

2022 Cookie Season Troop Training



New cookie for 2022.

Adventurefuls™



AMERICA' S BEST COOKIES





2022 season packaging updates

• Key changes:

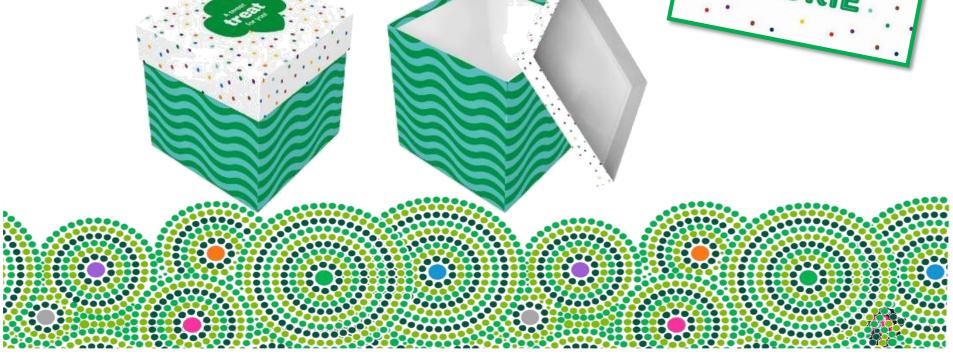
- 1. We are now using mass balance palm oil in all of the cookies; the RSPO logo has been updated to reflect MIXED in lieu of CREDITS
- 2. Reminder that all nutritional and ingredient information can be found on <u>www.abcbakers.com</u> and <u>www.abcsmartcookies.com</u> and an updated allergen flyer is provided each season for quick reference



The direct ship gift box is back!!

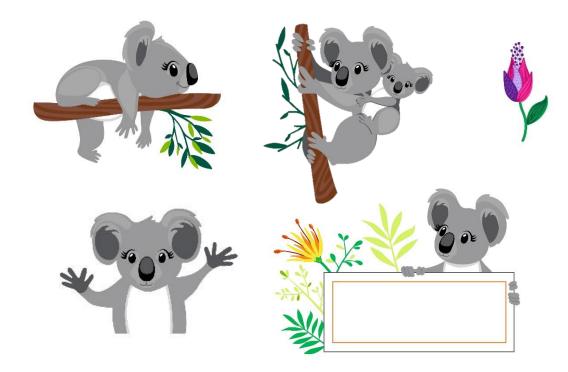
- Gift Box holds 6 packages
- Shipping charges for 2022
 - \$12.50 for 1 to 12 packages
 - GSWNY will continue to offer subsidized shipping







All theme-related artwork is available in our Flickr gallery with access through Smart Cookies (far right corner of webpage) or by visiting gswny.org



















2021 Cookie Program

1.2 million pkgs sold
180,000+ Direct Ship pkgs
17,652 Share pkgs
PGA 202
PGA +17% over PY





2022 Cookie Program December 4-April 3



2022 Important dates

December 2021	January/February 2022	February 2022	March/April 2022
 Smart Cookie registration emails go out to girls and leaders Online Cookie Program Opens: Dec. 4, 2021 	 Initial Order Taking: In- person with order card and online. Jan. 8 – Feb. 6 Promote Girl Delivery Link via social media for online / direct ship orders Council secured Booth Lottery opens Jan. 15th. 	 Booth Lottery winners selected Feb. 5^{th.} Winners notified via email. FCFS one additional booth Feb. 6th Unlimited Feb. 7th Initial Product/Reward Order and delivery time Due: Feb 7 Keep Goaling Orders: Feb. 7 – April 3 	 Delivery: March 2 – 5 Direct Sales: March 6 – April 3 Planned Orders Due: March 13, 20, 27 Initial Payment Due: March 21 Final Rewards Due: April 5 Final Payment Due: April 6

10

5 Skills...The Girl Scout Cookie Program is more than selling cookies...





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.





