



# 2012 Girl Scout Cookie Program Troop Plan Book

what can a  
**COOKIE** do?

Girl Scouts of Citrus, Inc.  
341 North Mills Avenue  
Orlando, FL 32803  
(407) 896-4475 or (800) 367-3906

# Cookie Information

## Varieties We Sell

Thanks-A-Lot™  
Shortbread

Caramel deLites®

Shout Outs!™  
Thin Mints

Peanut Butter Sandwich

Lemonades™  
Peanut Butter Patties®

### All Varieties:

- ❖ Have 12 boxes per case.
- ❖ Are Kosher bearing the U<sub>D</sub>
- ❖ Are baked especially for Girl Scouts
- ❖ Freeze well
- ❖ Are baked by ABC Girl Scout Cookie Bakers in Sioux City, Iowa.

**Selling Price: \$3.50 per box**

**Cost of Product:** \$0.92 per box

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**Minimum Troop Income:** \$0.50 per box

**Maximum Troop Income:** \$0.65 per box

**Incentives:** \$0.10 per box

**Incentives:** \$0.00 per box

**Maximum Council Income:** \$1.98 per box

**Minimum Council Income:** \$1.93 per box

## GSC Income per box pays for the following

- **Service to Girls in Troops:** \$0.59 per box – Supports volunteers, communications, recruitment of adults, administration of financial assistance funds and Council publications for leaders.
- **Summer Programs:** \$0.38 per box – Provides opportunities for girls to attend exciting and educational resident and day camps at Council Program Centers.
- **Adult/Girl Educational Services:** \$0.50 per box - Supports development of events and provides learning experiences and program help for leaders and other Council adult/girl volunteers, maintains resources and program equipment at all Council resource centers and supports recognition of adults.
- **Program Property and Maintenance:** \$0.24 per box – Maintains all Council Program Centers in safe and usable condition for camping and other events.
- **Public Relations/Fund Raising:** \$0.18 per box – Tells our Girl Scout story throughout the year in all communities in the Council and provides publicity and awareness for special events and supports adult-generated fund development efforts.
- **Council Operations:** \$0.10 per box – maintains the Council Service Center, keeps adequate stock of pins, badges and other equipment for resale and carries out legal and financial business of the Council.

# Recognition Program 2012 Cookie Program

The Girl Scout Cookie Program gives girls a chance to support their own troops and Citrus Council. All individual girl recognitions are cumulative. All awards are made at the close of the program after cookies have been delivered and money has been collected and deposited. All troop reports are due to Service Unit Cookie Chair by **March 5<sup>th</sup>, 2012** in order for girls/troops to receive recognitions. Girl/troop recognitions will be mailed to your Service Unit Cookie Chair at the end of April.

## TROOP PROCEEDS

- ❖ Troops that average 1-140 boxes per girl will receive: \$ .50 per box
- ❖ Troops that average 141-175 boxes per girl will receive: \$ .55 per box
- ❖ Troops that average 176 and up boxes per girl will receive \$ .60 per box
- ❖ Cadettes, Seniors & Ambassadors only can choose the recognitions or \$.65 per box.

## INDIVIDUAL RECOGNITIONS

- Each girl who sells 135+ boxes in initial orders will receive an Early Recognition Recycle Tote Bag.
- Each girl who sells 12 boxes or more of cookies will receive a 2012 Theme Patch.
- Each girl who participates in a cookie booth receives a Cookie Booth Patch.
- Each girl who sells 60-99 boxes of cookies will receive a Penguin Necklace.
- Each girl who sells 100-159 boxes of cookies will receive a Penguin Flashlight.
- Each girl who meets the Council average of 160+ boxes per girl will receive a Goal Getter Patch.
- Each girl who sells 161–249 boxes of cookies will receive a Small Plush Penguin.
- Each girl who sells 250–499 boxes of cookies will receive a Duffle Bag.
- Each girl who sells 500–899 boxes of cookies will receive a Beach Towel.
- Each girl who sells 900-1,199 boxes of cookies will receive a Penguin Earbuds.
- Each girl who sells 1,200-1,499 boxes of cookies will receive a Time Bangle.
- Each girl who sells 1,500- 2,499 boxes of cookies will receive a Nickelodeon Stay.
- Each girl who sells 2,500+ boxes of cookies will receive a iPad.
- The top 3 selling girls will get to be “Slimed” at the Nickelodeon Hotel.
- Every troop that has 100% participation with a Per Girl Average of 150 or more packages will be entered into a drawing to participate in a special Bridging Ceremony at *Epcot*<sup>®</sup> at the *Walt Disney World*<sup>®</sup> Resort.

