### **Cookie Bites**

Welcome to Cookie Bites! This is your weekly information, updates and reminders email during the 2024 Cookie Program. This is the first edition. You will get an email from the Product Program Team throughout the Cookie Program each Tuesday. This email is sent to Troop Cookie Chairs and Service Unit Cookie Chairs with cookie information only. You are encouraged to share the information with others in your troop as needed.

### **Upcoming Important Dates**

**Wednesday, January 10<sup>th</sup> 6:30 pm** | Cookie Rookie Series – Initial Order and Inventory Management. This virtual training will help troops plan their initial cookie order and how to manage their cookie inventory. No need to register. See attachment for zoom link and passcode.

**Friday, January 12**<sup>th</sup> | 2 Troop Chairs must complete training by this day to place an initial order.

**Saturday, January 13<sup>th</sup> 10 am** | Cookie Rookie Series – Initial Order and Inventory Management. This virtual training will help troops plan their initial cookie order and how to manage their cookie inventory. No need to register. See attachment for zoom link and passcode.

**Monday, January 15<sup>th</sup>** | Families who complete <u>product permission forms</u> by this date gain access to Digital Cookie on Fri**day, January 19<sup>th</sup>**; after this date, access will be given every other day.

**Wednesday, January 17<sup>h</sup> 6:30 pm** | Cookie Rookie Series – Digital Cookie. This virtual training will help troop volunteers use Digital Cookie and show volunteers what features are available to help your troop's cookie program. Another session is

available on **Saturday**, **January 20<sup>th</sup> at 10 am**. No need to register. See attachment for zoom link and passcode.

Wednesday, January 17th | Troop initial orders are due by 11:59 pm.

### **Important Updates**

### **Smart Cookies Welcome Emails**

Emails to get set-up in Smart Cookies will be sent out on Thursday, January 11<sup>th</sup> if you completed the full troop cookie training by Tuesday, January 9<sup>th</sup>. If you do not get an email, please email <u>customercare@nmgirlscouts.org</u> and we will look into the issue. Welcome emails will be sent no more than two business days after the completion of training.

### **Digital Cookie Emails**

Emails to get set-up in Digital Cookie will be sent on Friday, January 12<sup>th</sup> if you completed the full troop cookie training by Tuesday, January 9<sup>th</sup>. If you do not get an email, please email <u>customercare@nmgirlscouts.org</u> and we will investigate the issue. These emails will go out no more than two business days after the completion of training.

### 2023 Order Data

To help you plan for your initial order, we have complied data from last year's orders. You will be sent a link to Google Sheets to access that information by the end of the week.

### **Smart Cookies Reminders**

### Smart Cookie for Returning Volunteers Training

We will have a representative from ABC Bakers training our returning volunteers on the ins and outs of the Smart Cookie system. This Zoom event is design specifically for returning Troop Cookie Chairs who use eBudde last year. Here are sessions and their times:

### Saturday, January 13th at 1:00 pm

Monday, January 15th at 6:30 pm

If you would like to review the session from Saturday, January 6<sup>th</sup>, please click on the Zoom link below and enter the passcode. The training will also be available for review on gsLearn by Friday.

https://us06web.zoom.us/rec/share/hY\_j2QhjM8ONRhQ8VfEyDHZeM42YDbQd4 hPeiqCjkG\_K-0qgH6EMC7ImVGEYaom.XU3CF91xE7XHr9Xd?startTime=1704560746000

Passcode: SmartCookie24!

### **Initial Order Directions**

If you are needing assistance submitting your initial order, please see the attached quick sheet, or watch the video here:

https://www.youtube.com/watch?v=HUlgz5GYUVs</u>. If you need further help, please reach out to your Service Unit Cookie Chair or attend a Cookie Q&A Session.

