



2022 Girl Scout Cookie Program Frequently Asked Questions

GSOC is monitoring recommendations from the California Department of Public Health. Current regulations regarding cookie sales are subject to change. See girlscoutsoc.org for current **COVID-19 safety guidelines**.

Questions About Selling

What is the price of cookies? The price of Girl Scout cookies in Orange County is \$5.00 per package. The gluten-free Caramel Chocolate Chip cookies are \$6.00 per package in Orange County.

When can we start selling? GSOC Girl Scouts may begin selling cookies online to family and friends on January 16, 2022, and in person on January 29, 2022 (in person includes online girl deliveries). Each Girl Scout Council sets its own start date for the Girl Scout Cookie Program. Girls may NOT distribute, take orders, or make direct sales until Girl Scouts of Orange County's start date – January 16, 2022. Early selling is not in keeping with good Business Ethics, and girls may lose credit for any sales made prior to the official start date.

Will girls be able to sell door-to-door, set up Cookie Stands, and participate in booth sales during the 2022 Cookie Program due to COVID-19? As Girl Scouts, we have a responsibility to our community to do all that we can to limit the spread of coronavirus. Girl Scouts of Orange County is closely monitoring recommendations from the California Department of Public Health. Visit girlscoutsoc.org for current **COVID-19 safety guidelines**.

Can troops set quotas on how much my daughter should sell? No. While each girl should work with her troop to create her Cookie Program goals, parents determine the number of cookies to order and are responsible for payment of all cookies received.

Do we pay for cookies in advance? No. Troops may not require payment from parents in advance. Payment is collected from customers when cookies are delivered (for in-person orders). Money should be turned in to the troop as soon as possible after collected from customers.

Where can we sell? Girls may sell cookies in person in Orange County residential areas only by going door-to-door or by setting up a cookie stand on OC residential property. Girls need permission to sell anywhere else. The only time girls may sell outside Orange County zip codes are to family members and close friends, at parent's workplace to co-workers (not customers), and online using ABC Smart Cookies.

Can girls sell online? Girls may market and sell cookies online to family, friends, and the public through ABC Smart Cookies at abcsmartcookies.com, providing they review the [Digital Marketing tips for Cookie Entrepreneurs](#), [Girl Scout Digital Cookie Pledge](#), sign the [Girl Scout Internet Safety Pledge](#), and follow all Girl Scout safety guidelines. Check with your Troop Cookie Coordinator or Troop Leader for more details.

Can a girl's sales link be posted to an online resale site? No. Sales links should never be posted to online resale sites (eBay, Facebook Marketplace, Facebook Swap etc.). See the [Online Marketing Do's and Don'ts](#) for more information.

Can I purchase a social media ad to promote my daughter's cookie sales link? No. Social media ads should not be purchased or donated to promote sales links.

Can parent/daughter teams sell cookies? Yes! Parents can and should chaperone their girls as they can make direct sales door-to-door, share their business pitch with parents' co-workers and social clubs, and more.

Can my daughter and I set up a cookie stand in our front yard? Yes, provided you reside in Orange County. Between January 16–March 13, Girl Scouts may set up “lemonade” type stands to sell on the OC property where the Girl Scout currently resides (if their city and/or homeowner’s association allows).

What is a rolling sale? Putting cookies in a wagon and selling direct to customers in OC residential areas. Girls require adult supervision for these efforts. A rolling sale is not a booth sale because you are walking through residential neighborhoods, NOT parks, beaches, or shopping centers.

What is a Walkabout? When Girl Scouts work together to map out and walk a neighborhood selling cookies door-to-door in an OC residential area following all current **COVID-19 safety guidelines**. Girls require adult supervision for these efforts. Walkabouts are not considered booth sales because girls are only permitted to walk through residential neighborhoods, NOT parks, beaches, or shopping centers.

What is a Caravan? Girl Scout Cadettes, Seniors, and Ambassadors go door-to-door with a buddy in an OC residential area while the supervising adults follow in a car with the cookies. Girls require adult supervision for these efforts. Current **COVID-19 safety guidelines** must be followed. Caravans are not considered booth sales because girls are only walking through residential neighborhoods.

Can I have a rolling sale/Walkabout/Caravan in a shopping center, park or other public area? No. In order to maintain good relationships with property managers, stores, and to be fair, only booth sales are allowed in non-residential areas. All booth sales must be coordinated through your Service Unit Booth Sale Coordinator.

Can we do a rolling sale/Walkabout/Caravan as a Troop at one of our meetings? Yes! What a fun outing for your troop and a great way to help girls reach their goals! Current **COVID-19 safety guidelines** must be followed.

Can I take cookies to sell at work or to any social groups I am a part of? Yes! But it is important that you let your Girl Scout lead by having her present her pitch, create a poster, and write thank you notes, etc.

