



2021 Cookie Season FAQ's



Welcome to the 2021 Girl Scout Cookie Sale. This year's sale will be a new experience for us all and different from previous years; we thank you for coming on this journey with us! GSHH is compiling this document as an easy-reference for you to get quick answers to common questions surrounding this year's cookie sale.

As conditions regarding COVID-19 continue to change, there will be updates to guidelines for this year's cookie sale. You can expect this document to be updated and amended to include the most up-to-date guidance for volunteers and cookie sellers. Please continue to refer to [the GSHH In-Person Activity Guidance](#) as found on our website often, as this document is updated frequently, as local and state guidelines are continuously changing. Please remember: Girls and volunteers are not required to participate in any activity. It is at the sole discretion of each individual family and their comfort level with the planned activity.

Q. When does the cookie sale start?

A. This year's cookie season begins on February 12. The initial order time frame is from February 12 to March 14. The cookie program continues thru May, and gives girls many options for participation and opportunities to earn higher rewards.

Q. Is door to door selling permitted?

A. We encourage girls to use digital cookie to eliminate many levels of contact, however parents are the ultimate decision makers with how their girl's participate based upon their level of comfort. While taking orders in person all GSHH and COVID-19 [guidance](#) must be followed. This includes wearing a face covering, maintaining proper social distancing, and following proper hygiene practices.

Q. During the pandemic is there a contactless way to sell cookies?

A. Digital Cookie! When Digital Cookie was first developed the idea was to help girls living in our digital world reach their customers 24/7 and learn about e-commerce. Now it is an ideal tool to

help girls reach their customers and take orders to be shipped, donated or delivered to their door.

Q. When does Digital Cookie open?

A. Families will receive an email from girlscoutcookies.org around February 10, inviting them to set up their Girl Scout's online cookie store. The site opens for selling February 12.

Q. Is there a delivery charge to ship cookies?

A. Yes. Customers pay for shipping. This year GSHH is absorbing \$5 of the shipping cost of 9 packages or more **during the first 2 weeks of the sale 2/12-2/26**. To allow customers to take advantage of this deal, girls should get their sites setup as early as possible to encourage their customers to use the \$5 discount on shipping.

Q. What is the Troop Link?

A. Troop Link is new this year for troops in Digital Cookie. The Link can be used to make sales for the troop, and will be linked to the troop account, not to a specific girl. The Troop Link can be used to take orders from the general public at a booth, for a virtual booth or online for customers using the Cookiefinder.org GSUSA cookie site. Cookie sold through the Troop Link stay in the troop until leaders later distribute sales to girls in the troop.

Q. GSUSA is promoting Cookiefinder.org starting in February. How can troops benefit from this?

A. Troop leaders will receive an email from girlscoutcookies.org late in January. If the troop wants to participate in Cookiefinder.org sales the troop should set up the link via the email. Girl registration emails will be sent to families around February 10th to set up individual girls' sites.

Q. Do Cookies sold using the Troop Link count toward Initial Order totals?

A. No, Troop Link cookies count toward total sales, not Initial Order sales. And leaders can allocate Troop Link cookies to girls once the Girl Orders tab opens, after the initial Order phase ends.

Q. Will Troop Link sales count toward Troop PGA?

A. No.

Q. Can people support Girl Scouts if they aren't interested in purchasing cookies?

A. Yes, persons who do not want to purchase Girl Scout cookies for themselves can purchase boxes to be donated to GSHH's Operation Cookie Drop.

Q. What is Operation Cookie Drop?

A. Started in 2002, Operation Cookie Drop is our council-wide effort to send donated cookies to our troops overseas, in hospitals and in veteran's homes. Since its inception, Operation Cookie Drop has provided over one million packages of cookies to veterans and continues to provide support to veterans groups throughout the year.

Q. What are the cookie prices?

A. Our traditional varieties—Thin Mints, Tagalongs, Lemon-Ups, Samoas, Trefoils, and Do-si-dos are now \$5 a package. Our specialty varieties—S'mores with all-natural ingredients and our gluten-free, with all natural flavors, Toffee-tastic cookies are \$6 a package.

Q. Are there any restrictions for selling cookies via social media?

A. You may advertise your booth sale on your personal social media accounts. DOC has the option to post directly to your personal Facebook page from the DOC site. Posting on public sales sites such as Facebook Marketplace, Craigslist, Amazon and eBay are prohibited.

Q. Will we have March Booth sales?

A. Yes. At this time we plan to have March Booth sales. Please remember availability of locations could change at any time due to guidelines set by CDC. GSHH will communicate any booth location opportunities once they are secured. We are still in the process of finalizing locations based on guidelines. **We will publish the GSHH In-Person Booth Guidelines once it is finalized.**

Q. Are March booth sales limited to weekends? If so, why?

A. GSHH will communicate availability as we secure more locations. If a troop would like to secure a booth location you can do so any day of the week. We recommend that you put your booth in eBudde so it is visible on the cookie finder.

Q. Can troops still do Virtual cookie booths?

A. Yes. Troops and Girls can continue to do virtual cookie booths, in fact we encourage it.

Q. What about Drive-up Booths?

A. Yes. Drive up Booths can be a great way to sell cookies.

Q. What booth locations will GSHH set up (Metro-North, malls etc.) and when/how do you sign up for a slot?

A. Sign up for booths will be the same as in the previous years. GSHH will communicate the day and time when eBudde is open to sign up for booths and you can choose a location and time from the locations that GSHH is able to secure.

We are continuously in contact with locations we have used in the past and we will communicate as soon as we have confirmation on all locations that are available.

At this time Metro-North has not been secured by our council but as a troop you have the option to contact them directly.

Q. Can we return the unsold cases?

A. No - we will not be accepting returns of cases purchased for Booth Sales.

Contactless Delivery will be available through the eBudde APP and we will have guided instructions for delivery as the delivery date approaches.