



**Girl Scouts of Northern Illinois
Rockford Service Center
2010 Cookie Program**

TROOP COOKIE MANAGER

Information & Dates



Cookie Support System



Service Unit _____ Troop# _____

Service Unit Cookie Chair _____

Phone _____ Alternative Phone _____

Email _____

Order drop-off date and time _____

Drop-off location _____

Delivery date and time _____

Delivery location _____

Final Paperwork drop-off date _____

Final Paperwork drop-off location _____

Log-in: _____

Password: _____

Service Unit Product Team -

The people in your Service Unit that volunteer their time to facilitate the Cookie Program:

_____ Phone _____

_____ Phone _____

Cookie Cupboard Coordinator -

The person that will have extra cookies if your troop needs more:

Name: _____ Phone: _____

Address _____ Hours: _____

PLEASE CALL AHEAD OF TIME TO SCHEDULE A TIME. BE ON TIME PLEASE.

Product Program Manager/Director

_____ - 815-962-5591 ext. ____ ~ Toll Free - 800-242-5591 ~ Fax - 815-962-5658

_____ - 815-962-5591

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Dear Girl Scout Cookie Program Volunteers,

Welcome to a new year of Girl Scout Cookie Program! Thank you very much for donating your time and talent to Girl Scouts of Northern Illinois! The Cookie Program is a proven opportunity to work towards the Girl Scout mission "to build girls of courage, confidence, and character, who make the world a better place." Troops participating in the Cookie Program develop skills in teamwork, marketing, and financial literacy. The Cookie Program also provides funds to support the troop's activities.

Girl Scouts of Northern Illinois strongly encourages you to hand out the Cookie Program materials to all the Girl Scouts in your troop. Promote this positive program and let parents and families decide to participate in the program.

The Cookie Program is extremely important to the success of your Girl Scout troop. The troop proceeds earned selling cookies help pay for many wonderful opportunities for these young women. Strongly encourage your parents to fully consider participation in the Cookie Program.

This handbook will serve as a handy reference containing most of the information you will need to conduct the Cookie Program. Refer to it frequently to find answers. Also, don't hesitate to call or

email other volunteers listed in this handbook for help. They would also love to hear good news about your success!

Without your support, we could not provide the Girl Scout Leadership Experience to the 29,000 girls in the new and dynamic Girl Scouts of Northern Illinois Council. Your efforts are greatly appreciated.

Thank you!



GIRL SCOUTS®

Girl

Scouts of Northern Illinois

Rockford Service Center

2010 Cookie Program Information

2010 Cookie Supplier: ABC, Inc.

Varieties:

Caramel deLites

Peanut Butter Patties

Shortbreads

Thin Mints

Peanut Butter Sandwiches

Thanks-a-Lots

Lemonades

Daisy Go-Rounds

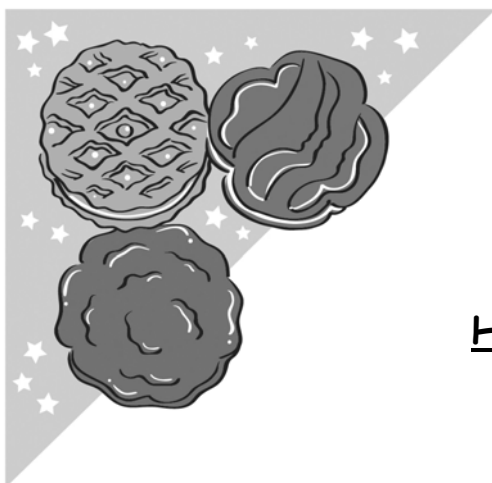
Selling Price: \$3.50 per box

Troop Proceeds: \$.55 per box

Boxes	"Bar" *		Item		Cookie Dough*
12-49			Theme Patch		
50-99			Patch Bracelet		
100-124	X	<i>And</i>	Pewter Frog	<i>Or</i>	\$10
125-129			Theme T-Shirt		
150-199			Sitting Plush Frog		
200-249	X	<i>And</i>	Peace Sign Necklace	<i>Or</i>	\$20
250-299			Sports Bottle		
300-399	X	<i>And</i>	300+ Club Event	<i>Or</i>	\$30
400-499	X	<i>And</i>	Super Soft Fleece Blanket	<i>Or</i>	\$40
500-599	X	<i>And</i>	I-Pod Shuffle	<i>Or</i>	\$50
600-699	X		Messenger Bag and \$25 Book Store Gift Certificate	<i>Or</i>	\$60
700-799	X	<i>And</i>	Digital Camera	<i>Or</i>	\$70
800-899	X		NA		
900-999	X		NA		
1000+	X	<i>And</i>	I-Pod Nano	<i>Or</i>	\$100

* Recognitions are cumulative excluding bars and cookie dough, I-Pods, and Camera

Cadette/Senior/Ambassador Option: In addition to the \$.55 per box, girls may choose to take \$.65 per box in place of incentives. **Girls still receive all patches and Cookie Dough earned.**



How the "Cookie Crumbles"

52% for PROGRAMS is the amount earned by the girls that is used solely for girls in Girl Scouts of Northern Illinois. This includes financial aid for membership and events, Council-wide programs, volunteer trainings, and on-going membership services. It also includes the costs of maintaining the Council Service Centers and all camps.

27% COOKIE COST is the amount paid to the baker for cookies.

14% TROOP PROCEEDS is the amount of money earned by troops to use as they choose.

5% INCENTIVE COST is the cost of items each girl receives for her participation in the sale.

1% PROGRAM ADMINISTRATIVE COSTS is the money spent on the cookie program promotion, including banners and signs, special events and other public relations costs. It also includes special forms, mailings, and staff time to plan, market, and facilitate the cookie sale program.

