



## 2021 Cookie Program

# Frequently Asked Questions



**Q: What are the rules/guidelines for selling door-to-door this year?**

**A:** While our environment has changed, in-person selling is still possible and should be safely done with proper social distancing and mask wearing!

#1 Tip for girl collecting pre-orders from neighbors this season is - Download [cookie door hangers!](#) Girls can print and write down how customers can reach them to order Girl Scout Cookies.

Instead of door-to-door sales, girls should consider calling, emailing or texting customers to ask if they would like to purchase cookies. Girls can enter orders on the order card or send customers their Digital Cookie link! Using the Digital Cookie mobile app to connect with customers will make this even easier!

**Q: Can Girl Scout Daisies sell cookies?**

**A:** Yes. All Girl Scouts (Daisies through Ambassadors) can participate in all aspects of the Girl Scout Cookie Program! There is something for every girl to learn through their participation, no matter how young. For more information, visit our [Daisies Can website](#).

**Q: Can I (as a cookie volunteer) determine the types of payments the troop will accept?**

**A:** Sure. Part of your job is to limit the troop's liability, which means placing some consideration on the types of payment that reduce the troop's risk of unnecessary fees and charges. Consider accepting payments in this manner:

- From the customers: Debit/credit cards using the Digital Cookie Mobile app or Clover App, or cash if electronic payment options are not available.
- From parents: Cash, Money Orders and/or Cashier's Check made payable to the Troop. This year more than ever, consider more contactless means for accepting payments; such as Cheddar Up, PayPal, Venmo, etc. Note: Payments from parents to the Troop should not be collected using the Clover App.

**Q: Can the troop accept personal checks for cookie purchases?**

**A:** Not accepting personal checks from customers reduces the risk of the troop having to cover fees for a bounced check or insufficient funds and secures the expected payment when needed. If the Troop decides to accept a personal check from the parent, it should be made out to the Troop, not an individual.

**Q: Can troops/girls use Digital Cookie and Clover?**

**A:** Yes. This cookie season all girls and troops can use both the Clover and Digital Cookie Mobile Apps as a means to accept payments from cookie customers. Not sure what the differences are between them - check out the chart below. Note: All platforms have an app that can be downloaded from your phone provider's app store.

App	Usage	Where does the money go?	Cost/Fees
<b>Clover</b>	<ul style="list-style-type: none"> <li>· Used by troops and girls to collect payments from customers. The dual-level account set up will allow troops to take payments directly from customers at booths AND will allow girls to take payments from their own customers.</li> <li>· Troop volunteer sets up the main account and provides access to each girl in the troop allowing them to activate their individual accounts.</li> </ul>	<ul style="list-style-type: none"> <li>· Money collected using Clover is deposited into the troop's bank account.</li> </ul>	<ul style="list-style-type: none"> <li>· App is FREE when troops sign up via GSGATL. Signing the 2021 Terms of Use will provide access to establish accounts. IF troops have an established account from a previous season, no new account is needed. However, the 2021 Terms of Use should be signed by new and returning troops.</li> <li>· Additional devices (card readers, etc.) are at the troop's expense. Note: The app will allow users to accept payments by hand entering card information as well as a QR scan of a credit/debit card. Additional devices will allow for Google and Apple Pay as well as "Tap" payments with applicable debit/credit cards.</li> <li>· All usage fees are absorbed by GSGATL.</li> </ul>
<b>Digital Cookie</b>	<ul style="list-style-type: none"> <li>· Used by girls to collect payments from customers. NEW this year, girls can toggle to accept money from their individual customers AND payments from booth customers when selling with their troop!</li> <li>· Digital Cookie access comes once online platform access has been established for the current season. Does not require any volunteer setup.</li> </ul>	<ul style="list-style-type: none"> <li>· Money collected using Digital Cookie is paid to GSGATL and therefore is credited to the girl and the troop via eBudde. These credits reduce the amount the girl/parent owes to the troop and what the troop owes to GSGATL.</li> </ul>	<ul style="list-style-type: none"> <li>· App is FREE when girls activate their online account and establish login credentials.</li> <li>· All usage fees are absorbed by GSGATL.</li> </ul>