<u>Family</u> <u>Entrepreneur</u> Pin

Cookie season is more fun with family.



COOKIE

Family

Bring the whole family together for tons of fun and learning with our brand NEW Girl Scout Cookie Program pin collection!

Each Girl Scout grade level will have its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection—one unique pin for every year they participate!

Learn more at: girlscouts.org/entrepreneurfamily



<u>Entrepreneurship</u> <u>Badges</u>

New



Ways to engage girls

- Buy 5+
- Keep Goaling
- Goal Chart
- Badge in a Box





My Goal Getter Goal: packages

3 steps to reach your goals

ONESMART From February 7th to April 3rd, use this order card to collect additional orders. Did you know the number one reason people do not buy Girl Scout Cookies is because they were never asked!?!



Use Smart Cookies to remind your customers about your goals. Update them on how many packages you have sold and how many more you need sell to get to your goal.

Customers don't always want cookies for themselves but they king a donation to support Cookie Share



Confidential: For internal use only / Confidentiel : Réservé à l'usage interne

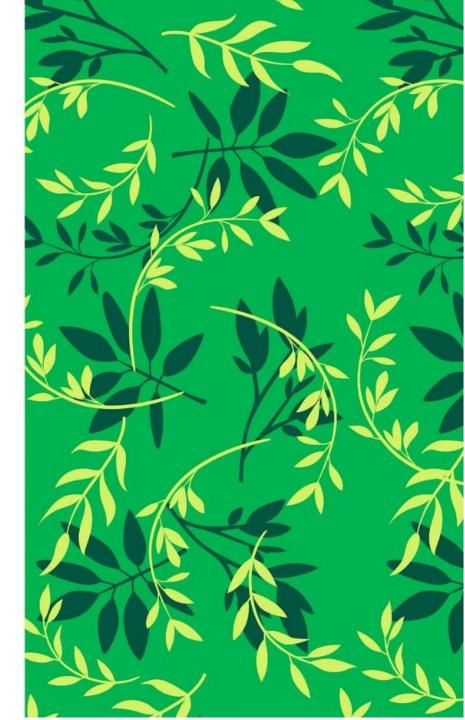
Key Points

- Important Dates:
 - Online begins December 4th
 - In person begins January 8th
 - Initial order due February 6th
 - Delivery March 2nd- March 5th
 - Direct Sales March 6th April 3rd
- Tools to engage and help girls reach their goals





Cookie Program Participation



Participation Channels



- Taking Pre Orders
 - In-Person
 - Door to Door
- Pre-paid Girl **Delivery Orders**
 - E-cards
 - Social Link
 - QR code

- Direct Ship Sales
 - Troop Ship Only Link
 - Girl Direct Ship Link
- Girl Delivery Orders

- Troop Ship Only
 Traditional Booth Link
 - Cookie Finder
 - Link
- Girl Direct Ship Link
 - Social Media
 - E Card

- In Person
 - Sales
- Troop Cookie Link
 - Pre-paid pick up Orders
 - Walk-up Touchless Orders



Promising Practice: Keep Goaling, girls continue to take orders using the extra order card in the family guide, e-card and girl delivery link to reach their goals.

Smart Cookies data reporting will keep your sale on track!

girl scouts

Phone or Text Friends

and Family

Is this your Girl Scout's

first time running her own

cookie business? Texting or

phoning friends and family

is a great way to help her feel

comfortable connecting with

cookie customers. And if your

seasoned cookie boss's free time

is limited-hello, school, sports,

option has maximum flexibility.

Cookie Stands

Would your Girl Scout feel

more comfortable on her own

turf? Cookie stands, similar to

lemonade stands, are set up in

front of a residence on private

property, where she'll market

her cookies to customers in her

neighborhood. They're a great way to ease more introverted

girls into connecting with their

communities. This can be fun

for the whole family!

and extracurriculars!-this

Ways to Participate in the Girl Scout Cookie Program

Get ready for your Girl Scout to make (cookie) boss moves this year! No matter how she takes part in the Girl Scout Cookie Program, she'll grow her people skills, learn to set goals, make smart decisions, and so much more. Talk with her about which options she's excited to explore this year!