Booth Sales

*Girl Scouts of Orange County is monitoring recommendations from the California Department of Public Health. Current regulations regarding cookie sales are subject to change. See girlscoutsoc.org for current **COVID-19 safety guidelines**.*

What is a booth sale? A booth sale is a Cookie Stand placed in front of a business or in any public space. Only Service Unit Booth Sale Coordinators may arrange for booth sale locations and assign troops. They secure the sites by working with the property managers and stores to ensure permissions and insurance requirements are met.

Can I have a booth sale on a street corner? Yes, but only if the location is **safe** for girls and customer vehicles and if the Service Unit Booth Sale Coordinator has verified that the city will allow this.

Can parent/daughter teams run a booth sale at a shopping center? Yes! Parent/daughter teams may run a booth sale for their troop provided it is reserved by the Troop Cookie Coordinator through the Service Unit Booth Sale Coordinator. Allow for time between shifts for rest and meal breaks. Parents must complete online Adult Booth Sale training and receive specific booth sale site information from their Troop Cookie Coordinator before assisting their daughter with booth sales. The Troop Cookie Coordinator and parent must determine in advance if products being sold are to be additional girl sales, where the family is responsible for all products taken, or troop booth sale units, which can be returned to the troop. If products sold are troop booth sale units, parent must **register as Girl Scout adult Troop Helpers**. Please contact **customer@girlscoutsoc.org** if you need help registering for this role.

Can I bring another Girl Scout with me to our parent/daughter booth sale? Unfortunately, no; anything beyond parent and Girl Scout daughters at a booth sale is a troop activity and must meet safety guidelines requiring at least two screened and trained Girl Scout Troop Helper Adults.

Do I need permission slips for booth sales? Yes! Permission slips are required for parent/girl and troop booth sales. Permission slips are required for all girls participating in any activity. The [Annual Permission & Health History form](#) will suffice so long as the booth sale meets the requirements provided on the permission slip.

May we have a donation jar at our booth sale? No. Girls/Troops may not have donation jars at booth sales because we only have permits to sell cookies, not to solicit donations. However, a “Cookie Share” jar that is collecting \$5 from each customer and then providing a Cookie Share receipt is fine. For safety, a Cookie Share jar should not contain cash, but a symbolic item, such as a toy soldier or a donation card, for each purchase. If a customer says “keep the change” girls may accept it, but they should never solicit monetary donations.

Our Service Unit doesn’t have any booth sale locations remaining. Can I go somewhere else? Yes, troops may book booth sales online throughout the Council jurisdiction. See your Troop Cookie Coordinator for details.

We need to cancel a booth sale due to illness. What do we do? Troops must cancel online via ABC Smart Cookies at least 48 hours in advance or contact their Service Unit Booth Sale Coordinator right away so another Troop can reserve the spot.

Does my daughter get credit for cookies sold at booth sales? Yes! Review your Family Guide and Rewards Flyer to see what level rewards your daughter has achieved.

Troop Cookie Link

Troops can find their Troop Cookie Link on ABC Smart Cookies. This link gives girls a way to achieve their sales goals and help others in their community without leaving home. Check with your Troop Cookie Coordinator for more information.

Can girls and/or troops use a cookie link? Yes! Girls and/or troops can create a social media event or schedule a live stream (with proper adult supervision). They can share their cookie link through social media or via text. Consumers can pay for their cookies with a credit card through the Smart Cookie app. Troops then arrange for contactless delivery of those cookies to their customers.



QR Code

Troops and girls unique QR Code are available on ABC Smart Cookies. Troop QR Codes can be found in the Troop Information section and girls can find their unique QR Codes in the My Orders section of ABC Smart Cookies. Customers can link directly to the troop’s cookie website to purchase cookies using the camera feature on either an Apple or Android smart device to scan the QR code.

Note: The FBI is warning consumers that criminals are tampering with some QR codes to steal information and money. Please be sure to periodically check your QR code to make sure it is properly linking to your ABC Smart Cookies page.

National Girl Scout Cookie Link

The National Girl Scout Cookie link is one national link that can be shared by GSUSA, councils, troops, and girls to help customers find cookies nearby to purchase, donate or to have them shipped. GSOC will upload active troops into ABC Smart Cookies and Troop Ship Only links will be automatically given to troops. Links will be shared on GUSUA’s National Girl Scout Cookie Link site from February 18, 2022, to March 13, 2022.

How does the National Girl Scout Cookie link work? Customers click on the link and enter their zip code. Based on their location, they will then have a choice to visit an in-person retail booth or click on a troop link to order cookies that are directly shipped to them or donate cookies to the council's charity program.

- **How will GSUSA ensure that all troops have a randomized opportunity to receive sales from the link?** GSUSA is working to ensure there is a randomized system in place if there are multiple troops in the same zip code.
- **Will the link allow for girl delivery?** The link is for direct ship, donate, and to route a customer to an in-person troop cookie booth.

