



## COOKIES: EVERYTHING YOU NEED TO KNOW

### Basics:

Where to find cookie information:

- After the January SU meeting – all cookie emails go out on the PAWSU Cookie Booths Yahoo Group (PAWSU CB YG).
- The PAW SU Website – occasionally information regarding cookie booths is posted there.
- SNAP – occasionally Council and SU Cookie Managers will send out emails through this system. The SU Cookie Managers are supposed to post the messages on the PAWSU CB YG – sometimes they forget. It is recommended that Troop Leaders and Troop Cookie Coordinators check the SNAP account every two or three days for emails.

When posting cookie emails, make sure you are on the right Yahoo Group.

- For general information or event: use the PAW SU YG and join by sending an email to [PAWSU-subscribe@yahoogroups.com](mailto:PAWSU-subscribe@yahoogroups.com)
- For cookies: use the PAW SU Cookie Booths YG and you may join it by sending an email to: [PAWSUCookieBooths-subscribe@yahoogroups.com](mailto:PAWSUCookieBooths-subscribe@yahoogroups.com)

When sending the email to join the YG, include your name, Troop number, and Leader's name as you will need to be verified as a member of the PAWSU.

### PAW Website and Cookies:

The easiest way to find cookie information is to go to the PAW website at [www.pawserviceunit.org](http://www.pawserviceunit.org) and click on the Cookie Icon. All of your questions should be answered there. If you can't find the answer to your question, post an email to the PAWSU CB YG and someone will have an answer and respond to your email.

### Parental/Girl Cookie Permission Slips:

The Troop Cookie Coordinator must turn in the cookie permission slips before initial cookie orders are entered in SNAP. If the cookie permission slip(s) are not turned that troop or girl will not be allowed to sell cookies.

### SNAP:

Each registered girl must be entered into the SNAP database along with their initial orders. Once the cookie sales starts, all cookies and monies must be logged into SNAP under the girl's account. It is recommended that you utilize the note section for input of receipt numbers, exact money deposited, etc.

### Deposits and Updating SNAP:

Each Troop Cookie Coordinator or Troop Leader must make a deposit each week into Troop bank account. Council makes withdrawals from the troop's bank account on a scheduled basis based on the initial cookie order and cookie reorders. Each troop must maintain enough money in the troop bank account for the scheduled withdrawals by Council.

Remember, to deposit \$3.50 for each box of cookies that are sold to the troop's bank account.  
*Note: the troop will no longer make any deposits into the Council bank account.*

### Deposits and Updating SNAP (continued):

- Deposit slips must be turned in each week by 10:00 am on Thursday to the SU Cookie Coordinator.
- SU Cookie Coordinator will review deposits and cookie orders on a weekly basis to ensure that troops are on track. If the SU Cookie Coordinator notices any problem(s) or missing information (money/cookie input), an email will go out to both the Troop Leader and the Troop Cookie Coordinator documenting the problem/information
- Always remember to track each girl's deposits and reorders in SNAP so that you can track the girl's progress.
- When accepting cash:
  - Check to see if the bills have the correct electronic fiber running through bill.
  - When accepting bills \$20.00 or larger, troops will want to verify that the bill is not counterfeit. The troop might want to invest in a counterfeit pen. These can be purchased at most office supply stores.
- When accepting checks:
  - Checks may only be accepted in the amounts of \$14.00 (minimum) up to \$100.00 (maximum)
  - Checks must be made out to the Troop selling the cookies.
  - Verify that the individual's phone number is on the check.
  - Ask to see the individual's driver's license and copy down the license number.
  - If the above four items are not verified and the check is returned, then Council will not cover the non-sufficient fee (NSF) occurred.
- When accepting credit cards:
  - Double check the name on the card with the individual's name on his/her driver's license.
  - Credit cards may accept a minimum amount of \$7.00 and a maximum amount of \$250.00

Deposits must be made into the troop bank account on a weekly basis. If there will not be enough funds in the troop account, you must submit a notification to Council five (5) days in advance of the automated draft or you will be in default for your troop. The troop will be responsible for all NSF fees that may be assessed due to not notifying Council in a timely manner.

