

# 2024 TPM Cookie Training



# Hearthside Leadership

“For me, it’s all about teams learning and growing together, achieving ever-greater levels of performance, deepening commitment to our customers and striving to be their preferred partner. Hearthside’s organization and culture are poised for transformational performance and growth, and I look forward to leading the company on that valuable mission.”

## Darlene’s leadership values

1. Power in a team—working, thinking and believing together
2. Inclusivity—everyone can add value, provide new perspectives
3. Personal accountability and ownership
4. Transparent and open communication
5. Speed wins—learn fast, think fast, act fast, turn and pivot
6. Continuous improvement—be the best at getting better
7. Learn every day
8. Share a common goal

Darlene Nicosia, CEO



Girl Scout Alumnus



Bobbi Jo  
Raffetto  
COO

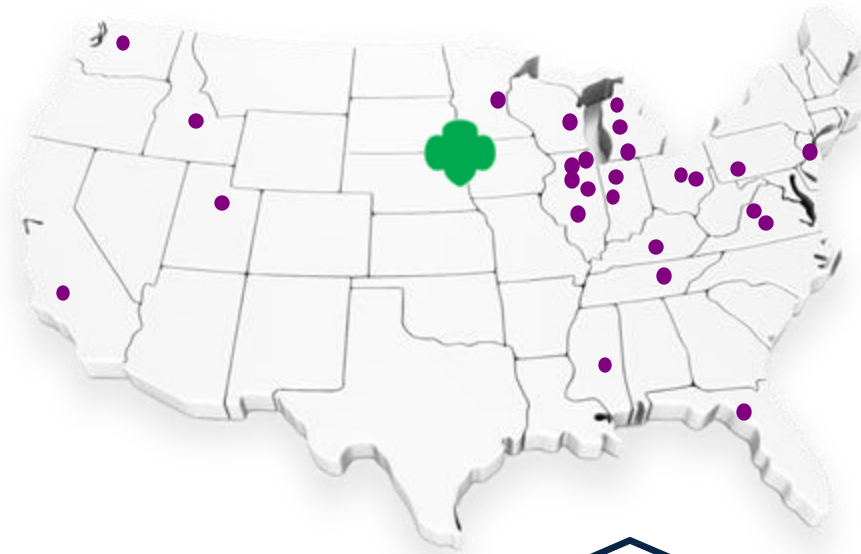


Aneth Padron Boozer  
VP Transformation

# Where do we get our cookie power?

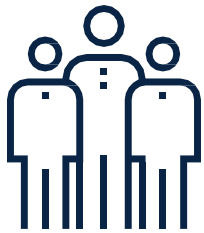
## Fresh & Frozen facilities:

- California
- Florida
- Illinois (4 facilities)
- Minnesota
- Ohio
- Utah
- Virginia
- Washington



## Shelf-stable facilities:

- Idaho
- South Dakota
- Illinois (8 facilities)
- Indiana
- Kentucky
- Michigan (4 facilities)
- Minnesota
- Mississippi
- Netherlands
- New Jersey
- Ohio (2 facilities)
- Tennessee (2 facilities)
- Virginia
- Pennsylvania
- Wisconsin