Will this link compete with individual girl sales and links? No. We encourage girls to begin selling and promoting their link to family and friends as soon as the cookie season begins. When the National Girl Scout Cookie Link is launched, the link will serve as a troop virtual cookie booth. Troops will treat the virtual booth just like in-person booths. A common practice fair to all girls is to share booth cookies with all girls in the troop. Troop leaders will have the same opportunity with the virtual booth sales, all sales coming in from the booth can be equally dispersed to all girls.

If a customer wants a refund for their troop cookies, what is the process to refund the customer? As the cookies are shipped, the customer should contact the customer service link provided in their order confirmation and packing information.

Can troops create their own troop link or does the council have to create every troop link? Troop links will be automatically created in ABC Smart Cookies.

How do troops set up their troop ship link? GSOC will upload active troops into ABC Smart Cookies and Direct Ship Troop Links will be automatically given to troops.

When will troop ship links appear in the Cookie Finder? Links will appear in the cookie finder on February 18, 2022 (National Girl Scout Cookie Weekend).

Will Troop users be able to transfer sales via the link to girls? Yes! The cookies ordered using this link will post in the Smart Booth Divider and troops can divide the cookie packages between girls in the troop.

More information can be found [here](#).

Product Information

Girls should refer to their order card for nutritional information about our Girl Scout cookies.

Are all Girl Scout Cookies kosher? Yes. All Girl Scout Cookies are kosher.

Are all Girl Scout Cookies Halal? Yes! All Girl Scout Cookies baked by ABC Bakers are certified halal.

Are any Girl Scout Cookies vegan? Yes, we have 4 vegan cookies in our product line – Lemonades, Thin Mints, Peanut Butter Patties, and Toast-Yay! Cookies.

Is there a gluten-free cookie? Yes – Caramel Chocolate Chip is gluten-free.

Are any preservatives used in Girl Scout Cookies? No. Girl Scout Cookies do not contain any added preservatives.

Does ABC Bakers offer a nut-free Girl Scout Cookie? Yes, the gluten-free Caramel Chocolate Chip cookie is nut-free and baked in a nut-free bakery.

Is there palm oil in Girl Scout Cookies? Palm oil is an ingredient found in the majority of baked snacks sold in the United States. Per GSUSA's licensed bakers, it is necessary to use palm oil in our cookies because of its unique ability to provide volume and texture in baked goods, usually without adding trans fats. Additionally, growing palm oil requires less land in comparison to other vegetable oils and supports the livelihoods of more than 4 million farmers globally. One of the primary goals of our Girl Scout Cookie bakers is to create the best-

tasting cookies possible using the best ingredients available. The world's food supply is intricately tied to the use of palm oil, so we believe promoting sustainable manufacturing principles is the most responsible approach for Girl Scouts and Girl Scout Cookie development. At Girl Scouts, we have an opportunity to use our strong voice to bring about positive change on this important issue, and our bakers have made the following commitments:

- GSUSA and our licensed bakers are members of the Roundtable on Sustainable Palm Oil (RSPO), an organization of growers, buyers, manufacturers, conservationists, and other interested parties striving to develop and follow best practices to ensure sustainability.
- Our licensed bakers are committed to using as little palm oil as possible in Girl Scout Cookies and have committed to continuing to research viable alternatives. To read more about our bakers' positions on palm oil, visit ABC Bakers.

Thanks to the encouragement of and partnership with Girl Scout members, GSUSA and our bakers have realized the power of the Girl Scout brand to make a positive difference in the move toward sustainably produced palm oil.

Do Girl Scout Cookies have trans fats? Girl Scouts is proud that all Girl Scout Cookies are "zero grams trans-fat per serving." Selected varieties can claim 100% trans-fat-free status, meaning there's not a speck of trans fats in the whole package.

Why don't you offer cookies that are non-dairy, dairy-free, sugar-free, casein-free, organic, low-carbohydrate, low-calorie, low-fat, non-fat, fat-free, etc.? Girl Scout Cookies are produced only once a year and for a limited time, so our bakers never achieve the volume required to support the specific production of specialty cookies.

What does GSOC do with unsold cookies? We work closely with our volunteers, our girls, and our baker to put into action the very skills girls learn through the cookie program, like goal setting and inventory management. There is no such thing as left-over cookies, as we donate all remaining cookies. In addition, Orange County Girl Scouts sold more than 39,000 boxes of cookies last year through our "Cookie Share" program that were donated to the military, local food banks, and area hospitals. GSOC has not destroyed cookies, nor have we returned cookies to our baker that have later been destroyed.

I've heard there are shortages of some varieties of cookies. Is Girl Scouts of Orange County affected? Girl Scouts of Orange County has been informed by our baker that they are experiencing production and transportation delays that will impact the availability of cookies in our area. There may be limited availability or delays of some cookie varieties. We are working with Girl Scouts of the USA and our baker to mitigate the impact to our troops, girls, and customers. We are committed to communicating everything we know, as we know it, and will continue to be fully transparent about the availability of cookies, specifics of which will be provided in our regular Cookie News. While these inventory issues are unfortunate, we are proud to see our Girl Scouts back in their communities selling after two challenging seasons in the pandemic.