### **Digital Cookie Reminders**

### Create Your Best Digital Cookie Website

Do you have new families to your troop? Are you a new troop? GSNMT will have a virtual event for caregivers and older Girl Scouts to learn about the Digital Cookie system. Families will learn how to set up their website, troubleshoot general issues and learn how the system works. No registration is required. Here is the information on the Best Digital Cookie Website:

Thursday, January 18th – 6:30 pm

Saturday, January 20<sup>th</sup> – 1 pm Tuesday, January 23<sup>rd</sup> – 6:30 pm Join Zoom Meeting

https://us06web.zoom.us/j/81772550043?pwd=HNdpJLcZ6VFOpHOtIuOs0ga7C7jbVI.1

Meeting ID: 817 7255 0043 Passcode: DOC24

### **Caregiver Reminders**

### 2023 Cookie Program Family Guide Available

The 2024 Cookie Program Family Guide is attached. It will be available for your families on the <u>Cookie Central Website</u> by the end of the week. Please make sure you are sharing information with your families.

### **Cookie Jumpstart for Families**

Families who are new to Girl Scouts and the Cookie Program often have lots of questions and want to be prepared for the season. GSNMT will have a virtual event for caregivers to learn the ins and outs of the cookie program with our Cookie Jumpstart event. We will provide general information and this does not replace a parent meeting. No registration is required. Here is the information:

> Sunday, January 14<sup>th</sup> – 11:30 am Thursday, January 25<sup>th</sup> – 5:30 pm Saturday, January 27<sup>th</sup> – 1:00 pm

Join Zoom Meeting

https://us06web.zoom.us/j/83324188220?pwd=xIyT5cTKbfcH3zbda9hIvOcs6sarH5.1

Meeting ID: 833 2418 8220 Passcode: ThinMint24

### **Resource Highlight**

Training downloads in gsLearn

To make training information easier to access, we have included print copies of all of the training videos in gsLearn. You can download the files after you have completed the associated module by accessing the "Additional References" tab.

### Cookie Training Q&A Sessions

Don't forget about virtual Cookie Training Q&A sessions. This is a session for you to jump on Zoom to get your cookie questions answered. The next sessions will be:

- Wednesday, January 10<sup>th</sup> 11:30 am to 1 pm
- Saturday, January 13<sup>th</sup> 3:30 pm to 5 pm
- Sunday, January 14<sup>th</sup> 1 pm to 3 pm
- Monday, January 15<sup>th</sup> 11:30 am to 1 pm

### All sessions will use this Zoom link:

https://us06web.zoom.us/j/82537176840?pwd=HdWSapOOTUjlZfk5BCYX1DqTcClHeu.1 and the password is: CookieQ&A. You can join at anytime and jump off when you are done. The Zoom link will be open the whole time

**Have questions?** We are here to help! Contact us at <u>customercare@nmgirlscouts.org</u> or 505.343.1040.

# **Cookie Rookie Sessions**

### **Introduction to Cookies**

- Monday, December 18<sup>th</sup> 6:30 pm
- Wednesday, January 3<sup>rd</sup> 6:30 pm
- Saturday, January 6<sup>th</sup> 1:00 pm

### **Initial Order & Inventory Management**

- Wednesday, January 10<sup>th</sup> 6:30 pm
- Saturday, January 13<sup>th</sup> 10 am

### **Digital Cookie**

- Wednesday, January 17<sup>th</sup> 6:30 pm
- Saturday, January 20<sup>th</sup> 10 am

### Booths

- Wednesday, January 24<sup>th</sup> 6:30 pm
- Saturday, January 27<sup>th</sup> 10 am

### **Smart Cookies**

- Wednesday, January 31<sup>st</sup> 6:30 pm
- Saturday, February 3<sup>rd</sup> 10 am

### **Program Close Out**

- Wednesday, February 28<sup>th</sup> 6:30 pm
- Saturday, March 3<sup>rd</sup> 10 am