Digital Cookie

Is your Girl Scout ready to take

her digital marketing skills to

Cookie® platform, Girl Scouts

can ship cookies straight to

customers, accept orders for

customers schedule an in-

what her schedule is like.

to online sales guidance]

person delivery. And she can

cookie donations, or have local

reach her sales goals no matter

[Councils may want to add a link

Cookie Booths

customer interaction, teamwork,

and all the fun! Troops or groups

of Girl Scouts work together to

market their cookies outside

a preapproved location (like a

even a drive-through booth in

a parking lot) where they can

practice their business skills

Note: cookie booths must be coordinated by troop cookie managers; may only happen

at council-approved locations; and must be

legally open to, accessible, and safe for all girls

with new customers.

grocery store, bank, mall, or

This option has maximum

the next level? With the Digital



Door-to-door

They're the perfect way to hone her sales pitch! With door-todoor sales, Girl Scouts can stay local and sell in their neighborhoods-and use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course)



Connecting with Her Community

The possibilities are endless! Girl Scouts team up with their parents/caregivers to sell cookies to their employees and coworkers, at places of worship. and at community groups. They could prepare a corporate pitch to sell cookies in bulk to car dealerships, real estate agents, or financial institutions. When these budding entrepreneurs secure a large sale, they get a taste of sweet success!

Participating in the cookie program powers Girl Scouts' adventures throughout the year as they learn key business skills to excel in future careers and in life. By participating in different sales methods, girls gain more skills, including: goal setting, decision making, money management, people skills, and business ethics. Don't forget: adult supervision is required at all times.

Girl-Led

Girl Scouts take the lead in their budget, plans and marketing techniques

Cooperative Learning

Girl Scouts work together to set their goals, decide how to use their troop funds as a team and overcome hurdles along the way

Learning-by-doing

Girl Scouts get to iterate on their cookie business each year gaining real life, hands on experiences that translate to their future careers

and potential customers.)





Cookie Share

- Gives consumers an option to support Girl Scouts without taking possession of cookies
- Helps girls think creatively in order to give back to their communities
- Helps girls reach goals
- Council handles distribution of virtual Share orders
- Available through online sales
- Share cookies purchased during Keep Goaling and Direct Sales must be donated directly by the troop to an organization of their choice.

Share patch available at GSWNY shops





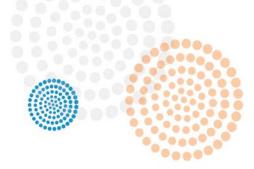
Smart Cookies for Volunteers



- The Smart Cookies platform makes every step of the cookie program fast, easy & fun!
- Volunteers will receive an email to create a profile to:
 - Set cookie goals and monitor progress
 - Track girl money
 - Track proceeds
 - View recognitions and achievements
 - View video instructions
- Troops and girls can use their smart phones or tablets to take booth orders and accept credit card payments
- Payments can be taken from the Smart Cookies App as well as the Safari Browser on iPhones
 - Payment can be entered manually or troops can display a QR code for customers to scan to complete orders

abcsmartcookies.com





Troop Cookie Link – What is it?

- Previously called "Virtual Booth Link"
- A customer order channel that offers:
 - **Prepayment** via credit cards