Gluten-Free Caramel Chocolate Chip

Is the cookie gluten-free? Yes, our Caramel Chocolate Chip cookies are Gluten-Free Certified and baked in a gluten-free facility.

Why is the retail price of the Gluten-Free Cookie more than the other varieties? Due to production costs from our baker, Girl Scouts of Orange County made the decision to set the price of the Gluten Free Caramel Chocolate Chip cookie at \$6 per package.

Why did troops need to order gluten-free cookies in October? The Council had to place our order with the bakery by October 30.

My Troop did not order gluten-free cookies. What do we do if asked for the gluten-free cookie? Explain to the customer, "Our troop does not have any gluten-free cookies in stock, but you can order them from me through our Council's Digital Cookie option and have them shipped directly to you." Then log into [Smart Cookies](#) and send your customer the special-order link or use your Smart Cookies mobile app to take the order!

What do we do if we run out of gluten-free cookies? Explain to the customer, "Our troop sold out of the gluten-free cookies, but you can order them from through our Council's Digital Cookie option and have them

shipped directly to you.” Then log into **Smart Cookies** and send your customer the special-order link or use your Smart Cookies app to take the order.

Can we get more gluten-free cookies if we sell out? Probably not. The gluten-free cookies are limited in supply and will not be available in cookie cupboards. Use **Smart Cookies** to allow your customers to purchase gluten-free cookies online.

Can girls earn a patch for selling the gluten-free cookies? No. Girls or troops may purchase their own patch in our Shop, if desired.



The Adventurefuls™ Cookie

2021 marked the last season for ABC Baker's S'mores cookie. The newest cookie to the Girl Scout's line-up – the Adventurefuls™ – is a crunchy brownie-inspired cookie with caramel crème and a hint of sea salt that will leave you wanting more!

Proposition 65

Why does the Order Card/Girl Rewards insert have a Proposition 65 Warning for the Girl Scout Cookie Program Products? Proposition 65 is a California law that requires a clear and reasonable warning to consumers for products that contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. Some Girl Scout Cookie Products contain the chemical acrylamide, which was discovered in 2002 and is formed by the reaction of naturally occurring sugars and a particular amino acid when food is cooked at higher temperatures, such as when baked, roasted, or fried. With few exceptions, the chemicals in food that appear on the Proposition 65 list are not intentionally added to food. They are picked up from the soil or formed during cooking or other processes.

You have likely seen Proposition 65 statements at various restaurants and establishments that carry food. Proposition 65 includes a very wide range of safety factors when determining what chemicals are included on the Proposition 65 list. Given the difficulty of determining what is a carcinogen and the extremely wide range of safety factors used by California, there is often a great deal of controversy regarding chemicals added to the Proposition 65 list. The purpose of Proposition 65 is to alert consumers to potential risk and enable them to make an informed decision regarding the products they consume.

What is the Proposition 65 Warning? WARNING: Consuming this product can expose you to chemicals, including acrylamide, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to http://p65warnings.ca.gov/food_

How does a Girl Scout explain this to a consumer? If a customer asks about the Prop 65 warning, you or your Girl Scout can explain that in accordance with California law, consumers will now see this warning in many restaurants, grocery stores, and even hardware stores. The purpose of the Proposition is to alert customers so they can make informed decisions regarding the products they consume. With few exceptions, the chemicals in food that appear on the Proposition 65 list are not intentionally added to the food. They are formed during the cooking, baking, or other process.

Where can I go to learn more about Proposition 65? The website for Prop 65 is p65warnings.ca.gov.

Cookie Dough/OC Bucks/Juliette Dollars

What is Cookie Dough/OC Bucks/Juliette Dollars? Cookie Dough/OC Bucks/Juliette Dollars are girl reward items earned for selling Fall Product and/or Girl Scout cookies. Both are good for a year, expiring on April 30, and can be used only with the Girl Scouts of Orange County.

How can Cookie Dough/OC Bucks/Juliette Dollars be used? Cookie Dough/OC Bucks/Juliette Dollars may be used to pay for:

- GSOC Council Service Fee
- Items purchased from the GSOC Shop only, not online
- Service Unit events and/or day camp
- Girl Scout resident or weekend camp (Council or Service Unit sponsored)
- Approved Troop/Group Travel (see [Troop Travel packet](#) for specific details)
- [Girl Scout destinations](#)
- Gold Award expenses
- Silver Award expenses (Juliettes only)
- Girl Scout Lifetime Membership submitted to Council office by September 1st (Girl Scout Ambassadors who are graduating high school only)
- Donations toward [Fund Her Success](#)
- Donations toward [Buy a Girl a Uniform](#)

How Do Girls Redeem Cookie Dough/OC Bucks/Juliette Dollars?

