



Cookie Program 2025

Open Office Hours

January 15, 2025

Notes:

- Issue with DC only showing shipped has been resolved
- Social Media Guidelines:
 - Troops can advertise their booths on social media
 - GSU will provide verbiage to be used in posts
 - This is for troop booths; no individual girl information or links is allowed to be posted on social media
 - You may continue to reply to requests for people looking for cookies by directing them to send you a DM/PM (direct message/private message)
 - All troops that post will also direct the members of the closed site to the Cookie Finder link on our website to assist them in finding a booth close to them at a time and date that is convenient
 - Caregivers can post on their page/site how they choose
 - Caregivers can post in private groups to announce that their girl is selling
 - We want to eliminate the need to “police/monitor” others
- Do not comment on posts that you believe are “breaking the rules” that they need to take down the post; reach out to council if you have questions or concerns
- Girl Scouts under 13 should not post about cookies on their own social media accounts. Girl Scouts over 13 should only post about cookies with their caregiver’s permission and supervision.
- Direct shipped cookies will arrive for customers within 7-14 days after they order. They will not have to wait until March to get their cookies. Direct shipped orders do not affect troops’ cookie inventories since those cookies are shipped from the warehouse rather than from the troop.

Questions and Answers:

What can troops do between January 14 when Digital Cookie opens until January 18 when in-person orders begin?

Between January 14-18, troops and girls can promote their Digital Cookie sites and digital sales any way they’d like. They can send emails, post on social media, print out their QR code, etc.



The only thing that they can't do until January 18 is take in-person orders on their paper order card.

Should caregivers approve girl delivery orders now even though they don't yet have cookies in hand?

Yes, caregivers can approve girl delivery orders even though these are only pre-orders. Be sure that your customers are aware that cookies will arrive the first week of March and that they won't get their cookies earlier than that.

Will TPMs be able to input paper orders for any girl in their troop or can only caregivers input paper orders for their girl's initial order?

Caregivers can input their girl's paper orders for their initial order, or TPMs can do it. Caregivers have until 11:59 p.m. on January 30 to get those orders in to Digital Cookie, and TPMs have until 11:59 p.m. on February 5 to enter and approve those initial orders. Some TPMs choose to do all of the order entries themselves, while others allow caregivers to enter orders and the TPM just double-checks those orders. Either way is fine. TPMs can choose how they'd like to do it for their troop. Additionally, all pending orders need to be approved by caregivers by 11:59 p.m. on January 30 to be included in the initial order. Any orders approved after that time will not be included in the initial order and will need to be picked up from the cookie cupboard separately.

Should troops try to include all of their booth cookies in their initial order?

Troops can order extra cookies for booth sales in their initial order. However, cookies will also be available to pick up from the cookie cupboards throughout the cookie season. Initial order cookies are the troop's financial responsibility and cannot be returned if the troop can't sell them. While a troop might want to add extra cookies to their initial order to get their Per Girl Average above 350 for the free membership reward, they don't need to order all of their booth cookies ahead of time. We have a suggested booth inventory handout that will be available in the cookie cupboards. We will cover how to enter initial orders into Smart Cookies on our next Open Office Hours call.

If initial orders close on Jan 30 and booth sign ups don't open until February 1, how can TPMs accurately guess how many cookies they'll be able to sell at booths?

Booth sign ups will remain open from February 8 through the end of the sale, so there will be plenty of opportunities for troops to sign up for booths. Many troops cancel their booth



reservations on the day of the booth, so other troops can sign up for those booths on the same day as the booth. Troops are also welcome to reserve booths anywhere in the state; they don't have to stay within their service unit. Every year, there are hundreds of booths that go unclaimed, so there will not be a shortage of booths for those who want to work them. Additionally, TPMs have until February 5 to submit their initial orders, so they will have signed up for at least a few booths by February 5.

When will cookie cupboards be open?

This is a tentative schedule and may change. We will send out the final dates and times for cupboards in February, along with contact information for each cupboard.

Ogden and American Fork cupboards:

Open March 4 - April 5

Closed Sundays and Mondays

Open 12:00 - 6:00 p.m. Tuesday-Friday

9:00 a.m. - 3:00 p.m. Saturday

Salt Lake City cupboard:

Open March 4 - April 5

Open Monday-Friday 9:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. - 3:00 p.m.

Closed Sundays

Cookies on the Go (weekly deliveries in March):

North (Logan) - Wednesdays

South (Cedar City/St. George) - Thursdays

Is inventory management all done through Smart Cookies? Is that the correct way to submit cookie orders to the cookie cupboard?

Yes and yes. Within Smart Cookies, you can assign cookies to girls and divide booth sales between girls. You can also submit orders to any of the cupboards, though you don't need to have an order submitted to be able to pick up cookies from a cupboard; you can drop by any time during open hours and get cookies. Troops can also transfer cookies to other troops. Just like last year, we have a [spreadsheet](#) for troops to use if they have extra cookies or need extra cookies.



Will Digital Cookie remain open after January 30?

Yes. Digital orders will continue through the end of the cookie sale on April 13. Even after initial orders have been submitted, customers will still be able to order girl-delivered cookies. Those orders can be picked up from the cookie cupboard once cookies arrive.

Can we continue to take paper orders after Jan 30?

Yes. Any paper orders taken after Jan 30 will not be included in the initial order and will need to be picked up from the cookie cupboard separately.

Do we know what the price will be for discounted Lagoon tickets for Lagoon Day on June 7?

We won't know the exact price of those discounted tickets until Lagoon sets their prices for the season in February. Those tickets will be available for sale in the Girl Scout shop and are valid for anyone in the council to use. We ask that you only buy tickets for family and troops. June 7 is the only day those tickets will be valid at Lagoon, and Lagoon will also be open to the general public that day.

How is the Lagoon reward different from the Cowabunga Bay reward?

Tickets earned from the Lagoon cookie reward, along with discounted Lagoon tickets from the Girl Scout shop, are only valid at Lagoon on June 7. On the other hand, Cowabunga Bay tickets from the shop and from cookie rewards are valid any day in Cowabunga Bay's 2025 season (Memorial Day to Labor Day). For both Lagoon and Cowabunga Bay, the parks will be open to the general public while Girl Scouts are there. Cowabunga Bay tickets are only valid at the Draper Cowabunga Bay location, not at the Las Vegas location.

Thank you! Email any questions to info@gsutah.org and we will get back to you as soon as we can.