1% BAD DEBTS is, unfortunately, the amount of money the council spends to cover bad checks and unpaid cookie debts.



Cookie Manager

Job Description

Principal Duties

1. Be a registered member of Girl Scouts of the U.S.A., at least 18 years of age, and have a Troop Cookie Manager Agreement on file at the Girl Scout Service Center.
2. Ensure that Cookie Program activities are interpreted and promoted as valuable life skills and Girl Scout program activities

3. Work with Troop Leader and Service Unit Registrar to make sure that all participating girls are registered for the 2009/2010 Girl Scout year.
4. Ensure that all girls and parents are provided with appropriate training as well as information and materials necessary to conduct a successful sale. Discuss setting individual and troop goals.
5. Review all girls' order forms for accuracy.
6. Enter girls' orders and incentives in computer program.
7. Take delivery of troop's cookie orders, divide, and distribute to girls.
8. Assemble and **deliver** troop's cookie orders, reports, deposit slip receipts, and SNAP report to the Service Unit Product Team member **by her/his deadline**.
9. **Make bank deposits and enter** them into computer by SU Product Chair's **deadline**
10. Distribute incentives to girls at the end of the sale. This must be done in a timely manner.
11. Must be organized.
12. Must be willing and able to meet all Council deadlines.
13. Must keep open communication with your troop leader and SU Cookie Chair.
14. Must be able to deliver/turn-in hard copies on requested date.

TROOP COOKIE MANAGER AGREEMENT
Girl Scouts of Northern Illinois - Rockford Service Center

Service Unit _____ Troop Number _____

Troop Cookie Manager Name _____

Address _____ City _____ Zip _____

Day Time Phone _____ Email _____

GENERAL RESPONSIBILITY

The Troop Cookie Manager is responsible for conducting the cookie program for an individual troop

APPOINTED BY

Troop

Accountability

Troop, Service Unit Cookie Chair, and Council's Product Program Director

TERM OF APPOINTMENT

November 2009-April 2010

QUALIFICATIONS

- Be a current registered member of Girl Scouts of the USA and at least 18 years of age
- Be honest with moral integrity
- Abide by the National and Council policies, standards, and procedures
- An "Application for Volunteer Position" must be complete and on file with the Girl Scout Service Center
- Be able to keep accurate records and be detail-oriented
- Must meet required deadlines
- Must be computer literate
- Must have a working phone, e-mail, and online capability/accessibility

PRINCIPAL DUTIES & RESPONSIBILITIES

- Attend the required training conducted by the Service Unit Cookie Chair
- Train girls and parents in the troop to participate in the Cookie Sale Program
- Turn in Troop cookie order to Service Unit Cookie Chair on time
- Pick up Troop cookie order from Service Unit Cookie Chair on time
- Distribute cookies to girls, secure parent signatures, and keep record of distribution
- Collect all monies and deposit into Council Accounts on time
- Turn in records, incentive forms, deposit receipts into the Service Unit Cookie Chair on time
- Use the SNAP website to record bank deposits on time
- Arrange for pick up and distribution of incentives for the girls as soon as possible

I accept the Troop Cookie Manager position as defined above:

Signature of Troop Cookie Manager

Date

Girl Scouts of Northern Illinois - Rockford Service Center Policy



GIRL SCOUTS®

Only **registered Girl Scout** Daisy, Brownie, Junior, Cadette, Senior, and Ambassador Troops or individuals may participate in the Girl Scout Cookie Sale Program.

Daisy and Brownie Girl Scouts may sell door to door only if they are accompanied by an adult. Junior, Cadette, Senior, and Ambassador Girl Scouts may sell cookies door to door in pairs with adult supervision during daylight hours.



Troop Packet Inventory

Troop Items - 1 per Troop

Large White ABC Folder

Troop Order and Report

"Leap to Lead" Volunteer Kit

Cookie Biz

Box of Shortbread Cookies

Download from

www.girlscoutsrrv.org

Family Patch Sheet

Receipt Book page for extras

Girl Items

Money Envelope

Large Order/Mini Order Card

Download from www.girlscoutsrrv.org

Parent Permission Slip

Internet Safety Sheet

Door Hangers



Troop Cookie Manager Checklist

1. Attend your Service Unit Cookie Rally and receive program materials and instructions.
 - Check to see that all girls are registered and have no outstanding debts.
 - Make arrangements with Troop Leader for a parent/girl rally date.
 - Invite parents to attend the rally.
 - You will download a Troop Information Book - it contains all of the information for your troop meeting/cookie rally.

IMPORTANT DATES BEFORE SALE

1a. Troop Manager must be trained by December 1, 2009

1b. Troops & Girls must be registered by December 15, 2009

1c. Girls and Parents must be trained by December 15, 2009

2. January 8, 2010 - Attend Cookie Kick Off to pick up and distribute cookie order cards to parents. Location: _____ Time: _____pm
- Make sure that all girls have turned in a **parent permission slip**. **If Scout has two families, they will need two permission slips if they will be selling with both.**
 - **Order cards** will not be given out before 7:00 pm.
 - Girls take orders **January 8-24, 2010 only**. **No money is collected at this time.**
 - **Leap 2 Lead Together/Girl Scout Days January 16-17, 2010.**

3. **Week of January 8-24**

- Collect girls' order cards.
- Check to make sure all **order cards** are tallied correctly.
- Record girls' orders on the **Troop Worksheet**.
- Enter girls' orders into cookie works.
- Tally **Troop Worksheet** and round up and order full cases only for the troop.
- Use the **Troop Worksheet** to order cookies.
- Extra cookies will be available at your Service Unit Cookie Cupboard.
- The troop is financially responsible for all cookies ordered.
- **No cookies can be returned or exchanged.**



4. **January 16-17**

"Leap 2 Lead" Family Together Weekend

Take one of your favorite relatives with you to sell cookies.

