cookies.
- Volunteer cookie cupboards will exchange all varieties of cookies when possible.
- Hours are set by the volunteer managing the cupboard. Please see the Cookie Cupboard Resource List (available on the GSHPA website) for volunteer cookie cupboard locations, contact information, and hours of operation.

WAREHOUSE CUPBOARDS – FULL Cases of Cookies Available, ONLY

- Troops may pick up ONLY FULL CASES at warehouse cupboards.
- Warehouse cupboards WILL NOT EXCHANGE cookies.
- Hours are set by the warehouse. Please see the Cookie Cupboard Resource List (available on the GSHPA website beginning in early February) for warehouse cupboard locations, contact information, and hours of operation.

Troops may pick up cookies from any cupboard they wish within our Council. Please be sure to count and recount what you take/exchange from the cupboards when you sign the receipt. NO COOKIES MAY BE RETURNED.

PENDING ORDERS

Picking up cookies is now easier than ever before! Troop Cookie Managers can now enter a pending order directly into eBudde before picking up cookies from a cookie cupboard. Please check the Cookie Cupboard Resource List for the process each cupboard uses to accept orders. When notified in advance, the Cookie Cupboard Manager (CCM) will be able to pull your order and have it ready for you to pick up. Please note that troops are financially responsible for all pending orders placed, even if not picked up.

How it works:

To place a pending order to a cookie cupboard through eBudde, do so through your transaction screen. The transaction will then appear on the CCM's transaction screen. Learn more about how the pending order process works by participating in the Cookie Cupboard Webinar.

COOKIE SWAP

Due to limited space, Council will have a very limited supply of cookies available (including Harrisburg). We have made every effort to offer volunteer cupboards in close proximity for all of our volunteers. If you are in need of an exchange and are unable to visit a local volunteer cupboard or warehouse cupboard, you may wish to participate in one of our cookie swaps. Cookie swap dates and locations will be announced for volunteers to visit and exchange cookies that they are having difficulty selling for the more popular ones.

During a cookie swap, troops may exchange up to 5 cases of cookies at a cookie swap location for other varieties. This helps turn those three cases of Dulce de Leche's that you can't sell in your area into a case of Tagalongs, Trefoils and Thin Mints or some other combination that your customers will love! Learn more by participating in the Cookie Swap Webinar.

Damaged Cookies

Occasionally difficulties arise after the delivery of the initial cookie orders. Troops may discover damages when they open cases or customers may complain about unsealed packaging, stale or missing cookies, and so on.

Please alert the Product Sales team immediately if problems have arisen with a significant number of cases from your delivery.

All Service Centers will have a limited supply of cookies to exchange for unsatisfactory product.

Council or a troop should exchange a box immediately if a customer is dissatisfied because of broken cookies, missing cookies, an unsealed package, lack of freshness, or damaged packages. Troops DO need to return the unsatisfactory product to Council so we may inform the baker of the problem. Exchanges will be accepted at Volunteer Cookie Cupboards.

If the complaint is of a more serious nature please contact the Product Sales Team immediately for instructions.



Delivery

In an effort to make delivery as efficient and effective as possible, we have three different delivery methods—SUCM deliveries, Cookie Drops, and Warehouse Pickups. Your SUCM will inform you on which delivery method your troop will be participating in.

How do SUCM deliveries work?

The SUCM delivery is a traditional type of delivery where the SUCM is responsible for securing a delivery location site for all troops within the service unit to come and pick up their cookies. With a SUCM delivery, the delivery agent will drop off the entire service unit's cookie order at one location designated by the SUCM. The SUCM will sort the cookies by troop and will then make arrangements with you, the Troop Cookie Manager, for you to pick up the troop's cookies at the delivery location.

The delivery date will be assigned to you. The date will fall during the week of delivery (February 13-17). Please contact your SUCM for more information regarding a SUCM delivery.

How do Cookie Drops work?

