

2024 Cookie Program Training









Training Agenda



- 2024 Cookie Lineup & Updates
- Cookie Program Resources
- 5 Skills
- Entrepreneurship Badges & Pins
- 2024 Cookie Program Dates
- 2024 Theme & Mascot
- Rewards
- Direct Ship Program
- Cookie Marketing & Business Ethics
- Booth Sales
- Cookie Share
- Cookie Cupboards
- Inventory Management



Glossary

- Cookie Dough: Program credits girls receive by selling 24 or more packages of cookies.
- Juliettes: Individually registered Girl Scouts who are not in a troop, but still participate in Girl Scout activities and leadership experiences.
- TPM: Troop Product Manager
- SUPC: Service Unit Product Manager
- Smart Cookies: The online management system for the cookie program used by TPMs, Juliette Parent Guardians, and SUPCS.
- Digital Cookie: Online platform for Girl Scouts to create their online storefront on. Troops can also use this to take digital transactions for cookies.
- PGA: Per-Girl-Average



COOKIE PROGRAM RESOURCES



The Bridge

Your one-stop-shop for all things GSGI including trainings, forms, and program kits *gsgibridge.com/cookieprogram*

Shout Out! Email Newsletter

Your source for the most up-to-date information throughout the Girl Scout Cookie Program.

Sent to your inbox every Thursday!

Sign up at girlscoutsiowa.org/shoutout

Smart Cookies

Online platform that helps volunteers manage the Girl Scout Cookie Program from beginning to end. abcsmartcookies.com

Digital Cookie

Online selling platform that allows Girl Scouts to sell through their personalized storefront or by using a mobile app—TPMs will also use Digital Cookie for digital payment transactions digitalcookie.girlscouts.org

Online Cookie Systems Manual for Volunteers

Step-by-step manual on how to navigate each section of Smart Cookies and Digital Cookie. Available on The Bridge!

Official Girl Scouts of Greater Iowa Facebook Leaders Group

Meet and chat with other GSGI leaders! A great source for tips, tricks, and advice throughout the cookie program. We'll also post timely updates here. girlscoutsiowa.org/GSGILeaders

Girl Scouts of Greater Iowa (GSGI) Staff

We're here to help!

Phone: 800-342-8389 | Email: info@gsiowa.org

Service Unit Product Chair (SUPC)

These volunteers help troops in their area and are your local contact during the cookie program!



Meet the Lineup

All cookies are \$6/package

Your Girl Scout Cookie favorites are back!



Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt



French Toast-inspired cookies dipped in delicious icing



Savory slices of shortbread with a refreshingly tangu lemon flavored icing



Iconic shortbread cookies inspired by the original Girl Scout recipe



Crispy chocolate wafers dipped in a mint chocolaty coating



Crispy cookies layered with peanut butter and covered with a chocolaty coating



Crispy cookies topped with caramel, toasted coconut, and chocolaty stripes



Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Caramel, semi-sweet chocolate chips, and a hint of sea salt in a delicious cookie* *Limited availability



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How the Cookie Crumbles



The Girl Scout Cookie Program makes it possible for GSGI to support thousands of Girl Scouts and volunteers across the council with programs and resources to develop the next generation of leaders.

\$2.95

Delivering the Girl Scout Mission:

- Girl Scout events and activities
- → GSGI camps
- Volunteer resources and training
- Financial assistance for membership, uniforms, and camp
- Mission Outreach programs

froops can use their proceeds to fund all of their adventures—whether Girl Scouts want to hike, cook, zipline, paint, build robots, or swim-the cookie program makes those activities possible!

\$1.65

Proceeds to troops and participants:

- Troop proceeds
- Individual rewards
- Cookie Dough



Program expenses:

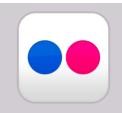
- Cost of goods
- Distribution
- Warehouse space
- Shipping and logistics
- Printed materials



This covers the cost
of cookies from the
bakery, as well as all the
infrastructure that makes
the cookie program possible!

