



Grubhub Frequently Asked Questions – 2021

Why is Girl Scouts selling cookies on Grubhub?

Given the current COVID-19 pandemic, this season, GSUSA is collaborating with food ordering and delivery platform Grubhub so girls have an additional way to facilitate contact-free cookie orders.

How does my Grubhub purchase benefit girls?

All proceeds from Grubhub orders stay locally with Girl Scouts of Utah and troops. This is a hands-on experience in managing e-commerce, where local Girl Scouts will track and fulfill orders, manage inventory, and more, all using Grubhub's back-end technology. And as always, the proceeds benefit the troop and council while providing another innovative way to safely run the cookie program virtually. Girl Scout Cookie earnings are what keep Girl Scouts thriving in communities across the country by powering life-changing leadership experiences, community projects, and more. Any tips to drivers go directly to Grubhub drivers, and any service fees go to Grubhub.



Each troop who works the Grubhub booth will receive the allocations and credits from all sales during that booth time. Girl Scouts of Utah will provide the cookies, and will allocate the cookies sold to the troop, just as if they had sold at a traditional cookie booth. The troop leader will then be responsible for allocating the cookie sales to the girls who participated in the Grubhub booth.

Did GSUSA or Girl Scouts of Utah pay Grubhub for this?

For the 2021 cookie season, Girl Scouts is collaborating with Grubhub nationally to enable selling of cookies on the Grubhub platform. GSUSA/local councils are NOT paying Grubhub for the partnership and appreciates Grubhub for waiving fees to sell on the platform. Consumers may still pay service fees for delivery, the price of the cookies, and any tips to the driver. Proceeds of cookie purchases stay local to support local troops.

Is the Grubhub partnership with Girl Scouts an ongoing partnership?

Currently, the collaboration between GSUSA and Grubhub is for the 2021 cookie season. In Utah, the Grubhub partnership will end on March 21, when the last cookie booths are held for the season.

Are the prices of cookies the same across the country?

Each of the 111 Girl Scout councils sets its own price based on its needs and knowledge of the local market. Today's prices reflect both the current cost of cookies and the realities of providing Girl Scout programming in an ever-changing economic environment. Remember—the proceeds stay with Girl Scouts of Utah, powering amazing experiences for girls in our area.

How are Girl Scouts still involved in this process/what do they learn?

A hands-on experience in managing e-commerce, local Girl Scouts will track and fulfill orders, manage inventory, and more, all using Grubhub's back-end technology. Through the process, girls build people skills by working together as a team, learn decision-making skills by taking the lead in business operations, and develop business ethics by making sure they meet customers' needs and expectations.

Is Grubhub profiting off the Girl Scouts sales/ do they take a cut?

For 2021, Grubhub is waiving the fees normally charged to restaurants and suppliers that sell on the Grubhub platform. Grubhub will charge consumers fees for delivery of cookies. Any tips to drivers go directly to drivers, and any proceeds from your purchase goes to Girl Scouts of Utah.

Will girls be packing deliveries safely? What guidelines are in place to protect from COVID?

We are following all local and state guidelines for safety during the cookie season in all activity that involve social interactions, whether selling at an in-person booth or working together to prepare for selling on Grubhub (wearing masks, staying socially distant, etc).

Are there purchase minimums?

To purchase Girl Scout cookies on Grubhub, there is no minimum purchase on cookies. However, there are sometimes perks (promotions) run by Grubhub such as free delivery which require a minimum purchase, set by Grubhub, to qualify for the perk.

I don't see (Toast-Yay! Cookies/Other Flavor) available my order menu – why don't I see all the flavors being sold?

Cookie availability varies across the country, so the cookies you see on the Grubhub platform in your area are the varieties that are currently sold by and available from Girl Scouts of Utah. The Toast-Yay! Cookie is not available from our baker.

What are the operating hours for each Grubhub booth location?

Grubhub booth locations will operate Thursdays and Fridays from 4 p.m. to 8 p.m. and Saturdays and Sundays from 12 p.m. to 8 p.m., except for American Fork, which will be closed on Sundays.

What are the dates for each Grubhub booth location?

Grubhub booths will start on Friday, March 5. Dates are subject to change.

What is the delivery area/radius for each Grubhub booth location?

Grubhub aims to service diners within a 20-mile drive from each location.

Where will Grubhub booths be located?

Grubhub booths will be located at the Salt Lake City, American Fork, and Ogden council offices.

Why are Grubhub booths limited to the office locations?

Per GSUSA and Grubhub policy, all Grubhub booths need to be on a council property within Grubhub delivery service areas, and with Girl Scouts of Utah staff present.

Who can participate in the Grubhub booths?

Grubhub booths are for Juniors, Cadettes, Seniors, and Ambassadors only. Troops who meet these criteria may book a booth through eBudde, as they would a cookie booth in front of a storefront.

Why are only older girls allowed to participate in Grubhub booths?

Per GSUSA and Grubhub, all Grubhub booths need to be girl-led and each location will be responsible for accepting and managing orders on a tablet. Additional training and volunteer/girl responsibility are required.

What fees are diners responsible for paying when ordering?