# 2012 Checklist for Troop Cookie Chair

**NO MONEY IS COLLECTED BY GIRLS UNTIL COOKIES ARE DELIVERED.** Troops are responsible for all cookies ordered.  
**COOKIES MAY NOT BE EXCHANGED OR RETURNED.**

Service Unit Cookie Chair \_\_\_\_\_

Address \_\_\_\_\_

Phone: (home) \_\_\_\_\_ (work) \_\_\_\_\_ (cell) \_\_\_\_\_

<b>Nov. 20<sup>th</sup> – Dec. 12<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Attend your Service Unit training session to receive materials and Cookie Program information.</li> <li>• List names of girls and their phone numbers on Troop Work Sheet Form T1.</li> </ul>
<b>Nov. 20<sup>th</sup> – Dec. 19<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Attend a troop meeting to explain Cookie Program procedures using the outlines in this plan book and guidelines from <i>Safety-Wise</i> and all addendums.</li> <li>• Distribute and collect Parent Permission Forms.</li> <li>• Do not distribute collection envelopes to girls until cookie delivery time. Order cards may be distributed early, but <b>GIRLS MUST NOT TAKE ORDERS BEFORE JANUARY 2, 2012</b></li> </ul>
<b>Dec. 15<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• <b>Deadline to turn in ACH Authorization Form to Council in order to sell cookies.</b></li> </ul>
<b>Jan. 2, 2012 – Jan. 16<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Cookie Program begins</li> <li>• Girl Scouts take orders. <b>No money is collected at this time</b>, except for the Troop 2 Troop Military cookies. Girls should get the telephone number of all customers who order.</li> <li>• All girls must be registered and have turned in signed Parent Permission Forms before they can take orders.</li> </ul>
<b>Jan. 17<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Collect Order Cards from the girls.</li> <li>• Check to be certain girls transferred orders from the Mini Order Cards.</li> <li>• Record sales on Troop Worksheet Form T1</li> <li>• Compile all girl orders and record on Troop Order and Report Form T4 to order cookies.</li> <li>• Order booth cookies to cover 1<sup>st</sup> weekend of booth sales.</li> <li>• Remember, order in full cases (12 boxes per case). <b><i>The Troop is responsible for all cookies ordered.</i></b></li> <li>• <b>COOKIES MAY NOT BE RETURNED OR EXCHANGED AT ANY WAREHOUSE.</b></li> </ul>
<b>Jan. 19<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• The Troop Order and Report Form T-4 (first two copies) is DUE to your Service Unit Chair.</li> <li>• Retain the last two copies of the Troop Order &amp; Report Form T-4 to be used at the end of the program</li> </ul>
<b>Jan. 17<sup>th</sup> – Feb. 26<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Girls continue order taking.</li> </ul>
<b>Feb. 4<sup>th</sup> – 9<sup>th</sup></b>	<ul style="list-style-type: none"> <li>• Cookies are delivered to Truck Drops February 4<sup>th</sup> – 9<sup>th</sup>.</li> <li>• Service Unit Cookie Chair will advise you when to pick up your cookies. Count cases by variety and check your order against your Troop Order &amp; Report Form T4.</li> <li>• Sign Statement of Responsibility and Form M3 for Receipt of cookies.</li> <li>• Have parents sign Form M3 for Receipt of cookies. Distribute cookies to girls with their Order Card and Collection Envelopes. Distribute no more that 100 boxes of cookies per family at one time. Collect money for these cookies before distributing more.</li> <li>• Stress frequent payments from girls and parents.</li> </ul>

