

Cookie Sale

Troop Manager Guidelines and Procedures



FORWARD

Thank you for organizing cookie sale activities for Girl Scouts. Your commitment ensures that girls participating in the program develop “courage, confidence and character” and that money earned through the cookie sale is well managed.

This guide provides detailed information and instructions for you to carry out your responsibilities. Call your program sales team or Christine Keyser at the Lisle Regional Service Center with any questions you may have.

Here are a few tips to help you have a positive volunteer experience:

- ✓ Follow the schedule of events to keep you on track.
- ✓ Attend the kickoff meeting organized by your program sales team. You will receive information, materials and instructions to carry out your responsibilities.
- ✓ Follow directions carefully. If you are unclear about a specific part of the program, refer to the Table of Contents in this guide or call your program sales team.
- ✓ Remind leaders that you are adults working together for Girl Scouts. This program is a team effort.
- ✓ Emphasize the importance of keeping scheduled appointments and deadlines with girls, parents, troop managers and leaders.
- ✓ Check your e-mail frequently during the program duration. E-mail is the source of communication.

GENERAL INFORMATION

Council Information:

Girl Scouts of Greater Chicago and Northwest Indiana
Lisle Regional Service Center
2400 Ogden Ave., Suite 400, Lisle, IL 60532-3933

Business Hours: Mon-Fri, 9 a.m. – 5 p.m.
(Closed Saturdays and Sundays)

Program Sales Contact:

Christine Keyser, Program Manager

Contact Phone: 630-544-5975

Contact Fax: 630-544-5999

Contact e-mail address: ckeyser@girlscoutsgcnwi.org

Council Web site: www.girlscoutsgcnwi.org

Program Sales Team Information:

Communications Coordinator Contact:

Name: _____

Phone: () _____ - _____

E-mail: _____@_____._____

Delivery Coordinator:

Name: _____

Phone: () _____ - _____

E-mail: _____@_____._____

Booth Sale Coordinator:

Name: _____

Phone: () _____ - _____

E-mail: _____@_____._____

WHY DO WE HAVE A COOKIE PROGRAM?

The benefits to Girl Scouts selling cookies are more than just earning money. This program provides girls opportunities and life experiences in planning activities, determining costs, setting goals and teamwork to reach those goals. This program also builds self-esteem.

Information to prepare Girl Scouts for the program:

- ✓ Review important dates – when orders and money are due, where they can pick up their orders
- ✓ Review the product line and cost
- ✓ Stress the importance of being on time – late orders cannot be guaranteed
- ✓ Have the girls write their first name Only on the order card – never use last names or

- home phone numbers. If girls have the same name, use middle initials.
- ✓ If selling door to door, wear a Girl Scout sash, vest or pin.
- ✓ Review the community's solicitation ordinance with the girls. Make sure the girls understand what "NO SOLICITATION" means
- ✓ Always be polite; remember to thank customers even if they don't buy; respect property by using sidewalks
- ✓ Use the buddy system at all times – when canvassing neighborhoods during order taking.
- ✓ NEVER go into a customer's home
- ✓ Remind them that all checks are payable to "Girl Scouts" not to individual Girl Scouts or troops.
- ✓ Products are to be paid for when the products are delivered. Never collect money in advance
- ✓ Never bring collected money to school!
- ✓ Never leave collected money between doors or in a mailbox

Selling restrictions

Review the municipal guidelines for solicitations for each community within our jurisdiction.

Selling on the Internet

The National Board of Directors adopted the following policy on June 4, 2000

"Internet Sales:

Sales on a Web site on the internet* of any products sold in "council-sponsored product sales," such as Girl Scout Cookies, candy, nuts, calendars, or magazine subscriptions, may not be conducted by anyone at any time.

Sales on the Internet* of Girl Scout merchandise, such as uniforms, insignia, publications, and equipment, may only be conducted by duly authorized and licensed Girl Scout councils, council shops, retail agencies and/or GSUSA licensed vendors. Permission to sell on the internet must be obtained from GSUSA.

For safety and security reasons, sales on the internet* for any Girl Scout "troop/group money earning activities" may not be conducted by individual girls, parents, or other adults.

Sales on the Internet include on-line auctions, broadcast e-mail messages, and/or posting on individual Girl Scout, troop/group or Girl Scout council Web sites."