Join Zoom Meeting

https://us06web.zoom.us/j/81213601350?pwd=b3A3VziSLbYGSDxXbUypE8AZ3hbrVW.1

Meeting ID: 812 1360 1350 Passcode: Rookie2024

Sessions will be available for review on gsLearn the following Monday

# **QUICK BITES**



### Creating an initial order – Direct Sale

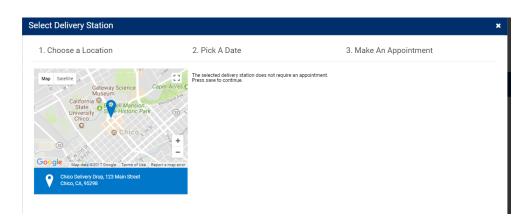
View this video: <u>https://www.youtube.com/watch?v=HUlgz5GYUVs</u> or follow the instructions below: Log into Smart Cookies and navigate to Orders>Troop Initial Order

Troops participating in a Direct Sale will place their order by total cases. Once you have opened the order screen, enter the number of cases by variety that your troop wants to pick up at initial orders. You will see information on financial responsibility and comparison to prior year's sales performance.

| Initial Order<br>Troop: 257                     |                                      |                         |                  |                               |                            |                            |
|---|--------------------------------------|-------------------------|------------------|-------------------------------|----------------------------|----------------------------|
| TOTAL SOLD LAST SEASON                          | PER GIRL AVERAGE TROOP INITIAL ORDER |                         | TIAL ORDER CASES | SES TROOP INITIAL ORDER VALUE |                            |                            |
| No Data   | This Season<br>Last Season           | <b>0.00</b><br>0        | This Season      | <b>0</b><br>0                 | This Season<br>Last Season | <b>\$0.00</b><br>\$0.00    |
| xp Order Deadline: November 24, 2017 @ 11:59 PM |                                      |                         |                  |                               |                            |                            |
| Clear Order                                     |                                      | Build Order By: 💽 Cooki | es O Girl        | Troop Or                      |                            | Cases Packages Total Cases |
| Thanks-A-Lot                                    | \$0.00                               |                         |                  | 0                             |                            | 0                          |
| Simores   | S0.00                                |                         |                  | 0                             |                            | 0                          |
| Lemonades                                       | \$0.00                               |                         |                  | 0                             |                            | 0                          |

After you have saved your troop order, your delivery location(s) will display. Click on the name of the location you will pick up cookies (you may only have one option). If the location schedules appointments, you will have the opportunity to select an appointment time. Save the delivery location. If you make changes to your troop order, you must select the delivery station again.

Once your initial order is complete, you can click ready for review to notify the SU that your order is complete.



Best Digital Cookie Website



Session for Girl Scouts and their Caregiver to learn the Digital Cookie system. How to set-up their website, troubleshoot general issues and how the system works. Designed for families new to Girl Scouts. Please share this information with your families.

| Thursday, January 18 <sup>th</sup><br>6:30 pm   | Saturday, January 20 <sup>th</sup><br>1:00 pm | Tuesday, January 23 <sup>rd</sup><br>6:00 pm |  |
|---|---|--|--|
| Join Zoom Meeting<br>https://us06web.zoom.us/j/81772550043?pwd=HNdpJLcZ6VF0pH0tIuOs0ga7C7jbVl.1 |   |  |  |
| Meeting ID: 817 7255 0043<br>Passcode: DOC24  |   |  |  |

### Cookie Jumpstart

Session for caregivers to learn about the cookie program and what to expect through out the cookie season. We will provide general information for families and answer their questions. This session is designed for families new to Girl Scouts.

> Thursday, January 4<sup>th</sup> 6:30 pm Sunday, January 14<sup>th</sup> 11:30 am Thursday, January 25<sup>th</sup> 5:30 pm Saturday, January 27<sup>th</sup> 1:00 pm



Join Zoom Meeting https://us06web.zoom.us/j/83324188220?pwd=xIyT5cTKbfcH3zbda9hIvOcs6sarH5.1

