



February 25, 2022, eBudde email

URGENT COOKIE UPDATE FROM GIRL SCOUTS OF UTAH

Update on Samoas Delay

Current Situation

Our baker, Little Brownie Bakers, has reported production delays for certain cookies in various markets. Little Brownie Bakers serves 76 of the 111 councils throughout the country.

After meeting with GSUSA and our baker, we were informed that our council would be largely unaffected by these production challenges. Since that meeting with GSUSA and our baker, we were informed that we will, in fact, be impacted by production delays for some of our cookie varieties.

We originally communicated with our cookie volunteers at our meeting on February 22, that Little Brownie Bakers was working to deliver the remaining Samoas and Trefoils the week of March 7.

However, on Thursday, February 24, we were informed that our Trefoils will be here the week of March 7, and they have now updated the delay of Samoas to be the week of March 14 AT THE EARLIEST.

We have been working with our baker to mitigate the impact to our troops, customers, and most importantly, our girls. For our council, the baker is prioritizing girl initial orders, followed by troop booth orders, then our cookie cupboards.

COOKIE WAREHOUSE PICKUPS

What cookies will be picked up Saturday, February 26, at the warehouse?

- All cookies for girl initial orders
- This includes orders submitted before the initial order deadline of January 30

- Troop cookie booth orders - with the exception of Samoas and Trefoils
 - Troop cookie booth orders of Samoas and Trefoils have been delayed

Is this information the same across the country?

- No, each Girl Scout council is unique, and there are two bakers nationally. Please rely on updates from GSU, not what you may see on social media or from other councils. Each council is navigating this situation with the baker in different ways.

HOW THIS IMPACTS YOU

What is the baker doing to get us the remaining Samoas and Trefoils?

- Little Brownie Bakers is prioritizing the fulfillment of girl initial orders, then troop cookie booth orders, then cookie cupboards.
- On Thursday, February 24, we were informed that our Trefoils will be here the week of March 7
- We were just informed that they have now updated the delay of Samoas to be the week of March 14 AT THE EARLIEST.

How will GSU manage the pickup and/or delivery of these cookies?

- GSU will work with our warehouse and delivery agents as soon as these remaining cookies are received. We have sent out a form to all SUPPRs with preferences for the second pickup/delivery to complete booth orders of Samoas and Trefoils.
- SUPPRs received this form via eBudde and should have completed the form by February 25. If SUPPRs have not done so, please fill out as soon as possible.
- GSU will reimburse your transportation expenses for this second pickup such as truck rental and mileage. Instructions for travel and/or truck reimbursement was included in this email.

When will the second pickup/delivery day be?

- Unfortunately, at this time, we do not have a firm date or time of this second pickup/delivery.

What if my service unit does not pick up at the warehouses and has a unique delivery?

- Outlying or specialized pickups and deliveries will be managed between the SUPPR and the Product Sales Team.

- Please make sure to fill out the form sent via eBudde to let us know your service unit's preference for the second delivery/pickup.

Will the final troop payments to GSU be delayed?

- Troop final payments to GSU will be delayed until April 14.

Will we have to re-order Trefoils and Samoas for booths?

- No, everything you had originally in your order is already in the system. They have been backed out of your order online but will be put back in as soon as the inventory arrives.
- Once we get through this first phase, those will be re-added to your account.

What is the status of Adventurefuls, are there any delays?

- We originally heard there may be a delay in Adventurefuls, but there is no longer a delay or shortage for the girl and troop orders.
- They are not on Digital Cookie right now (as well as S'mores)
 - This was intentional by the baker, to ensure we prioritize the girl and troop initial orders
- We have our full order of Adventurefuls and S'mores in the warehouses, so we will be able to fill all orders.

What if we use Digital Cookie to take payments, and Adventurefuls and S'mores are not online?

- Make sure to use the "Cookies in Hand" option when placing the order on the app. This will allow you to sell your Adventurefuls and S'mores that you have in your physical inventory.

COOKIE BOOTHS

Will cookie booths be extended past March 27?

- Yes, we will be extending the cookie booths one additional week, now ending on April 3.
- We are currently working with our business partners to secure this additional week for booths.
- You can also secure your own booths for that week, as long as you follow these guidelines <<https://www.gsutah.org/content/dam/girlscouts-gsutah/cookies-and-fall-product/2022-cookie->

[documents/2022%20My%20sales%20form.pdf](#)> regarding council-secured locations and restrictions.