If you have any questions, please e-mail the SU Cookie Coordinators at:  
[cookiesales@pawserviceunit.org](mailto:cookiesales@pawserviceunit.org)

### Weekly Deposits from the Families:

In order to make the required weekly deposits, you must have your parents deposit money with you each week. If anyone does not make a deposit, they may not re-order cookies. This year we are being held to less than a 1% return of cookies. It will be your job to ensure that each family makes timely deposits and does not check out more cookies until you receive money. If you have more than 1% of the total number of cookies outstanding, the troop will have to purchase the remaining cookies.

Money turned in must equal a total for a box or case of cookies. Example:

- Parent turns in money for 33 boxes of cookies = \$115.50. Do not accept any less or more of that amount.

Also, monitor the cookies that your Troop has. After the 3rd week, start having families bring cookies back and trade them so that everyone has a good assortment of cookies. After the 5th week, all of the cookies should be sold. If not, we will have a several cookie booths set aside for clean-up, meaning that troops that have ALOT of cookies left - will be assigned cookie booths to work in order to sell the remaining cookies.

### Lost or Stolen Money/Cookies:

If someone from your Troop has lost money or had money stolen from them, they must contact the police and file a report. A copy of the police report must be attached to the Council Collections form and submitted to Council. A copy of the Collections form and the police report must be turned in to the SU Cookie Coordinator. All documentation and forms must be filed within seven (7) days after an incident.

### Collections:

Prior to starting cookie sales, remind the parents that deposits have to be made on a weekly basis. Explain to each of them that Council will be withdrawing money from the Troop's bank account on a scheduled basis and without their weekly deposits, the Troop bank account may become overdrawn.

If the parent does not make his/her weekly deposit, remind them that you will be filing a collection form with the Council. If they do not bring the required money, then complete the form and turn it in to Council. Provide a copy of the form to the SU Cookie Coordinator.

The Troop Treasurer should be checking the Troop bank account on a weekly basis to verify if there were any bounced checks or counterfeit issues. It is the responsibility of the Troop Leader or Troop Cookie Coordinator to verify if there are any problems and report the problems to Council.

### Cookies and the Weather:

Remind parents to not keep cookies in the car. The weather will affect them. If it is warm, the chocolate will melt. If it is cold and the temperature drops below 40 degrees, the chocolate will change colors and have splotches of grayish white scattered over them. Also, cookies could be stolen from the car. If they are, have the parents contact the police and file a police report.

When selling at cookies booths, the girls must be dressed appropriately for the weather. Cold weather gear – coats, hats, gloves, etc. should be worn. If the girl does not have cold weather gear, then make sure she is layered well. It is very disturbing to see a Girl Scout at a booth with only a windbreaker on over her clothing and the temperature is 40 degrees with a wind chill factor making it 30 degrees.

If the Pflugerville area shuts down for inclement weather, girls should not be out selling cookies. All cookie booths will be cancelled. Inclement weather could mean: snow, sleet, ice, severe thunderstorms or tornadoes. The SU Director will send out a posting to the PAW SU CB YG notifying everyone when cookie booths are cancelled. It will be the Troop Leader's and Troop Cookie Coordinator's responsibility to notify troops that the cookie booths are cancelled.

### Warehouse Cookie Pickups:

Since everyone has already picked up cookies, or should have picked up their initial orders - the only individuals allowed to go to the Cookie Warehouse are the 4 Cookie Cupboard Captains. If you go to the Warehouse be prepared to be turned away without cookies.

### Cookie Cupboards and Reorders:

Reorders can only be placed by the Troop Cookie Coordinator or Troop Leader. If the troop needs to reorder cookies, go to [www.pawserviceunit.org](http://www.pawserviceunit.org) and scroll down to the Section labeled Cookie Reorders and click on Area contacts. There a list of 3 cupboards and contacts names, addresses and phone numbers can be found. There is also a schedule when each person plans on going to the warehouse to pick-up cookies. Knowing that schedule will help you to decide which Cupboard you are going to go to pick-up cookies. Choose whichever cupboard is closest to you or who is going to the cookie warehouse on a day that is convenient for you. You do not have to use one specific cupboard.