A cookie drop is an enhanced delivery system that allows cookie cases to be handled once—from delivery truck directly into the troop's car. The cases are counted and loaded into the vehicle by a delivery agent employee. This efficient process saves on time and energy for the SUCM and TCM. Each pick-up takes approximately three minutes. During a cookie drop, each troop will check in with the SUCM, get in line with their vehicle(s), and the delivery agent will load their cars/trucks/vans with cookies. The troop will keep count on the cases they are receiving, and then sign for the cookies and go. The TCM (or person picking up the cookies for the troop) should bring a helper along to either count their order or to move the car as needed. The driver should remain in the vehicle at all times. We ask that the counter and the driver not be the same person so we can keep the line moving efficiently.

The date of the cookie drop will fall during the week of delivery (February 13-17). Each TCM will need to sign up in eBudde for a block of time to pick-up the troop's cookie order. Each troop will only need approximately three minutes to pick up their cookies. The TCM will be responsible for selecting the most convenient time to pick up the troop's cookies from a window of time slots in eBudde. The TCM may select a person they trust to pick up cookies for them. TCMs should bring copies of their cookie orders to the cookie drop. Count all cases and make sure the numbers are accurate before signing the receipt. You are responsible for what you sign for. If you feel there was a miscount and want to recount your order before signing the receipt, you are welcome to pull your vehicle off to the side to recount and make sure you have received the correct quantity of cookies.

Please contact your SUCM for more information regarding a cookie drop.



Delivery Continued...

How do Warehouse Pickups work?

If your troop is located nearby one of the warehouses, you will most likely participate in this type of delivery. Dates and times will be provided in eBudde for troops to sign-up for pick-up of their cookie orders.

The warehouse pickups works similar to a cookie drop, only the location is at the warehouse. This system allows cookie cases to be handled once—from delivery agent directly into the TCM's car. The cases are counted and loaded into the vehicle by a delivery agent employee.

The date of the cookie drop will fall during the week of delivery (February 13-17). TCMs will select a block of time through eBudde to pick-up their troop's cookie order at the warehouse. Troops will only need approximately three minutes to pick-up their cookies. (Please be patient if the time is not exact.)

On the day of the warehouse pickup, each participating TCM will check-in with the SUCM, get in line with their vehicle(s), and wait for instructions. The delivery agent will load their cars/trucks/vans with cookies, and then they sign for them and go. The TCM (or person picking-up the cookies for the troop) should bring a helper along to either count their order or to move the car as needed. The driver should remain in the vehicle at all times. We ask that the counter and the driver not be the same person so we can keep the line moving efficiently.

Please contact your SUCM for more information regarding a warehouse pickup.

FREQUENTLY ASKED QUESTIONS ON DELIVERY METHODS

Can we get extra cookies at delivery?

No. The delivery trucks are prepared to make replacements if any cases are damaged. They do not have a large enough surplus to fill any additional orders. You can receive additional cookies from a cookie cupboard.

Do we have to take more cookies than our troop ordered?

No, you take exactly the full cases your troop ordered in eBudde.

What if the weather is inclement on our delivery day?

The delivery agent will make every attempt to arrive in unfavorable weather. SUCMs and troops will be notified through eBudde if a delivery has been cancelled and rescheduled.

What if I don't have a car big enough to fit all my troop's cookies?

The TCM will need a vehicle with enough space to pick up all the cases of cookies in their order. If necessary, two or more vehicles can be used to pick up a troops cookies order. Please refer to the Cases by the Carload Worksheet on page 25 to see how many cases of cookies will fit in different types of vehicles. If all the cases do not fit in the vehicle, you will be asked to pull aside and call someone to meet you to pick up the remaining cookies. You will not be able to leave until the extra vehicle is loaded and the receipt has been signed.

Can one troop pick-up another troop's cookie order at a cookie drop?

Yes, troops may pick-up another troop's cookie order as long as it is scheduled as such in the eBudde program and they have the troop's bubble form. The troop picking up the order will be required to sign a delivery receipt to give to the TCM.

How Many Cookies Will Fit?