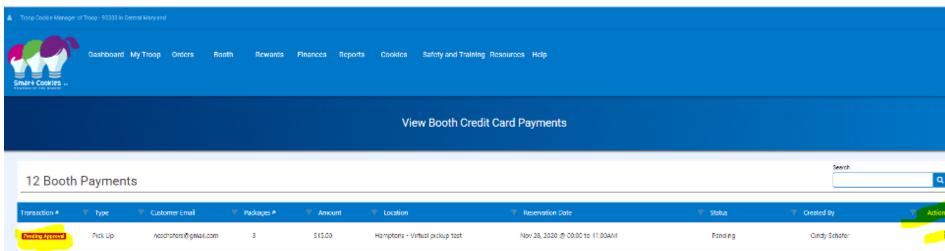
Pick Up

ncschafers@gmail.com

\$5.00

- Pickups at a physical booth location, including touchless opportunities
- Troops must set up their own virtual booth location, dates and times in Smart Cookies using the **Troop Secured Booth** option
- Troops must approve **EACH** virtual booth order in Smart Cookies, approval emails are not sent to troops
- Troop uses the Virtual Smart Booth Divider to credit girls for packages sold

Hamptons - Virtual pickup test



Nov 20, 2020 @ 0:500 to 05:30PM

Cancelled

0.5





Troop Ship Only – What is it?

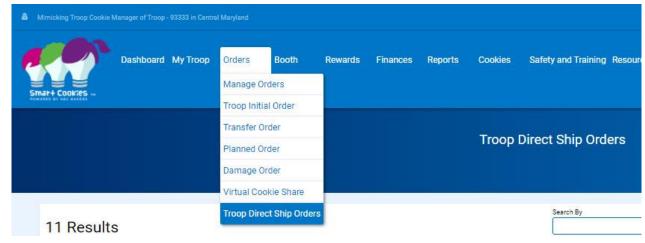
- Previously called "Troop Direct Ship Link"
- A customer order channel that offers:
 - Prepayment via credit card
 - Direct Ship to customers, including subsidized shipping costs
 - Gifting Options including the Gift Box option with a custom card
 - Automatic credit to troop of all packages sold
- Troops share the link via social media, text or email
- Troop must distribute orders to girls. Distribution must happen prior to Main reward order due date
- Troops can also share their unique QR code with customers

Troop Responsibilities for the Troop Ship Only Link

Before the end of the sale, the troop volunteer should navigate to Orders > Troop Direct Ship Orders.



Any orders that have not been distributed will show under Status as Pending Distribution in red. Scroll to bottom of the screen to the Distribute Cookies button and follow prompts to distribute to girls



3 Results					
From T	Apply Apply				
DATE	ORDER #	Customer Name 🔻	Customer Address	Sidius	CSha
12/6/2020	1867	chippy elf	1976 Mediceville Merkey, United States, 08836	Pending distribution	1
12/6/2020	1866	chippy elf	1990 Received Dr. Honorie, Hew Jersey, United States, 08836	Pending distribution	0

Troop Direc

Troop Direct Ship Distribution

Once the Distribute Cookies button is clicked a window will open and a grid will display Total Packages sold by variety, the girls in the troop and any cookies previously distributed.

< Troop I	Direct Ship]	Troop Direct Ship Orders Divider									
Troop Di	irect Ship	Orders Summary (Pack	(ages)									
					Total Left to Distrib 6 You MUST distribute all the packages sold			Trial Userbland		Tead Shell 888 8458.00 Rectangular Snip		
4	CShare 1		TY 4	smr 13	LEM 11	58 7	тм 18	<u>Рвр</u> 14		со 1	pbs 1	GFC 18 ♪
2 Girls	6											
												<u>Clear All</u>
GIRL N		CShare 0	тү 2	SMR 6	цем 5	SB 3	тм	рвр 7	ср О	PBS 0	GFC	PACKAGES SOLD
Regressi	on Girl	0	2	6	5	3	9	7	0	0	9	41
Packages le Distribute	eft to	1	0	1	1	1	0	0	1	1	0	6
Troop	Total	O	4	12	10	6	18	14	0	O	18	82 ►
						Edit Girls	Save					

Promising Practice: Wait until the end of the sale and distribute all the troop ship only orders at one time to insure all girls are credited equally. The orders will show on the girl order report as an order from the troop volunteer.

