



March 4, 2022, eBudde email

COOKIE UPDATE FROM GIRL SCOUTS OF UTAH

Current Situation

As we communicated previously, Girl Scouts of Utah has been affected by cookie delays from our baker, Little Brownie Bakers.

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 prioritized girl initial orders, followed by troop booth orders, then our cookie cupboards.

Our team is in constant communication with the baker and have been providing updates to cookie volunteers in our Tuesday night meetings.

Thank you for all that you do for Girl Scouts, and for being patient and understanding with us as we navigate challenges that were not caused by us and are also out of our control.

We have updated our FAQs below with the most-current information we have from the baker.

COOKIE DELAYS

What is the update on Trefoils?

- We have been informed that the delayed Trefoils are being shipped, and we anticipate getting them next week (week of March 7).
- The team at GSU is working directly with SUPPRs to arrange deliveries or pickups of the Trefoils as they arrive.

What is the update on Samoas?

- As we mentioned in this week's call, we were told that Samoas would be shipping out sometime the week of March 14 at the earliest. Please note that

this could mean the end of that week, so we are hopeful that we will get the Samoas the week of March 21.

- We understand that some troops planned to only participate in cookie booths early in the sale and will no longer want Samoas in late March.
- All Troop Product Managers received a survey/form today about their outstanding Samoas, and whether they wish to receive their order as originally planned, or if they want to cancel or revise their order.
 - If we do not hear back from TPMs by March 16, troops will be receiving the Samoas as ordered.
 - Please note that many troops will need these Samoas to complete girls' Goal Getter orders, which must be fulfilled.

What is the status of Adventurefuls?

- 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 hundreds of cases of Adventurefuls in our cupboards, and will be filling all orders as inventory supplies allow.

DIGITAL COOKIE UPDATES

What is the status of cookies on the Digital Cookie platform?

- To prioritize girl initial orders, Samoas and Trefoils have temporarily been turned off on Digital Cookie for the girl delivery option.
 - Once GSU receives our full order, the Samoas and Trefoils will be turned back on for girl delivery.
- GSUSA and Little Brownie bakers have turned off Adventurefuls and S'mores as well, as they do not have those in stock to ship.
- Customers can still purchase Samoas and Trefoils on Digital Cookie using the ship only option.

What if we use Digital Cookie to take payments, and we want to sell our inventory, but there are no Adventurefuls, S'mores, Samoas, or Trefoils available to purchase on the app?

- Make sure to use the “Cookies in Hand” option when placing the order on the app. This will allow you to sell your Adventurefuls, S’mores, Samoas, and Trefoils that you have in your physical inventory.

COOKIE BOOTHS

Does this mean cookie booths will be extended?

- We encourage troops to hold cookie booths as planned, and we will be extending the cookie sale through Sunday, April 3.
- GSU has worked our business partners to extend these cookie booths for this extension and they have been added to eBudde.
- Troops 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.

When can we sign up for these additional booths?

- Saturday, March 5
 - 9:00 a.m. – 12:00 p.m. – Fast Pass troops – Sign up for 1 booth
 - 1:00 – 5:00 p.m. – All troops sign up for 1 booth
 - (1 additional booth for Fast Pass troops)
 - Saturday 3/5 at 6:00 p.m. – Monday 3/7 at 12:00 p.m. - All troops can secure an additional 3 booths
- Monday, March 7
 - 6:00 p.m. – All remaining booths may be secured in eBudde

Will we have to re-order the Trefoils and Samoas that were delayed from our order?

- 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 the delayed cookies, those will be re-added to your eBudde account.

Can we have a cookie booth with just Samoas?

- Of course! In fact, we heard many great ideas about how to hold a Samoas-only cookie booth near the end of the sale. Samoas are the second-best

seller in Utah, so local cookie customers are sure to continue supporting girls with their business goals!

COOKIE CUPBOARDS

How will this affect the GSU cookie cupboards?

- Because of these delays, cookie cupboards will have all varieties other than Trefoils and Samoas.
- Our cupboards will have complete inventory AFTER all girl initial orders AND troop booth orders have been fulfilled, including plenty of Samoas and Trefoils.

When will the cupboards open and what are the hours?

- We opened cookie cupboards yesterday, March 3.
- Cookie cupboard hours can be found on our website here [<https://www.gsutah.org/en/cookies/Cookie-Resources.html#cupboards>](https://www.gsutah.org/en/cookies/Cookie-Resources.html#cupboards) .

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

- Please come into the cookie cupboards to fulfill Goal Getter Card orders (with the exception of Trefoils and Samoas, which have been delayed).

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

- Please place your cookie cupboard order at least one hour prior to picking up at a cupboard.

IMPORTANT INFORMATION FOR TROOPS

Will the final troop payments to GSU be delayed?

- GSU will not be initiating any pulls of any troop accounts until after the sale is over.
- We have extended the money pull date to April 14.
- Troops are highly encouraged to deposit funds often, so no one is left holding large amounts of money in their homes.

Can we use Venmo?

- As a reminder, Venmo is not an accepted form of payment this year.
- We highly recommend using the Digital Cookie app to take credit card payments, as this is the only way that Girl Scouts covers your credit card fees.

- If you decide to use a different app, you are responsible for any credit card fees – you cannot pass them on to the customer. In addition, Venmo has announced that they will be sending 1099 forms to anyone who accepted payments for goods or services over \$600.

COMMUNICATION

Communicating with Customers

What should girls tell their customers?

- We know these delays can cause challenges with customer deliveries. If you are choosing to delay your deliveries to customers until you have all their cookies, please make sure to communicate this delay with them. You can choose to deliver partial orders, but make sure to communicate with the customers that their remaining cookies will be delivered as soon as you get them.

Communicating with Girls

What are some tips for working with girls during this challenging season?

- We are proud of the ways our Girl Scout community has adapted to the challenges of the last few years and we are confident that you, our dedicated Girl Scout volunteers, will handle this challenge with the same growth mindset.
- Talk with your Girl Scouts about what they can learn from this.
- 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.

GSU Communication with Volunteers

How are you communicating 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. We also send emails via eBudde to all cookie volunteers when we have any updates.

What news will you have by next week's call?

- We will have the most up-to-date information from our baker and will share it with our cookie volunteers.

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 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 <[Finally, make sure to check out our Cookie Resources web page <<https://www.gsutah.org/en/cookies/cookie-resources.html>> for tools, tips, and all resources for your cookie sale!](https://urldefense.proofpoint.com/v2/url?u=https-3A_zoom.us_meeting_register_tJEtd-2DyqqDksHdLF4lZg9kTnQRzC4AHyVVKY&d=DwMCAG&c=euGZstcaTDllvi mEN8b7jXrwqOf-v5A_Cdp gnVfiiMM&r=2c_ISnoW2AMw9LyIHKWZP4wwwPUJzfN2dZXU1yRvP74&m=iC7CcfOHYaCMHaKH907t_J5hWwSowmbFezBGRyO9g20&s=esCw0GU-vHwnbvq16Pho5_3u5mYepTOPjpbndCM8xcY&e=> , and it will automatically register you for the 3/1, 3/8, and 3/15 meetings.</div><div data-bbox=)