ABC Bakers Cookie Program Online Resources

From the art gallery of images to ABC's YouTube channel with helpful videos designed to navigate Smart Cookies, there are resources available for everyone



FLICKR ART GALLERY FOR VOLUNTEEERS

Create your own flyers with seasonal clip art https://www.flickr.com/photos/abcbakersvolunteergallery/albums



SMART COOKIES TECH SUPPORT IS ALWAYS OPEN

Call: 1-800-853-3730

NOTE NEW EMAIL ADDRESS:

Email: ABCSmartCookieTech@hearthsidefoods.com





ABC SMART COOKIES YOUTUBE CHANNEL

Just In Time videos for all user levels of Smart Cookies, designed to help you navigate through every phase of the cookie program https://www.youtube.com/user/ABCCouncils





Entrepreneurship Progression

Progression allows girls to gain new skills, build their confidence, and develop an entrepreneurial mindset over time. As they engage in the Girl Scout Cookie Program and beyond, girls learn five valuable skills that will serve them for the rest of their lives. As you work with girls, acknowledge their skill development and encourage them to challenge themselves further. Eventually, they'll be ready to translate their skills into true entrepreneurship or bring an entrepreneurial mindset to whatever path they choose.

Five skills learned from the cookie program:

- Goal setting
- Decision making
- Money management
- People skills
- Business ethics

Decision Maker

Money Manager

Learn money basics.

Talk with your fellow troop members about different forms of moneycoins, paper bills, checks, and credit-and practice counting it.

Learn how much Girl Scout Cookies cost in your area.

Make plans for the coming Girl Scout year and set a budget.

Talk about wants versus needs.

Talk about how the troop can earn money through cookie program participation.

Look into your troop's proceeds from previous years to help you budget.

customers."

Goal Setter

Set sales goals

as a troop and

individually.

Talk with troop

members about

how you can work

together to reach

your troop's goal.

Discuss different

and set a goal for

Brainstorm how

you could use your

cookie earnings to

help others in your

community.

ways to sell cookies

which ones you'll try.

Talk with troop members about why people may or may not choose to buy Girl Scout Cookies, and engage them.

how your cookie earnings will be spent.

Cookie Techie

Use technology to grow the business.

Set a specific goal for your digital sales.

Make a video for your friends and family network promoting online cookie sales using your sales pitch; encourage the gifting of cookies to boost sales.

Use your support network of friends and family to safely promote your digital storefront.

Innovator

Take it beyond Girl Scout Cookies.

Networker

Build your social

support system.

Connect with local

business leaders for

ideas about how to

grow your Girl Scout

Cookie business.

Talk to friends and

family about how

they can help you

expand your network.

Ask your customers

to safely refer you to

Follow up with past

customers and tell

them how you plan to

use this year's cookie

earnings, to inspire

them to increase

their purchase.

new customers.

On your own or with your troop, think about a product or service you'd like to improve and brainstorm ways to make it happen.

Come up with several ideas, then narrow to the best!

Be prepared to go back to the drawing board-maybe more than once!

Get feedback from potential consumers and improve your idea based on what they say.

Research social entrepreneurs in your community and beyond.

Take your business idea to the next level.

Entrepreneur

Create and document a mission statement and business plan for your product/service

Identify your customer base. competition, and potential obstacles.

Practice sharing your business idea with your troop.

Research how businesses are financed and think about how you could finance yours.

Feel confident about vour business idea's potential? Take action!



How to adopt an entrepreneurial mindset:

- Be curious.
- Embrace challenge.
- Take initiative.
- Collaborate with others.
- Take creative risks.
- See failing as learning.
- Adapt to change.

Consumer **Expert**

Think "cookie

brainstorm ways to

Come up with ideas for the perfect customer pitch.

Practice explaining

Brainstorm ways to thank your customers.

The Purpose of the Girl Scout Cookie Program ... it's about more than just selling cookies. Help girls learn the five skills:



Goal Setting

Girls set cookie sales goals and, with their team, create a plan to reach them. This matters because girls need to know how to set and reach goals to succeed in school, on the job, and in life.