Smart Cookies for Girls



- Our Smart Cookies site is a business center so girls can be their own cookie boss!
- Girls will receive an email to create their profile and can:
 - Set cookie goals and monitor their progress
- Girls can use their smart phones or tablets to take
 - Direct Ship orders
 - Door to Door orders
- Track customer orders
- View their recognitions earned and personal achievements
- Upload and share video ask
- Access their own unique social media URL and QR codes





Girl Delivery Link- What is it?



- Previously referred to as "My Smart Cookies Social Media Link"
- A single link or QR code that can be shared via social media, text or email.
- Girls/ Caregivers must Opt In to Girl Delivery on the Smart Cookies registration page. Customers prepay with credit card and girls deliver cookies once they arrive.
- Packages sold are automatically credited to girls
- Parents/ Caregivers:
 - Must **approve/cancel all orders** within 5 days of the order being placed
 - Orders **must** be approved through email, NOT through Smart Cookies
 - Provide weekly reporting to Troop Leader/ TCM to ensure demand and proper package count to fulfill customer orders
 - Update Girl Delivery orders through the Manage My Orders tab



How can troop volunteers ensure all girl delivery orders are filled?

- Navigate to Dashboard> Girl Financial Responsibility
 - A girl with a negative Balance may have e-card or Girl Delivery link cookie orders that she has not received inventory to fulfill.



	Sold By Chanr	nel		Sold By Cookies				Girl Financial Responsibility			
Cases 🔘 Packag	es 🔘 Cases/Packages										
First Name	Last Name	Initi	ial Order	Net	Transfer	C. Share 🝸	Total (Dwed 🔻	Amount Collected 🝸	Balance Due 🍸	
		#	\$ 🔻	#	\$ 🔻						
Samantha	Ontiveros	0	\$0.00	0	\$0.00	\$0.00	\$0.0	00	\$0.00	\$0.00	
Arisha	Merchant	0	\$0.00	281	\$1,405.00	\$0.00	\$1,40	5.00	\$1,405.00	\$0.00	
Ava	Boyer	0	\$0.00	702	\$3,588.00	\$0.00	\$3,58	8.00	\$2,350.00	\$1,238.00	
Lillian	Cykowski	0	\$0.00	200	\$1,000.00	\$0.00	\$1,00	0.00	\$0.00	\$1,000,00	
Aashi	Agrawal	0	\$0.00	241	\$1,205.00	\$0.00	\$1,20	5.00	\$1,265.00	-\$60.00	
Madeline	Mushinski	0	\$0.00	0	\$0.00	\$0.00	\$0.0	00	\$1,265.00	-\$1,265.00	
EMILY	ARTIST	0	\$0.00	108	\$552.00	\$0.00	\$552	2.00	\$0.00	\$552.00	



- Click on the Tab Sold By Channel and verify that she has received enough inventory to fill girl delivery orders from her initial orders or transfers.
 - Mimic the girl and run the girl order report sort for girl delivery only. If the net transfer is less than the amount ordered for girl delivery the girl needs more cookies to fill orders

	Sold I	By Channel		:	Sold By Cook			
Cases Packages Cases/Packages								
First Name	Last Name	Goal	Total #	Total \$ 🔽	Initial Order	Net Transfer		
Samantha	Ontiveros	0	0	\$0.00	0	0		
Arisha	Merchant	0	281	\$1,405.00	0	281		
Ava	Boyer	0	702	\$3,588.00	0	702		