**15,000**

Team members

**\$4B**

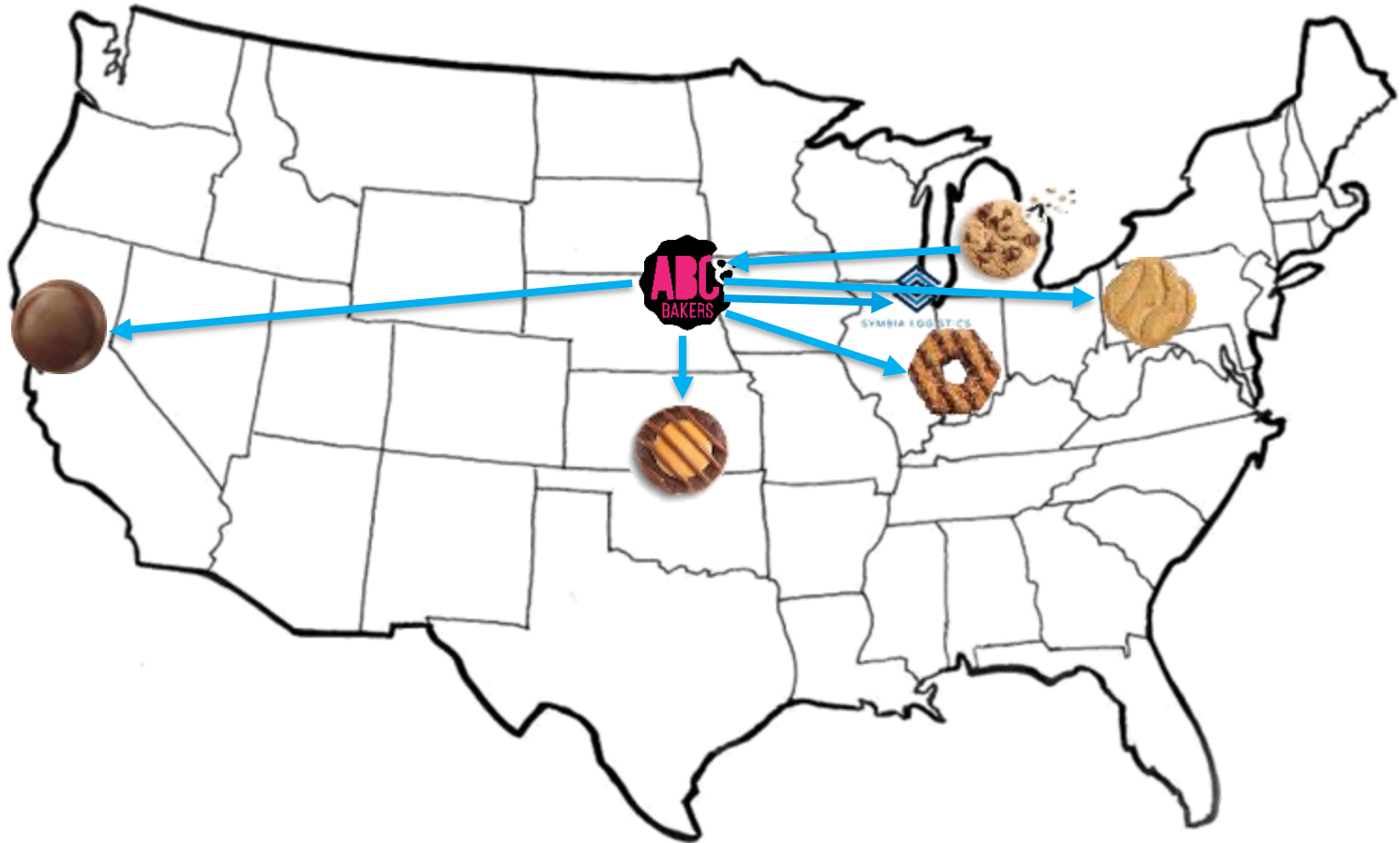
In revenue



Facilities across US  
& Europe

[www.hearthsidefoods.com](http://www.hearthsidefoods.com)  
[www.abcbakers.com](http://www.abcbakers.com)

# This distribution network increases flexibility and reduces risk



# Actions have been taken to support your growth

Hearthside invested and made strategic choices so that our great tasting cookies are available for every selling moment



## INGREDIENTS

Protected supply via multiple partners



## EQUIPMENT

Invested capital to provide more consistent quality & greater output



## PACKAGING

Removed components for to simplify supply chain and increase bakery flexibility



## PEOPLE

Invested in recruitment, retention and training

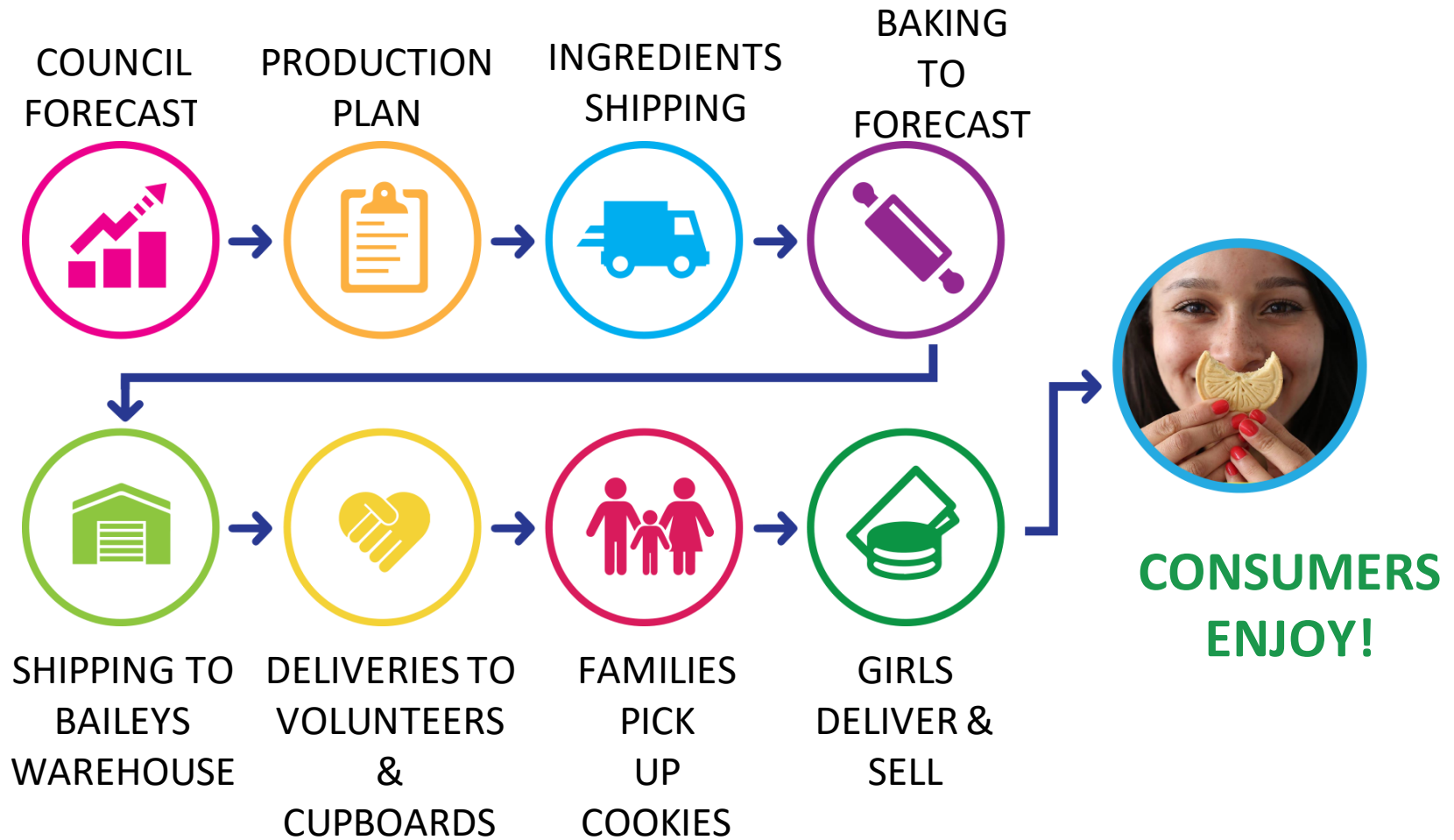


## QUALITY

Maintained highest safety and food quality standards

***This requires an enterprise-wide mindset and effort***

# Journey of a Girl Scout Cookie



# Meet the Cookies



# We proudly bake America's Best Cookies

## 5 Core Classics



CARAMEL  
DELITES



PEANUT BUTTER  
SANDWICH



THIN MINTS



PEANUT BUTTER  
PATTIES



TREFOILS

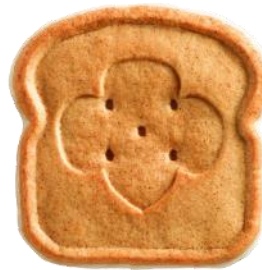
## +4 More Crowd Pleasers



ADVENTUREFULS



LEMONADES



TOAST-YAY!