### Cookie Cupboards and Reorders (continued):

Each troop has been issued two cupboard passes. In order for a troop to pick-up cookies from the cupboard the individual picking up the cookies must have the cupboard pass. Each troop has been provided with two cupboard passes. *Note: these passes are NOT for the cookie warehouse. Only the SU Cupboard Coordinators may pick up at the cookie warehouse.*

Before you go to a Cupboard to pick up cookies, send an email to the Cupboard letting them know what your cookie reorder is. Make sure that you always count your cookies before you sign for them. Once you drive away if the count is not right, you are responsible for the missing cookies.

Cookies picked up from a Cupboard are considered to be TRANSFER ORDERS in the SNAP software, not Reorders as they are transfers from Service Unit to troops. Transfer orders must be approved by the SU Cookie Coordinators.

### Cookie Booth Choices:

Each week troops are allowed to place requests for 10 booths, twice a week - Mondays and Thursdays. Go to the PAW website and see what booths are available, make your choices and submit them. The SU Cookie Booth Coordinator will work hard to make sure there is a fair distribution of booths. **Please note: troops may not request and receive more than 2 Walmart booths per weekend. If the SUD or SU CB Coordinator review the cookie booth choices and notice that one troop has more than 2 Walmart booths per weekend, an email will be sent out adjusting that troop's booth schedule.**

During the supplemental booth picks, the maximum number of booths a troop can receive is based on their Program Age level:

- Brownie & Junior troop will receive a maximum of 1 booth for every 3 girls registered to sell
- Cadette, Senior and Ambassador troops will receive 1 booth pick for every 2 girls registered to sell

Only the first three weeks of the cookie sale are available for selection until Thursday, February 2<sup>nd</sup>. On that day, Booths from February 6-19 will be released for troops to select. Each troop can fill out the form up to 3 times and will receive twice the normal amount of booth picks that they would in a regular supplemental pick. The final week of booths will be held until the end of the sale to help girls that are close to reaching large goals and troops that have too many cookies left over.

Questions regarding cookie booth choices should go to the online SU Cookie Booth Coordinator: Larissa at [larissa@worthen.org](mailto:larissa@worthen.org)

### Cookie Booth Reminders:

Each cookie booth has specific rules that the business has implemented. Please make sure that each member of your troop knows where to find a copy of the rules on the PAW website. Also, at least one person at a booth should have a printout that shows that the booth belongs to the troop.

Remind your troop that because we have multiple businesses with the same name to be sure they know which location they are supposed to be at. Some even have a specific door assigned to a troop. Double check; triple check to ensure that you or your troop is at the correct location and door.

Take empty cookie boxes and all trash with you when you leave, do not leave any boxes in the business trash cans.

### Cookie Booth Reminders (continued):

If anyone has questions or conflicts at a booth regarding who has ownership of a particular booth - step away and either text or call one of the 2 Cookie Booth Coordinators or me:

- Leigh Brown: 512-496-7885 [leightx@gmail.com](mailto:leightx@gmail.com)
- Larissa Worthen: 512-750-1853 [larissa@worthen.org](mailto:larissa@worthen.org)
- Kaye Jividen 512-922-2232 [sud@pawserviceunit.org](mailto:sud@pawserviceunit.org)

### Cookie Booth Guidelines:

If you show up early to a booth, set-up and wait until it is time to start selling cookies. Do not set-up and start selling cookies as you are competing with your Sister Girl Scouts. Talk to the other troop and let them know when you are finished setting up – some troops may let you switch places early and start selling, while others may not. If your cookie booth time doesn't start until 2:00 pm, then technically you may not start selling cookies until 2:00 pm. By the same token, if your booth time ends at 2 p.m. and the next troop is set up and ready to go, please direct customers to the next troop so you can take down your booth.

Girl Scouts must wear their Girl Scout pin in the proper place – left front of the jacket, vest, GS shirt, etc. Girl Scout pins should not be worn on headbands, in the hair as a hair doo-dad, on their pants or shoes. This is per GSUSA and GSCTX guidelines. Please do not get caught with pins not where they are supposed to be.

All cookie booths must have at a minimum of 2 girls and 2 adults. All Walmart booths must follow the 2 girls and 2 adults rule. Cadettes and above (6<sup>th</sup> grade and above) may work cookie booths with one adult, as long as they are not at Walmart. Cookie booths after 8:00 pm are for Cadettes and above only.