Decision Making

Girls decide where and when to sell cookies, how to market their sale, and what to do with their earnings. This matters because girls must make many decisions, big and small, in their lives. Learning this skill helps them make good ones.



Money Management

Girls develop a budget, take cookie orders, and handle customers' money. This matters because girls need to know how to handle money—from their lunch money to their allowance to (someday) their paycheck.



People Skills

Girls learn how to talk (and listen!) to their customers, as well as how to work as a team with other girls. This matters because it helps them do better in school (on group projects, on sports teams, and on the playground) and, later, at work.



Business Ethics

Girls act honestly and responsibly during every step of the cookie sale. This matters because employers want to hire ethical employees—and the world needs ethical leaders in every field. Progressive Learning with Badges

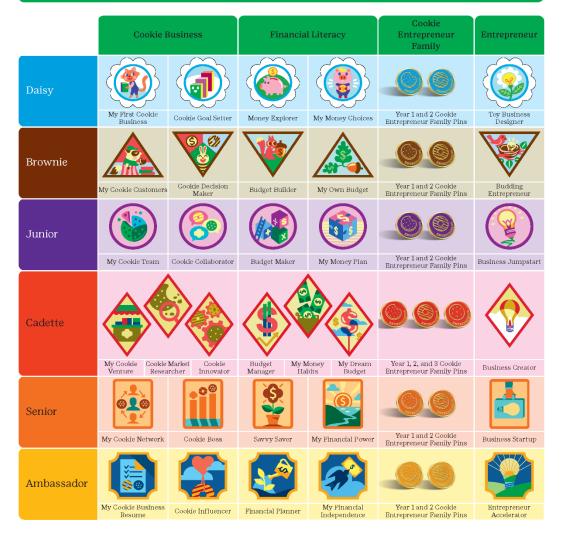
Family Entrepreneurship Pins

GSGI or SU programs and rallies



Entrepreneurship Badges & Pins

When you sell Girl Scout Cookies, you practice-goal setting, decision making, money management, people skills, and business ethics—as you learn to think like an entrepreneur. You can earn badges and pins each year you run your own Girl Scout Cookie business. Then explore your own business idea by earning an Entrepreneur badge.







January 2024 Cookie Program Important Dates JANUARY Host your troop cookie kickoff meeting with your Girl Scouts AND their parents/guardians. Resources can be found on The Bridge.

JANUARY 1 Start setting up local booth sales for your troop (page 15).

BY JANUARY 3 Enter your troop into the booth lottery in Smart Cookies by 11:59 p.m. (page 16). Lottery spots are not guaranteed.

JANUARY 4 Smart Cookies runs the booth lottery. Notifications sent out later that day.

JANUARY 5 Remaining Council-Secured Booths are available to sign up with First Come, First Serve process in Smart Cookies at 10:00 a.m. Troops will be limited on number of booth slots they can sign up for until February 14 (page 16).

JANUARY 8-10 In-person trainings; registration can be found on The Bridge. Can't attend in person? We have prerecorded trainings available to you on The Bridge!

JANUARY 11 Your first cookie order (Troop Initial Order) is due (page 7)! GSGI staff available 8:00 a.m. – 9:00 p.m. at 800-342-8389 for questions.

JANUARY 17 Digital Cookie registration emails sent to TPMs and families.

JANUARY 20 Virtual Cookie Kickoff Event! Attend the GSGI Virtual Cookie Kickoff with your troop or Girl Scout! Register on our website beginning December 1. (girlscoutsiowa.org/events)



February 2024 Cookie Program Important Dates

FEBRUARY PLANNED ORDERS Due weekly. (See pages 8-9 for full details on Cookie Cupboards and how to get more cookies.)

FEBRUARY 1 The Girl Scout Cookie Program begins! Online sales and Order-Taking begin.

FEBRUARY 1-8 Cookies delivered! Check with your SUPC for pick up location and time (page 7).