CARAMEL  
CHOCOLATE CHIP



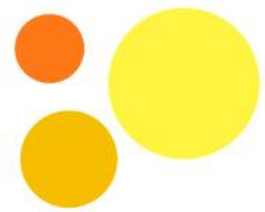
# ABC offers healthful features for consumers at no additional cost



Made with  
Vegan Ingredients



✓ 6 varieties are made with vegan ingredients



Lemonades



ONLY AT ABC!

## Lemonades®

This original treat features the slightest hint of lemon, for a refreshing, completely unique flavor that stands out as a beloved Girl Scout staple!

Highly sought after cookie with some Council mix percentages reaching +13%

Contains: soy, wheat.

Manufactured in a shared facility with: milk, peanut, coconut



Toast-yay!

ONLY AT ABC!

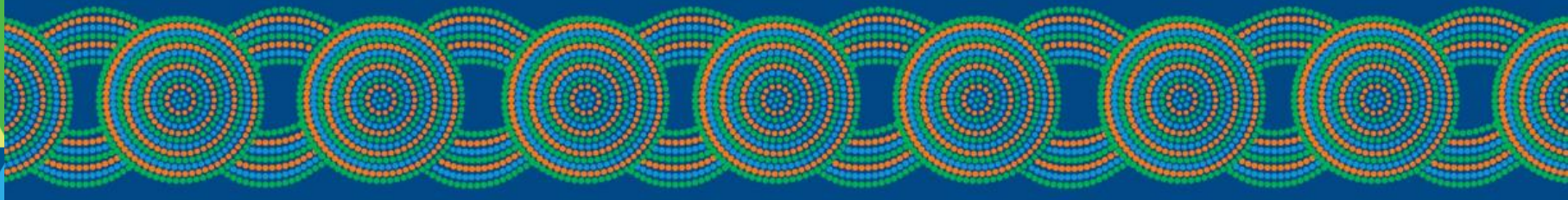
# Toast-Yay!™

YAY! French Toast inspired cookies dipped in delicious icing and full of flavor in every bite!

6% average Council mix

Contains: wheat, soy.

Manufactured in a shared facility with: milk, peanuts, coconut



# Caramel Chocolate Chip








- ✓ Free of the five major allergens: wheat, peanuts, eggs, tree nuts and soybeans.
- ✓ Made with real chocolate
- ✓ Re-sealable pouch



# Our core cookies are professionally tested and preferred

We partner with Contract Testing, Inc. They combine the best practices of sensory science and product research with leading-edge insight based on reviewing research for hundreds of products.

<p><b>Caramel deLites Samoas</b></p>  <p><b>ABC SIGNIFICANTLY BETTER</b></p>	<p><b>Trefoils</b></p>  <p><b>ABC SIGNIFICANTLY BETTER</b></p>	<p><b>Thin Mints</b></p>  <p><b>ABC PREFERRED FOR MINT FLAVOR</b></p>	<p><b>PB Patties Tagalongs</b></p>  <p><b>PARITY</b></p>	<p><b>PB Sandwich Do-si-dos</b></p>  <p><b>PARITY</b></p>
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- No cookies from the other baker were preferred.
- Our cookie names are easy for girls to learn and for consumers to understand!

# No change in counts or weights in over a decade

*Complete nutritional info at [abcbakers.com](http://abcbakers.com) and [abcsmartcookies.com](http://abcsmartcookies.com)*

Cookie Variety	Net Weight	Number of Cookies
Thin Mints	9 oz	32
Caramel deLites	7 oz	15
Peanut Butter Patties	6.5 oz	15
Trefoil	9 oz	40
Lemonades	8.5 oz	16
Peanut Butter Sandwich	8 oz	20
Toast-yay!	8.5 oz	16
GF Caramel Chocolate Chip	5oz	12
Adventurefuls	6.5 oz	15

# ABC innovation in Girl Scout cookie packaging



# We also seek to make the world a better place

**208.26m**  
GALLONS OF WATER

**Over 500k**  
TREES

**1.78m**  
POUNDS OF AIR PARTICULATE

**124.95m**  
KILOWATT HOURS



**Over 100k**  
CUBIC YARDS OF LANDFILL  
MATERIAL

**12.19m**  
GALLONS OF FUEL





# Gluten-Free and the order card

**\$5.00**  
Per Package

First Name \_\_\_\_\_ Troop # \_\_\_\_\_  
 Adult Contact's Name \_\_\_\_\_  
 Adult Phone Number \_\_\_\_\_

Domestic Cookie Packages

- Adventurefuls®
- Toast-Yay!®
- Lemonades®
- Trefoils®
- Thin Mints®
- Peanut Butter Patties®
- Caramel deLites®
- Thin Mints®
- Best Seller!

#	Last Name (Print)	Address	Phone/Email	Number of Packages								Amount Due	Check when Paid
1													1
2													2
3													3
4													4
5													5
6													6
7													7
8													8
9													9
10													10
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44													44
45													45
46													46
47													47
48													48
49													49
50													50
<b>Total</b>												Amount Due	

Girl Scout Cookie™ proceeds stay local to power unique and amazing year-round adventures for girls in your local community.

- Help manage GSU supply.
- Encourage girls to share their QR code to their digital site.
- Discuss with Girl Scouts and their family other ways they can market this cookie.
- We plan to have them in the cookie cupboards in March.
- If it's not available online or for direct ship, it's no longer available to order.

# Talking Points, Hints, and Helpers

- Review with your families and Girl Scouts
- Meant to support you and Girl Scouts with questions
- Can use the document to answer with printed statements or can put into their own words
- Not meant to forward as a document to those outside of Girl Scouts



# Introducing the theme for 2024!



OWN YOUR  
magic

Every Girl Scout has their own magic skills they can unlock during cookie season! Girls can have fun while building upon what they already know and have yet to learn. Just like Lottie the axolotl, every girl has the magic skill of regeneration and growth!

