



March 27, 2020

Dear Girl Scouts Heart of the Hudson Members,

Good Afternoon,

I wanted to give you more in-depth information with regards to the GSHH Spring 2020 Cookie Program.

COVID-19 came to our Council right as we began our cookie program and we have been acutely aware of the stress this has placed on our Troop Leaders, Parents and Cookie Chairs. We understand that the last thing our volunteers need right now is more stress. In order to alleviate some of the stress, we have updated our information regarding the cookie program for this year. We will continue to update our information as it becomes available.

GSUSA is launching the Girl Scouts Cookie Care Initiative to help the Troops and Councils who were affected the most by the timing of the COVID-19 pandemic during their cookie program season. GSHH is committed to not having our troops be stuck with the financial implications for unsold cookies. The Girl Scouts Cookie Care Initiative is providing this [link](#) for people to purchase cookies either to donate or to order for direct delivery. The proceeds from this sale will be to help offset the cookies in inventory in the cupboards and returned to Council from Troops due to cancelled booth sales.

We have been working with both GSUSA and our baker partner, LBB, on solutions to some of our most pressing cookie questions. Please see below for FAQ's - If you do not see an answer to your question - please reach out to us so we can work to find an answer. Please remember that we are still working out some of the details.

**Q. Our Booth sales were cancelled - can we return the unsold cases?**

A. Yes - This year due to the COVID-19 health crisis we will be accepting returns of cases purchased for Booth Sales. If you return the cookies to the Council you will no longer be financially responsible for them.

**Q. We never picked up our cookies for our booth sale. Are we still financially responsible for those cases?**

A. No - GSHH has accepted the financial responsibility for those cookies and will be working on finding purchasers for those cookies.

**Q. Can we cancel our initial order? Or return cookies from the initial order?**

A. No - At this time we will not be taking back cookies from the initial order. At this time we are working on the unsold boxes from the cupboard inventory and unsold cookies from booth sales that troops may return to Council.

**Q. Will there be guidelines for when we can return cookies to Council?**

A. Yes - We will be sending out details of when troops can return cookies to Council.

**Q. Can troops still do Virtual cookie booths?**

A. Yes - Troops and Girls can continue to do virtual cookie booths.

**Q. Can Girls still sell cookies on the digital platform?**

A. Yes - Girls may still sell cookies on the digital platform.

**Q. Will there be a final date that troops can return cookies to council.**

A. Yes - There will be a final date. This will be communicated to all in the future.

**Q. Why is Council selling cookies?**

A. Council is working to help find donors and purchasers to offset the cost of the cookies that have been held in inventory or going to be returned by Troops.

**Q. How many boxes of cookies is Council responsible for at this point?**

A. Currently Council is responsible for paying for approximately 175,000 unsold boxes.

**Q. Can girls continue to sell cookies for donations to OPDrop or First Responders?**

A. Yes - Girls may continue to sell cookies for donations – they should however continue to adhere to guidelines set by the CDC and the State government with regards to delivery.

**Q. Can Girls sell cookies on Facebook Marketplace?**

A. GSHH does not recommend that Girls sell on Facebook Marketplace, especially during this time.

**Q. Can Girls deliver cookies that are sold or donated?**

A. At this point in time, GSHH has asked that Girls suspend cookie program activities unless they are virtual and contactless. In the future, Girls and families should continue to follow any guidelines provided by the CDC and State and Local government agencies.

**Q. Will there be any more booth sales for this cookie season?**

A. We do not know what the status of future booth sales will be for this cookie season.

**Q. Is the cookie sale being extended?**

A. Yes - The cookie sale is being extended.

**Q. Are the ACH sweeps being postponed?**

A. Yes - The ACH sweeps are being pushed back. We will continue to evaluate the current dates and make adjustments as necessary.

**Q. Who gets the troop proceeds for the cookies sold through the new digital link?**

A. We will be working on an appropriate and fair way of dealing with the troop proceeds issue. More information will be released in the future.

**Q. If we sold all our cookies and want to sell more, can we pick up more cookies?**

A. We are unsure at this point in time.

**Q. What happens if the site where we were supposed to pick up our initial order is no longer available?**

A. Please contact the Product Sales Team as they are working through the logistics of issues like this.

I am sure this doesn't answer all of your questions, but I hope it has answered many of them. If you have other questions, please do not hesitate to reach out to [CustomerCare@girlscoutshh.org](mailto:CustomerCare@girlscoutshh.org). We will continue to do our best to answer your questions and we will continue to add questions and answers to this list.

We understand how much stress so many of our volunteers and families are under at this point in time, and we want to do our best to help alleviate that stress. We can't fix everything all around us in the world today, but we can do our best to help you when you need it most. Once again, when in doubt always refer back to the Girl Scout Law as your North Star and you can never go wrong.

Please continue to check our website [www.girlscoutshh.org](http://www.girlscoutshh.org) for updates.

Thank you for your support.

Yours in Girl Scouting,

A handwritten signature in black ink, appearing to read "Marie Reger". The signature is fluid and cursive, with the first name "Marie" being more prominent than the last name "Reger".

Marie Reger

CEO

Girl Scouts Heart of the Hudson, Inc.