FEBRUARY 3 Mega Drop in Des Moines and Sioux City. Des Moines Retail Shop open from 9:00 – 1:00 p.m.

Any troop can choose to pick up their Troop Initial Order at the Des Moines or Sioux City Mega Drops instead of at your service unit delivery location. Just select your preferred location when you place your Troop Initial Order.

FEBRUARY 9 Booth and lemonade stand sales begin (page 15-18)!

FEBRUARY 14 All remaining Council-Secured Booths are available to sign up with First Come, First Serve process in Smart Cookies at 10:00 a.m. with no limitations on how many booths each troop can select.

FEBRUARY 16-18 National Girl Scout Cookie Weekend! Patches available in GSGI Retail Shops.

FEBRUARY 21 Express Ordering ends at all Super Cupboards. All cookie orders are due weekly by Sunday at 11:59 p.m. starting Sunday, February 25.

FEBRUARY 22 Email notifications sent for first payment due.

FEBRUARY 27 Payment Adjustment Forms due, if applicable.

FEBRUARY 29 First cookie payment auto withdrawn from your troop bank account (page 23).

March 2024 Cookie Program Important Dates MARCH PLANNED ORDERS Due weekly. (See pages 8-9 for full details on Cookie Cupboards and how to get more cookies.)

MARCH 3 Last day to enter a Planned Order in which GSGI guarantees the cookies you order will be received! Any order placed after this day will be filled depending on the cookies we have in stock, as we are also trying to plan to zero at the council level.

MARCH 10 Last guaranteed day to enter a Planned Order! Risk-Free Ordering begins. Depending on cookie availability, there may be additional order and pick up dates added.

MARCH 24 The cookie program ends.
All sales end.

MARCH 25 Returns from Risk-Free Cookie Checkout orders accepted at select cupboard locations (page 10).

MARCH 25 Reward Order due! Reward Order live Q&A. Register on The Bridge. GSGI staff available 8:00 a.m. – 9:00 p.m. at 800-342-8389 for questions.





April-June 2024 Cookie Program Important Dates APRIL 2 Payment Adjustment
Forms and Girl Shortage Forms due,
if applicable. Any Girl Shortage Forms
submitted must also include the
Girl Scout's signed Product Program
Permission Form.

APRIL 4 Final payment auto withdrawn from troop bank account. Troop Proceeds will stay in account (page 23).

MAY - JUNE Cookie Dough emailed directly to families. Rewards items arrive—shipped directly to each Girl Scout!





Own Your Magic

Lottie the Axolotl

2024 Flickr Art Gallery

https://www.flickr.com/photos/abcbakersvolunteergallery/albums

All theme-related artwork is available on ABC's Flickr gallery with access through Smart Cookies (far right corner of every page) or by clicking the above link

Borders

Corners



Patterns



2024 Rewards and Proceeds



Apple Watch + Screen Protector Bundle OR

Nintendo Switch + Game OR GSGI Twin Cities Trip*

*must be going into grade 4 at the time of the trip.

iPad OR Laptop OR Camp Session

2025 Trip*

*must be going into grade 6 or

older at the time of the trip.

Own Your Magic at

Universal Studios



COOKIE DOUGH

Girl Scouts earn Program Credits called Cookie Dough to spend on camps, events, or items in the shop! Program Credits expire September 15, 2024.

Pkg. Sold	Amount	Pkg. Sold	Amount
24	\$5	550	\$145
50	\$15	600	\$157
100	\$27	650	\$170
150	\$42	700	\$182
200	\$57	750	\$195
250	\$70	800	\$207
300	\$82	850	\$220
350	\$95	900	\$232
400	\$107	950	\$245
450	\$120	1000	\$307
500	\$132	1000+ add \$15 in credits for every 50 pkgs sold	

Girl Scouts who choose non-cumulative rewards will start earning Cookie Dough at 1050 packages sold.

Pkg. Sold	Amount	Pkg. Sold	Amount
1050	\$25	1100	\$40

Add \$15 in credits for every 50 pkgs sold.