This can be Mom, Dad, older sister or brother, aunt or uncle

We encourage you to include a male family member to participate with you. Men sell differently than women.

5. Turn in troop orders to Service Unit Cookie Chair on: _____
- Turn in **Troop Worksheet and Troop Order & Report**.
 - **Family Patch Forms and Parent Rally Sheets MUST** be turned in now.

Troop Cookie Manager Checklist (cont.)

6. **Week of February 12-28** - Cookies Delivered to Service Unit Warehouse sites and girls deliver to Customers.
- Your Service Unit delivery day is _____
 - Cookies can be picked up at _____
 - Make an appointment with your Service Cookie Chair to pick up cookies.
 - Have parents make appointments with you to pick up girl's cookies.
 - Fill out **money envelopes** with girl's **first name only**, amount due and your due date.
 - Distribute cookies, order cards, and money envelopes to parents.
 - Make sure that **parents** count and **sign a receipt** for all cookies picked up.
 - Remind parents that all **checks** should be payable to **GIRL SCOUTS**.

Important Q & A - How many cases of cookies can you fit in a car?

<u>Vehicle/Approx. # of cases:</u>	Compact/3-door/23
Full-size van with seats/150	Hatchback/small wagon/25-30
Full-size van without seats/200	Mid-size sedan (seats/trunk)/35
Full-size station wagon/75	Mini-van/sport utility/60

7. **February 9-14 - Sign up for Cookies Now!! Lottery** - Will be held online this year



8. **February 15th** - Lottery will be done.

- You will receive a notice of the site you "won".
- You will need to download paperwork from www.girlscoutsrrv.org to send to council to confirm your site.

9. **February 17** - Booth Lottery opens up to a "first come, first serve" basis.

10. **March 1-4**

- Girls turn in money. Issue a **receipt** for all payments made.
 - Set up a time with parents to turn in their money. Money from parents should not be given to anyone but you. **Tell them not to send it to school with their Girl Scout.**
This is not the school's responsibility.
- Record all payments on your **Troop Worksheet**. They should total your deposit tickets.
- Complete the **Troop Final Collection Order & Report**.
- Tally and order girl incentives. Place order in Cookie Works.
- Record all money outstanding, attach **parent permission slip & signed receipt for money turned in**.
- Deposit money - you can put multiple checks on a line e.g.: 10x\$3.50 on check line and \$35 on amount line
- Turn in deposit slips to Service Unit Cookie Chair on: _____
- **Do not put any customer checks into troop checking account.**
- **Deposit all cash and checks into the Council designated accounts.**
- If you take large sums of CASH to the bank you may be asked for your social security number and/or Drivers License. **This law is part of the Patriot Act from the Federal Government.**
- Sort all checks by denomination (i.e. \$3.50, \$7.00, etc) and **write your troop number on the top center of each check.**
- **Enter each deposit into snap.**
- Turn in the final copy of **Troop Final Order & Report** with any outstanding parent debts, signed permission slips and receipts, **Troop Incentive Order** and all deposit tickets and bank stamps.

Troop Cookie Manager Checklist (cont.)

11. **March 12-27** - Cookies Now!! Booth Sales.

12. **Week of March 31**- Troop proceeds checks mailed.

Incentives will be shipped to the Service Unit Cookie Chairs.



13. **April 15** - Final Incentive order will go in. You must have all original

incentives delivered to girls ASAP to insure we can order any extras that

may have been missed because of transfers. Any incentives not picked up by May 1st from SU Chair will be returned to the Council office. Any incentives not picked up at Council by May 15th will be donated to local charities. No reorders will be available

14. **Week of April 20** - Cookies Now!! Proceeds checks mailed.

There is a new system for cookies this year. It is more user-friendly than the past website.

The website is www.abcsnap.com. You will have to reset the user name and password after the first log-in.

There will be instructions on the website on how to enter your information.



AGENDA FOR PARENT/GIRL TROOP RALLY

Rallying your Girl Scouts to participate in the Cookie Program is a large part of ensuring your Troop's success. Studies have shown that if parents are involved and know what the girls are learning and earning, they have a personal stake in the success of the Troop's Cookie Sale. We have provided a sample of the things that should be covered in a Troop Cookie Rally. Make this a fun and informative meeting.

Information:

- Have parents sign in on the Parent Sign In Sheet.
- Welcome Parents.
- Explain the 2010 Cookie Program.

inspire

New this year - Cookie Share

Give them the Theme "Leap 2 Lead".

Discuss safety issues - Girls' safety ALWAYS comes first.

Tell them about the Cookie Kick Off activities.

Discuss the Troop's goal and what the girls want to do with their proceeds.

Hand out timeline with your deadlines.

Have parents sign up for a time to pick up their cookies from you.

Order taking on the internet - 411 sheet and update from GSUSA

Activity:

Have parents discuss their daughter's personal goal - what they want to learn and their selling goal. Encourage them to go to www.abcsmartcookies.com then go to Goal Setting.

Fill out the girl's individual goal sheet on the back of the Parent Sign-In Sheet.

Complete your Troop Goal Sheet.

Have parents sign Parent Permission Slips

Role Play:

Have parents be potential customers and ask girls about their goals and the cookies

Let girls practice talking to people they do not know - other parents.

Some Reasons to sell cookies:

1. Develop _____ skills
 - a. People
 - b. Marketing
 - c. Life
 - d. Math
 - e. Leadership
 - f. Entrepreneurial
 - g. Team Work
2. Develop work ethics
3. Learn about goal setting and how to achieve the goal
4. Teaches girls how to handle disappointment



Refreshments:

You have been provided with one box of Shortbread cookies.

