

Frequently Asked Questions Regarding 2022 Cookie Extension

Updated 3/17/2022

How long will the cookie program be extended?

Based on feedback from the Town Halls and survey, cookie volunteers decided to extend the cookie program to Sunday, April 10th. This will allow time for troops to close out their cookie program around spring break schedules and estimated delivery dates from Little Brownie. With updated delivery information from Little Brownie, we will also extend the use of Digital Cookie for in-hand cookie sales until Monday, April 18th.

When is the next cookie cupboard?

Little Brownie has informed GSNMT that we can expect all cookies arrive to the warehouse the week of March 28th. We expect to hold cupboards that week between March 30th to April 1st as normal. We will inform cookie volunteers if any adjustments need to be made to cupboard schedules by email and Facebook post.

What cookies are going to be available at the cupboard?

Orders will be filled to 100% for the following flavors: Adventurefuls, Lemon-Ups, Trefoils, Do-Si-Dos, Samoas, Tagalongs, and Thin Mints if ordered by March 7th. Previous Toffee-Tastics orders that are still pending in eBudde will be available for pick-up. If you are needing S'mores for girl orders, please reach out to the product program team (Katie or Clarissa) and they will work with you.

Can we order any extra Adventurefuls? S'mores? Toffee-Tastics?

- Adventurefuls – not at this time. If we do have extras due to order adjustments, we will let you know.
- S'mores - if you are needing them for girl orders, please reach out to the product program team (Katie or Clarissa) and they will work with you.
- Toffee-Tastics – we are still working on order adjustments to determine inventory, but if you are needing some for girl orders, please reach out to the product program team (Katie or Clarissa) and they will work with you. We should have extras.

How to do I make changes to my current cupboard order?

Please email Katie Otero at productprogram@nmgirlscouts.org with any adjustments by **Thursday, March 24th**. You can reduce your order amount or cancel your order if your troop decides they do not wish to continue with the cookie program.

Also, you can increase your order if Girl Scouts are still receiving girl delivery orders or looking to do more booths, or participate in the cookie boss program. We can increase your orders for the following flavors only: Trefoils, Do-Si-Dos, Samoas, Tagalongs and Thin Mints.

What if I need to change the day and time for my cupboard pick-up?

Please email Katie Otero at productprogram@nmgirlscouts.org with new pick-up date and time by **Thursday, March 24th**.

Do I need to place a new cupboard order?

No, troops do not have access to place new cupboard orders at this time. We will adjust your orders at the council level. This will help to avoid double orders or taking more time to delete orders. Please email Katie Otero at productprogram@nmgirlscouts.org with any adjustments by **Thursday, March 24th**.

What if we need additional cookies after Thursday, March 24th?

The product program team will be working to have stocked cupboards in different areas across the councils. We will be working on this the week of March 21st and will send that information out on Tuesday, March 29th.

Can we return cookies to the council?

No. With the delay in delivery from Little Brownie, it will not be feasible to take cookies back and redistribute to troops for another cupboard. This is why we are allowing you to adjust your order by **Thursday, March 24th** and will provide cupboards additional cookies on hand in case you are needing cookies last minute. Please email Katie Otero at productprogram@nmgirlscouts.org with any adjustments to your cupboard order by **Thursday, March 24th**.

If you have excess inventory and need help reducing your cookie inventory, we are asking troops to first reach out to other troops who might looking for cookies. Please use the Cookie Exchange in eBudde to post about cookies you are looking to transfer out to other troops. This will help those troops who are not on Facebook to see what cookies are available.

If you are in regional area and have already reached out to the other troops and still have excess inventory, please email Clarissa at cyatsattie@nmgirlscouts.org and she will help you to find ways to reduce your inventory.

When will new booth locations be available for selection and what locations will be available?

Additional booth locations will be available for view on Friday, March 18th by 11 am. Booth selections will take place on Friday, March 18th at 8 pm. We ask that everyone be honest and fair and good sister/brother Girl Scout and select the booths that you plan to hold. Please do not over select and please communicate with your families to see what booth options are realistic for the families in your troop.