For all booths:

- Bring your own table, tablecloth, posters, cookies, change and chairs for adults.
- Bring some plastic or paper sacks for customers with larger purchases.
- Non-Girl Scout siblings are not allowed at booths.
- Girl Scout siblings that have not been assigned to a booth together should not be at the troop cookie booth. *Example – Trp 123 has assigned Jill and Jane to the troop cookie booth. Jill has a sister that is in a different troop – Jill's sister may not attend this booth.*
  - A parent with multiple siblings selling GS cookies may request a cookie booth where the siblings may sell together as long as there are two adults at the booth.
- Pets are not allowed at booths.
- Arrive 10-15 minutes early to count cookies, check changes and set-up.
- Be courteous to each other during shift changes. We have lost cookie booths due to unbecoming behavior from adults and girls.
- Only ask customers as they are exiting the place of business. Smile and greet the customers going in, but only ask them to buy when they are going out. If a customer approaches the booth on the way in, go ahead and make the sale but let the customer make the first move.
- Be polite when a customer refuses to buy. A good response – “Have a nice day” with a smile.
- Make yourselves and the booth visible as being Girl Scouts. Uniforms help to sell cookies.
- Take all of your trash with you including empty cookie cases. Do not leave any empty cases at the business in their trash cans.
- Leave the area cleaner that you arrived.
- Each booth should designate one or both girls to go in the store and thank the manager for supporting the Troop. You should do this before or after your shift.
- Do not go in the store and ask for change. The appropriate change should always be brought with you to each cookie booth.

For all booths (continued):

- If there is bad weather, make sure you and the girls dress for the weather. You may not go in and ask the manager to move into the store. The store manager may come out and invite you to set the booth up inside. *Note: Walmart will never ask you to move indoors.*
- Remind the girls – No playing at the booths. Remind the adults – to pay attention to the girls and not to spend the booth time catching up with each other.

#### Returning a Cookie Booth:

If you have a cookie booth that you aren't able to use, you may do one of two things. If the booth is a week or more off, email the information to Larissa and she will add the cookie booth back into the list.

If the cookie booth is less than a week away, post it on the PAWSU Cookie Booths Yahoo Group as follows.

In the Subject line: Troop # Returning Booth # at \_\_\_\_\_

Body of email:

- Booth #
- Date and Time
- Name of Business
- Location and Door, if applicable

#### Claiming a Returned Cookie Booth:

Click on the message or email and make sure that it is addressed to:  
[PAWSUCookieBooths@yahogroups.com](mailto:PAWSUCookieBooths@yahogroups.com)

- In the Subject Line: Troop # Claiming Booth #
- Hit send.

Now comes the tricky part. There are two of us that approve all cookie messages that are posted on the Yahoo Group. Occasionally we are both busy and do not see the message until it is past the cookie booth time. Be considerate of each other....print out a confirmation that you have claimed that booth and make sure that you have a date and time on the print out. Bring the printout with you to the booth. If more than one troop shows up, the earliest print out gets the booth. You may also choose to work the booth together, which would be great and would be following the meaning of the GS Law.

#### Claiming an Open Cookie Booth:

An open cookie booth is different that a returned cookie booth, in that no one signed up to work a specific cookie booth. If you find a cookie booth on the PAW website that you would like to work, pull it up, then print out the booth information, making sure that you have a date and time on the print out. Bring the printout with you to the booth. If more than one troop shows up, the earliest print out gets the booth. You may also choose to work the booth together, which would be great and would be following the meaning of the GS Law.

#### Setting Up Cookie Booths outside of the PAW SU:

While I totally understand that you have family or friends that would love to have your daughter come to Kyle, Georgetown or Austin or anywhere outside of the PISD area and set up a cookie booth - please don't. If you set-up a booth outside of the PAW SU, we (PAW SU) will have to offer troops in that SU the opportunity set up booths in our SU. OR you could receive a letter from Council requesting that you Cease and Desist the cookie booth. If the cookie booth continues, you could be jeopardizing your daughter's ability to sell cookies with her troop. UGH - that would be terrible!

### Setting up Cookie Booths inside of the PAW SU:

Our Cookie Booth Coordinators have worked tirelessly in finding and setting up this year's cookie booths. At this time we are no longer seeking cookie booths. Please don't ask the Cookie Booth Coordinators to find more booths.

