



Girl Scouts of California's Central Coast Cookie Program FAQ:

Q: How does my Girl Scout register for SMART COOKIES?

A: You can request a link from our Customer Care team so that your Girl Scout can begin her "cookie business."

Q: Where do I find the digital/social media link that I can use for selling?

A: The digital/social media link can be found on your Girl Scouts' profile page, just copy it into your Facebook, Instagram or even text it to your potential customers.

Q: If our troop needs more cookies, what do we do?

A: Troops can place planned orders every Sunday by 11:30 pm to pick up cookies at their selected cupboard the following week. Cupboard locations and hours are posted on our Cookie+ resource page.

Q: My Girl Scout has girl delivery – prepaid orders and I just need those cookie boxes, not full cases. What do I do?

A: You can take your girl delivery – pre-paid order to any one of our retail locations and we will fulfill this order for your delivery. We will transfer the cookies to both the troop and girl from our system.

Q: Can my Girl Scout go door-to-door selling cookies?

A: We ask that all girls and troops follow the COVID-19 guidelines on ways that girls participate in person.

Q: Can we set up a "Lemonade Stand" on our property now?

A: We ask that all girls and troops follow the COVID-19 guidelines on ways that girls participate in person.

- In **Purple**, **Red**, **Orange**, and **Yellow** risk levels, lemonade stands may be set up at the residence of someone the girl knows.

Lemonade Stand Safety Guidelines:

- Lemonade stands are only allowed in residential areas.
- Only where the girl or a close relative (parent, grandparent, aunt/uncle) lives.
UPDATE (as of 02/09/2021): The State of California has issued guidance for gatherings of no more than **three households**. So, you can have "Buddy Lemonade Stands" but we do **ask** that you limit it to a **max of four** girls to a stand. The safety of our Girl Scouts, volunteers, staff, and our community is our top priority.



- Stand must be at a stationary location in front of a residence, not on a sidewalk, street corner, parking lot, etc.
- An adult must always be present.
- Safety gear/masks are required.
- Contactless transactions in all possible situations (payment method, QR codes, etc.)

Q: We own a commercial business; can we sell cookies for this location?

A: No, all sales need to be girl-led.

Q: What type of payment options do my customers have?

A: In SMART COOKIES, customers have the option to pay with Visa, Mastercard, AMEX, and Discover Card. You can use Venmo, Zelle, PayPal, or SQUARE for any in-person payments, orders placed over the phone, or when we are in a tier for in-person selling.

Q: Girl Scouts has partnered with GrubHub, how can we participate in this?

A: Troops will be offered opportunities to align themselves on dates and times when we have GrubHub active in our retail locations. This will not be in-person booths for girls and troops, but a business opportunity for potential additional sales.

Q: Where can I find out additional information about the tiers and guidelines for girls participating in the Cookie Program?

A: The guidelines will be posted on our website and updated as COVID tiers change.

Q: Where can I find additional resources for my troop or girl?

A: Please check out our Cookies+ resource page on our website for both girls, families, and troops at www.girlscoutscoc.org/cookies.

Q: Who do I contact for any additional Cookie Program-related questions?

A: We recommend you start with your Service Unit Cookie Coordinator, then your troop leader. You can also contact our Customer Care team at 800-822-2427 or info@girlscoutscoc.org.

Q: What are the risk levels of COVID, and how does that impact girls' ability to sell?



A: Please refer to the following chart, CDC, and local guidelines.

 RISK LEVEL		WIDESPREAD Many non-essential indoor business operations are closed	SUBSTANTIAL Some non-essential indoor business operations are closed	MODERATE Some indoor business operations are open with modifications	MINIMAL Most indoor business operations are open with modifications
Fully Contactless	Online Ordering (Shipped & Donated)	✓	✓	✓	✓
	Girl Delivery (Order Online + Porch Drop-Offs)	✓	✓	✓	✓
	Accepting Electronic Payments/ Touchless Transactions	✓	✓	✓	✓
Limited Contact	Drive-Through/ Curbside Pick-Up Booths (Order Online + Pick Ups)	✓	✓	✓	✓
	Walkabouts (Contactless Door-to-Door Marketing)	✓	✓	✓	✓
	Walkabouts (Door-to-Door Transacting)		✓	✓	✓
	In-Person Booths (Same Troop Only)	✓	✓	✓	✓
	In-Person Booths (Buddy Booths)	✓	✓	✓	✓
	Product Pickup (Troop, Mega Drops, Cupboard)	✓	✓	✓	✓
	Lemonade (Cookie) Stands on Residential Property	✓	✓	✓	✓

Q: How can my girl sell in person?

