



March 10, 2022, eBudde email

Dear Girl Scout Cookie Entrepreneurs & Families,

We know that the delay of the Samoas has created some challenges with your cookie business this year. One of the skills you learn in this program is People Skills, and we want to equip you with the tools you need to communicate with your customers if you haven't done so already.

When customers bought cookies from you using Digital Cookie, they received an automated thank you email with an estimated delivery date. If these customers placed their orders before your initial order was turned in with your troop, then you have received these cookies and should have already delivered these orders or are planning to do so very soon. Please schedule these deliveries as soon as possible, so customers are not left wondering when they are going to get their order.

If customers ordered cookies after January 30, you have most likely received these orders, with the exception of Samoas. We are still experiencing delays from our baker, Little Brownie Baker, and are waiting on the delayed Samoas.

Today, GSU sent an email to all Digital Cookie customers who placed orders after January 30, and who have Samoas in those orders. This email provides background information about the delay, as well as asking for their patience and understanding. We have attached a PDF of that email here for your reference.

Below you will find an email template that you can send to your customers. Simply copy and paste the message and send it to your customers.

We know Girl Scouts are resilient, and this cookie season has presented new challenges that are out of our control. Thank you for living the Girl Scout Promise & Law, and for being a great example of an entrepreneur!

Girl Scouts of Utah

COPY AND PASTE MESSAGE BELOW – SEND TO DIGITAL COOKIE CUSTOMERS

Dear Cookie Customer,

Thank you so much for placing an order for Girl Scout Cookies! Every cookie purchase helps me with my small business and funds incredible adventures like attending Girl Scout camp, building leadership skills, exploring STEM, and giving back to my community.

When you placed your order, you received a confirmation email about your Digital Cookie Order, but the estimated cookie delivery date was automatically generated by our national organization, GSUSA.

Unfortunately, our council, Girl Scouts of Utah, is being affected by inventory delays from our baker. We are still waiting for our council's shipment of Samoas, and I will be able to fill those orders as soon as I get the cookies.

In the Girl Scout Cookie Program, I develop essential life skills like: Goal Setting, Decision Making, Money Management, and Business Ethics. The fifth skill is People Skills. I am developing this skill right now, as I learn how to communicate about my business and interact with customers due to a situation that is out of my control, and our local council's control.

Thank you for supporting me as an entrepreneur, and for your patience during this challenging cookie season.