HOW MANY COOKIES WILL FIT IN MY CAR?

Picking-up cookies for a Rally, Delivery, or from a Cookie Cupboard? No problem! Use this guide to approximate how many cases of cookies will fit in your vehicle. The amounts assume the car will be empty except for the driver and uses all space except the driver's seat.

Safety Note: Avoid carrying cookie cases and children in the passenger area of a vehicle at the same



| Vehicle Type | Number of Cases |
|--------------------------|-----------------|
| Compact car | 23 |
| Hatchback car | 30 |
| Mid-size sedan | 35 |
| Sport utility vehicle | 60 |
| Station wagon | 75 |
| Mini van (seats in) | 75 |
| Pick-up truck (full bed) | 100 |
| Cargo van (seats in) | 200 |

Remember cases contain 12 packages of cookies. Cases vary in size (Longer boxes include the Dulce de Leche, Tagalongs, Samoa)

TROOP QUICK REFERENCE FOR EBUDDDE

First Time Logging into eBudde

1. Go to website <https://ebudde.littlebrownie.com>
2. Enter your email address as your login, temporary password: Peace
3. Click LOGIN
4. Enter your contact information and change your password.
5. Click SUBMIT
6. Repeat steps 2 & 3(using your new password).

Navigating through eBudde- from the Dashboard click each TAB to enter.

INITIAL ORDER:

Contacts Tab

1. Review information
2. Edit as necessary
3. Click Submit (This saves your information)

Setting Tab

1. Enter number of girls registered with the troop
2. Enter number of girls selling
3. Enter the troops goal in packages
4. Check the Receives proceeds box (Junior – Ambassador troops voting to take the extra proceeds)
5. Click UPDATE to accept all changes.

Girls Tab

1. Enter the first and last names of girls only participating in the program. (No Nicknames and no Adults!)
2. The GSUSAID is not required
3. Cookie Club login is optional
4. Click box for registered they have submitted their membership registration forms (all girls must be registered as a current Girl Scout member to participate)
5. Enter goal their individual goal in packages
6. Click UPDATE to accept all changes.

Init Order Tab (edit orders as often as necessary until the troop order has been submitted)

1. Click the girl's name you need to update
2. A line of highlighted boxes appear at the bottom of screen
3. Click the square of the cookie variety to edit
4. TAB to each variety box to enter the girls total cookies order by packages
5. Press ENTER (on keyboard) or OK button at the end of the line
6. Click Save at the top of the screen
7. Repeat steps 1-6 for each girl until all orders are added to the program

BOOTH Line –You may order cookies for your first booth sale as part of the initial order.

1. Click BOOTH
2. A line of highlighted boxes appear at the bottom of screen
3. Click in the first square to begin entry.
4. TAB to each variety box and enter the number of packages for that variety of cookies for booth sales.
5. Press ENTER (on keyboard) or OK button at the end of the line
6. Click Save at the top of the screen

FINAL ORDER:

Girl Orders Tab

1. **Do not** edit the line the girl's name is on. (This is rolled over from the initial order tab.)
2. Click on the next line under the girl's name with zeros to add additional orders. You can add as many rows as needed under each girl's name. Continue this step each time an order is submitted. The first column box under the girl's name is a note section which you can add a date the additional order was submitted.
3. Click on the next line under the girl's name with zeros to enter packages sold at a particular booth sale. Continue this step each time you enter booth sale participation and packages sold. The first column box under the girl's name is a note section which you can add a date and location of a booth sale.
4. Update girl orders as often as necessary to include all additional packages sold and payments received.
5. Click SAVE to save your information
6. Tracking money owed by the girls is easy. Give the girl/parent/guardian a receipt each time money is collected. You will track all the money in eBudde by following these steps below:
 - a. For Cookie Orders:
 - i. Click on a line that has a cookie order entered. The order will open at the bottom of the screen.
 - ii. Enter the amount collected from the girl in the paid box on the right. This figure does not have to match the amount in the due area. eBudde will re-calculate and show you if there is a balance due.
 - iii. Each time you collect money from a girl, enter it into eBudde. If you run out of rows with an order entered just click on the next white line under the girl and enter the amount collected from the girl.
 - b. Booth Sales Tracking:
 - i. Keep track of your inventory at the cookie booth so you know how many of each variety was sold during your booth sale.
 - ii. Each time a cookie booth is held you'll want to enter a line under each girl that participated in the booth sale. Enter the booth sale location and date in the comment box in the column under the girl's name.
 - iii. Divide the total number of boxes sold at the booth by the number of girls that participated and enter the number credited to each on this booth sale line. Please make sure that these numbers coincide with the inventory sold. (If you had 10 packages of Thin Mints sold and 2 girls participated then you would give each girl credit for 5 packages.)
 - iv. Enter the amount collected for the total amount of cookies credited to the girl from the cookie booth in the paid column so that you know the girl is not responsible for payment of these cookies since the payment was already collected.