ORDER REPORT Service Unit: Bakersfield Troop: 99172 Ava Boyer Date Printed: September								otember 24, 2021						
coc	OKIE TYPES	CShare: Cookie Share ADV: Adventurefuls TY: Toast-Yay LEM: Lemonades SB: Shortbread TM: Thin Mints PBP: Peanut Butter Patties CD: Caramel deLites PBS: Peanut Butter Sandwich GFC: Caramel Chocolate Chip								Patties				
ORDER ID TYPE	FULL NAME	PAID STATUS PAY METHOD CC TRANS #	CONTACT INFO	CShare	ADV	ΤY	LEM	SB	тм	PBP	CD	PBS	GFC	TOTAL
700 Girl Delivery	Anne Lauzier	Yes Delivered Cash	21609 Belgian Court Mount Dora, FL 32757 Anne.Lauzier@westonfoods.com (805) 804-7185	0	50	25	65	25	45	85	98	77	0	470 \$2,350.00
701 Girl Delivery	Anne Lauzier	No Ordered	21609 Belgian Court Mount Dora, FL 32757 alauzier21@msn.com (805) 804-7185	0	40	48	48	48	48	48	48	48	0	376 \$1,880.00
TOTAL				0 \$0	90 \$0	73 \$0	113 \$0	73 \$0	93 \$0	133 \$0	146 \$0	125 \$0	0 \$0	846 \$4,230.00

Girl – Manage Orders: Order pending parent approval

Smar+Cookies	Dashboard My Orders My Troop My Skills Booth	Tips & Tools Cookies	Resources Help						
				Manage Gir	l Orders				
Packages Total Value	TOTAL PACKAGES OBCISED 10 \$40 Show Orders	Packages Total Volue	TOTAL DIRECT SHIP ORDERED	0 \$0	Tetal Value	TOTAL GRE, DELINERY ORDERED Show Orders	<u>10</u> \$40	3 ORDERS NEED ACTION Packages Not Delivered Not Paid	cmon vecesco and other Ship 7 7 \$16 Show Orders
6 Girl Order	S								Search Q
Print Report				New Direct Ship	New Girl Delivery				
Customer	▼▼ Order Date		T Source	🔻 Туре	🔻 Status	T Amount	🔻 Paid	Payment Method	Actions
Cindy Schafer	August 10, 2020		Social	Girl Delivery	Refunded	\$8.00	No	Credit Card	1
Cindy Schafer	August 10, 2020		Social	Girl Delivery	Delivered	\$12.00	Yes	Credit Card	× 1
Cindy Schafer	August 10, 2020		Social	Girl Delivery	Cancelled	\$12.00	No	Credit Card	1
Cindy Schafer	August 10, 2020		e-card	Girl Delivery	Ordered	\$4.00	No	-	× 1
Cindy Schafer	August 10, 2020		e-card	Girl Delivery	Ordered	\$12.00	Yes	Credit Card	11
Cindy Schafer	August 11, 2020		Social	Girl Delivery	Pending Approval	\$12.00	Pending	Credit Card	×1

Click three dots to resend Parent/caregiver approval email



Parent Approval Email

Dear Mom GirlSchafer,

Your daughter has received an order request for girl delivery. Please review the order details and determine if she can make the delivery. Click the map to view the delivery location. If she can deliver the cookies, please click the Approve Order button. This will complete the order process including the processing of the customer's credit card payment. The customer will receive an email confirmation that their order will be delivered. If your daughter is unable to make the delivery, please click the Cancel Order button. The customer will be notified by email that the order cannot be delivered. Their credit card will not be charged unless they have selected the option to convert the order to a Cookie Share donation.

If you approve this order, please click the link below to approve.

https://uatapp.abcsmartcookies.com/#/social-link-approval/2a5ad353-6217-48ce-87ad-0603679d4518

For any questions, please contact your troop leader.

×

Parent approval email

Dear Mom GirlSchafer,

Your daughter has received an order request for girl delivery. Please review the order details and determine if she can make the delivery. Click the map to view the delivery location. If she can deliver the cookies, please click the Approve Order button. This will complete the order process including the processing of the customer's credit card payment. The customer will receive an email confirmation that their order will be delivered. If your daughter is unable to make the delivery, please click the Cancel Order button. The customer will be notified by email that the order cannot be delivered. Their credit card will not be charged unless they have selected the option to convert the order to a Cookie Share donation.

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For any questions, please contact your troop leader.