# Our digital toolkits and online resources are easy to access

## Volunteers

- Theme clip art, certificates, etc.
- Selling safely video and tips
- Cookie information & calculators
- Activity tips and how-to's
- Standard forms
- Rally Guide

## Girls & families

- Booth sale poster
- Girl videos
- Activity tips & how-to's
- Social media kit



Girl Scout Cookies®  
2024 Food Allergens Guide

Cookie Name	CONTAINS ONE OR MORE OF THE FOLLOWING TOP 14 ALLERGENS (INDICATED BY "Y")										ADDITIONAL INFORMATION	
	Wheat	Eggs	Milk	Tree Nuts	Peanuts	Soy	Gluten Free	Highly Allergenic	Highly Allergenic	Highly Allergenic		Highly Allergenic
Adventure®	Y	Y	M	M	M							
Fruit Yag®	Y	Y	M	M	M							
Lemonade®	Y	Y	M	M	M							
Treelite®	Y	Y	M	Y	M							
Thin Mints®	Y	Y	M	Y	M							
Peanut Butter Patties®	Y	Y	M	Y	Y							
Caramel de Hoy®	Y	Y	M	Y	Y							
Peanut Butter Sandwich®	Y	Y	M	Y	Y							
Chocolate Chip®	Y	Y	M	Y	Y							



# Doorhanger

## It's Girl Scout Cookie™ Time

First Name

---

Troop #

---

Online

---

Guardian Phone or Email

All cookies are \$ \_\_\_\_\_ Per package

- Adventurefuls®
- Toast-Yay!®
- Lemonades®
- Trefoils®
- Thin Mints®
- Peanut Butter Patties®
- Caramel deLites®
- Peanut Butter Sandwich

I would like to support Girl Scouts by ordering:  
When placing an order by email or phone, please provide your name, street address, city, phone number, email, and your cookie order so girls can capture your order. For in-person orders, girls will collect payment upon delivery of cookies.

## It's Girl Scout Cookie™ Time

First Name

---

Troop #

---

Online

---

Guardian Phone or Email

All cookies are \$ \_\_\_\_\_ Per package

- Adventurefuls®
- Toast-Yay!®
- Lemonades®
- Trefoils®
- Thin Mints®
- Peanut Butter Patties®
- Caramel deLites®
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I would like to support Girl Scouts by ordering:  
When placing an order by email or phone, please provide your name, street address, city, phone number, email, and your cookie order so girls can capture your order. For in-person orders, girls will collect payment upon delivery of cookies.

Insert QR Code or URL

The GIRL SCOUTS® name and mark, and all other associated trademarks and logos, including but not limited to the Trefoil Design, are owned by Girl Scouts of the USA. ABC Bakers is an official GSUSA licensee © 2021 Interbakie Foods LLC.

Check When Paid	Amount Due	Total Packages	Adventurefuls®	Toast-Yay!®	Lemonades®	Trefoils®	Thin Mints®	Peanut Butter Patties®	Caramel deLites®	Peanut Butter Sandwich

For complete nutrition facts, ingredients, and more information, visit [girlscoutcookies.org](http://girlscoutcookies.org).

Insert QR Code or URL

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For complete nutrition facts, ingredients, and more information, visit [girlscoutcookies.org](http://girlscoutcookies.org).

Before interacting with customers, girls and adults should review the safety guidelines and safety activity checkpoints from your local council. Be sure to review your council's guidelines on delivery methods. Cut carefully along the lines. Ask an adult for help if needed.

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# We offer virtual training and powerful online tools for cookie volunteers

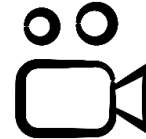


SMART COOKIES  
ONLINE TRAINING



VOLUNTEER  
PAGE

facebook



ABC CHANNEL

YouTube



ABC IMAGE  
LIBRARY

flickr




DIGITAL  
GUIDES & Council  
resources available

# Recognition Insert

## Girl Scouts of Utah 2024 Cookie Rewards Program


My Personal Goal: \_\_\_\_\_

### Troop Initial Order Rewards




Troops with a PGA of 400+ on its list will receive 2024 Patch and an Own Your Magic T-Shirt for each girl who submitted an initial order and the TPM.

### Crossover Patch



2023 Fall/2024 Cookie Patch  
Girl must meet the 2023 Fall Program criteria and sell 100+ packages of cookies.

### Council Gift of Caring Reward




### Gift of Caring (Digital Cookie) Patch

25+ GOC pgs


### Digital Cookie Rewards

#### Cookie Techie Patch




20+ emails sent by February 4, 2024

#### Axolotl Plush Belly Jellies




At least 40 packages sold  
100+ emails sent by February 4, 2024

#### Coin Purse




50+ emails sent by February 4, 2024

#### Axolotl Backpack Clip




Upload your Digital Cookie Video by February 4, 2024


### Featured Patches



**Cookie Techie Patch**  
20+ emails



**Booth Sales**  
Available at the council shop while supplies last




**Super**  
2500+ pgs

### Earn Activity Credits

Earn \$12.50 for every 50 packages sold from 50-349 packages, and \$15 for every 50 packages sold at 350 packages and above. Redeemable for camp, council sponsored events, Destination trips, and shop merchandise. (more info at <http://www.gsutah.org>)


### OWN YOUR magic

Troop # \_\_\_\_\_  
Girl Scout Cookie Goal \_\_\_\_\_




100%  
75%  
50%  
25%


girl scouts




**Own Your Magic Patch**  
50+ pgs




**Axolotl Vinyl Sticker**  
75+ pgs




**Thinking Foam**  
150+ pgs  
Associated with events




**Axolotl Charms**  
250+ pgs




**300+ Bar Patch and Socks**  
300+ pgs




**Cowabunga Day Cookie Celebration**  
250+ pgs




**500+ Bar Patch and Axolotl Plush**  
500+ pgs




**1000+ Bar Patch and Build A Bear Workshop Experience**  
1000+ pgs




**1000+ Bar Patch and Design Your Own Van Socks**  
1000+ pgs




**Axolotl Plush Large Pillow**  
200+ pgs




**2000+ Bar Patch and Hoodie**  
2000+ pgs




**Advanced GPS Device w/ 4K Camera or Make Canceling Wireless Headphones and Super Patch**  
3000+ pgs



**3000+ Bar Patch**  
3000+ pgs



**4000+ Bar Patch and Arcade/UP-Infinity Game Table or Apple TV Pro**  
4000+ pgs



**Disney Cruise aboard the Disney Magic ship and 5000+ Bar Patch**  
5000+ pgs

All rewards are awarded by Council members that night. Member's list the items to be given to the council member in person or by mail. All items are subject to availability and may vary without notice. Some items may be subject to change without notice.