Deposit Tab- this is for deposits submitted to Council

1. Click Add a Deposit at the top of page.
2. Select bank deposit method.
3. Enter transaction date
4. Enter a reference number (i.e. check number, tracking number) to help you remember the deposit.
5. Enter the amount deposited (use decimal points, 157.50).
6. Click on the small plus sign (+) at the end of the row.
7. Click SAVE at the top of the page to save your deposit.
8. Repeat steps 1-7 for each deposit you make to Council.
9. Once your deposit is received and verified in Finance as correct, a check mark will appear in the verified column.

Incentive Tab

1. Click FILL OUT next to Final Incentive Order.
2. Review and update incentives earned by each girl.
3. Review and update the total of incentives for the troop.
4. Click SUBMIT to submit your order.

Sales Report Tab

1. Review final package numbers.
2. Review your receipts.
3. Enter Project Cookie Jar packages and/or Cookie Bundles (if applicable).
4. Print Report to submit with your deposit.

To learn more about the eBudde program, please participate in the eBudde webinars we provide. For the full length version of the eBudde manual, please visit our website.



TROOP/GROUP COOKIE PROGRAM TRAINING

Use this outline to introduce the 2012 Cookie Program to your troop or group.

PRE-TRAINING PREPARATION

1. Schedule time for Cookie Program Training with troop leadership.
2. Prepare your training.
 - a. Familiarize yourself with the Cookie Program materials.
 - b. Visit the following websites to prepare you for introducing the Cookie Program to girls:
 - i. Little Brownie Bakers: www.littlebrownie.com
 - ii. Girl Scouts in the Heart of Pennsylvania: www.gshpa.org
 - c. Utilize Little Brownie Bakers' website in planning your training.
 - d. Read about the cookie varieties, selling ideas, and safety tips.
 - e. Plan to play some of the training games or do COOKIES!

SUGGESTED TROOP/GROUP COOKIE PROGRAM TRAINING

1. Introduce the 2012 Cookie Program
 - a. Theme: What Can a Cookie Do? More Than You See
2. Introduce the cookie line-up.
 - a. Use the order card to talk about the products.
3. Share how the girls and troop/group will benefit from participating in the sale
 - a. Discuss troop/group proceeds.
 - b. By participating in the Cookie Program, girls:
 - i. learn goal setting.
 - ii. learn decision making.
 - iii. learn money management.
 - iv. learn people skills.
 - v. learn business ethics.
 - vi. participate in a GSHPA program.
 - vii. can meet certain badge/patch requirements.
 - c. By participating in the Cookie Program, troops/groups:
 - i. benefit from income.
 - ii. can set goals and make decisions as a group.
 - d. Share the program components of the sale with the girls:
 - i. e-Tool components at www.littlebrowniebakers.com
 1. Daisy, Brownie, Junior, Cadette, Senior and Ambassador levels
 2. Training tips and games found in all level programs based age-level activity kits
 3. Goal Setting and Brainstorming Activities
 4. eEntrepreneur with Excel Goal Action Planner, Business Card Template, Customizable PowerPoint presentation, eCards, egrams and a Marketing Plan Guide.
 - e. The 2012 Girl Scout Program Activity Guide (All Grade Levels)
 - i. Information about earning this year's Cookie Activity Pin
 - ii. Forms and link found on www.girlscouts.org
 4. Order taking: January 4 - January 23, 2012
 5. Cookie Kickoff Rally Dates: SUCM/troops participating
 6. Girl Scouts Direct Sales: February 17 - March 18, 2012
 7. Cookie Walkabout: troops/SUCM participating