Closing:

Encourage parents and girls to ask questions. Thank the parents again for participating in the rally and for being involved with their daughter's Troop.

2009-10 COOKIE INCENTIVES YOUR GIRL SCOUTS CAN EARN

Incentives are based on each girl's individual sales efforts, so the more boxes sold the more incentives received.

12 boxes -Participation Patch

Achievement Bar for the highest 100 boxes sold



50 Boxes - Patch Bracelet



100 boxes - Pewter Frog Cookie Dough



25 boxes - T-shirt



150 boxes - Sitting Frog



200 boxes - Peace Necklace
or \$20 in Cookie Dough



250 boxes - Sports bottle

\$30 in Cookie Dough OR

300 Club Event - TBA



400 boxes - Fleece Blanket
OR \$40 Cookie Dough

500 boxes - IPOD Schuffle



Colors vary

or \$50 in Cookie Dough



600 boxes - Messenger bag AND \$25 Book Store Gift Certificate
or \$60 in Cookie Dough

Digital Camera

700 boxes -



Or \$70 in Cookie Dough

1000+ boxes - I-Pod Nano

Or \$100 in Cookie Dough



**** Cookie Dough, I-Pods and Camera are NOT cumulative****

Reminder: Troops that hold a parent training and average 100 boxes per selling girl will receive a Cookie Tray!

If they average 150 boxes per girl they will receive a \$25.00 Council Gift Certificate in addition to the .55 cents per box proceeds.



1) Attend the Troop Cookie Training/Rally with your Girl Scout.

Research has shown that a parent or adult's involvement with their children's activities increases the chances that the child will succeed with their personal goals. Attend your daughter's Troop Cookie Rally with her to see what the girls set as personal and troop goals. Unlike many other fund-raising programs, the Girl Scout Cookie Program returns proceeds to the troop so that the girls can participate in the activities that they have

selected.

2) "Leap 2 Lead" at the 2010 Cookie Kick Off - January 8, 2010

There will be activities, crafts, music, and lots of fun as the girls begin "Leap to Lead" with this year's cookie program. Your daughter's Troop Leadership Team will inform you of the location and time of the event, please make plans to attend this important event with your daughter. Fathers are encouraged and very welcome to attend. Your order card will be available at 7:00PM at this event

3) "Leap 2 Lead" Together Days- January 16 - 17, 2010

Each year, the Council receives many calls from potential customers asking, "Why don't girls sell Girl Scout Cookies door-to-door? I don't have anyone to buy cookies from!" For a solution, the Council created several days during the Girl Scout Cookie Program when girls are encouraged to go door-to-door with a special adult in their life. The media is notified of these days, so customers will be on the look-out! (This is also a great time for girls to use the Door Hangers for people who may not be home.)

Recently redesigned from "Special Fellow Days," *Leap 2 Lead Together* offers families the opportunity to be involved in their Girl Scout's Cookie Program. Take one of your favorite relatives with you to sell cookies. This can be Mom, Dad, older sister or brother, aunt or uncle. We encourage you to include a male family member to participate with you. Men sell differently than women.

By participating, girls are able to sell cookies door-to-door in a safe and fun way, satisfying both customers and safety concerns. **Leap 2 Lead Together**, also, shows families how girls achieve goals, and how they can actively help their Girl Scout succeed.

Girls are encouraged to use their mini-order cards, or draw a line on their large order cards to keep track of the sales they make during Together weekend.

Your Girl Scout can earn the "Leap to Lead" GS Cookies 2010 Together Patch if your family participates in **Two of the Three** events listed above. Your daughter's Leader will track which programs you participate in with your Girl Scout and will order the Family Patch along with her other incentives.

You will be amazed at the personal goals your Girl Scout will learn about while participating in the cookie program.

People who buy Girl Scout cookie buy them not only because they like the cookies, but to support the Girl Scouts. They really want to see the Girl Scout knocking on their doors.

Parents must participate in **two** of three cookie activities for their Girl Scout to receive the Together patch. Please order Together patches on your Troop's Incentive Form.

Parent Sign In for Troop Cookie Rally Troop # _____

Research has shown that a parent or adult's active involvement in their children's activities increase the chances that the child will succeed with their goals. It is important for the child to share their goals with others and to have others follow up on how well they are doing.

We at Girl Scouts of Northern Illinois are so committed to our "girls" getting the most out of the Cookie Programs that we are offering Troops an additional incentive for a Troop/Parent Cookie Rally. Each Troop that holds a parent meeting and average 100 boxes per selling girl will receive a Cookie Tray! If they average 150 boxes per girl they will receive a \$25.00 Council Gift Certificate.

Last year Troops that held parent meetings sold more boxes of cookies per selling girls more than Troops

not holding parent trainings. Use the sheet below for your parent sign in. Return this form with your Troop Order & Report to receive your Gift Certificates if you qualified. **Good Luck!**

Parent's Name	Phone	Girl's Name
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

YES, we made our goal of 100+ OR 150+ boxes of cookies per selling girl.

Troop Leader: _____ **Service Unit** _____

Average boxes per girl _____ (Total boxes sold/number of girls selling = troop per girl average)



GIRL SCOUTS®

**Girl Scouts of Northern Illinois -
Rockford Service Center
Girl Goals & Parent Participation
Cookie Program 2009**

Service Unit _____ Troop # _____

Girls Full Name	Personal Goal	Boxes Sold	Parent at Rally	Kick Off	Together Weekend
-----------------	---------------	------------	-----------------	----------	------------------

1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

This needs to be handed in with original paperwork.