2024 Troop Rewards



TROOP EXPERIENCES

Gimme S'more Mud Run



Troop Average 235+ pkgs/girl

September 28, 2024

Trampoline, Waterpark, or GSGI Build-a-Bear Experience



Troop Average 385+ pkgs/girl

Trampoline or Waterpark: July 13, 2024 Camp Overnight (and kit!) at any of GSGI's camp properties



Troop Average 500+ pkgs/girl

2024 or 2025 date of choice

TROOP PROCEEDS

Troops earn proceeds starting at \$0.85 per package of Girl Scout Cookies sold, with options to increase based on reaching certain per-girl-average (PGA) levels and/or increasing sales from last year. Troop proceeds stay in the troop bank account. See the Online Cookie Systems Manual for Volunteers for more information.

Cadette, Senior, Ambassador, and Multi-Level troops may opt-out of all rewards as a group to receive \$0.12 more per package. Girl Scouts in troops who opt-out for higher proceeds will still receive base Cookie Dough for their individual packages sold, patches, Instant Reward items, Adventureland 700 Club, CEO Party, Hobby Kit, and troop experiences earned.







The Tropical Treats: 2024 Instant Reward Lineup



Instant Rewards are awarded when a girl sells enough packages to reach a level. The council recommendation is to define "selling" as when a family orders or takes those cookies from the troop. Juliettes will receive their items as they earn them, shipped directly from Girl Scouts of Greater Iowa.





2024 Changes to Direct Ship Program

- Standard shipping flat rate remains at \$14.99 for every 12 packages
- New this year! There is a 4-package minimum for shipping this year.

- Subsidy minimum package requirements decreased from 9 packages to 6.
- Virtual Cookie Share do not have a shipping cost and do not count toward this minimum.
- Subsidy shipping rate will be \$7.49 starting at a 6-package minimum (50% of the standard shipping flat rate of \$14.99) and a 12-package maximum.
- GSGI subsidizes the shipping cost for 6-12 packages





Cookie Marketing & Business Ethics



Creating Early Cookie Buzz

The official start date of the cookie program is February 1. This means NO "pre-orders" should be taken before this date. Individuals may post to their personal pages prior to February 1 letting friends and family know that "cookies are coming," provided no orders are taken before the program starts.

If you see a post on social media where a family in Girl Scouts of Greater Iowa is gathering orders for Girl Scout Cookies before the official February 1 start date, we have posted a sample message on The Bridge that you can send them explaining the official February 1 start date. GSGI has no authority to investigate, reprimand, or conduct outreach regarding any questions, issues or concerns on matters outside the 70 counties covered by our council.

Advertising

Occasionally parents or families will ask about using targeted advertisements—including paid ads—through newspapers or other publications/ media or mass distribution of flyers, to promote their Girl Scout's cookie sale. GSGI does NOT allow mass distribution or advertisements to be placed promoting one girl's sale, as the use of paid advertisements to direct customers to one girl is an unfair advantage in the marketplace. Similarly, GSGI prohibits the purchasing of mailing or emailing lists to use for marketing purposes.