What if we secure a booth location after April 10th?

If your troop wants to hold a booth after April 10th until April 17th, they can, but they must secure their own booth locations. Troops can not contact any of the locations that were secured by council, but if you have connections to other business, please feel free to set up those booths.

Due to Girl Scout insurance rules, we are required to be informed of all Girl Scout activities and you will be required to submit these booths using the My Sales option in

the booth sites tab in eBudde. Please remember booth requests must be submitted 48 hours in advance. If you need help submitting a request, please reach out to your Service Unit Cookie Chair.

When will Digital Cookie be turned off?

We will be turning off different features of Digital Cookie on different dates to help with the delay of inventory. Please see below when features will be turned off:

- *In-Person Delivery Feature for Customers*: Sunday, April 10th at 10 pm
- *My Cookies Tab Edits*: Sunday, April 10th at 10 pm
- *Approval for In-Person Delivery Orders*: Friday, April 15th for any orders placed on Sunday, April 10th. Please remember all orders must be approved within 5 days of the order being placed.
- *Direct Ship Links (both Girl and Troop)*: Monday, April 18th at 10 pm
- *Mobile App/Cookies in Hand*: Monday, April 18th at 10 pm
- *Reward Selections by Girl Scouts*: Wednesday, April 20th

When will ACH withdrawals take place?

- 2nd ACH will be Thursday, March 31st for the 1st cupboard order times \$4.25 minus any transactions out and minus any DOC sales between March 1st and March 20th.
- Final Withdrawal ACH will be Wednesday, April 27th for final amount due to council on Sales Report tab
- ACH Deposits for refunds will be Friday, April 29th for any negative balances on the amount due to council on Sales Report tab. The delay is due to amounts having to be approved and signed for.

Is there an updated cookie calendar with deadlines?

Yes. It is included the Cookie Bites newsletter for March 17th.

Previous Frequently Asked Questions Regarding 2022 Cookie Extension **As of 3/6/2022**

What will happen to our previous cupboard order for Toffee-Tastics?

The cupboard orders for Toffee-Tastics from the week of February 21st that are still pending in eBudde will be filled with the next cupboard pick-up. If you need to lower the order, please email customercare@nmgirlscouts.org and orders will be adjusted. We are currently looking for cases for some troops needing cookies to fill girl orders, so your help is greatly appreciated.

How will we substitute at the very end if we don't end up getting any Adventurefuls at all?

With troops submitting orders for only Adventurefuls that are needed to fill girl orders from either digital cookie and paper order cards, the council should have enough Adventurefuls for those orders. We have been assured from Little Brownie that we will get those cookies the week of April 4th.

Can we still provide refunds or substitutions for those customers who do not want to wait until April for Adventurefuls?

Yes, we understand that some customers may not want to wait until April for their cookies so please have families reach out to their customer to see about substitutions and refunds. Refunds can be done for partial orders even if delivery has been made. We will provide directions on how to provide refunds in Tuesday's Cookie Bites newsletter.

Will additional booth locations be added in eBudde with the extension of the cookie program?

Due to national contacts with Walmart/Sam's Club and Smiths, we can not add more booth slots for those locations. However, we are currently contacting all other locations to extend booth sale dates. We currently have approval for Albertsons in Albuquerque, Los Lunas, Santa Fe, and Taos. We also reaching out to new locations and locations who might have previously said no. We hope to have all locations updated at the beginning of the week of March 14th.

Will reward levels be adjusted?

GSNMT will not be adjusting reward levels. However, we will provide a reward for all Girl Scouts who participated in the 2022 cookie program. Details will be announced after the conclusion of the program.

How can my troop continue their momentum while they wait for cookies?

Don't forget there are several other ways for Girl Scouts to increase their sales without physical cookies like asking for donations to your troop's Hometown Hero organization or encouraging customers to have cookies shipped directly to them. Our council sold 22,000 packages to be shipped to customers between January 28th to February 21st, so customers *are* willing to purchase cookies even with a shipping cost.