- **For Council Service Fee** – Troop or parent completes online Membership process and Council Service Fee payment. Girl submits receipt and certificate to Troop Leader. Troop submits for reimbursement using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For GSOC Shop** – Girls submit their certificate at time of purchase. For fax, email, or mail-in Shop purchases, girls submit their card serial number in the credit card section of the order form. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as online tender.
- **For Service Unit Events or Day Camp** (local community) – Girls submit their certificate with their registration & signed permission slip to the Event Coordinator, Day Camp Director, or Troop Leader as noted on the event or day camp flyer. Event Coordinator, Day Camp Director, or Troop Leader completes the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For GSOC Resident/Weekend Camp or Council Events** – Girls register online for camp or event. Girls submit receipt and certificate using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Approved Troop/Group Travel** – Girls submit their certificate to their Troop Leader. Juliettes submit their Juliette Dollars for Group travel to the Travel Patrol Advisor. Troop Leader or Travel Patrol completes online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Girl Scout destinations** – Girls submit their certificate and a copy of their destination registration confirmation to Council using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Gold Award expenses** – Troop girls submit their certificate to their Troop Leader with receipts and explanations for how each purchase relates to their Gold Award project. Leader then submits the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Silver Award expenses (Juliettes only)** – Juliettes submit their Juliette Dollars and documentation using the online Cookie Dough [Reimbursement form](#).
- **For Girl Scout Lifetime Membership** – Girl Scouts graduating high school submit their certificate with a signed membership registration form and a check for the balance of the lifetime membership payable to GSOC in Irvine.
- **For Fund Her Success** – Girls complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) and select the “Fund Her Success” option.
- **For Buy a Girl a Uniform** – Girls complete the [Donation form](#) and submit to the GSOC Girl Scout shop.

Please note: Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender.

Can a Troop Use a Girl’s Cookie Dough/OC Bucks/Juliette Dollars? No. Cookie Dough and Juliette Dollars belong to individual girls, not a troop or group, so each girl makes individual choices on how to use them. Troop/Groups already benefit from the proceeds of each package of cookies sold. If a troop/group has asked girls to contribute individual funds towards approved Troop Travel (as defined in the [Troop Travel packet](#)) girls may pay with their Cookie Dough, rather than check or cash.

What qualifies as Approved Troop Travel? Troop Travel of 150 miles or more (300+ miles round trip) qualifies as a usage for Cookie Dough/OC Bucks/Juliette Dollars, providing the trip has been approved by the Service Unit Coordinator and GSOC Program Department (as specified in the Troop Travel packet). Girls submit Cookie Dough as payment for qualified Troop Travel to their Troop Leader.

How does a Service Unit or Troop Treasurer get reimbursed for Cookie Dough/Juliette Dollars received from girls? Service Units and Troop Treasurers complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). Please include a copy of the event flyer, approved Troop Travel form, or receipts with explanations of what each purchase was for and how it related to their Silver/Gold Award with the reimbursement form and attach each girl's Cookie Dough/OC Bucks/Juliette Dollars. Cookie Dough/OC Bucks/Juliette Dollars must be redeemed prior to the expiration date (regardless of the date of event or travel).

How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for a Weekend Camp or GSOC event? If you plan on using Cookie Dough/OC Bucks/Juliette Dollars for Resident/Weekend Camp or for any other Council Sponsored event where registration is offered on our website, register online, and pay in full. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online. You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration after you participates in the program. Cookie Dough/OC Bucks/Juliette Dollars will not be reimbursed for non-attendance. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender.

What about Summer Resident Camp at Camp Scherman? Girls must first register online for Summer Resident Camp with a deposit. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online. The amount submitted will be applied to the existing order. Any remaining balance due may be paid online. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender.

How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for Day Camp? Girls submit their certificate with their registration and signed permission slip to the Day Camp Director as noted on the event or day camp flyer. Day Camp Director will complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration after participating in the program. Cookie Dough/OC Bucks/Juliette Dollars will not be reimbursed for non-attendance; however, if the event is canceled, GSOC will issue new Cookie Dough/OC Bucks/Juliette Dollars. If the original card has now expired, GSOC will issue cards with expiration dates in the next cycle.

What if I cannot pay for the entire amount? Please e-mail customercare@girlscoutsoc.org for assistance.

What if I have enough Cookie Dough/OC Bucks/Juliette Dollars to pay for my entire Summer Resident Camp, Weekend Camp, or Event? Please e-mail customercare@girlscoutsoc.org to arrange this payment.

Can Cookie Dough/OC Bucks/Juliette Dollars be used for an event that will happen after the Cookie Dough/OC Bucks/Juliette Dollars expires? Yes, as long as a girl registers for the event prior to the expiration of the Cookie Dough/OC Bucks/Juliette Dollars and submits the [Reimbursement form](#) prior to the expiration date.