Business Promotion of Booth Sales

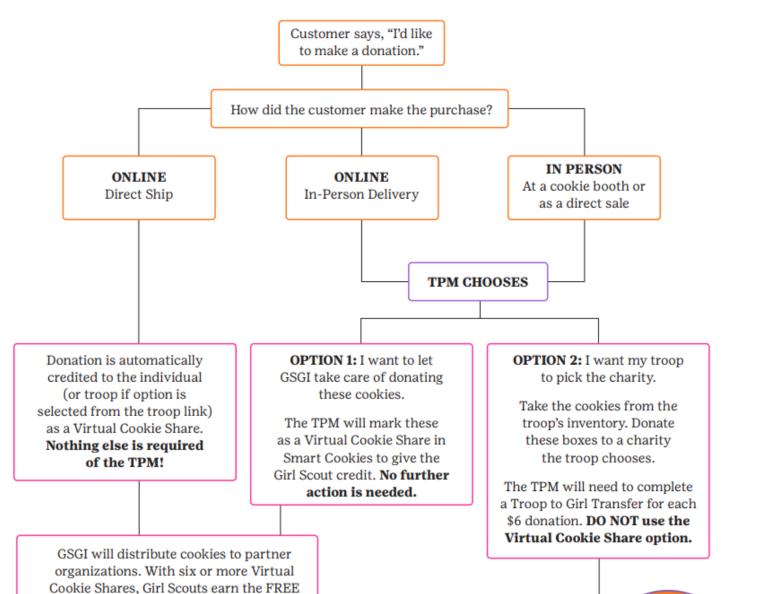
Local businesses can be great partners during the cookie program, especially with hosting booth sales! However, there are specific trademark regulations around the name, brand, and logo of the Girl Scouts and Girl Scout Cookies. This means businesses may not promote a Girl Scout Cookie booth to drive revenue for their own business. Businesses cannot give away something free if a customer buys Girl Scout Cookies or use cookies as a giveaway if someone buys their product or service without written permission from Girl Scouts of Greater Iowa. If a business would like to discuss an official event partnership or sponsorship, please direct them to contact us at info@gsiowa.org.



Booth Sales

- Council-Secured Booths
 - Lottery
 - Place lottery selections by 11:59 pm January 3
 - Lottery held on January 4
 - First Come, First Serve Waves
 - Wave 1 January 5 -February 7 at 11:59 p.m.
 - Wave 2 February 8- February 13 at 11:59 p.m.
 - Limitations end February
 - Premium Booths
- Troop Secured Booths
- Virtual Booths
 - Digital Cookie
 - \$6 credit for each two hours at a booth (not applied to lemonade stands)





Cookie Share patch!

This patch will be delivered with the rest of

the cookie program rewards in the spring.

girl scouts

COOK

This Cookie Donation patch

will be available for purchase

in GSGI Retail Shops.

of greater iowa



Tracking

Donated

Cookies



Cookie Cupboards

<u>Super Cupboards</u>: Metro-area cupboards with regular open hours and Express Ordering options for the first few weeks of the program. These locations are Ames, Council Bluffs, Des Moines, Fort Dodge, Mason City, and Sioux City.

<u>Volunteer Cupboards</u>: Run by local volunteers. You can find specific contact information on The Bridge (gsgibridge.com/cookieprogram). These locations are Ankeny, Chariton, Grinnell, Lake Mills, Milford, Oskaloosa, and Sioux Rapids.

<u>Rolling Cupboards</u>: Mobile cupboards with a set delivery time at a location such as a grocery store parking lot. These locations are Algona, Carroll, Creston, Iowa Falls, Marshalltown, and Ottumwa.



Inventory Management

As a Troop Product Manager (TPM), you will place your troop's Troop Initial Order and Planned Orders through the Smart Cookies platform. You will want to communicate your troop-specific ordering deadline in your kickoff meetings. Ongoing Planned Orders during the program are meant to give you the flexibility to order what Girl Scouts need without having too many cookies left at the end of the sale. Examples of great systems for managing inventory include tracking spreadsheets, emails, and even online forms.



Cookies ordered for Girl Scouts in the troop: Whether the Girl Scout has taken orders, or they're planning on selling cookies on hand—once cookies are signed for by a parent/guardian, they become the family's responsibility. Be sure to keep a signed receipt each time you exchange cookies or money with families. To give Girl Scouts credit for the cookies they take, you will also need to do a Troop to Girl Transfer Order in Smart Cookies.

Booth cookies: The troop must order and bring cookies to booth sales. Any leftover cookies from the booth sale remain in your troop's inventory and can be used to fill orders from families or saved for the next booth. To give Girl Scouts credit for cookies they help sell at a booth, you'll transfer them in Smart Cookies using the Smart Booth Divider or through Troop to Girl Transfers. See the Online Cookie Systems Manual for Volunteers for step-by-step directions on how to do all transfers in Smart Cookies!







Thank you!

OWN YOUR MANAGER

