



## Cookie Season Update

Dear Girl Scouts Heart of the Hudson Community,

First, we want to thank you for your patience and flexibility in what has started as an unpredictable Girl Scout Cookie Season. Along with that, we understand your frustrations at the conflicting messages you have received. In an effort to clear this up, we'd like to take this opportunity to share some current Cookie Season updates with you.

To start with the bad news, as you all may know, the online-only Raspberry Rally cookie sold out in less than a day. Not only did GSHH sell out, but all Little Brownie Baker (LBB) councils that were open for direct ship sales also sold out in less than 24 hours. Due to production challenges, each LBB council was given a limited allotment of Raspberry Rally, and it proved to be more popular than anticipated. While we did communicate this limited availability during the Service Unit cookie training, we did not make it as prominent as we should have. We do apologize for this and will do better in the future.

Some good news is that the shipping promotion in Digital Cookie (DOC) is now up and running properly. We know there were errors on Monday, and the system was not taking off the discount from qualifying orders. This was not something that GSHH staff could fix, and we worked with our DOC partners and developers to get it up and running by Tuesday morning. We do apologize for the frustration and inconvenience that this system error caused. Anyone who was charged full price on a qualifying order will receive a \$5 refund from DOC.

Last Friday, we indicated that Samoas may be turned back on for direct ship orders. We have since learned that they will be unavailable for shipping for the remainder of the season.

On the positive side, on a call with Little Brownie Bakers (LBB) today, they confirmed that Samoas and Toffee-tastic will remain available for girl delivery and in-person sales for the remainder of the season and will be available for reorder.

To address a final pain point, we are aware that packages of Raspberry Rally are up for resale on eBay. These concerns have been brought to GSUSA, and they have confirmed that, unfortunately, there is not much we can do from a legal standpoint to take these listings down. These listings take away from the intention of the Girl Scout Cookie Program and are taking away from girl proceeds.

We hope this is the final curveball to this year's cookie program, but if any further updates come, we will communicate them to you as soon as possible.

As always, please reach out to Member Care at [membercare@girlscoutshh.org](mailto:membercare@girlscoutshh.org) with any questions.

Yours in Girl Scouting,  
Girl Scouts Heart of the Hudson, Inc.



Have a question? Don't be shy!  
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