Can Cookie Dough/OC Bucks/Juliette Dollars received after an event be used for reimbursement of the event? No, the girl must have had the certificate at the time she registered for the event.

Can Cookie Dough/OC Bucks/Juliette Dollars be redeemed after their expiration date? No. Girls have a year or more to redeem these rewards prior to their April 30th expiration date. Expired certificates will not be honored.

Are Cookie Dough/OC Bucks/Juliette Dollars transferable? No. They are a girl reward item, not a debit, credit or gift card and have no implied warranties. Unused value cannot be redeemed for cash or applied toward gift certificate purchases and does expire.

Can a Girl redeem Juliette Dollars with a Troop? No. Girls may not use Juliette Dollars for troop activities. Juliette Dollars belong to individual girls, not to a Troop. Troop/Groups earn proceeds in each product program. If a Group has asked girls to contribute individual funds towards approved Group Travel (not Troop Travel) girls may pay with their Juliette Dollars.

How can Juliettes save for long-term plans since Juliette Dollars expire? Juliettes with long-term plans on file extending beyond the Juliette Dollars expiration date may, prior to the expiration date, complete the online [Juliette Dollars Extension Request](#). Extensions are for Juliette Dollars only and are not applicable for Cookie Dough. Extensions must be requested prior to the expiration date.

Can Juliette Dollars be combined with Cookie Dough and/or Online Loot to pay for events, activities or shop purchases? Yes!

Can I use Cookie Dough/Juliette Dollars to make a donation to GSOC? Yes! Girl Scouts can use their Cookie Dough/Juliette Dollars to donate to our Fund Her Success Campaign to demonstrate their commitment to philanthropy. A donation of \$50 or more will receive a commemorative “Fund Her Success” Campaign Patch!

Online Loot

What is Online Loot? Online Loot is a girl reward item earned for selling Girl Scout cookies, which can be used for shop purchases made online. Girls have the option of selecting “Online Loot” at every reward level that has “Cookie Dough” as a reward choice. Online Loot is good for a year or more, expiring on April 30th, and can only be used for **online** Girl Scout Shop purchases.

How is Online Loot used? Online Loot can be used for shop purchase made **online only**. Online Loot can also be used to pay for shipping costs associated with online orders.

How do girls redeem Online Loot? Girls receive an email after the cookie program ends with a unique serial number to be used at the **online** Girl Scout shop. Girls can use the same serial number over multiple transactions until their balance is exhausted.

Can Online Loot be exchanged for Cookie Dough, OC Bucks, Juliette Dollars, or a reward item? No.

Can lost Online Loot be replaced? No. Online Loot cannot be replaced if lost.

Can a Troop Use a Girl's Online Loot? No. Online Loot belongs to individual girls, not a troop or group, so each girl makes individual choices on how to use them. Troop/Groups already benefit from the proceeds of each package of cookies sold.

Can Online Loot be redeemed after their expiration date? No. Girls have a year or more to redeem these rewards prior to their April 30th expiration date. Expired serial numbers will not be honored.

Is Online Loot transferable? No. It is a girl reward item and has no implied warranties. Unused value cannot be redeemed for cash and does expire.

Cookie Share – Community Service Project

What is Cookie Share? Cookie Share is a Girl Scout community service project that gives girls the opportunity to sell virtual “Cookie Share” cookies that are distributed to our nation’s military and local food banks.

How do girls sell Cookie Share donations? Selling Cookie Share is easy. Girls ask every customer if they’d like to participate in the Cookie Share program. Girls collect \$5.00 for each order and provide the customer with a Cookie Share receipt. Customers do not choose the product or organization and troops do not receive these virtual items. Girls record this sale on their order cards and/or notify their troop. Council delivers the products to the organizations.

Can our troop sell Cookie Share at our Booth Sale? Yes! It’s easy to sell Cookie Share everywhere. You can sell Cookie Share donations at booth sales, rolling sales, during order taking, and as part of door-to-door direct sales. Money for Cookie Share is collected at the time of order/purchase. Customers receive a Cookie Share receipt instead of product.

Are Cookie Share purchases tax deductible? Yes! The customer does not receive the Girl Scout product and does not benefit directly from paying for them, so the purchase price is a charitable contribution.

Can our troop choose another organization for Cookie Share? Yes, but you will need to complete the Troop's Own Cookie Share [Form](#) and follow the information on the [Donation Agreement Form](#).

Will the council deliver cookies for a Troop's Own Cookie Share donation? No, the troop is responsible for acquiring the cookies and delivering them to their organization.

Where do I get Cookie Share receipts? Cookie Share receipts are available on the [Resources & Forms](#) page of gscookiesetc.org for you to download and print.

What do girls need to do to get a Cookie Share patch? Girls who sell 15+ packages of virtual Cookie Share donations will earn the Cookie Share patch.