8. Project Cookie Jar: troops participating
9. Discuss participation patches and awards
 - a. Participation Patch (12+ packages of cookies sold)
 - b. See 2012 Girl Recognitions on order cards or on our website.
 - c. Cookie Activity Pin
10. Set troop/group/individual goals
 - a. Use from Little Brownie Bakers' resources
 - b. Set Troop Goal: What does troop want to accomplish this year?
 - c. Let girls set individual goals.
11. Talk about safe selling practices
 - a. Discuss safety rules for selling cookies (examples: never sell products alone, go with a parent or buddy; never enter a house; sell during the day, not at night, etc.).
 - b. Make learning about safety fun. Have girls role-play safe situations or have girls create a list of safety tips for girls to remember when selling cookies (use newsprint and markers to make a list); consider asking older girls to attend Brownie and Junior Girl Scout meetings to teach the girls about safe selling practices.
12. Talk about sale dates (order cards)
 - a. Encourage girls to talk about the Cookie Program with their family
 - b. Dates of the sale: January 4 to March 18
 - c. Initial Order Taking begins: January 4
 - d. Project Cookie Jar: January 3 - March 18
 - e. Regional Cookie Kickoff Rally: January 7
 - f. Cookie Direct Sale Begins: February 17
 - g. Cookie Booths: February 17- March 18
 - h. Cookie Walkabout: Troops decide
 - i. Troop Order cards due at the troop/group meeting
 - j. Other reminders:

13. Distribute parent/guardian permission forms. (Give order cards out when parent/guardian permissions are returned!)
14. Answer any questions girls (and parents) may have about the Cookie Program.

POST TROOP/GROUP COOKIE PROGRAM TRAINING

1. Follow up with girls and families that were unable to attend.
2. Continue to use the Cookie Program materials in future troop/group meetings.
 - a. Play some of the training games that you didn't get to play at troop/group cookie training.
 - b. Create some 'cookie treats' for a unique troop/group meeting snack.

Remember, participation in the Cookie Program is much more than just selling cookies. It can be a fun learning experience for girls of all ages. Take the time to share the program materials with the girls. The educational and interesting program materials add to the value of the Cookie Program experience for girls. Ask your troop/group leader/advisor to give you time at a troop/group meeting to introduce the sale and do a couple of the program activities with the girls. Talk with the troop/group leader/advisor to discuss how you can continue to use some of the program materials at future troop/group meetings as pre-meeting activities, badge/patch requirements, or just for fun!

WEBINARS

2012 Cookie Program Webinar-CkPrgm12

Dec- 1, 2011- 12 noon and 7 PM

This webinar is a “Basic Training” of the overall 2012 Cookie Program answering any questions volunteers may have on the program.

2012 Cookie Program Events Webinar- CKPEvents12

Dec. 8, 2011- 12 noon and 7 PM

This webinar is to explain the 2012 Cookie Program Events in detail and to answer any questions that might arise. Includes Service Unit/Troop Kick Off Rallies, Project Cookie Jar, Cookie Booths, and Walkabouts!

eBudde for Troops Webinar- eB4TCM12

Jan. 5, 2012- 12 noon and 7 PM

This webinar is to train the TCM's on eBudde –the on line Cookie tracking Program and answer any questions that might arise.

Cookie Delivery Webinar- CkDlrvy12

Jan.12, 2012- 12 noon and 7 PM

This webinar is to go over the procedures for the cookie delivery with volunteers answering any questions that might arise.