Diners are responsible for paying a Service Fee, Delivery Fee, and Small Order Fee (only for orders under \$10), along with an optional driver tip for delivery orders.

Is there a recommended minimum order amount for delivery orders?

No - diners may order as few as one package of cookies.

Do Diners have the option to pay cash for orders?

No, all orders are required to be placed electronically via the app and/or website and paid for with credit/debit cards.

Who supplies the cookies for the orders?

All Grubhub cookie orders will come out of the Girl Scouts of Utah inventory.

FAQs FOR PARTICIPATING TROOPS**Can troops sell cookies to walk-up customers while operating a Grubhub booth?**

Yes, however, it must be run through Grubhub. For example, if a customer walks up to the office while the Grubhub booth is operating, that customer may place a "pick up order" from Grubhub. Girls will then fill the order for the customer.

Can the restrooms in the office buildings be used?

Yes – the building and cookie cupboards will be open to cookie sellers, so restrooms inside may be used. Please keep in mind that all COVID-19 rules and hygiene should be followed.

Where and when will additional training be offered?

Additional training will be provided to those troops who book Grubhub booths. Once dates and times have been confirmed with the council and the Troop Product Manager, a training will be provided virtually.

Is the additional training for girls or troop leaders or both?

The additional, virtual training will be for all those attending the Grubhub booth, to include both girls and adults managing the booth.

What is needed to accept and process orders? Will equipment be provided at Grubhub booths?

A Grubhub tablet will be provided to each Grubhub booth location to use for accepting and processing orders.

Is there any additional equipment that will be provided to Grubhub booths?

Yes, each Grubhub booth will be provided with a stapler (to staple shut the delivery bags), staples, delivery bags, portable charger, and any Grubhub signage. There will also be thank you cards for girls to fill out and include with each order.

If a Grubhub booth location runs out of cookies, can they turn on/off a product?

Yes - you can Archive Cookie Boxes per variety within the Menu Feature on the tablet to mark an item as unavailable.

Can troops decline orders if they do not have the inventory to fulfill that order?

Yes, troops have the ability to cancel orders if there is not enough stock to fulfill the order. If a troop runs out of stock, they will also have the ability to hide menu items to prevent future order cancellations from occurring. Additionally, you can also press the "Stop Taking Orders" button to bring your menu offline.

In the event a driver picks up an order, but does not complete the delivery, what is the process to manage lost inventory?

The Grubhub booth location would be paid in full for the order. Grubhub would issue a full refund to the diner on our behalf.

What is the refund process if the customer is not satisfied with the product, or the wrong product is delivered?

When an issue arises after delivery has been completed, diners will be instructed to call/chat/email Grubhub Customer Care directly. If refunds are issued, they will be visible within our Grubhub for Restaurants portal.

What is the Grubhub policy if a diner reports a missing item?

If a diner reports an item missing from their order, our policy is to refund the diner on behalf of the Grubhub booth location. If you believe the diner report was incorrect, and the item was packed within the order, please reach out to the Grubhub Elite Care team to dispute the adjustment. Elite Care team: (1-877-866-4482) or EliteCare@grubhub.com

Can Grubhub booths send thank you cards or fliers with "more cookie" options within the order bags for delivery orders?

GSU will be providing these materials, which will adhere to the guidelines and agreement between GSUSA and Grubhub. These materials will include a Thank You card, to be filled out by the girls from the troop; membership materials; and more. Per the agreement, we will not be including information on how to order more cookies, other than through Grubhub.

Will councils have access to consolidated data and reporting (i.e. sales/order by council, sales by variety, sales by hour, etc).

Yes - Grubhub for Restaurants access will be provided for reporting purposes.

Do Grubhub booths have the option to add a Gift of Caring Donation box to their Grubhub menu?

No, there will be no Gift of Caring option for Grubhub. This will not show as an ordering option for customers.

Will drivers be able to earn tips for these orders?

Drivers have the ability to earn tips for each Grubhub order.

Will the drivers be given any instructions about working with this girl program?

Yes, Grubhub will be sending out a driver communication ahead of our partnership launch in 2021.

Will cookie opportunities show to customers in Grubhub if they are outside the delivery zone?

Grubhub's delivery radius is typically between 15-20 minutes' drive time from the order pickup to the diner. This is subject to change based on traffic patterns. Locations will show to all diners, including those outside of the delivery radius.

How much lead time is needed to turn off Grubhub for a shift and not have it affect any orders?

You can adjust operating hours within the "Hours" tab in Grubhub for Restaurants at any time. Once changes are made, they will update to your Diner-facing menu within 5-10 minutes. If there is an urgent need to stop taking orders for the remainder of the day, you can click the "Stop Taking Orders" button on the Grubhub tablet, which will close your location for the remainder of the business day - the location will automatically re-open for the next scheduled open hours.

Will it be up to individual councils to spread the word, or will there be some kind of advertising done on Grubhub's behalf?

Grubhub will be marketing the partnership nationally to spread the word, and will also be providing a Marketing Toolkit to the participating councils. Girl Scouts of Utah will be promoting and advertising Grubhub in the participating areas.