BOOTH COOKIE SALES

About Polar Bear and Booth Sales

Girl Scouts in grades 2-12 have the opportunity to sell Girl Scout cookies in their community where customers can purchase cookies directly from the troop. Polar Bear sales are held in January. Booth sales are held in February/March.

Jewel and Dominick's locations are used exclusively for the Polar Bear sale in January. Arrangements for sites are made by the Lisle Regional Service Center. Troops may suggest sites for the booth sale held in February/March (by January 1) to their program sales team; however permission for all sites is secured by the program sales team, not the troop. Once all the merchants have been contacted and approved, the program sales team creates a schedule of site availability. The team hosts a meeting in early January for troops to sign up for sites

Who can Sell in a Cookie Booth?

All registered troops in grades 2-12 are eligible to participate in the booth cookie program.

How to Sign Up for Booth Cookie Sites?

Polar Bear Sales (January)

A site schedule is prepared by the Lisle Regional Service Center representative. An adult representative from the Girl Scout troops is invited to a meeting to sign up for time slots at approved Jewel and Dominick's locations. Troops may not secure their own booth cookie sites. Refer to Polar Bear Schedule for the meeting date, time and location.

A cookie order for the Polar Bear sale must be placed using the On Line Order Entry System. Orders cannot be placed after the cutoff date.

Spring Booth Sale (February/March)

Each service unit is responsible for supporting the booth sale for the Girl Scouts within their jurisdiction. A site sign up meeting will be scheduled in January by the service unit team.

After the site sign up meeting, the service unit schedules are sent to the Lisle Regional Service Center to be included on the Master Site Schedule. The Master Schedule is posted on the council's website. The adult volunteer may sign up for additional sites, including those outside their service unit boundaries (except for sites located within the City of Lisle. The City of Lisle solicitation ordinance dictates that sites within the

City of Lisle are restricted to Girl Scouts who reside in Lisle.) To sign up for additional dates and time, e-mail ckeyser@girlscoutsgcnwi.org with your troop number, requested dates, locations and time slots.

The website is updated periodically. Before either of the booth sales begin, verify the schedule online prior to your scheduled weekend.

Discrepancies on the schedule must be reported to the Lisle Regional Service Center as soon as possible. Once the program begins, the Web site schedule will be the determining factor in a site discrepancy.

Under no circumstances will a leader, troop manager, parent or Girl Scout engage the store manager in site assignment disagreements. Anyone who displays unacceptable behavior or disregards the rules and procedures outlined in this document will be asked to leave the site and will be barred from future booth sale activity.

How do we get cookies for booth sales?

Cookie orders for booth sales are placed through the On Line Order Entry System and are due at the same time as the order taking order. Refer to the Cookie Program Schedule of Events located in this guide to find the due date for cookie orders.

Booth Sale Rules and Etiquette

- ✓ For liability purposes, cookie booths are set up outside only - no exceptions
- ✓ Cookie booths are attended by 1 adult volunteer and no more than 2-3 Girl Scouts
- ✓ Cookie booths must be at least 10 feet from the merchant door at all times – NEVER BLOCK THE MERCHANT ENTRANCE
- ✓ Cookie booths and Girl Scouts must be at least 10 feet from a traffic area (streets and parking lots)
- ✓ Troops must leave the site in good, clean condition, removing all trash and cookie box materials.
- ✓ Troops must have an organized display at the cookie booth.
- ✓ Girls must stay at the cookie booth and not wander about the premises.
- ✓ Girls must not approach customers inside the merchant's facility.
- ✓ Girls must not approach any type of vehicle, parked or in motion.

What supplies do I need at my cookie booth?

- ✓ A card table if there is sufficient space – do not block doorways.
- ✓ Decorative posters that include your troop number, and photos of your Girl Scout activities
- ✓ Tablecloth to cover your table
- ✓ Paper, pens
- ✓ Masking tape to hang posters. Get store manager approval BEFORE taping anything to windows or walls!
- ✓ Fanny pack or cash box
 - \$30 in small bills (singles and fives) to make change
 - NEVER leave large amounts of cash in your fanny pack or cash box
 - Remove cash to a safe location frequently
- ✓ Current site schedule (printed from the Web site)
- ✓ Village ordinance certificate or badges (if required)
- ✓ Troop telephone roster
- ✓ Recent list of cookie cupboards printed from the Web site
- ✓ Cellular telephone or change to make a phone call
- ✓ Borrow a Cookie costume from the Lisle Regional Service Center – check the Web site for requisition instructions and form.