# Recognition Items



\* PBJ's are assorted 4 colors





# Own Your Magic wearables



Troop Initial Order Reward  
PGA 400+  
Each Girl Scout participating  
and TPM

# Own Your Magic Patches



# Program



# The purpose of the Girl Scout Cookie Program ...it's about more than just selling cookies. Help girls learn the five skills:



## Goal Setting

Girls set cookie sales goals and, with their team, create a plan to reach them. This matters because girls need to know how to set and reach goals to succeed in school, on the job, and in life.



## Decision Making

Girls decide where and when to sell cookies, how to market their sale, and what to do with their earnings. This matters because girls must make many decisions, big and small, in their lives. Learning this skill helps them make good ones.



## Money Management

Girls develop a budget, take cookie orders, and handle customers' money. This matters because girls need to know how to handle money—from their lunch money to their allowance to (someday) their paycheck.



## People Skills

Girls learn how to talk (and listen!) to their customers, as well as how to work as a team with other girls. This matters because it helps them do better in school (on group projects, on sports teams, and on the playground) and, later, at work.



## Business Ethics

Girls act honestly and responsibly during every step of the cookie sale. This matters because employers want to hire ethical employees—and the world needs ethical leaders in every field.









# Progressive Learning with Badges

# Family Entrepreneurship Pins

# Council or SU programs/rallies

## Entrepreneurship Badges & Pins

When you sell Girl Scout Cookies, you practice-goal setting, decision making, money management, people skills, and business ethics—as you learn to think like an entrepreneur. You can earn badges and pins each year you run your own Girl Scout Cookie business. Then explore your own business idea by earning an Entrepreneur badge.

	Cookie Business			Financial Literacy		Cookie Entrepreneur Family	Entrepreneur		
Daisy	 My First Cookie Business	 Cookie Goal Setter	 Money Explorer	 My Money Choices	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Toy Business Designer		
Brownie	 My Cookie Customers	 Cookie Decision Maker	 Budget Builder	 My Own Budget	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Budding Entrepreneur		
Junior	 My Cookie Team	 Cookie Collaborator	 Budget Maker	 My Money Plan	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Jumpstart		
Cadette	 My Cookie Venture	 Cookie Market Researcher	 Cookie Innovator	 Budget Manager	 My Money Habits	 My Dream Budget	 Year 1, 2, and 3 Cookie Entrepreneur Family Pins		 Business Creator
Senior	 My Cookie Network	 Cookie Boss	 Savvy Saver	 My Financial Power		 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Startup	
Ambassador	 My Cookie Business Resume	 Cookie Influencer	 Financial Planner	 My Financial Independence		 Year 1 and 2 Cookie Entrepreneur Family Pins		 Entrepreneur Accelerator	

# Important Program Dates

December to January 20: Service Unit Cookie Rallies

January 16: Digital Cookie email campaign begins. Girl Scouts can set up storefront and send emails

January 20: Cookie program begins

January 27: Smart Cookies cookie booth signups fast pass begins

January 30: Smart Cookies cookie booth all signups begin

February 4: end of Initial Order taking

February 6: TPM deadline for initial orders 8:00 p.m.

February 7: Service Unit deadline for initial orders 8:00 p.m.

March 2: Baileys warehouse pickup

March 4-9: outlying cookie deliveries

March 15-30: Cookie Booths

March 30: Cookie program ends

April 8: TPM deadline to submit all troop to girl transfers and rewards 8:00 p.m.

April 9: Service Unit deadline for final rewards 8:00 p.m.

Full calendar available online at [gsutah.org](http://gsutah.org) and in training manuals. This is not all inclusive

# Banking and Finances



# Cookie Finances

## ACH Schedule

- March 21: Troop accounts may be ACH debited for \$1/package of the initial order less digital cookie payments.
- April 8: Troop accounts ACH debited for the remaining balance owed begins.

Council might delay ACH sweep due to changes in the program.

## Non-Sufficient Funds (NSF)

We recognize there might be extenuating circumstances which prevent a troop from having \$1/package or remaining balances due by the ACH dates.

TPM needs to contact Linda Neeley, CFO, at 801-716-5112 if they are not able to pay the final balance due by the due date.



# Cookie Finances

Finance Department

[finance@gsutah.org](mailto:finance@gsutah.org)

801-716-5129

- Digital Cookie: Council takes care of all credit card fees
- Venmo - not allowed
- Square or Zelle: Troops incur credit card fees

# Cookie Finances

## Troop Proceeds

- Troop Proceeds are \$.70/package

## Troop Opt Out

- Cadette, Senior and Ambassador troops may opt out of rewards for extra **activity credits**.
- Girls in opt-out troops receive all patches, troop rewards, cookie celebrations and high-level rewards (*if earned*).
- TPM can choose the opt-out option in Smart Cookie.

Each 500+ seller will receive an additional \$10

Each 800+ seller will receive an additional \$15

Each 1000+ seller will receive an additional \$20

*These totals are not cumulative. Girls selling less than 500 packages are not affected.*

Girls will receive all patches, troop rewards, Cowabunga Bay, Build-A-Bear and council higher level rewards.

# Submit Initial Order and Recognition

- TPMs enter in the cookie order by variety for each girl from the Girl Order Card. **NEW THIS YEAR:** Caregivers can enter their Girl Order Card into Digital Cookie and it will automatically send to Smart Cookies. Digital Cookie orders automatically populate into Smart Cookies once the caregiver has approved the order.
- Enter booth cookies by variety into Smart Cookies.
- **TPM SUBMIT their IO by 8:00 P.M. on February 6, 2024.**
- If you miss the deadline or need to make an adjustment after submitting, you will need to contact your SUPPR before the SUPPR deadline.

# Initial Order Pickup/Delivery

## Warehouse Pick-up: Saturday March 2, 2024

North Salt Lake  
400 N. 700 W.