2012 Cookie Cupboards Webinar-CKCPBRDS11

Jan. 19, 2012- 12 noon and 7 PM

This webinar is to explain the Cookie Cupboard procedures, the different types of cupboards available and answer any questions that might arise.

2012 Cookie Swap Webinar-CKSWAP11

Jan. 26, 2012- 12 noon and 7 PM

This webinar is to introduce the Cookie Swap to volunteers, what it is, who holds them and why, locations to hold a swap and dates available and answer any questions that might arise.

2012 Cookie Club Webinar-CKClub12

Feb. 2, 2012- 12 noon and 7 PM

This webinar is to introduce the Cookie Club to volunteers to help them understand how they can help girls jump safely into the fun of today's social media as they boost their sales and learn new skills.

2012 GSUSA Cookie Activity-GSUSACKATVY12

Feb. 9, 2012- 12 noon and 7 PM

This webinar is to introduce the GSUSA Activity Pin which recognizes the 5 Skills learned and practiced during the cookie program. Girls grow year to year collecting a different colored pin recognizing their growth in the 5 skill areas.

2012 Banking- Webinar-CKBanking12

Feb. 23, 2012- 12 noon and 7 PM

This webinar is to provide information on the Banking options available to volunteers for the deposit of council proceeds associated with the 2012 Cookie Program.

The webinars listed above are for any volunteer to attend. If the date and time does not work for you please contact the Product Sales Assistant covering your region to set up a date and time to do the webinar.

It is free to register. To register for a webinar:

1. Go to www.gshpa.org
2. Click on Volunteer
3. Click on Adult Training Calendar
4. View date of a webinar on the calendar.
5. Click on the webinar title you wish to attend.
6. Complete and submit the registration form.

You will receive a confirmation via email of your webinar registration which will contain complete participation instructions!

Volunteers attending 3 of our Cookie Program webinars listed above will qualify to receive the GSHPA Webinar Patch.

Troop Calendar

November

Training for Troops/Parents

24-25 - GSHPA Council offices are closed. Happy Thanksgiving!

December

Training for Troops/Parents

1 - Cookie rally orders due (online form).

January

4 - Initial Order Taking Begins

7 - Regional Cookie College/Rally events.

23 - Initial order taking ends. *

25 - Initial order section closes to troops at 11:59 PM.

27 - Initial order section closes to SUCM at 11:59 PM.

29 - Council submits initial order to baker.



February

13-17 - Cookie Drop/Pick-up/Delivery - SUCM and Cupboards

17 - Cookie Cupboards will open (Please check dates and times of availability per Cupboard Manager).

17 - Direct cookie sale begins.

| NOVEMBER | | | | | | |
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| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

| DECEMBER | | | | | | |
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| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

| JANUARY | | | | | | |
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| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

| FEBRUARY | | | | | | |
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| S | M | T | W | T | F | S |
| | | | 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 | | | |

| MARCH | | | | | | |
|-------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | | 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 |

| APRIL | | | | | | |
|-------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 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 | | | | | |

| MAY | | | | | | |
|-----|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | 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 | | |

March

5 - Warehouse Cupboards will close.

18 - Cookie Sale ends

18 - All Cookie Cupboards close.

21 - Deadline for troops to enter "Girl Orders" in eBudde 11:59 PM.

21 - Troops should collect money and deposit to make payment. **

26 - Deadline for SUCM to make adjustments/corrections in eBudde 11:59 PM.

30 - Proceeds due to Council.

30 - Council Final Order Submitted.

April

TBD - Incentives will ship.

**Girls may continue to take orders after Initial Order taking ends. This is a great way for girls to sell any extra cookies that come with the troop's initial order. When girls turn in the order card, give them the tear-off portion of the order card or give them an extra order card. Any additional orders are entered under the "Girl Order" section in eBudde.*

***Any payments not turned in - the troop leader must complete the uncollected process, and turn in all monies by the deadline.*