What happens if I run out or run low of cookies at our cookie booth?

Troops can get additional full cases from the cookie cupboard. Inspect cases before taking them. Cookies may not be returned or exchanged. The Lisle Regional Service Center will enter the transaction into the online order entry system.

Payment for cases received from the cookie cupboard is made with your final deposit.

How to schedule help for the booth sale

Early in the program year, girls, leaders and parents are responsible for organizing their booth sales. Girls, parents and leaders should discuss their availability. The success of the program depends on the cooperation of everyone involved. Commitments must be honored. Establish an emergency and back up plan if someone should become ill.

How to prepare the Girl Scouts for booth sales

Practice their selling techniques! Appearance and behavior is a critical ingredient in the sale's success.

- ✓ Always be polite – display your best manners
- ✓ Discuss how customers should be approached.

- ✓ Never approach a vehicle.
- ✓ Thank the customer even if they don't make a purchase.
- ✓ Wear your sash, vest or Girl Scout pins
- ✓ Reserve a "cookie costume" (requisition form found on the Web site under the "Cookies to Nuts page").
- ✓ LOOK ENTHUSIASTIC! HAVE FUN! SMILE!

Ask questions like:

"Will you support Girl Scouts by purchasing a package of cookies?"

We are selling Girl Scout cookies to earn money to pay for... how many packages would you like to buy?"

PLACING THE TROOP ORDER

A troop manager must be registered in the On Line Order Entry System before the troop order can be placed. Log into the website:

<http://www.girlscoutspw.org/ordering>

Cookie orders must be entered on the Online Order Entry System. This system allows cookie orders to be entered into a secured site. It is also accessible from the Girl Scout website (Girl Scout Program menu)

Cookie orders are filled in full cases only. Orders will be rounded up to the next case unless the troop manager makes an order adjustment. All cases ordered must be paid for (including unsold packages) as indicated in the total amount to deposit (council) on the Product Order Summary page.

The On Line Order Entry System does not require the troop to prepare paper reports. All reports are generated from the data entered. Cookie orders can be modified as many times as necessary until the cutoff dated listed in the Schedule of Events.

Troop managers and Leaders can access troop order reports during the sale. The Troop Order Summary report can be accessed until the beginning of the next year's program.

Troop Managers are encouraged to check their e-mail accounts frequently during the cookie season to receive important communications.

What to do with Unsold Cookie Packages

- ✓ Participate in a booth sale
- ✓ Advertise them to your parents
- ✓ Ask the parents to sell them in their workplace
- ✓ Donate them to a food pantry, shelter or community organization such as police or fire departments
- ✓ Use them as a thank you gift to people who have been helpful to your Girl Scouts or the facility where you hold your meetings
- ✓ Use them in a recipe

Troop managers are not personally responsible for purchasing unsold products. Unsold products are the property of the troop and may be used by the troop as a snack, give-away, or however the troop sees fit to use them.

DELIVERY

The delivery site schedule is available on the website. This schedule will tell you where to pick up your troop order. You must sign up for a delivery time at the kick-off meeting. If you did not attend the meeting, contact your program sales team immediately.

- ✓ Verify your order as soon as you get home.
- ✓ Do not accept damaged cases
- ✓ Damaged product will be replaced. DO NOT change your order.

Polar Bear Sales

Refer to the Cookie Sales Schedule of Events for the date and location of your delivery site. this schedule is available on the website.

How many cases will fit in my vehicle?

The estimate below is based on an empty vehicle (no baby seats or children, trunk is empty). Due to the various sizes, SUV's are not included in the list below. Select the type of vehicle closest to your SUV model.

Compact Car:	23
Compact station wagon w/hatchback:	30
Mid-sized 6-passenger sedan	35
Mini van, mid-sized wagon, SUV's	60
Full size station wagon	75
Full size van with seats	150
Full size van without seats	200

What to do if the order is not correct?

Report discrepancies to the Lisle Regional Service Center the next business day.. Do not return to the delivery site. Check the Cookie Sales Schedule of

Events document for the last date allowed for delivery corrections.

NOTE: "Delivery corrections" means that you did not accurately receive the number of cases as indicated on the official order at the delivery site. For example, you may have been shorted 1 case of Thin Mints. All corrections will be made at the Lisle Regional Service Center; however, you must phone ahead first. Delivery corrections do not include any add-on or late orders.