Credit Cards

Girl Scouts is accepting credit cards! If a customer wishes to pay by credit card, girls can process these payments through the Smart Cookies app.

How do I process credit card payments? Girls/parents can process credit card payments by logging into ABC Smart Cookies. Detailed instructions can be found on the [Resources and Forms](#) page of gscookiesetc.org

When can I use the credit card function? Girls can take payments for in-person sales either when working alone or at a booth sale. If you are working alone, you can log into the Smart Cookies App and process the transaction as a Girl Delivery Payment. If you are doing a **troop** booth sale, you can log into the Smart Cookies App and process the transaction as a Booth Credit Payment.

What if I am working a parent/daughter booth and using my own cookie stock? If you are using your own cookie stock at a parent/daughter booth, you must process credit card payments as a Girl Delivery Payment, not a Booth Credit Payment.

Who will absorb the transaction fees? Girl Scouts of Orange County will absorb all transaction fees when using the Smart Cookies credit card option.

Which credit cards can be used to pay for product? All major credit cards are accepted – Visa, MasterCard, American Express, and Discover.

Will the customer receive a receipt if paying by credit card? If the customer provides an email address at the time of purchase, then a receipt will be emailed directly to them.

How will credit card payments be credited to me? All credit card payments for girl-delivered orders are automatically credited to the girl account and the troop account in Smart Cookies as soon as the transaction is processed.

How will credit card payments be credited to the troop if processed at a booth sale? All credit card payments collected at booth sales are automatically credited to the troop account in Smart Cookies as soon as payment is processed.

Is the customer's credit card information stored? No. Credit card information is not stored within the Smart Cookies app or in the girl/troop devices.

How can I see what credit card payments have been processed? Girls can log into Smart Cookies and click on *Manage Orders*. For Booth Credit Payments, girls can click on *View Booth Credit Card Payments*.

Can girls take prepayment by credit cards for contactless Girl Delivery? Yes! Starting January 16, 2022,

consumers will have the option to prepay by credit card for girl delivery-orders placed via an email invitation. Payment will be credited to the troop and girl. Girls can then make a contactless delivery to the consumer.

Can we cancel orders/process refunds if contactless Girl Delivery order cannot be fulfilled? Troop users will have the ability to issue a credit card refund if an order cannot be delivered. Smart Cookies will show the order as cancelled. Troop and girl financial transactions will be voided in the event of cancellation. The consumer's credit card will be refunded the purchase amount.

What safeguards are in place to protect the customer's information? All data transferred over the internet is encrypted and uses secure transmission methods. In addition to securing the transmission media, there is encryption at the transaction level. Security includes, but is not limited to firewalls, network segmentation, anti-virus, intrusion detection/prevention, internet content filtering, data loss prevention, encryption technology, logging and 24/7/365 monitoring by network and security operation centers.

Can I use a different credit card service to process credit card transactions? If you choose to process your cookie payments through another company, select a device and program that offers a [free card reader](#) device.

- Set up the device and link to a parent/guardian's personal bank account.
- Parents/guardians will absorb all transaction fees. Fees may not be passed on to the customer.

I Need More Cookies!

I've heard that the shipment of some cookie varieties is delayed. How will I know if/when my Troop's order will be fulfilled? Cookie Cupboards will send you a confirmation email when your order can be fulfilled. Your confirmation email will also indicate whether your order is fully or partially filled. As of this update (2/24), we have not yet received confirmation from the baker as to when our cookie orders will be delivered, but we believe some cookies are arriving on 2/25. We will update these FAQs when we have more information.

Can I cancel my cookie order? Yes: please reply to the confirmation email you receive from your cupboard to cancel your order. Please see your troop plan book for instructions.

Should I cancel my booth sale if I don't have cookies right now? Troops may cancel their booth sale in [SmartCookies](#), if needed. Contact your SU Booth Sale Coordinator if you need guidance. It is okay to host a booth sale and leave when you sell out of cookies or stay and take orders for delivery and cookie share sales.

What about the Case Exchange Day? Due to the current supply challenges, we will not have a Case Exchange Day. Troops that earned this reward have been contacted directly and instead encouraged to **post their cookies on the new [Cookie Swap document](#)** and arrange to transfer them to another troop that needs them. You do not have to "swap" cookies. You can just transfer cookies, along with the financial responsibility, to another troop that needs them. If you feel you have too many cookies, please let us know and we will help you get them to a troop that needs them. Email CustomerCare@GirlScoutsOC.org with *Case Exchange Day* in the subject line. Simply tell us the number of cases, by cookie variety, that your troop no longer needs. Together, we can coordinate the best plan for your troop.

How can I access the Cookie Swap Site? You can access the [Cookie Swap document](#) to post cookies you would like to transfer to another troop that needs them. You do not have to "swap" cookies. Troops can make arrangements to transfer cookies, along with the financial responsibility, to another troop. This year's Swap Site is a Google doc. The password for the document is the same one used to access the Volunteer Resource page on www.gscookiesetc.org/cookies/volunteerresources/. See your Troop Plan Book for instructions and the password.

