



**Girl Scouts – Dakota Horizons
2010 COOKIE SALE - FREQUENTLY ASKED QUESTIONS**

1. **Who created the 2010 Cookie Program?** The program was created by GSDH staff using information and suggestions from volunteers and the program was approved by the GSDH Board of Directors. The Product Sales Headquarters Staff, received feedback, ideas and information from staff and volunteers from all four council districts, for improvements that were implemented for the 2010 Cookie Program.
2. **How much is a box of cookies?** \$4.00 which is collected when the cookies are delivered to the customer.
3. **When does the 2010 Cookie Sale start?** January 29-Feb 14, 2010 with Cookie Shops running from March 13-28, 2010.
4. **What if a Girl Scout starts selling early?** Contact GSDH Council with information about girls who are selling early. The best way to avoid this problem is to stress the importance of living by the Girl Scout Promise & Law and stress the sale start date of January 29, 2010.
5. **What are troop proceeds for a box of cookies?** \$.50 a box.
6. **Is this a Council Fundraiser?** Yes, girls earn incentives prizes and Dakota Certificates, troops earn proceeds for activities and GSDH uses funds raised to support Council program opportunities for girls, financial assistance, camps & activities, services for girls and leaders, volunteer training and program resources and development.
7. **What are Dakota Certificates?** Dakota Certificates are earned when girls sell cookies. In the past, councils have referred to these as cookie dough or cookie credits. Girls can spend Dakota Certificates on events or items of her choice. Dakota Certificates are distributed to girls in May via direct mail. For the 2010 sale, Dakota Certificates must be spent by 10/31/11 and can be used towards the cost of any Dakota Horizons' sponsored event, membership registration or shop merchandise. Dakota Certificates cannot be converted to cash.
8. **What if the girls in our troop aren't interested in earning the incentive prizes?** Girls, as a troop, may choose the Traditional Cookie Incentive Program or they may opt to receive Dakota Certificates Plus. Dakota Certificates Plus gives the girls more Dakota Certificates instead of prizes. This decision must be made as a troop and will be selected by the troop leader in the SNAP online program prior to entering the girl orders.

9. **Where can girls go on-line to set their sales goals? What do I need to do to ensure the girl gets a goal-setting patch?** The website is www.abcsmartcookies.com to complete the online catch goals game, once completed the patches will be mailed to troop leaders. Questions email: cookies@gsdakotahorizons.org.
10. **How are cookie orders entered?** All orders are entered on-line via www.abcsnap.com. Additional computer stations are available at all of the Council offices to enter troop orders. Speak to your Membership Specialist if you need assistance placing your orders online.
11. **I forgot my login and password, can you provide me with a hint?** Logins are your email addresses, and the passwords are generally the first initial and last name of the volunteer. Your Service Unit CSC will provide you with this information.
12. **Are the incentive prizes cumulative?** Yes, the girls earn all of the prizes at each level of sales.
13. **What if I don't have GSDH Product Sales Permission Forms from all of the girls?** Order cards can only be given to registered girls who have returned a signed permission form. GSUSA's policy states a girl cannot sell until she has her parent's permission to sell. Please get all of these forms submitted to the GSDH Headquarters in the fall with her registration or prior to the start of the Cookie Sale.
14. **Why are the Cookie Sale deadlines so important?** For GSDH over 1,500 volunteers coordinate the efforts of 10,000 girls selling 1 million boxes of Girl Scout cookies. The process, girls taking orders, online ordering, and delivery of cookies to 225 sites in 4 districts across 4 states requires precise coordination. It is imperative that all adults respect the deadlines to keep the process moving smoothly and that is the reason troops are encouraged to take the ON TIME Challenge this year as a reward for meeting deadlines.
15. **What if I don't have enough cash to withhold troop proceeds?** In general troops shouldn't deposit customer checks into their troop account because GSDH doesn't want the troop responsible for NSF. (If a troop does deposit a bad check into their own account, council is NOT ABLE to reimburse for fees or help collect). Keep troop proceeds and only remit to the Council the money that is actually due. If you don't have enough cash to keep and deposit as troop proceeds, try to identify a couple customers known to the troop (parents or family) and deposit only those customer checks along with the cash.
16. **What if there is not a Wells Fargo location near my town?** Work through your Service Unit Cookie Sale Coordinator or Membership Specialist to get your deposit made and paperwork submitted. All Council offices are more than willing to assist leaders with making deposits and submitting the proper receipts to Headquarters.
17. **When depositing the amount due to Council at Wells Fargo, what needs to be submitted with Troop paperwork to ensure payment is posted to the correct Troop?** Troop leaders should submit their bank stamped deposit receipt with the transaction number, date & amount. This information should also be entered into the SNAP online system before paperwork is submitted to the Service Unit CSC.

18. **What is the Cookie Cupboard and when is it open?** The Cookie Cupboard is a place to pick up extra cookies. Cookies are available on a first come, first serve basis and they cannot be “reserved” for pick up at a later date or time. Cookies may not be returned or exchanged due to product health and safety requirements. Defective or damaged cookies can be replaced at the Cookie Cupboard. All Cookies from the Cookie Cupboard count toward troop proceeds, girl incentive prizes and Dakota Certificates! The cupboard will be open at all GSDH offices and several other Service Unit Sites from March 13-28th, 2010. The Cookie Cupboard is a great place to get extra cookies for your troop’s Cookie Shop.
19. **What is a Cookie Shop and when can they be held?** A troop Cookie Shop is where girls sell cookies to customers at a store, business or via a cookie caravan in a neighborhood. It is a direct sale option from March 13-28, 2010 to boost troop sales.
20. **Why should Girl Scouts troops host a Cookie Shop?** The number one reason people buy Girl Scout Cookies is to support Girl Scouting. The number one reason people don’t buy Girl Scout Cookies is that they were never asked! Cookie Shops (also called cookie booths) give customers a chance to purchase cookies for the first time, a second time, or even a third time! Customers are likely to purchase more than once during a sale if given the opportunity. Cookie Shops bring cookies to customers who may not have been reached during the initial door-to-door sale.
21. **Who can participate in Cookie Shops?** All registered Girl Scouts Daisy to Ambassador in a troop with a signed 2010 GSDH Product Sales Parent Permission Form on file at Headquarters. Cookie Shops are considered a troop activity and all girls should be given the opportunity to participate.
22. **How do I sign up my troop for a Cookie Shop?** Complete a Cookie Shop Request Form by February 23, 2010 for approval to the Council District Office. Contact your nearest office for details.
23. **Why should troop leaders keep the girl order cards?** Keep the girl order cards in case there are any questions regarding orders and they are needed at delivery time. Girls can also refer to them the following year for repeat business or as prospects during the Fall Product Sale.
24. **How do I earn the Cookie Activity Pin?** Log on to the GSUSA website at http://www.girlscouts.org/program/gs_cookies/cookie_activity.asp for activity guidelines. The Cookie Activity Pin may be purchased in the Girl Scouts retail stores when the girl completes the activity.
25. **What is Cookie Share?** This is a way troops can help others in the community. If customers would like to purchase additional cookies to donate to the troop’s charity of choice, they can do so and the troop will deliver the cookies directly to the organization as a part of Cookie Share. Cookie Share patches may be purchased in the Girl Scout retail stores.
26. **What if I have other questions about the 2010 Cookie Sale?** Contact your troop’s cookie sale leader, the Service Unit Cookie Sale Coordinator or your Membership Specialist. Find their contact information at www.gsdakotahorizons.org.