> Meeting ID: 833 2418 8220 Passcode: ThinMint24







### What is Product Program?

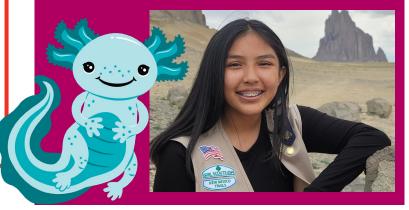
Twice a year, Girl Scouts participate in programs developed by Girl Scouts of the USA (GSUSA) to explore what it means to be an entrepreneur and learn financial literacy skills. Girl Scouts discover what it takes to run a small business using in-person and online platforms to sell to their friends, family, and community. The Fall Product Program and Girl Scout Cookie Program provide Girl Scouts the opportunity to learn by doing and build skills they can use for a lifetime. Just like all Girl Scout programming, Girl Scouts lead the way in the Girl Scout Cookie Program by setting goals and making decisions to guide their success. They learn to manage money and inventory responsibly. They safely market and communicate their business to their customers both in person and online. And they do all of this while making ethical judgements about what they do and how they do it. The Girl Scout Product Program is special because it helps Girl Scouts build confidence in themselves and gives them courage and character to make the world a better place.

### Why Participate in the Cookie Product Program?

- ⇒ 100% of the proceeds stay within our local council
- ⇒ Financial literacy opportunities for Girl Scouts
- ⇒ Awesome individual rewards so Girl Scouts can set their own goals
- ⇒ Help your troop finance their activities. Proceeds will help pay for badges and troop activities
- ➡ Connect with the community to sell iconic Girl Scout cookies

### **OWN YOUR MAGIC**

With the 2024 Girl Scout Cookie Program, Girl Scouts will gain confidence to Own Your Magic and be their true selves. The 2024 cookie mascot is Jasmyne, the Axolotl. Named after our 2023 top cookie entrepreneur, Jasmyne, a Juliette Girl Scout from Shiprock. Axolotls were named after Xolotl, the Aztec god of fire and lightning so they are the right mascot for our Girl Scouts who are just as powerful!



### What's Being Sold

We are excited to announce that GSNMT is now an ABC Bakers council. We will have three new flavors for the 2024 Cookie Program: Toast-Yay!, Lemonades, and a gluten-free Caramel Chocolate Chip Cookie! Plus, all the classic Girl Scout cookies are returning. Some may have a new name but they are same iconic Girl Scout Cookie customers know! Check out the 2024 cookie



line-up on the next page. The gluten-free Caramel Chocolate Chip cookie is \$6.00 per package and all other flavors are \$5.50 per 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 tangy 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 pearest butter filling





Caramel, semi-sweet chocolate chips, and a hintof sea salt in a delicious cookie\* \*Unnted availability



The GIRL SCOUTS<sup>®</sup> name and mark, and all other associated trademarks and logotypes, including but not limited to the Trefoil Design, are owned by Girl Scouts of the USA. ABCBakers is an official GSUSA licensee.

### How Does Your Family Get Started?

Girl Scouts participating in the Cookie Program must be a registered Girl Scout for the 2023-2024 membership year and have <u>2023-2024</u> <u>Product Permission Form</u> completed prior to the start of the program. If your Girl Scout participated in the Fall Product, they already have a Product Permission form on file and do not need to resubmit it. Participating families must also be free and clear of debt to Girl Scouts of New Mexico Trails (GSNMT).

All Girl Scouts who meet those two requirements by Monday, January 15 will be allowed to access their Digital Cookie site when it becomes available on Friday, January 19.

If your family misses out on the January 19 deadline, your Girl Scout still can participate in the Cookie Program. Once your Girl Scout is registered for the 2023-2024 membership year and the 2023-2024 product permission form are complete, families will gain access to the Digital Cookie system within 48 business hours.

Girl Scouts of New Mexico Trails is a direct sale council. This means Girl Scouts cannot take any pre-orders prior to the start of the cookie program on Friday, January 26. Girl Scouts may lose sales if they take pre-orders or may not earn certain rewards. Girl Scouts should be honest and fair and begin the cookie program on Friday, January 26.