Why has been Peanut Butter Sandwich cookie been removed as an option for Direct Ship? ABC Bakers is not currently able to source enough peanut butter to keep up with the demand. They will turn this cookie back on as an option for troops if/when inventory becomes available.

How do the Cookie Cupboards process orders? Planned orders are processed by order number, in the order they are received— first come, first served.

How do Cookie Cupboard wait lists work? The cookie software does not accommodate wait lists. Some

Cupboard Managers are keeping special spreadsheet lists to help fulfill orders (first come, first served), but doing so is a manual process and very time consuming.

Will the Council extend the Cookie Program? If girls and troops are interested in extending their cookie program, they may continue selling from their inventory through March 31, 2022. Troops and Service Units will still be able to complete their processing by the deadlines posted in the Troop Plan Book. At this time, we do not have information about when cookie inventory orders will arrive. Details about cookie sales after March 13 will be shared with Troop Cookie Managers when we have more information about cookie inventory.

Should I still place orders for more cookies? Yes; please continue to place planned orders so we can allocate inventory to the cupboards appropriately. Since Adventurefuls™, Shortbread, and Peanut Butter Sandwich are on back order, the best practice is to place one order just for these varieties and a second order for other cookie varieties, since those will be in stock soon.

What can girls do while waiting for their cookie orders to arrive? Girls may take orders using their order card and take online girl delivery orders and online direct ship orders. Girls can contact customers with a customized message such as, "Thank you for your cookie order! I'm out of cookies at the moment, but will deliver your order around March 1st. I'll send you an email update as a reminder."

After the Sale

Can we sell cookies after March 13th? Yes. Money and paperwork are due to the Troop Cookie Coordinator on March 7 and cupboards close, but troops/girls with cookies remaining may continue to sell through the end of the month until they have emptied their inventory.

Can we have a Booth Sale in a shopping center after March 13th? Maybe. It depends upon several factors, including when our business permits expire for your city. Contact your Booth Sales Coordinator or the Council if you are interested in booth sales after the program ends.

The sale is over, but I just found out that my daughter was only a few packages away from the next recognition. Can I buy some more packages so she can earn it? Usually, no. Once the sale ends, troop paperwork is finalized quickly. Contact your Troop Cookie Coordinator, Service Unit Cookie Manager, or the Council to see if cookies are available for purchase.

Cookie Revenue

How does cookie revenue benefit girls? All the revenue earned from cookie activities — every penny after paying the baker and reward vendor — stays within Orange County. This includes the portion that goes directly to the troop selling cookies. Troops receive \$0.70-1.00 per package sold to reward the team effort and troops decide how their proceeds will be spent. Girls receive patches and prizes to reward their individual efforts.

Are Girl Scout Cookie purchases tax-deductible?

- **No**, if you keep the cookies.
- **Yes**, if you leave the cookies with Girl Scouts as a Cookie Share donation. Be sure to give customers a Cookie Share receipt.

Girl Scouts

How can I enroll my daughter/volunteer? You can inquire online at girlscoutsoc.org/join or call 800-979-9444. Other languages: **Spanish:** (949) 461-8894 | **Vietnamese:** (949) 461-8895. Any other membership questions can be directed to customercare@girlscoutsoc.org or call 949-461-8869.

Social Issues

Occasionally, you may receive a question from the public related to Girl Scouts policies, current events, or common misconceptions about Girl Scouts. Below are just a few of the frequently asked questions in these areas. If you or your girl receive a question you are not comfortable answering, please direct the individual to [girlscouts.org/faqs](https://www.girlscouts.org/faqs) or ask them to reach out to the Girl Scouts of Orange County Communications Director 949-461-8800.

Is Girl Scouts affiliated with Planned Parenthood? No. Girl Scouts does not have any collaboration or relationship with Planned Parenthood, nor do we provide any financial support to this organization. We believe that health and sexuality are private matters for girls and their families. The Girl Scout organization, including local councils and Girl Scouts of Orange County, does not take a position on abortion or birth control, nor do we endorse or provide funding to organizations that advocate on these issues.

More Information

I have more questions. Who can I contact? Girls and parents can contact their Troop Cookie Coordinator or Leaders for more information. Troops will find more answers in their Troop Plan Book and can contact their Service Unit Cookie Manager. Also visit our website: [girlscoutsoc.org](https://www.girlscoutsoc.org) and [gscookiesetc.org/cookies](https://www.gscookiesetc.org/cookies)

Have more questions about Girl Scout Cookies? Visit Girl Scouts of the USA's [Frequently Asked Questions](#) page or email customercare@girlscoutsoc.org. For more information about our Cookie Program, selling tools, and nutritional information, please visit [here](#).

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