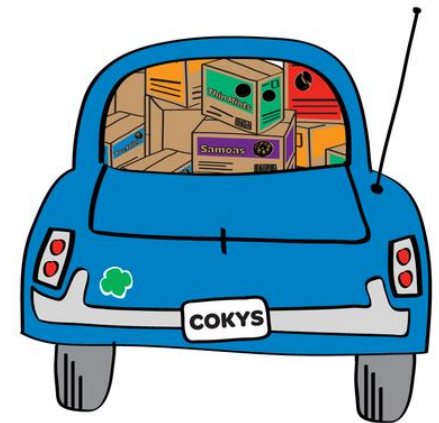
St. George  
715 E. Commerce Dr.

Salt Lake Distribution Center  
1525 S. 5282 W.

Cedar City  
TBD

Ogden  
2940 Midland Dr.

Lehi  
333 Millpond Dr. Unit #7



Additional pre-arranged deliveries will be the week of March 4-9. Delivery schedule will be created by Baileys based on warehouse needs, driver, and truck availability.

# Booths



# Booth Scheduler

- New for 2024: Booth sign-ups are NOT in cumulative rounds, which means if you miss round 1, you will only be able to sign up for 2 booths in round 2. Each round is open for a set amount of time, except round 3, which does not close.
- Sign-ups are not limited by chain.

Round #	Start Time		# Choices	End Time	
Early Bird	January 27	8:00 AM	1	January 28	8:00 PM
1	January 30	6:00 PM	3	January 31	6:00 PM
2	February 1	6:00 PM	2	February 2	6:00 PM
3	February 3	8:00 AM	unlimited	n/a	n/a

# Council Sponsored Booth Locations DO NOT APPROACH

- Associated Food Stores
  - Dan’s Market
  - Dick’s / Kent’s Market
  - Fresh Market
  - Lee’s Marketplace
  - Lin’s Fresh Market
  - Macey’s
- Sam’s Club
- Smith’s
- Walmart
- Harmons
- JoAnn Fabric & Craft



# Booth Procedures

- Shifts are generally 2-3 hours.
- 2 adults and 2 Girl Scouts minimum and 5 maximum at each door.
- Caregivers supervising at a booth must sign a Conduct Agreement Form located on GSU website.
- All booth locations must be entered and approved in Smart Cookies.
- Troops must cancel shifts if they are unable to attend.
- If a troops must leave a shift early, do not cancel the booth in Smart Cookies.
- **Adults must always supervise girls closely, including restroom breaks.**



# Cookie Cupboards

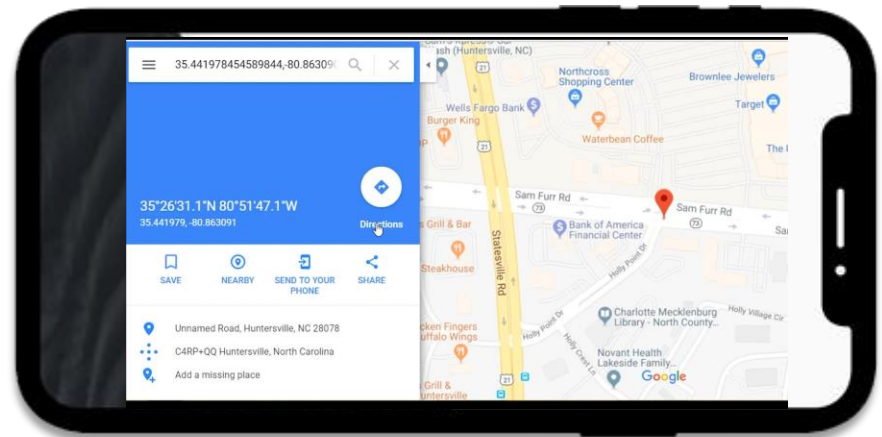
- Cupboards open **Thursday, March 7 (based on cookie availability)**.
  - Please check the [gsutah.org](http://gsutah.org) website for cupboard hours as they may change based on troop needs.
- Place pending orders 24-48 hours in advance.
  - Helps with inventory management
- Only full cases of the same variety can be obtained until March 25.

# Smart Cookies and Digital Cookie



# Smart Cookies sales management platform was developed and is supported by IBM to streamline and simplify the cookie experience

- Single sign-on and user-friendly responsive design across all devices (laptop, tablets, smartphones)
- Comprehensive booth management with social sharing capabilities. Smart Booth Divider makes assigning cookies to girls even easier.
- Real-time dashboards optimize inventory management for Troop, Service Unit, Council, and Cupboard Manager Flexible planned order process
- Extensive reports library: users, orders, booths, rewards, finances and inventory. Three year archive.



# Volunteer training in Smart Cookies Help tab

[Safety and Smart Cookies Training](#) > [Smart Cookies Training](#)

## Smart Cookies Training

Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers.

HOW TO: Volunteer Registration <a href="#">Download PowerPoint</a>	HOW TO: Managing Troop Girls <a href="#">Download PowerPoint</a>	HOW TO: Initial Order Entry by Girl <a href="#">Download PowerPoint</a>
HOW TO: Initial Order Entry by Variety (by Troop) <a href="#">Download PowerPoint</a>	HOW TO: Troop Secured Booth Request <a href="#">Download PowerPoint</a>	HOW TO: Schedule a First Come, First Serve (FCFS) Booth <a href="#">Download PowerPoint</a>

# Smart Cookie TPM Training

January 13, 2024  
10:00 AM to 12:00 PM

Salt Lake Community College  
Student Events Center Room STC 130  
4600 South Redwood Road  
Salt Lake City, Utah 84123

Registration available on [gsutah.org](https://gsutah.org) beginning December 1  
> Cookies tab  
Deadline to register is January 5, 2024

# DC24 Cloud = Digital Cookie



## Digital Cookie®

This cookie season, superpower your sale by adding Digital Cookie® to your toolkit.

Use the Digital Cookie® app to sell cookies wherever you go!

The app makes it easy for you to take payment from customers purchasing cookies.



Become a true cookie boss in four easy steps!

### 1. Register for Digital Cookie®

Create your Digital Cookie Password  
for email address: parents@mail@domain.com

When you create your password, a confirmation email will be sent.