For the past two years, we have had quite a few cookie booths where no one was there at any of the available times. It is very embarrassing that the PAW SU requests that a business allow the Girl Scouts to set up a cookie booth and then no one shows up. It would be like planning a party, sending out the invitations and no one showing up. If you need a booth, instead of remarking that you can't find one that you chose in previous years, choose one that you haven't worked before.

All cookie booths, which is anywhere cookies are sold in a stationary location, must have a cookie booth contract. Occasionally, Council or someone within the SU notifies the PAW SUD or SU Cookie Coordinators of cookie booths that are not properly registered. If an unknown cookie booth is reported, the Cookie Booth Coordinators or SUD will visit that business location to verify that there is indeed a cookie booth or that there are cookies being sold onsite. If a cookie booth is found, the business will be asked to allow all of the PAW SU troops access to that cookie booth and a cookie booth contract will be offered to the business. Once the contract is signed, an email will go out advising the PAW SU of the additional booth.

Do not set up a cookie booth on the side of the road. If a cookie booth is found on the side of the road or in an unapproved place, then the persons involved will be asked to take it down. If found a 2<sup>nd</sup> time, that person could lose the right to sell cookies during that cookie season.

You may set up a cookie booth in front of your house as long as an adult is with the girl at the booth at all times..

### Daisy Troops Selling at Cookie Booths with Cadette Troops and Above:

Depending on the availability of cookie booths and older girls, a Daisy may have the opportunity to participate in a one-hour shift at a cookie booth during the cookie season. If we have enough cookie booths to go around, then a Daisy may have a second one-hour shift. However, the two one-hour shifts may not be back-to-back. Daisies may sell to friends and family during the cookie season.

To sell at a cookie booth, Daisies must be with an Older Girl Troop (6<sup>th</sup> grade and above). The Older Girl Troop will be responsible for showing the Daisies the acceptable way to work a cookie booth. The Older Girl Scout will explain what works best, suggest things that the Daisy can say, show how to set up a cookie booth, and make change.

Older Girls (Cadettes, Seniors, Ambassadors) who want to work with Daisies should have either Cookie Captain training, Program Aide training, or the recommendation of their troop leader confirming that they are suited for this task. They also need at least three years of booth sales experience.

The Older Girl Troop will be responsible for bringing cookies and setting up (table, posters, money, etc.) Adults are responsible for bringing their own chairs (Daisy and Older Girl).

There must be two Daisies for each shift at Wal Mart. All other booths only need one Daisy. Daisy troops must follow all other booth rules as specified. Daisies may not work with Brownies or Juniors, even if they are sisters, and may not be at the Brownie or Junior booths.

### Daisy Troops Selling at Cookie Booths with Cadette Troops and Above (continued):

The Daisies will bring their cookies but leave them in their automobile. The Older Girl will use her cookies and a record will be kept of the number of cookies sold by counting the number of cookies at the beginning of the one-hour Daisy shift and then counting the remaining cookies at the end of the Daisy's shift. The total number of cookies sold will be divided in half.

The Daisy parent will go get that number of boxes of cookies out of the car. The Older Girl will give the Daisy parent the money for those cookies. Example: in one hour – 24 boxes of cookies are sold. OG will get 12 boxes of cookies from the Daisy and the Daisy will receive money for 12 boxes.

If there are 2 Daisies working during the one-hour shift, then divide the cookie count by three.

Any Daisy troop that will be unable to fill its assigned booths needs to let Holly Taylor know as soon as possible so the booth can be assigned to another Daisy troop. Also, Older Girl troops must let Holly know if they are going to be unable to fill the booths they have been assigned to work with Daisies so another Older Girl can take the slot. [hollyzt@yahoo.com](mailto:hollyzt@yahoo.com) or 512-680-4505.

### Secret Shoppers:

Secret Shoppers can show up at a cookie booth at any time. The girls should know their product, the cost and why they are selling their cookies – what is their goal. They may ask what a badge is and how the girl earned it. If they answer all of the questions correctly, they could earn a certificate for a case of cookies.

### SWAP cookies

As we get near the end of the cookie sells, the PAW SU sets up a SU SWAP where anyone with an over abundance of cookies can come and trade cookies. Cookies can only be returned to the cupboard in full cases not mixed. Cookie boxes must be in good condition. The SWAP Organizers have the right to refuse any returns due to damage or if a box looks suspicious.