How will I sign up for these additional booths?

- Saturday, March 5 – 9:00 a.m. – 12:00 p.m. - Troops who earned the Fast Pass for this cookie season will be able to sign up for one booth
- Saturday, March 5 – 1:00 – 5:00 p.m. - All troops will then be able to sign up for one booth (Fast Pass troops may also sign up during this time for an additional booth)
- Saturday, March 5 – Beginning at 6:00 p.m. - Any remaining booths will be open for signups

COOKIE CUPBOARDS

How will this affect the GSU cookie cupboards?

- Because of these delays, Cookie Cupboards will have all varieties other than Samoas
- Our cupboards will not have complete inventory until AFTER all girl initial orders AND troop booth orders have been fulfilled.

When will GSU open the cookie cupboards?

- Our tentative plan is to open cookie cupboards on Thursday, March 3.
 - This includes cupboards in SLC, Ogden, American Fork, and St. George.

Will the Cookie Cupboards have Samoas?

- GSU's Cookie Cupboards will not have Samoas until each troop is whole with their initial order, including booth orders.

How do I get cookies for Goal Getter Card orders when the cupboards open?

- Cookie Cupboards will have inventory to fulfill Goal Getter Card orders (with the exception of Samoas, which have been delayed)

Will the Cookie Cupboards have specific guidelines on how to place an order?

- For the first week of cupboards, to guarantee pickup of cupboard orders, all orders must be placed by 5:00 p.m. the day prior to pick up.
 - This will ensure GSU can review your order and pre-pull it.

COMMUNICATION WITH VOLUNTEERS

Due to the fluid situation and the many changes, we are having weekly meetings with our cookie volunteers for the next three weeks. eBudde emails are also sent to all cookie volunteers when we have any updates.

How often will GSU host Zoom meetings for volunteers?

- Our commitment to keeping you informed will include weekly cookie volunteer updates via Zoom. These will be held every Tuesday at 6:30 p.m. for the next three weeks.
 - March 1 – 6:30 p.m.
 - March 8 – 6:30 p.m.
 - March 15 – 6:30 p.m.

Who can attend these meetings?

- We recommend having the following cookie volunteers register for and attend the meetings in order to get the latest information about the cookie sale:
 - Troop Leaders
 - Troop Product Managers
 - Service Unit Managers
 - Service Unit Product Program Representatives

How do I register?

- Register using this link
<[DO YOU HAVE TIPS FOR WORKING WITH GIRLS AND CUSTOMERS?](https://urldefense.proofpoint.com/v2/url?u=https-3A_zoom.us_meeting_register_tJEtd-2DyqqDksHdLF4lZg9kTnQRzC4AHyVVKY&d=DwMCAG&c=euGZstcaTDlIvimEN8b7jXrwqOf-v5A_CdpgnVfiiMM&r=2c_ISnoW2AMw9LyIHKWZP4wwvPUJzfN2dZXU1yRvP74&m=lr943sY9CER9mXexju_mDIT4B4OtE1AFNRt6x2tVAIM&s=p_hUsHy7ASh63nJHtZmf8t8RM8CmBH4A1zlycKxO3WUE&e=> , and it will automatically register you for the 3/1, 3/8, and 3/15 meetings.</div><div data-bbox=)

- We are proud of the ways our Girl Scout community has adapted to the challenges of the last few years
- We are confident that you, our dedicated volunteers, will handle this challenge with the same growth mindset
- Talk to your Girl Scouts about how they can help each other

- Talk about what they can learn from this – small businesses across the world are experiencing supply chain issues and pandemic-related challenges
- If girls promoted their Goal Getter Cards as a way to get cookies before cookie booths start, they can explain that their small business, just like other small businesses, are affected by supply chain issues, and they will have their cookies just as soon as their orders arrive.
- Praise girls for their creativity and resilience
- Call out the ways you see them living the Girl Scout Promise and Law, and model it by living it yourselves
- Remind all cookie customers about how proceeds stay local and are critical to fund our girls' and troops' activities throughout the year
- Encourage customers to “Find a new favorite”, or donate to the Gift of Caring