**Q: Do troops HAVE To participate in the Treats & Keeps Program to be allowed to participate in the Girl Scout Cookie Program?**

**A:** No. Girl Scout Troops are not required to participate in the Treats & Keeps program in order to participate in the Girl Scout Cookie Program. Each of these money earning activities helps generate funds for the Troop while providing girls with valuable life skills while having fun. GSGATL wants as many girls as possible to share in either experience.

**Q: Are troop bank accounts required to participate in the cookie program?**

**A:** Yes. It is not required (although strongly suggested) for each Girl Scout Troop to have a bank account in order to operate and function as a Girl Scout Troop. However, any Troop who wants to participate in a council-sponsored money earning activity such as the Treats & Keeps Program and/or the Girl Scout Cookie Program are absolutely required to establish a Troop bank account. This allows them to account for, track, and spend money earned through the program responsibly on behalf of all girl members.

**Q: Can I (as a cookie volunteer) require that my parents pay upfront for their product orders?**

**A:** Be Fair: Unless there is an agreement among all parents in the troop, products that are delivered in-person should not be paid for until the product has been given to the customer. Each family's financial depth is different, so refrain from imposing rules that make it difficult for girls to participate and that are not in line with Girl Scout practices.

**Q: Should I (as a cookie volunteer) allow girl/parents to return product to the troop?**

**A:** Instead of taking back product that the troop will assume financial responsibility for, here are a few things to consider:

- Checking with your Service Unit Product Program Chair, he/she may be able to strategize selling opportunities with the troops within your service area.
- Checking with parents in your troop to see if they have a need/desire to relieve the parent of the inventory to help their Girl Scout reach her goal.
- Talking with the parent about additional selling options to help relieve them of the inventory.  
\*If a parent/troop does decide to relieve the parent of the responsibility of the product, as the Troop manager you should also adjust the amount of product allocated for the girl, so the parent/girl who sold the product will receive proper credit, unless agreed upon differently. The parent/troop who accepts the product will now assume financial responsibility.

**Q: Should I (as a cookie volunteer) give more product to a parent who has missed a payment?**

**A:** Be Practical: Do NOT give additional product to a parent who hasn't made a payment for the items received based on your timeline. Make it a habit with girls/parents that you'll provide additional products as they continue to make payments to the troop – especially until you are comfortable with a parent's payment patterns. As a best practice, consider limiting the troop's liability when it comes

to placing large orders, by breaking it down into smaller increments. As the parent pays, provide them with more product.

**Q: If there are fees associated with troop's account for insufficient funds or bounced check received due to payment from a parent, who is responsible for covering the fees?**

**A:** Banking fees are the responsibility of the parent/adult accountable for the failed payment fee. The troop should seek reimbursement from that person.

**Q: Are masks or face shields required for picking up at a cupboard and Count N Go?**

**A:** Yes. Mask or face shields are required in order to pick up cookies from any cupboard location and Count N Go. We will also ask that all volunteers on site maintain social distancing.

If there are any special requests by the cookie cupboard related to their COVID guidelines, this will be visible on the Cookie Transaction ticket in the "Additional Info." section.

**Q: If I have a scheduling issue for picking up from my Count N Go site after submitting my initial order, can I just go to another site that weekend?**

**A:** No. Each site will only distribute cookies to the troops scheduled for their location. IF you are having challenges with your chosen location and time, no worries – simple designate another adult to make the pick-up for you. Simply provide them with details of the pickup (location, date and time) – they will be able to pick up on your behalf with ease.