### Ways Adults Can Support Troop Volunteers

The Girl Scout Cookie Program is a team effort. Your Girl Scout is being supported by troop volunteers to have a successful cookie program but you can help as well. Your troop can always use more adult hands to help at cookie booths, picking up and sorting cookies and lots more. Please reach out to your troop volunteers and find out how you can help.

### Hometown Heroes Program

The Hometown Heroes Program is a great way for customers to give back to the community and support their favorite Girl Scout to reach their goals! Girl Scouts collect cookie donations (in \$5.50 increments) for their local Hometown Hero organization! One donation is credited to the Girl Scouts' sales as one package sold. Girl Scouts earn the Cookie Share patch by receiving 18 or more donations.

Before the cookie program begins, each troop will select a local Hometown Hero organization to collect cookie donations for. Ask your troop volunteer for more information on your troop's Hometown Hero.



### Ways to Support Your Girl Scout

- Help your Girl Scout set up their Digital Cookie website – don't worry we will provide you information on how to do this.
- Spread the Word: Girl Scouts can print door hangers with their personal website information to distribute to potential customers. Each Girl Scout's website grants customers access to their account to order their favorite Girl Scout Cookies so both the Girl Scout and the troop receive credit for the sale.
- Girl Scouts can make a sign for their caregivers' workplace and include a business card.
- Give your Girl Scout a chance to practice their personalized sales pitch and record it as a video! Add the video to her website. Girl Scouts who upload photos and/or videos sell more to help them reach their goals
- Help your Girl Scout create a script to engage customers when they make phone calls to friends and family. You can even practice taking orders.



# Ways to Participate in the Girl Scout Cookie Program

Get ready for your Girl Scout to make (cookie) boss moves this year! No matter how she takes part in the Girl Scout Cookie Program, she'll grow her people skills, learn to set goals, make smart decisions, and so much more. Talk with her about which options she's excited to explore this year!

### Phone or Text Friends and Family

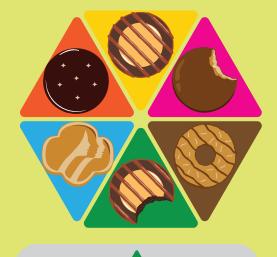
Is this your Girl Scout's first time running her own cookie business? Texting or phoning friends and family is a great way to help her feel comfortable connecting with cookie customers. And if your seasoned cookie boss's free time is limited—hello, school, sports, and extracurriculars!—this option has maximum flexibility.

### **Digital Cookie**

Is your Girl Scout ready to take her digital marketing skills to the next level? With the Digital Cookie® platform, Girl Scouts can ship cookies straight to customers, accept orders for cookie donations, or have local customers schedule an inperson delivery. And she can reach her sales goals no matter what her schedule is like.

**Cookie Booths** This option has maximum customer interaction, teamwork, and all the fun! Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, bank, mall, or even a drive-through booth in a parking lot) where they can practice their business skills

Note: cookie booths must be coordinated by troop cookie managers; may only happen at council-approved locations; and must be legally open to, accessible, and safe for all girls and potential customers.)



#### Door-to-door

They're the perfect way to hone her sales pitch! With door-todoor sales, Girl Scouts can stay local and sell in their neighborhoods—and use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course)

### Connecting with Her Community

The possibilities are endless! Girl Scouts team up with their parents/caregivers to sell cookies to their employees and coworkers, at places of worship, and at community groups. They could prepare a corporate pitch to sell cookies in bulk to car dealerships, real estate agents, or financial institutions. When these budding entrepreneurs secure a large sale, they get a taste of sweet success!

Participating in the cookie program powers Girl Scouts' adventures throughout the year as they learn key business skills to excel in future careers and in life. By participating in different sales methods, girls gain more skills, including: goal setting, decision making, money management, people skills, and business ethics. **Don't forget:** adult supervision is required at all times.

with new customers.

### **Cookie Stands**

Would your Girl Scout feel more comfortable on her own turf? Cookie stands, similar to lemonade stands, are set up in front of a residence on private property, where she'll market her cookies to customers in her neighborhood. They're a great way to ease more introverted girls into connecting with their communities. This can be fun for the whole family!