If not handed in on time the troop will be responsible for ordering and paying for the patches.

What parents need to know about the
2010 Girl Scout Cookie Program

Girl Scouts of Northern Illinois – Rockford Service Center
2101 Auburn St
Rockford, IL 61103

Cookie Kick-Offs – January 8th – each Service Unit will have a location
7:00 PM Order Cards will be handed out

Cookie Sell Dates – January 8-24

Delivery Dates – February 13-28

Cost - \$3.50 a box

Checks made payable to: Girl Scouts

There will be a troop penalty of \$25.00 per girl reported selling early. This will come out of the troop cookie profits and will affect troop activities. Please be responsible and teach your girls to go by the rules, which are set up to make it fair for all.

Safety First – Safety is always first in Girl Scouting. Use the buddy system for door-to-door sales. Adults must supervise.

Ads may NOT be placed in the newspaper. Cookies may NOT be sold on eBay or on Craig's List. Posters may be posted on January 8th – no sooner.

E-mail, Facebook, MySpace, and other similar online sites may be used to obtain cookie orders. There is an information sheet from Girl Scouts of USA called the 411on Online Marketing. It is downloadable on our website – www.girlscoutsrrv.org. Please review to make sure you are going by the GSUSA Guidelines. We ask that you have a Internet Safety slip signed and turned into the leader.

What you can do to help your Girl Scout:

- 1- Attend Troop Training/Rally
- 2- Help her set goals – use Goal Setter at <http://www.abcsmartcookies.com/catchlogin.asp> there are many fun activities on the website also.
- 3- Review safety with her
- 4- Email family and friends – let them know when sales start
- 5- Attend your Service Unit Cookie Kick-Off

Special date – January 16-17 – Leap 2 Lead Together – The girls can receive a together patch for going out to sell with a special person in their life. Leader has information for you.

Requirements:

- 1- Girl MUST be a registered (paid the \$12.00 National Registration fee) Girl Scout BEFORE December 15, 2009
- 2- Parent Permission slip MUST be signed and returned to leader/manager before Girl Scout can receive her order card on January 8, 7:00PM.

By signing the permission slip you agree to be responsible for payment of all cookies sold by your Girl Scout. Girl Scouts of Northern Illinois will send non-payments to collections.

HIGHLY recommended: if parents of Girl Scout are divorced/separated both parents should sign permission slips and pick-up own cookies. Reason being, if one parent signs for all cookies and the other parent does not pay their portion, the parent that signed is the responsible party and Girl Scouts of Northern Illinois will send to collections the parent that signed.

Girl Scouts of Northern Illinois – Rockford Service Center
2009-2010 Cookie Product Program
Parent/Guardian Permission Slip

Dear Parent/Guardian,

Every day offers us an opportunity to help a girl grow – at home and school, with her family and friends. What she does in Girl Scouting today, including her participation in Product Program activities, will help her expand her horizons, help her grow, and celebrate who she is so she has the confidence to stand tall and reach high. Your role as a parent/guardian is to help your Girl Scout, and her troop, realize their potential and assist in the skill building that comes through their participation in the Girl Scout Product Program.

		Thin Mints	\$3.50		
		Peanut Butter Sandwich	\$3.50		
		Lemonades	\$3.50		
		Daisy Go Rounds	\$3.50		
		GIFT OF SHARING	XX		
		TOTAL DUE	XX		

Parent/Guardian must sign for items picked up.

I, _____, have received the above items from _____ on _____ and understand that I am obligated to pay for these items by troop deadline. If product is damaged or stolen, I understand that I am still responsible (contact your insurance for assistance).

Parent Signature: _____

Troop Product Manager:

Please have the parents count their items and sign this form (after they count). If no balance due from parent, you may discard this form. If there is a balance due, attach the signed permission slip and this form to your Troop Final Report.

If any parent owes money at the end of this sale, please indicate reasons, as well as the date and method of parent contact below.

Money not received because: _____

Date and method of contact: _____

Do not delay turning in troop final paperwork for "late parents"

Girl Scout Internet Safety Pledge^{*} for All Girl Scouts (Revised for 2009)

^{*} The GSUSA Online Safety Pledge is based upon the Online Safety Pledge developed by the National Center for Missing and Exploited Children (www.missingkids.com).

- I will not give out personal information such as my address, telephone number(s), parent’s or guardians’ work address/telephone number(s), and the name and location of my school without the permission of my parent or guardian.
- I will tell an adult right away if I come across or receive any information that makes me feel uncomfortable.
- I will always follow the rules of Internet sites, including those rules that are based on age of use, parental approval and knowledge, and public laws.
- I will never agree to get together with someone I “meet” online without first checking with my parents or guardians. If my parents or guardian agree to a meeting, I will arrange it in a public place and bring a parent or guardian along.
- I will never send a person my picture or anything else without first checking with my parent or guardian.
- I will talk with my parent or guardian so that we can set up rules for going online. We will decide on the time of day that I can be online, the length of time that I can be online, and appropriate areas for me to visit. I will not access other areas or break these rules without their permission.
- I will not use the Internet to collect money for Girl Scout products, and I will follow all safety guidelines related to Girl Scout product sales.
- I will practice online “netiquette” (good manners) at all times when online.
 - I won’t spam others.
 - I will not bully nor will I tolerate bullying (and I will always tell a trusted adult if this is a problem).
 - I won’t use bad language.
- I will be guided by the Girl Scout Promise and Law in all that I do online.

Signed,

Girl Scout _____ Date _____

Parent or guardian _____ Date _____

NEW THIS YEAR!!!!