Password

Passwords must be 8-16 characters, including 1 number, capital letter and lowercase letter, with optional special characters !, @, or #

Confirm password

SUBMIT

Look for the Digital Cookie® registration email in your inbox to register. If you can't find it, contact your council.

### 2. Set Up Your Site



Take a few minutes to set your sales goal, share your cookie story, and upload a fun picture or video. Then publish and go!

### 3. Invite Customers



Use the email in Digital Cookie® to reach out to customers. Ask them to visit your site, purchase, and share your site. Also, post your site on social media.

### 4. Track Your Progress



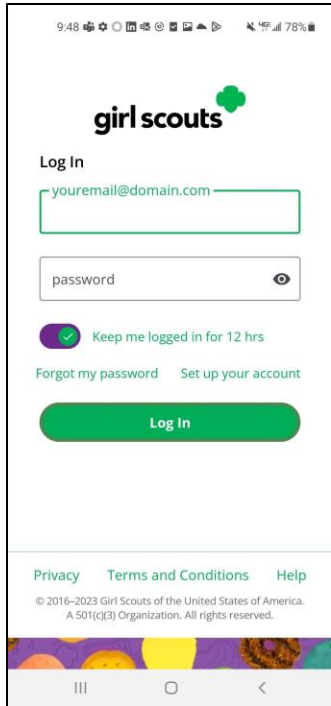
Use your Digital Cookie® platform to track sales and inventory and check progress towards your goal.

The Girl Scouts name and mark, and all associated trademarks, including but not limited to Girl Scout Cookies, Girl Scout Cookie Program, Thin Mints, Trefoils, Digital Cookie® and the Trefoil design and mark are owned by Girl Scouts of the USA.

# Mobile App-Logging In



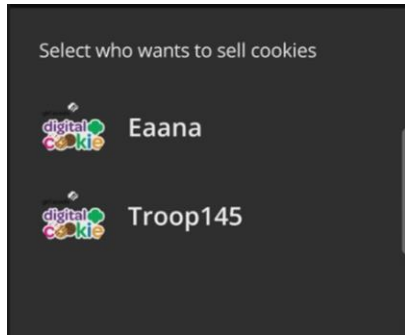
Download the mobile app from the app store



Log in to the app using the same email and password created in Digital Cookie.

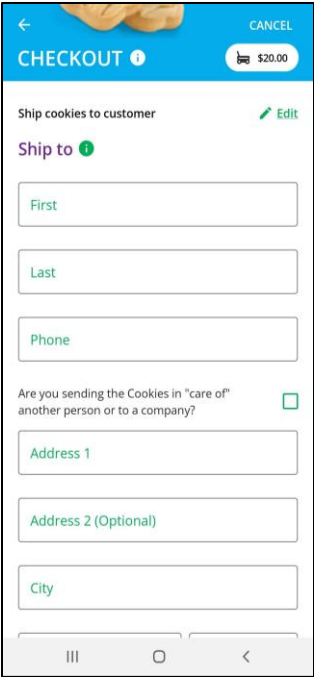


Girl Scout and troop sites must be set up in Digital Cookie using a browser first, before accessing the mobile app.

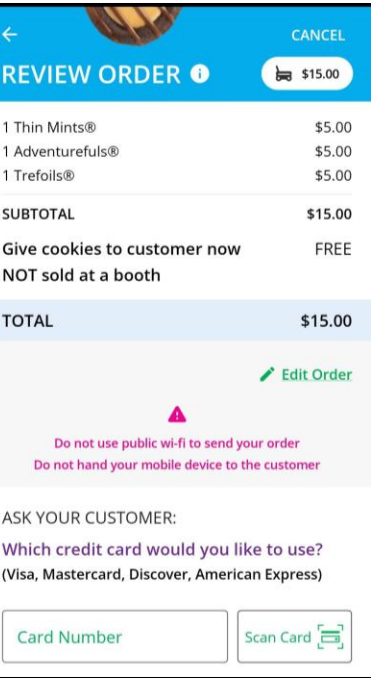
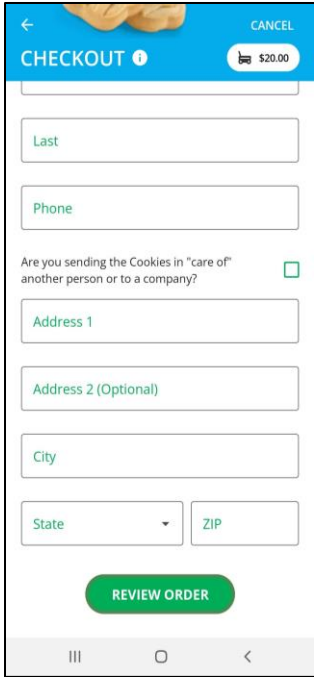


Select from the Girl OR the Troop persona. Troop login means the sales go to the whole troop-like at a booth.

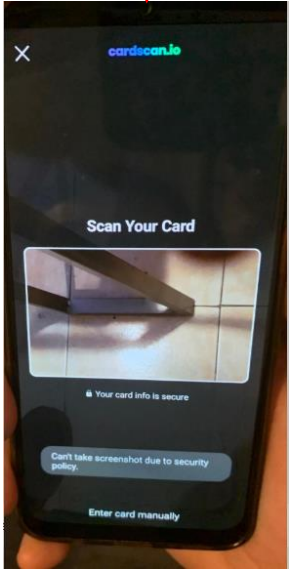
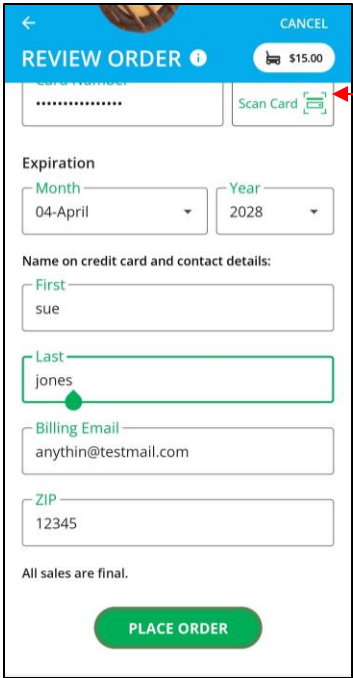
# Mobile App-Making a Sale



