



May 1, 2020

Dear Girl Scouts Heart of the Hudson Members,

I hope that everyone has continued to stay safe and healthy during this time. We have been and will continue to monitor the ongoing health situation with regards to our Council and the Cookie Program. We have promised to keep everyone updated with regards to the Cookie program and would add to the FAQ's as things came up. Please see below for more recent FAQ's.

Q. When will we receive Dough Si Dough?

A. Dough Si Dough will be sent out via email approximately 5 weeks after the close of the cookie sale.

Q. Will Dough Si Dough be able to be used for Membership?

A. Yes.

Q. When will we be able to get the cookies our troops ordered?

A. NYS is currently under the Pause Order. When restrictions are lifted we will be able to coordinate cookie delivery. We expect that cookie delivery should be able to occur about two weeks after that.

Q. When will the ACH's occur?

A. Approximately 4 weeks after the first delivery. Troops will receive plenty of notice before the first sweep is made.

Q. Will there be an OpDrop event in June?

A. The status of our event depends on NYS's social distancing directives.

Q. How will cookies go to First responders? What first responders will receive the cookies?

A. We will coordinate delivery of these cookies with volunteers. We are developing a list of potential recipients. Please let us know at productsales@girlscoutshh.org if you have suggestions for organizations. Please be as detailed as possible.

Q. What date is stamped on the cookie boxes?

A. Little Brownie prints the same best by date on every box they make, September 1. We know that customers are anxious to get their cookies, and the date is unlikely to be an issue—they'll be gone soon after delivery! Freezing the cookies keeps them very fresh.

Q. Can girls still take orders on DOC?

A. DOC is currently open.

Q. When will DOC close?

A. We will determine a date to close DOC after the state lifts its Pause Order.

Q. When will the cupboards open?

A. We will open cupboards once the NYS Pause Order is lifted.

Q. Can customers cancel DOC orders placed for girl delivery during Initial Order?

A. Customers cannot cancel DOC orders, as the cookies are included in the troop's order and will be delivered as soon as the Pause Order has been lifted.

Q. I don't want to handle money as cookie payment. Do I have alternatives?

A. Digital cookie has a "Cookies In Hand" option that is perfect for taking payments for cookies that the troop already has. Setting girls up in DOC will give families the option of accepting payments with this app.

We will continue to communicate with you as the situation around us evolves. Please continue to check our website www.girlscoutshh.org for updates and reach out to CustomerCare@girlscoutshh.org for questions.

Yours in Girl Scouting,
Regina Shaver and the Product Sales Team
Girl Scouts Heart of the Hudson, Inc.