CUSTOMERS CAN CHOOSE TO DONATE MONEY FOR COOKIES THAT WILL BE GIVEN TO THE “ARMED FORCES”. THERE IS A SPOT ON THE ORDER FORM FOR THIS. PLEASE FILL OUT A COOKIE SHARE FORM WITH THE TOTAL FOR THE TROOP AND

SEND THIS WITH YOUR ORIGINAL PAPERWORK. GIRLS WILL GET CREDIT FOR THE DONATED COOKIES AND WILL HAVE TO COLLECT THE MONEY, HOWEVER COUNCIL WILL TAKE CARE OF ORDERING AND DISTRIBUTING THIS COOKIES.

SAMPLE FORM - download from www.girlscoutsrrv.org

Cookie Share 2010

Troop #: _____

Service Unit: _____

Cookie Troop Manager: _____

Total Boxes ordered for Cookie Share: _____

Total Amount for Gift Share from your troop: \$ _____

Please order in increments of \$3.50.

Please attach to your Troop Report and Order form.

Thank you.



For all your extra cookie needs!

Cookie Cupboards

Cookie Cupboards will have cookies for any extra orders you may have. This is where you will get cookies to fill your Troop's door hanger orders. Cookies can be picked up from Cookie Cupboards beginning the day following your Service Unit's delivery. Cookie Cupboard Coordinators are people like you, they have families and other outside commitments, so **please call ahead and find out what hours are available for you to pick up extra cookies and be on time when you set up a pick-up time.**

Only Troop Leaders or Troop Cookie Managers may obtain cookies from the Cookie Cupboards. Parents, girls, or other customers must place their order through the troops. Anyone taking cookies from a Cookie Cupboard must sign a receipt. Always count your cookies before you sign for them, because **no cookies can be returned**. (Damaged cookies will be replaced with same kind of cookie). Cookies may be taken from the cookie cupboard by the box. The Council Service Center will not be a Cookie Cupboard, you **must** get cookies from the Service Unit's Cookie Cupboard Coordinator.

Service Unit Cookie Cupboard Coordinators

<p><u>Boone</u> Janet Zelek 315 Britni Dr. Poplar Grove, IL 61065 815-765-0981</p>	<p><u>Creekview</u> Scott Simpson 3223 N. Church Rockford, IL 61103 815-654-3029</p>	<p><u>North Central</u> TBD</p>
<p><u>Northern Ogle</u> Nanette Gibson 816 Park Dr Byron, IL 61010 815-234-4120</p>	<p><u>Park North Stateline</u> Bev Ywanauskas 6649 Arena Dr Roscoe, IL 61073 815-389-2886</p>	<p><u>Spring River</u> Steve Vettore 805 Grand Ave Loves Park, IL 61111 815-509-2280</p>
<p><u>Southeast Valley</u> Donna Kowalewski 3224 Chadwick Dr Rockford, IL 61108 815-226-0858</p>	<p><u>Southern Ogle</u> Contact: Mary Jo Hare 815-238-9077</p>	<p><u>Win-Du-Pec</u> Georgette Chavers 16120 Boswell Rd Rockton, IL 61072 815-629-2066</p>

Cookies Now!!

Cookie Birth



Cookies Now!! is a direct cookie program. Troops sign up for business locations that have been secured by the council to sell cookies to the general public.

This part of the Cookie Program helps girls learn how to set up an attractive display, deal with customers, count change, and best of all, gives them the opportunity to tell people in the community what they are experiencing as a Girl Scout. People are very interested in knowing what all the patches are and what the girls learned while earning them.

The Cookies Now!! Program is completely separate from the original Cookie Program (order taking), and troops earn an additional 10 cents per box for cookies sold. **Do not** order your Cookies Now!! cookies with your troop's original order.

Each girl participating in Cookies Now!! will earn a Cookie Booth Patch.

If you have any questions regarding this sale don't hesitate to contact me at the Girl Scout Service Center at (815)962-5591 ext 122 or email _____.

Product Programs Staff



Cookies Now!! Booth Sale
Will be held online this year!!

You will need to go to

www.abcsnap.com

+ .65 per box

Cookies Now!! sale locations will be "drawn" at the Lottery on February 15, 2010.

All troops, regardless of age level, may select sales anywhere they are offered.

You will be able to sign up for two times for the original drawing. On February 17th the site will open up to a first come, first serve basis.

Troop # _____ Leader: _____

Location 1: Address _____

Date _____ Time _____

Location 2: Address _____

Date _____ Time _____



Sample Forms

Girl Order Card



Girl Scouts of Northern Illinois-
Rockford Service Center

Attach Deposit Slips here

SERVICE UNIT _____

TROOP ORDER AND REPORT

Troop # _____ DSY BR JR CD SR AMB Girls Registered _____ Girls Selling _____
(circle one)

Troop Cookie Manager _____ Phone _____

**Original Cases Ordered
(12 Boxes to a Case)**

Caramel deLites	_____
Peanut Butter Patties	_____
Shortbread	_____
Thin Mints	_____
Peanut Butter Sandwiches	_____
Thanks-a-Lot	_____
Lemonades	_____
Daisy Go Rounds	_____
Total Cases	=====

Page One to Council with Original Orders



Girl Scouts of Northern Illinois-
Rockford Service Center

Attach Deposit Slips here

SERVICE UNIT _____

TROOP ORDER AND REPORT

Troop # _____ DSY BR JR CD SR AMB Girls Registered _____ Girls Selling _____
(circle one)

Troop Cookie Manager _____ Phone _____

	Original Cases Ordered (12 Boxes to a Case)	Extra Boxes (from Cookie Cupboard)
Caramel deLites	_____	_____
Peanut Butter Patties	_____	_____
Shortbread	_____	_____
Thin Mints	_____	_____
Peanut Butter Sandwiches	_____	_____
Thanks-a-Lot	_____	_____
Lemonades	_____	_____
Daisy Go Rounds	_____	_____
Total Cases	_____	Total Boxes _____