### **Safety First!**

Safety is the first priority of the Cookie Program and Girl Scouts of New Mexico Trails. Daisies, Brownies and Juniors must be accompanied by an adult. Cadettes, Seniors and Ambassadors must be supervised by an adult. Girl Scouts must wear a membership pin, uniform, or Girl Scout branded clothing (e.g., Girl Scout T-shirt) to clearly identify themselves as Girl Scouts. Do not carry large amounts of money and ensure provisions have been made for safeguarding the money in advance of the program.

Girl Scout cookie sale should only take place during daylight hours and in neighborhoods that you are familiar with. For more information on safety guidelines, please check out the **Cookie Family Connection Guide.** 

### **Online Guidance**

The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts should always be led by a Girl Scout while also being supervised by their parents or caregivers.

- 1. Girl Scouts can advertise their online cookie sales on social media sites to friends and family (such as Facebook and Instagram).
- 2. Girl Scouts may also advertise their cookie sales on social media using public post share by extended family and friends. Posts on behalf of a Girl Scout should be girl-led and encourages the Girl Scout being the one to complete the sale.
- 3. Friends and family of a Girl Scout participating in the cookie program must not market or share their contact information, sales links, or sales information on online sites they do not own or with any news outlets.
- 4. Due to GSUSA safety guidelines, Girl Scout Cookie sales cannot be posted to social media "for sale" sites open to the public (i.e. Craigslist, Amazon, eBay, swap/garage sale/Nextdoor/marketplace-type sites).
- 5. Social media ads cannot be purchased or donated to promote sales.
- 6. Should any online marketing activities be identified as a violation of guidance, GSUSA or the council reserves the right to intervene and request removal of the post.

### **Rewards**

Girl Scouts can see what rewards are available in our <u>Cookie Rewards Guide</u>. This will help them set their individual goal. The Digital Cookie system automatically calculates what each Girl Scout has earned based on their sales. Girl Scouts may have the opportunity to select prizes or need to provide t-shirt size. Families need to check with their troop volunteers for the deadline to make selections. If selections are not made, GSNMT will determine the reward for the Girl Scout. Rewards will be available to the troop volunteer in May.



### **Digital Cookie System for Families**

The Digital Cookie System (DOC) is the online platform used by GSNMT to facilitate the Cookie Program. Families can use the system during the program to help their Girl Scout:

- Set up an online storefront for customers to make online orders. They can sell to friends and family near and far!
- Customers can pay using a credit card for any in-person sales even if they don't promote their website.
- Make rewards selections to ensure they get their personal choices.
- Girl Scouts can earn instant rewards when using the Digital Cookie system. Yes, Girl Scouts don't have to wait until May for some of the their rewards. Digital Cookie rewards will be determine each week and troop volunteers will pick-up these rewards for their troop at weekly cookie pick-ups.

### **Family Access to Digital Cookie**

Starting January 19, Girl Scouts who have a 2023-2024 Girl Scout membership and completed their <u>2023-2024 Product Permission Form</u> will be able to access Digital Cookie. Families will receive an invitation email from "Girl Scout Cookies". Emails are sent to the primary caregiver listed for the Girl Scout. Only one adult email can be used to access Digital Cookie during the program. Families can follow the link in their email to set up their online account and their online storefront

If families do not get an email on January 19, they still access the website from our <u>GSNMT Cookie</u> <u>Central website</u>. There will be directions on how to request a Digital Cookie registration email on our website.

### **Girl Delivery in Digital Cookie**

Girl delivery is a great feature for customers who would like to use a credit/debit card for payment and live close enough for the Girl Scout to deliver in person. We courage families to use their best judgement when making in person deliveries. Every family should follow all safety recommendations and only deliver during daylight hours and to people they know. If a family does not wish to provide girl delivery to customers, please adjust your Girl Scout's website options in the My Cookies tab of the system. Caregivers are required to approve Girl Delivery orders within 5 days or they will be canceled. Once an order is approved, Girl Scouts should connect with the customer to let them know when they can expect delivery. The council office gets several calls during the cookie program from customers who do not hear from Girl Scouts so please contact customers with delivery information. All orders should be delivered with in a timely manner.