<b>Feb. 4<sup>th</sup> – 26<sup>th</sup></b>	<ul style="list-style-type: none"> <li>Girls deliver cookies to customers and collect money. Collect girls' money frequently. <b>All pre-ordered cookies must be delivered by February 20<sup>th</sup>.</b></li> <li>Give parents M-3 Receipts for cookies they receive and a separate M-3 receipts for money turned in. Record girls' payments on the Troop Work Sheet Form T1.</li> </ul>
<b>Feb. 10<sup>th</sup> – 26<sup>th</sup></b>	<ul style="list-style-type: none"> <li>Cookie booths are held during this time.</li> <li>Continue your direct neighborhood sales.</li> <li>Keep accurate records of individual girls' neighborhood sales and booth sales. Enter all individual girls' sales into SNAP.</li> <li>You must create the recognition in SNAP in order for the recognitions to populate. See troop manual on how to create recognitions.</li> <li>Complete your Recognition Worksheet T-5.</li> <li>Booths are included in girl totals for recognitions.</li> </ul>
<b>Feb. 23<sup>rd</sup></b>	<ul style="list-style-type: none"> <li><b>Make bank deposits frequently into your Troop Account.</b></li> <li>Please be sure deposits are made on or before <b>February 18<sup>th</sup></b> to allow checks to clear in time for automatic debit.</li> <li>50% of balance due Council will be ACH debited from your troop account.</li> </ul>
<b>February 27<sup>th</sup> – March 4<sup>th</sup></b>	<ul style="list-style-type: none"> <li>If your troop has extra cookies they may sell them during the week of February 27<sup>th</sup> – March 4<sup>th</sup> with approval from your Service Unit Cookie Chair and your local businesses.</li> </ul>
<b>March 1<sup>st</sup></b>	<ul style="list-style-type: none"> <li>Girls money is due to Troop Cookie Chair.</li> </ul>
<b>March 5<sup>th</sup></b>	<p><b><u>Send all Forms listed below to your Service Unit Cookie Chair:</u></b></p> <ul style="list-style-type: none"> <li>Complete bottom portion of Troop Order and Report Form T4. There is a T-4A Troop Report Worksheet to help assist you in completing the bottom portion of the T-4 Form. Turn in copy 3 and retain copy 4 for your records</li> <li>Parent Permission Slips</li> <li>All Transfer Forms</li> <li>All Form M3 Receipts</li> <li>Recognition Worksheet T-5</li> <li>All Military Troop 2 Troop Forms</li> </ul>
<b>March 8<sup>th</sup></b>	<ul style="list-style-type: none"> <li>Final balance due as indicated in SNAP <b>must</b> be in your troop account by <b>March 8<sup>th</sup></b>.</li> <li>Balance due will be ACH debited from your troop account as each Service Unit is reconciled.</li> </ul>

### \*\*Throughout the Program\*\*

- Contact your Service Unit Cookie Chair as soon as you know you need additional cookies.
- Cookies will be available at warehouses throughout Citrus beginning **Feb. 9<sup>th</sup>**
- **COOKIES MAY NOT BE EXCHANGED OR RETURNED AT ANY COUNCIL WAREHOUSES.**

**Suggestion:** For the 2012 cookie sale, have the Troop Leader retain the girls' Order Cards

## Suggestions

1. Let the girls role-play situations (with customers who buy and those who don't buy), making deliveries and making change.
2. Give each Girl Scout an Order Card and a Collection Envelope. Fill in all blank spaces. Be sure the girls return both to you
3. Make sure the girls know the names of all varieties of cookies and the price per box.
4. Discuss safety tips and courtesy.
5. Ask the girls for questions they may have about the program or record keeping.

## Guidelines for Transferring Cookies

- 1) Contact the Service Unit Cookie Chair if you need to transfer cookies. They will be able to put you in touch with another troop. **COOKIES MAY NOT BE RETURNED OR TRADED AT COUNCIL WAREHOUSES.**
- 2) Troops transferring cookies in or out the troop must sign a Cookie Transfer Form. This procedure is to be followed for both troops involved.
- 3) Include all Cookie Transfer Forms with your final report.

## How to Handle Damaged Cookies or Customer Complaints

- 1) If a customer complains of damaged cookies, ask them to describe the damage and return the cookies in their original box. Replace the damaged cookies to the customer's satisfaction. Ask for the customer's name, address and phone number.
- 2) Contact the Service Unit Cookie Chair and explain the damage and your action. Then turn in the damage box of cookies to the Service Unit Cookie Chair and it will be either replace or the troop will receive credit.

