

Business Plan Improvements to Retail Operations Unveiled

Volunteers, girls and parents all agree that our retail operation's main purpose is to provide essential Girl Scout materials (uniform components, books, badges, etc) when they need them. Based on feedback collected through the recent business planning process, our current retail operation model is not meeting this need. In response, Girl Scouts in the Heart of Pennsylvania is making the following key improvements:

Consolidation of Eight Council Stores into One Location on December 4, 2009

Rolling out in stages, our first step requires the consolidation of our retail locations from eight stores into one. As a result, our current stores in Gettysburg, Hazleton, Lancaster, Montoursville, Scranton, State College and York, will close on December 4, 2009. Our Harrisburg store will remain open.

Bringing the Essential Girl Scout materials to You in Spring 2010

Replacing our stores and their limited hours, we will introduce a new "traveling trunk" model. The "traveling trunk" will continue to provide customers with the opportunity to see and feel the Girl Scout essentials by bringing them directly to troop & service unit meetings and/or special events. Still in the developmental stages, the "traveling trunk" model will be piloted in at least one region in Spring 2010.

Online Shopping Resumes January 13, 2010

We are also investing in significant improvements to our online shopping experience. In preparation, our current online store will be unavailable from December 11, 2009 – January 13, 2010. On January 13, 2010, online shopping will resume at www.gshpa.org while we continue working behind the scenes to make significant improvements to the online store. By Spring 2010, shoppers will begin to enjoy a more customer-friendly online shopping experience. Once the new and improved online store is fully functional, our customers will be able to purchase any of the essential Girl Scout materials 24/7 and have them shipped to a location of their choosing without any extra steps.

More than One Way to Purchase the Things You Need with Free Shipping

In the meantime, we encourage customers to make their purchases over the phone by calling 1-800-692-7816 x1029, sending an email to shop@gshpa.org or faxing an order to 717-234-5097. All orders placed between December 4, 2009 – January 31, 2010 will be shipped directly to you at no charge.

By making these key investments in our retail operations, we are confident that we will be able to provide our volunteers, girls and parents with improved access to the essential Girl Scout materials and the level of customer service they deserve. We are excited about the great potential this new retail model has and appreciate your patience during this transitional time.