If an order is approved, but the Girl Scout is unable to delivery, they must inform the customer and ask their troop volunteer to provide a refund to the customer. Volunteers have access to view customer orders and provide refunds.

### **Tips on Using Digital Cookie**

- Upon signing in, families need to watch an introduction video, enter their goals, and let customers know what they learn from the cookie program.
- Once the account is set up, families can set up emails to be sent to customers for the first day of the program on January 26.
- Take time to familiarize yourself with the Dashboard area which allows families to access all available activities and resources.
- If your family would like more assistance in using Digital Cookie, videos will be available to view on the <u>Cookie Central</u>

website. The videos will walk families step by step on using the system.



### **Money Transactions**

Money is collected when the Girl Scout delivers the cookies. Make sure to collect payment before providing cookies to the customer. Only accept checks from people you trust and will be able to contact if there is an issue. Council will not reimburse troops for NSF checks or bank fees for any returned checks. Your family's balance must be paid in full by the troop deadline in order to be eligible for rewards. Failure to pay in full could result in being sent to an outside collection agency and Girl Scouts forfeiting their rewards. Make sure to get a receipt of all money turned into the troop signed by you and the troop volunteer to confirm the amount paid. Check with your troop volunteer if they will be posting offline sales, if they are, you will be able to use Digital Cookie to know the amount your family owes to the troop.



### **Questions?**

Your Troop Cookie Chair has been thoroughly trained and is excited to help you. They should be your first point of contact for specific council related details, questions and issues.

| Troop Cookie Chair:   |
|-----------------------|
| Email:                |
| Phone:                |
| Best Way to Contact:  |
| Best Time to Contact: |

For questions regarding Digital Cookie or customer orders, contact your Troop Cookie Chair first and they will let you know if you need to contact the council office.

If you do have questions to the council office, you can call 505-343-1040 or email customercare@nmgirlscouts.org.

### **Picking Up Cookies**

Cookies will be delivered to your local area the week of February 5. Once your troop volunteer has picked up the troop order, they will contact families with a date and time for picking up product. Due to our large council area, product will be delivered any day between Monday and Friday of that week, so please be patient with volunteers and picking up product. It is best to tell customers that product will be available starting February 10.

Here are a few reminders when picking up your order:

- Be on time
- Count your entire order
- Get a signed receipt for the product you are picking up.

All cookies must be signed for and accepted by the caregiver who completed the product permission form as they are financially responsible for all products received. Cookies cannot be returned to the council. However, damaged cookies can be exchanged at your local cookie cupboard by your troop volunteer for the same item. All cookies should be stored in a cool, dry, pet-free and smoke free environment at all times.

Each troop will have their own directions on how to place orders for cookies and when cookies can be picked-up. Please follow the directions set out by your troop and be patient with them. They are volunteering their time to help your Girl Scout have a successful cookie program.

### **Troop Reminders and Deadlines**

Troop Inital Cookie Pickup: \_\_\_\_\_ Troop Deadline for Rewards Selection: \_\_\_\_\_ Troop Deadline to Turn in Money: \_\_\_\_\_