**Q: Do I have to show up at the time I chose for Count N Go or can I show up anytime on that day?**

**A:** Count N Go is a large-scale event planned based on the scheduled time slot each troop secured when placing their initial order. To service all troops timely and fairly – troops SHOULD ONLY COME AT THEIR SELECTED TIME. We suggest that troops arrive within 10 to 15 minutes of their scheduled time – but no sooner. For example, no troop with a 3 p.m. time slot should arrive to pick up cookies at 10 a.m. Not adhering to the Count N Go pickup process will result in troops being asked to wait in a holding area until their pickup time is near. This one-weekend event, where GSGATL distributes millions of boxes of cookies requires all of us to be considerate, kind and patient, embarking on our founding principles of being a sister to every Girl Scout.

**Q: Will troops be allowed to verify their cookie count at Count N Go?**

**A:** Yes. Troops will still be allowed to step outside of their vehicles to observe the cookies being loaded into their vehicles. All persons on site will be asked to wear a face covering and maintain 6 ft. of distance from the loaders while cookies are being counted and loaded. Troops will also still be

allowed to pull into a re-count lane to fully review their order before leaving their pickup site. Look for more details regarding Count N Go closer to this scheduled pickup weekend.

**Q: What is a Digital Cookie Troop Link?**

**A:** This year Digital Cookie has a new feature to allow troops to have their very own link to host “virtual cookie booths”! Activating this Troop Link is completely optional and is available to all participation troops. With activation, troops will be able to create a Digital Cookie page, very similar to that of a girl’s Digital Cookie page. Each page will have a unique URL which troops can share with potential customers to purchase directly from the troop online! These digital Troop Links carry all of the benefits of being able to share a URL, upload a video of the troop’s goal, having a QR code (new feature available within the Digital Cookie Mobile App), to being able to accept payments on the spot for in-hand sales. As a bonus, beginning February 1, these links will be visible on the Cookie Finder platform; used by millions of customers to find cookies in their local areas. In addition to being able to see any in-person cookie booths (if applicable), customers will now be able to see a link to purchase directly from a troop’s online site. Being that this is part of a national initiative, Troop Links will be randomly generated by Zip Code to give every participating troop equal access to be featured. Note: Boxes sold via the Troop Link will be synced to eBudde just as girl Digital Cookie sales are, however, being that these are booth cookies, troop volunteers will have to make manual adjustments to spread box credit to girls within the troop. Look for more details regarding Troop Links in future communications from GSGATL.

**Q: Do I have to come at my selected time slot when picking up from a cupboard?**

**A:** Yes. IF your cupboard location requires you to select a time slot, you SHOULD arrive at that time. These sites have limited capacity. To ensure your safety and the safety of the staff at the cupboards, we need all volunteers to adhere to the schedule. IF you are picking up from a location that does not require timeslots, please arrive as close as possible to your selected timeframe. While these sites have a greater capacity to serve multiple troops at a time, it is still imperative to main social distancing and follow any onsite requests for added precaution to process your order accurately and safely.

**Q: Do you have to have the eBudde app to place or pick up a cookie order?**

**A:** Transactions for additional cookies can be placed using the online platform of eBudde OR the eBudde app. However, you MUST confirm receipt of your pickup electronically before leaving the cupboard location, which is more easily done using the eBudde App. **The app is strongly recommended for confirming all pick-up transactions at the cupboard.**

**Q: What happens if I don’t know my login credentials for eBudde while trying to pick up my order from a cupboard?**

**A:** If you are unable to access eBudde to confirm your pickup, you will need to use the “forgot password” feature to reset your account. The Cupboard Managers and Clerks will not be able to do this for you. Please verify your credentials and access before arriving to save time.

**Q: How do I check the schedule of a specific cupboard location?**

**A:** When “Adding a Transaction”, volunteers will be able to quickly view the hours of operation, open dates and dates as well as any additional critical site information on the Cookie Transaction ticket. By selecting a different location, the ticket will automatically update to show the new selected site’s information.

**Q: How can I find out where the cupboards are located?**

**A:** Volunteers can view a listing of all cupboard locations by running the “Cupboards” report on the REPORTS tab of eBudde. This document can be viewed in XLSX and PDF formats.