## IMPORTANT REMINDERS

- A. Make sure Parent Permission Forms are returned to you signed; keep them in your troop files. A girl may not sell cookies unless she is a registered Girl Scout and has turned in a signed Parent Permission Form at the beginning of the cookie sale. These must be turned into council at end of sale
- B. Remind girls and their families that order taking begins on **Jan. 2<sup>nd</sup>, 2012**. To begin early is unfair to other Girl Scouts and, just as important, is **illegal** since Citrus Council does not have permission from municipalities to take orders before **Jan. 2<sup>nd</sup>, 2012**.
- C. Explain the Recognition Program and the **"NEW"** Destinations program.
- D. Stress that girls do not leave cookies without money or take money without leaving cookies. Except in the case of Military Troop 2 Troop. **Girls should promptly deliver pre-ordered cookies by February 20<sup>th</sup>, 2012.**
- E. Distribute no more than 100 boxes of cookies to a family at one time. Be sure to collect all money owed before distributing more cookies. Have parents sign Form M3 Receipt for cookies received and money they turned in to the troop
- F. Make sure cookies are kept in a cool, safe and dry place. Remind everyone that cookies melt when exposed to heat.
- G. Encourage girls to continue taking orders.
- H. **Make sure all money is in troop account by ACH debit dates.** When making a deposit into your troop account make sure you get a copy of the deposit slip for your troop records.
- I. Troops are responsible for the total amount due.

## What to Do if a Parent Owes Money

- 1) Stay in touch with the girls and parents to make sure cookies are being delivered and money collected.
- 2) If money is not turned in, document all contacts with parents, name of person contacted, date of contact and results. Attach all documentation to the troop report.
- 3) Keep Leader informed of contacts made to parents regarding outstanding money.
- 4) If unable to collect from the girl's parents by **March 1<sup>st</sup>, 2012**, submit all parent documentation to the Service Unit Cookie Chair along with the signed Form M3 Receipts and the Parent Permission Form. The Service Unit Cookie Chair has information on collecting outstanding money. **It is the troop's responsibility for all monies due Council.**
- 5) **Do not hold up your troop's final report. Submit the report on time.**
- 6) If parent pays the troop after paperwork is submitted to Council contact the finance department immediately

## Check Acceptance Procedures

- We strongly recommend that troops do not accept checks as any NSF charges incurred with those checks will be the troop's responsibility.
- If you choose to accept checks, we recommend they are deposited one week prior to the dues dates. This way you are aware of any NSF checks and the impact on the money available in your account at the time of the debits.
- Make deposits frequently, daily if necessary, to meet ACH debit dates listed below. *Frequent deposits lessen the likelihood of cash thefts and "lost" monies:*
  - 1) 50% of balance due Council will be ACH debited from your Troop Account on **Feb. 23<sup>rd</sup>**.
  - 2) The final balance must be in your troop account by **March 8<sup>th</sup>, 2012**. It will be the troop's responsibility to have the monies due in their account on the dates specified. Council will not be reviewing troop accounts for funds availability. If funds are not in the account when council debits the troops account it will be the troops responsibility for all charges incurred to that account

## Cookie Booth Tips

- The Service Unit Cookie Chair will make arrangements for all booths within your service unit. Troops do not make booth arrangements.
- Submit booth location suggestions to the Service Unit Cookie Chair. Booths may be held any day of the week during the cookie program, from **Feb. 10<sup>th</sup> - Feb.26<sup>th</sup>, 2012** any troop with extra cookies may sell during the week of **Feb. 27<sup>th</sup> – March 4<sup>th</sup> 2012**, with approval from your Service Unit Cookie Chair and local businesses.
- **Girls must be identified with Girl Scout pins or uniforms.** No more than four girls per booth at anytime.
- The location of the booth must not interfere with the flow of traffic into and out of the business or establishment.
- Adults must supervise all girls.
- Caution adults and girls working in booths about keeping the money in a safe place. Caution parents never to allow their daughters to take money to school. All adults working at booths need a current background screening on file.
- A Cookie Booth Confirmation Card must be in the possession of the adult in charge of a booth.