Delivery or shipped orders



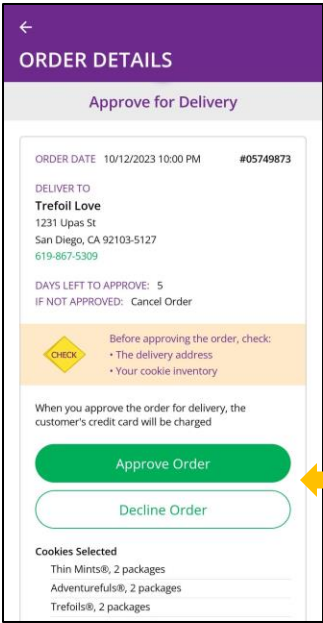
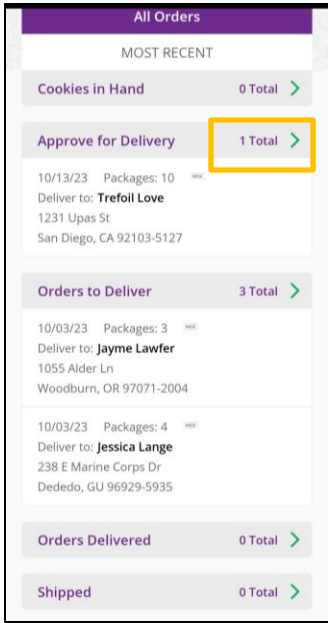
In-hand (Give cookies to customer now) orders



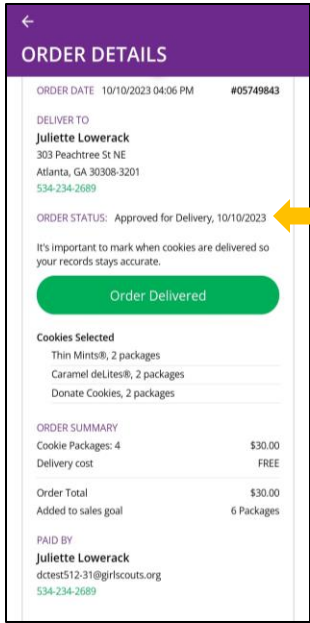
Scan Card



# Mobile App-Viewing Orders



Approve/  
Decline Order

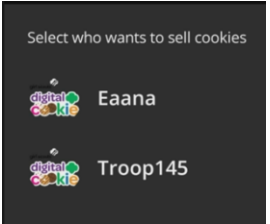


Order Status

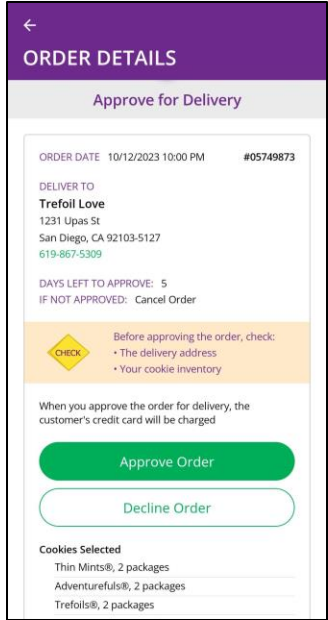
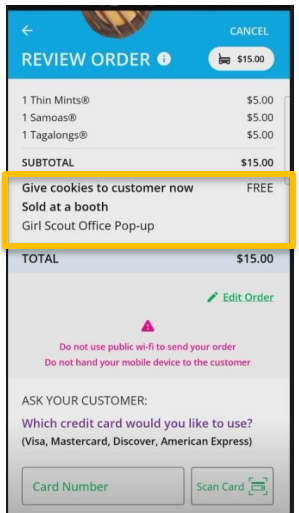
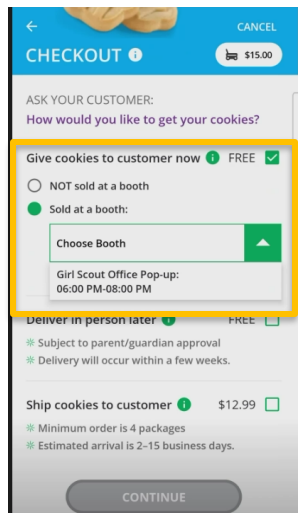
Click the green arrow in the section of orders you want to see more details.

Details about that customer's order including address, packages purchased, order status, and more.

# Mobile App-Troop View



TPMs who do not have a Girl Scout can still log into Digital Cookie to use the app as the troop.



Troop View has the same options as the Girl Scout

When placing a new cookie order under the troop, users have the option to assign a specific booth to the order.

All users will be able to approve/decline troop orders.

# Social Media



# Social Media Guidelines

[Please adhere to the following guidelines for girls/families/troops:](#)

- You can market to collect indications of interest from family and friends.
- You cannot post a Fall Product Link on sites such as eBay, Craigslist, KSL Classifieds, Amazon, Next Door, Facebook Marketplace, yard sale sites, etc.
- All social media platforms should always be through accounts set to “private” or “closed”.
- Friends and family or a Girl Scout must not market or share their contact information, sales links, or sales information on public-facing online sites. This also includes social media groups that are labeled as “closed” but include members of the public (city pages, special interest groups, yard sale sites, etc.). This ensures the safety of our Girl Scouts and adherence to the program sale guidelines, as well as the numerous posting guidelines on websites and social media.
- Please note – it IS allowed to **reply** to someone’s post with a comment directing them to send you a private message for a link. You should not, however, be the original poster on **public pages** asking people to message you. You cannot use paid social media advertisements to promote a Girl Scout’s link or selling product in general.
- Girl Scouts must sign the [Girl Scout Internet Safety Pledge](#) before doing any online activities, and all online activities must be under the supervision of an adult.
- Do not expose a Girl Scout’s email address, physical address, or phone number to the public.
- Girl Scouts under 13 can use their parent or guardian’s online sites with their approval and supervision.
- Girl Scouts over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or their social media sites.



**For All You Do!**

# Q&A