A) Total Cases X \$42.00 = _____	B) Total Boxes X \$3.50 = _____
A + B = \$ _____	
	Amount Due to Council
	\$ _____ Amount Deposited
	\$ _____ Credit Card Payments
	\$ _____ Amount paid to Council for Door Hangers
Attach permission slips for money owed	\$ _____ Balance owed by Parents
	\$ _____ Balance owed by Troop


Page 2 to SUCM with Deposit slips - Page Three to be retained by Troop

Troop Final Order and Report - (Bottom 2 pages)

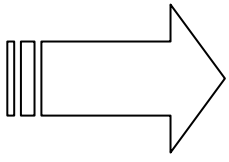
1. Add any additional boxes that you received from the Cookie Cupboard.
2. Figure total amount due to council.
3. Turn in yellow copy to your Service Unit Cookie Chair, with deposit slips, any parent debts or troop debts, and parent permission slips for outstanding money.
4. Retain pink copy for troop records.

Money and/or Cookie Receipt - Money issue a receipt with the total amount of the girl's order and list the amount paid by the parent. Only attach a copy of this receipt if the girl's order has not been paid in full.

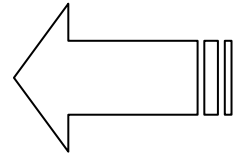
MONEY AND/OR PRODUCT RECEIPT (IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS)			
TROOP # _____		SERVICE UNIT _____	DATE _____
NO. OF CASES	NO. OF ITEMS	PRODUCT	MONEY
		Chocolate Covered Almonds	
		Mint Meltaways	
		Whole Cashews	\$ _____
		Malted Milk Balls	(AMOUNT DUE)
		Chocolate Covered Peanuts - DD	
		Chocolate Covered Raisins	\$ _____
		Honey Roasted Peanuts	(AMOUNT PAID)
		Fruit Slices	
		Salsa Mix	\$ _____
		Peanut Butter Dreams	(BALANCE)
		TOTALS	

 RECEIVED BY _____ GIRL'S NAME _____
 RECEIVED FROM _____ Rock River Valley 608

There will be a copy of this on the website



GIRL SCOUTS - ROCK RIVER VALLEY COUNCIL COOKIE MONEY/CHECK COLLECTION PROCEDURES



All cash and checks received for purchase of products will be deposited by the Troop Cookie Manager into the Council's Product Program account. **ALL CHECKS SHOULD BE MADE PAYABLE TO GIRL SCOUTS.** You will be provided with a bank stamp and deposit slips for this account at the same time you receive the products to distribute to your Troop. You are encouraged to make deposits often to help ensure that the funds are not lost or stolen. You are required to turn in all deposit slip receipts at the end of the sale. These will also help you balance your Troop's account.

MONEY COLLECTION

Collect all monies and checks from the girls in your Troop by your Troop's deadline. **PLEASE DO NOT ACCEPT MONEY AFTER YOUR DEADLINE**, refer late cookie payments from parents directly to the Girl Scout Northern Illinois - Rockford Service Center. Issue a receipt to each parent who gives you money.

DEPOSITS

Troop Cookie Sale Managers will collect their deposit slips and bank stamps when they receive their Troop's cookies. All checks received from parent should be made out to Girl Scouts. Checks received that are not made out correctly should be endorsed and deposited into the Council Program account. **NEVER DEPOSIT PRODUCT PROGRAM CHECKS INTO TROOP OR PERSONAL ACCOUNTS.** See examples on reverse for deposit slip preparation.

***** IMPORTANT***** - Prior to deposit, be sure to write your Troop number on the **FRONT** of every check at the **TOP** in the **CENTER**. If you deposit cash into the Council account, you may be asked for your driver's license and social security number. You have received deposit slips and a bank stamp for the Council Product Program account. Make sure you turn in your bank stamp with your final paperwork. Bank Stamps not returned with final paperwork will cost your Troop \$15.00. Funds will be deducted from your Troop's proceeds to replace the bank stamp.

DEBTS

Your Troop's deadline is important! Your Troop proceeds are not paid until Troop Final Report and deposit slips are submitted to the Council. Don't wait for late paying parents, record all outstanding payments as parent debt on your Troop Final Report, and record any information you may have about why a payment has not been received on the Parent Permission Slip. When the deadline has passed, refer late parent payments directly to the Girl Scout Service Center. Once a deadline is missed, all outstanding payments are considered debts. **Do not hold up the entire troop for one girl.**

Please remember the following:

Usually the Girl Scout is NOT at fault for the debt. The parent who signed the permission slip is responsible for getting money turned in on time. Girl awards should NEVER be held back from a girl whose parents owe money. Parent debts DO NOT affect the troop's proceeds as long as all forms are turned in on time.

The above guidelines have been initiated to ensure the Girl Scout Cookie Program is fun and profitable for your troop. The Council has the resources to collect, turn debts over for collection, and to prosecute if necessary. If you have any questions or need clarification on any of the above information, please do not hesitate to contact the Product Director with the Girl Scout Service Center at 815-962-5591 ext. 122, or email at

Troop Concerns during Cookie Sale Program

During Council-wide product sales, there are three troop concerns that repeat themselves each year. Below are solutions to those concerns:



1. Cookies not picked up by the parent

Unfortunately, there are times that a parent does not pick up cookies from the Troop Cookie Manager. What should you do?