**This information as of the date published and is subject to change as revised health orders are issued by the State and Country. GSCCC reserves the right to modify this guidance, taking into consideration the safety of girls, parents, and volunteers when making decisions on various activities. Published 03/01/2021*



A: Please refer to the risk level chart and the corresponding guidelines below. In person only allows Troop Booths with 2 adults 2 girls

- **Door-to-Door Contactless Marketing:**
 - Door hangers, flyers, business cards, and signs with girls' Digital Cookie information may be distributed in a *contactless* manner to residences and businesses.
 - Yard signs with girls' Digital Cookie information are encouraged.
- **Door-to-Door Transacting:**
 - Knocking on doors to transact with customers is allowed in **Red**, **Orange**, and **Yellow** risk levels with appropriate safety precautions in place.
- **Accepting Electronic Payments:**
 - We recommend all customer purchases be transacted through girls' Digital Cookie sites.
 - When not possible to accept payment through girls' Digital Cookie sites, we encourage using credit card readers or the Cheddar Up POS platform to reduce transmission touchpoints.
 - Should a girl and adult choose to accept cash or check as payment tender, in rare circumstances, we recommend appropriate safety precautions be taken. Adults may deposit these physical payments into their personal account, then electronically transfer the funds to their troop (via Paypal/Venmo/Zelle) to reduce touchpoints. This option is at troop discretion.
- **Deliveries and Product Distribution:**
 - Volunteers will provide troops with guidance for the distribution of products on delivery day. Plan for extra time at the troop delivery in the event only one troop may be outside their vehicle at a time.
 - Contactless porch product deliveries should be planned and shared with customers in advance of the drop.



- **Drive-Thru Booths:**
 - **Allowed** in **Purple**, **Red**, **Orange**, and **Yellow** risk levels (Drive-thru booths are preferred).
 - Follow all GSCCC safety protocols.
 - Follow all additional site and/or business restrictions.
 - All GSCCC distanced booth safety protocols regarding the number of adults and girls remain in place.
 - All appropriate COVID-19 precautions in place.
 - Distanced booth submission, approval, and management processes are completed at the SU and council levels only.
 - Distanced booths must be outdoors.
 - Distanced booths must be approved by GSCCC for insurance tracking purposes and to be included in the Girl Scout Cookie Finder.
 - **Lemonade stands:**
 - In **Purple**, **Red**, **Orange**, and **Yellow** risk levels, stands may be set up at the residence of someone the girl knows.

Q: Where can I get support if I have questions for the baker (ABC)?

A:

- 24/7 support for SMART Cookies related questions for volunteers: Call 800-853-3730 or email abctech@westonfoods.com.
- Direct ship questions are handled via email and the information is on the receipt to the customer: abcsmartcookiesdirect@westonfoods.com.
- Cookie product questions: 800-221-1002, the number is on each package of cookies along with the ABC website.

Q: How long does a direct ship order take to be sent out (from the Baker)?



A: The orders ship out within five or more business days. Due to high volume and weather conditions, the FedEx delivery times may be 10 days or more. If you have any issues, please send an email to: abcsmartcookiesdirect@westonfoods.com

Q: Can Direct Ship orders ship outside of the USA?

A: No, direct ship orders are shipped within the 48 continental states with standard shipping. Shipments to Alaska, Hawaii, and APO addresses will have additional fees for the customer.

Q: Are there appointment times at the mall spaces to pick up cookie orders to fulfill a last-minute order, etc.?

A: If your troop or girl needs additional cookies to fill order, please call the hotline to check availability, these numbers are updated Monday – Friday at 9 am only.

Q: How many people will be able to be at the booths?

A: Traditional Troop booths will require 2 adults and only 2 girls.

Q: Will ACH be extended?

A: We will be adjusting the March 31st ACH to \$1 for all packages transferred to troops through March 14th less all girl credit card transaction through March 14th. The final draft will be April 27th for all balances due less any girl credit card transaction and direct ship payments. We will ACH back to Troops any funds due by May 12th.

Please contact Customer Care at info@girlscoutscoc.org or 800-822-2427 to coordinate your pick up time.