What happens when the cookie order is not picked up on the scheduled time and date?

If the designated troop person cannot pick up the order at the scheduled time, it is the responsibility of the troop manager to find another adult from the troop to pick up the order at the delivery site at the appointed time. If a troop does not pick up the order at the scheduled time, the order must be picked up at Blackhawk Moving and Storage (Sycamore, Illinois – about 1 ½ hours from lisle) the following Friday (one week later). The Lisle Regional Service Center will not receive or issue late troop orders. No additional time for the troop deposit will be given to a troop that does not pick up their order on time. The total amount due to the council must be deposited on the schedule date.

MONEY

How much Girl Scouts earn

All income from program sales directly supports program for all girls in Greater Chicago and Northwest Indiana. The allocation of program sales income for individual troop activities and expenses is 60 cents per package sold

Older Girl Troops (6th grade and up) can choose to receive a proceed increase of 5 cents per package (including booth sales) in lieu of cookie recognitions. The additional funds will be paid to the troop after all monies due to the council are paid in full. Girls who sell 10+ boxes will qualify for a patch.

Bonus Earnings

Troops that attain a per girl (troop) average of at least 15 items in the fall product program will automatically earn an additional 5 cents on every package of cookies they sell including booth sales.

Money earned in program sales belongs the to Girl Scouts. NEVER does the income from program sales become the property of individual girl members.

How to make Council and Troop Bank Deposits

Make the council deposit at any free standing Chase Bank location. To find the nearest location visit www.chase.com.

Do not use the night depository box.

If you misplaced your blank deposit slip you may get one from your program sales team or at the Lisle Regional Service Center.

- ✓ Make deposits into the council account frequently, especially if your troop is participating in the booth sales.
- ✓ Make your deposit on or before the scheduled due date.
- ✓ Turn in a validated Chase Bank deposit slip to the program sales team as soon as possible. Do not throw it away or lose it! Troops are considered delinquent until the deposit slip is received and recorded in the online order entry system.

Depositing troop earnings

- ✓ Troops receive their earnings before the council deposit is made
- ✓ Remove the total amount of earnings (including the bonus if earned) from the cash available – EVEN IF A GIRL HAS NOT PAID.
- ✓ Deposit the total amount into the troop bank account.
- ✓ Make the deposit and get a receipt from the bank – give the receipt to the leader. NEVER give cash to the leader.
- ✓ Deposit all customer checks into the council bank account, even if it means overpayment. If you deposit a customer's check into your account, and it bounces, your troop will incur bank fees. NEVER deposit a customer's check into the troop bank account.
- ✓ If you do not have enough cash to keep entire amount of earnings, your troop will be reimbursed by check.

Making the council deposit

- ✓ Write the troop number in the lower left corner of each check and on the deposit slip.
- ✓ Endorse the back of each check with "FOR DEPOSIT ONLY"

- ✓ Enter the grand total of all checks and cash at the bottom and side of the deposit slip. DO NOT LIST EACH CHECK ON THE DEPOSIT SLIP.

How to Purchase Cookies from Other Girl Scouts

All packages are sold for \$4. The troop that needs the cookies PAYS the troop who has the cookies. Buying and selling packages from another troop DOES NOT affect how much you owe the Girl Scout Council. These are strictly inter-troop transactions. **DO NOT ENTER THESE TRANSACTIONS IN THE ONLINE ORDER ENTRY SYSTEM.**

What to do if a girl has not turned in her money when the council deposit is due?

Make your deposit on the scheduled date as directed previously in this document. Do not cover her payment with troop earnings or with personal funds.

The troop receives the entire amount of earnings even if a girl has not paid in full. The Girl Scout council will be responsible for collecting all delinquencies.

How are recognitions earned?

Recognitions are earned on a Girl Scout's initial order taking sales only. Add-on sales, selling troops unsold product, and booth sales do not apply to a girl's individual selling total.

Each girl who participates in the Polar Bear or Booth sale receives a booth sale patch. Girl Scouts who participate at determined levels in the order taking sale may earn a recognition. The recognition program is described on the back side of the order card.

When do we receive our participation patches or recognition items?

Patches and recognitions are distributed to leaders when the troop submits all validated deposit slips. Patches and recognitions must not be distributed to any girl that is not paid in full.

When you receive patches or recognitions, count them immediately to insure you received the correct quantity. If you discover a discrepancy, e-mail the Lisle Regional Service Center immediately.