The parent permission slip states that parents are financially responsible for all cookies ordered. That means that they are responsible whether they pick them up or not. If it is a small order the troop can probably sell them to other customers, however, you are not required to. The Council can only pursue the parent if you have a signed a parent permission slip and you can provide us with any information you have as to why the parent never picked up the cookies.

2. Unsold Cookies

The troop is also responsible for all cookies that you ordered. Don't wait until the sale is over to try and get rid of the unsold cookies. Each of the following ideas work very well.

- 1) Have a list of cookies the troop has available the day your parents come to pick up their daughters order. Make sure you tell them that if they have customers wanting more cookies that they should contact you to get them.
- 2) Divide cookies equally between girls in the troop and ask them to sell them to their customers.
- 3) Ask parents if they work in a place that may be interested in extra cookies.
- 4) Contact another troop in your Service Unit to see if they may need cookies or be able to trade boxes with you.

3. Why do Girl Scouts sell different cookies and at different prices?

Each Girl Scout Council in the United States is a separate "company". Each has a Volunteer Board of Directors that decides on the cookie supplier, the selling price of the cookie, and the troop proceeds. In addition, Girl Scouts of Northern Illinois - Rockford Service Center Product department reads all of previous year's evaluations, conducts informal surveys with girls and adults, and plans the following year's sale by what the girls, parents, and leaders tell them. Please take time at the end of the Cookie Sale Program to fill out the evaluation you have been given. We want to hear good things, concerns, and any ideas you may have.

How to take care of our Cookie Customers

Quality Complaints

Customer service is very important to our relationships with cookie customers. On this page is a form to record cookie complaints. Any serious problems should always be accompanied with a written report, the box of cookies, and the cookie itself, when possible. These problems should be reported immediately to the Product Programs and Business Director, COO -Chief Operating Officer, or the Executive Director of Girl Scouts of Northern Illinois - Rockford Service Center. They can be reached at 815-962-5591.

Telephone Log: Cookie Complaint

Date and Time of this Report: _____ Report taken by: _____

Complaint: _____

Name of Complainant: _____

Address _____ Home

Phone _____ Work Phone _____

Date of Incident _____ Type of Cookie _____ Code # on box _____

Complainant has cookie: yes ___ no ___ Complainant has box: yes ___ no ___

Cookie/box picked up by _____ Date _____

Action taken by person logging complaint:

Service Unit _____ Troop _____

Return to Girl Scouts of Northern Illinois -
Rockford Service Center

2101 Auburn St
Rockford, IL 61103



Girl Scouts of Northern Illinois - Rockford Service Center

2010 Girl Scout Cookie Program Evaluation

Troop Cookie Manager: Feel free to make as many copies of this as you need

Parent/Girl Evaluation

As always, we want each year's Cookie Program to be a great success. In order for us to know how well your troop and the council supported girls' cookie experiences and activities, we ask that you complete the following evaluation. If you need more space attach another sheet of paper. Your ideas are critical to the Girl Scout Cookie Program's continued success.

PARENT

1. Did you attend a Troop Rally with your daughter? Yes _____ No _____
 2. Did you attend a Cookie Kick Off with your daughter? Yes _____ No _____
 3. Were you well informed by your troop leader? Yes _____ No _____
 4. Did your daughter learn about safety, product, and goal setting during the cookie program?

 5. What do you feel your daughter has gained from the Cookie Program? _____

 6. Did she attain her personal goal? Yes _____ No _____
If not, what can we do in the future to help her? _____

 7. What part of the Cookie Program did you like the most? _____

- The least: _____

GIRL SCOUT - Level _____

1. Did you attend a Cookie Kick Off? Yes _____ No _____
If so, what part of it did you like the best? _____
 2. Did you set a personal goal? Yes _____ No _____ A Troop goal? Yes _____ No _____
 3. What do you feel you learned from this year's Cookie Program? _____

 4. What part of the Cookie Program did you like the most? _____

- The least? _____
5. If you could change one thing about our cookie program, what would it be? _____

Girl Scouts of Northern Illinois - Rockford Service Center
2010 Girl Scout Cookie Program Evaluation
Leader/Cookie Manager Evaluation

As always, we want each year's Cookie Program to be a great success. In order for us to know how the training and activities worked/did not work for you, we ask that you complete the following evaluation. If you need more space attach another sheet of paper. Your ideas are critical to the Girl Scout Cookie Program's continued success.

What is your position with Girl Scouts? Troop Leader _____ Cookie Manager _____ Both _____

1. Were you well informed by your Service Unit Cookie Chair? Yes _____ No _____
2. Did your troop host a parent rally? Yes _____ No _____ Why or why not _____

3. The cookie company provides great activities each year. Please check the activities that you used with your troop.

- | | |
|---|-------------------------|
| _____ Troop "Leap 2 Lead" Volunteer Kit | _____ Online Goal Club |
| _____ Goal Chart/Training Game | _____ Window Poster |
| _____ Online Girl Scout Activity Guide | _____ Volunteer Website |

Which of these activities do you feel was the most helpful during the cookie program?

4. Did ABC Snap computer program make your job easier? Yes _____ No _____
Please explain _____

5. What part of the Cookie Program did you like the most? _____

- The least? _____

6. What part of the Cookie Program do you think your Girl Scouts enjoyed the most?

- The least? _____
7. What would you like to see in future Cookie Programs? _____

8. Were troop and girl forms easy to use? Yes _____ No _____
9. Did you participate in a Cookie Kick Off? Yes _____ No _____
10. Is your Troop planning on participating in Cookie Booth Sales? Yes _____ No _____
If not, why? _____

Girl Scouts of Northern Illinois - Rockford Service Center
2101 Auburn Street
Rockford, IL 61103
(815) 962-5591



GIRL SCOUTS®