Digital Cookie Information Login: \_\_\_\_\_ Password: \_\_\_\_\_

# **2024 COOKIE PROGRAM CALENDAR**

| Sunday          | Monday                      | Tuesday                           | Wednesday        | Thursday    | Friday                 | Saturday                     |
|-----------------|-----------------------------|-----------------------------------|------------------|-------------|------------------------|------------------------------|
| January 14      | 15<br>PRODUCT<br>PERMISSION | 16                                | 17               | 18          | 19<br>FAMILY DOC       | 20                           |
| 21              | FORMS DUE                   | 23                                | 24               | 25          | ACCESS OPENS           | 27                           |
| 21              |                             | 20                                | 24               | 20          | DOC OPENS<br>FOR SALES | 21                           |
| 28              | 29                          | 30                                | 31               | February 1  | 2                      | 3                            |
|                 |                             | GIRL EXPERIENCE<br>DATES RELEASED |                  | COOKIE PROC | GRAM                   |                              |
| 4               | 5                           | 6                                 | 7                | 8           | 9                      | 10                           |
|                 |                             | INITI                             | AL COOKIE DELIVI | ERIES       |                        |                              |
| 11              | 12                          | 13                                | 14               | 15          | 16                     | 17                           |
|                 |                             | C                                 | OOKIE PROGRA     | M           | BOOTH SALES<br>BEGIN   |                              |
| 18              | 19                          | 20                                | 21               | 22          | 23                     | 24                           |
|                 |                             | C                                 | OOKIE PROGRA     | M           |                        |                              |
| 25              | 26                          | 27                                | 28               | 29          | March 1                | 2                            |
|                 |                             | C                                 | OOKIE PROGRA     | M           |                        |                              |
| 3               | 4                           | 5                                 | 6                | 7           | 8                      | 9                            |
|                 | ł                           | C                                 | OOKIE PROGRA     | M           | l.                     |                              |
| 10              | 11                          | 12                                | 13               | 14          | 15                     | 16                           |
|                 |                             | C                                 | OOKIE PROGRA     | M           |                        |                              |
| 17<br>SALE ENDS |                             | *                                 |                  |             |                        | MAY:<br>REWARDS<br>DELIVERED |

We Appreciate You! Thank you for being an integral part of the Girl Scout Cookie Program!

## 2023 Cookie Training Q&A Session

If you have questions following the completion of the training or need additional assistance, you can attend a virtual Troop Cookie Q&A session with the GSNMT Product Program Manager on Zoom. Even if you do not have any questions, we recommend you attend a session so we check-in with your troop and get to know you, especially if you are a new volunteer. You can drop-in at any point during the session and you do not have to stay for the whole session. The session is optional but highly recommended. Session dates, times and zoom link can be found below.

| Wednesday, December 20 <sup>th</sup> | Thursday, December 21 <sup>st</sup> | Thursday, January 4 <sup>th</sup>   |
|--------------------------------------|-------------------------------------|-------------------------------------|
| Noon to 1:30 pm                      | 6:00 pm to 7:30 pm                  | 11:30 am to 1:00 pm                 |
| Sunday, January 7 <sup>th</sup>      | Monday, January 8 <sup>th</sup>     | Wednesday, January 10 <sup>th</sup> |
| 1:00 pm to 3:00 pm                   | 11:30 am to 1:30 pm                 | 11:30 am to 1:30 pm                 |
| Saturday, January 13 <sup>th</sup>   | Sunday, January 14 <sup>th</sup>    | Monday, January 15 <sup>th</sup>    |
| 3:30 pm to 5:00 pm                   | 1:00 pm to 3:00 pm                  | 11:30 pm to 1:00 pm                 |
| Tuesday, January 16 <sup>th</sup>    | Wednesday, January 17 <sup>th</sup> | Saturday, January 20 <sup>th</sup>  |
| 6:30 pm to 8:00 pm                   | 5:00 pm to 6:00 pm                  | 2:30 pm to 4:00 pm                  |

Join Zoom Meeting

https://us06web.zoom.us/j/82537176840?pwd=HdWSapOOTUjIZfk5BCYX1DqTcClHeu.1

Meeting ID: 825 3717 6840 Passcode: CookieQ&A

### Product Program Virtual Office Hours

### Mondays 6:30 pm to 8:30 pm Wednesdays 11:30 am to 1 pm Beginning Monday, January 22<sup>nd</sup>

Join Zoom Meeting

https://us06web.zoom.us/j/84876605237?pwd=wMjCPU6HsF237bJ9O4dMs8WY1JfTBY.1

Meeting ID: 848 7660 5237 Passcode: Cookie2024