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×



Additional Training

Review order – Approve or Cancel

Cookie Packages			Order Details	
Shortbread		1	Order Number:	Date Ordered:
Lemonades		1	550223 Source:	Aug 11, 2020
Simores		1	Social _{Status:}	Girl Delivery Payment Method:
Total	\$12.00	3	Pending Approval	Credit Card
			Pending	No
		Cancel	Арргоvе	



Customer email for approved delivery

Dear Cindy,

Great news! Your Girl Scout cookie order has been approved for delivery to the address entered when the order was placed. Your credit card has been charged for the order and your cookies will be delivered as soon as they arrive from the bakery. Thank you for supporting Girl Scouts!

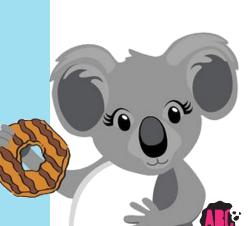
Order Details Order Number: 550209 Order Date: 8/10/2020 5:27:35 PM **Customer Details** First Name: Cindy Last Name: Schafer Email Address: ncschafers@gmail.com Delivery Address: 10000 Greenpond Lane , Huntersville, NC 28078 Phone: 704-892-0881 **Order Summary** S'mores \$4.00 \$4.00 Lemonades Total \$8.00 2 Order More Cookies

Promising Practice: Families who offer Girl Delivery should notify Customers cookies arrive in March



Key Points

- Troops and girls can use their smart phones or tablets to take booth orders and accept credit card payments
- Virtual Booths is now Troop Cookie Link
- Troop Direct Ship Link is now Troop Ship Only
- My Smart cookies Social Media Link is now Girl Delivery Link
- Parents must approve Girl Delivery social media orders, within five days, by clicking the link in the order notification email.
- Girl Delivered cookies arrive in March



Direct Sales March 6 – April 3



What's a Direct Sale?



Traditional Booth



Drive Thru



Walkabout



Lemonade/Cookie Stand



Booth Sales & Safety



- Two registered adults must be present at all times
- Cookies cannot be sold without girls present
- Practice 3ft social distancing by girls
- Face masks must be worn properly by girls and adults at all times
- Use hand sanitizer and sanitizing wipes between customers
- Cookies cannot be placed in stores for resale

Please review our <u>COVID Guidelines</u> for up to date information



Direct Sales and Smart Cookies

Troop Responsibilities:

Troop Cookie Link (Virtual Booth)

- Booth sale orders from the Troop Cookie Link must be approved by the troop volunteer
- Troop Volunteer allocates cookies sold from troop cookie link to participating girls via Booth Divider.

In-Person Direct Sales

- Troop volunteer secures inventory from a cupboard as needed for booths, drive thrus, WalkAbout and girl delivery orders.
- Troop Volunteer should use Booth Divider or do a Troop to Girl Transfer to allocate cookies to girls.



Community Partners and Booth Lottery Dates

GSUSA has secured partnerships with Walmart and GNC

GSWNY will continue to add booth locations in Smart Cookies, troops should check often to see what is available

Important reminder: Troops who reserve a booth spot and are unable to attend must cancel the reservation in Smart Cookies

Promising Practice: Making the ask is a great skill builder for girls. Troops should secure their own booth locations beyond those secured by GSWNY.

Booth Lottery Dates:

- Opens Jan. 15th
- Lottery runs Feb. 5th
- FCFS for 1 additional booth per troop Feb. 6th
- Unlimited FCFS Feb 7th



Key Points

- Direct Sales are more than traditional cookie booths. Be creative!
- Two registered adults and girls must be present and booth safety and etiquette guidelines followed
- Booth Lottery Dates:
 - Opens Jan. 15th
 - Lottery runs Feb. 5th
 - FCFS for 1 additional booth per troop Feb. 6th
 - Unlimited FCFS Feb 7th
- Remember to release booths in Smart Cookies if your troop is unable to attend.



Girl Recognitions & Troop ProceedS

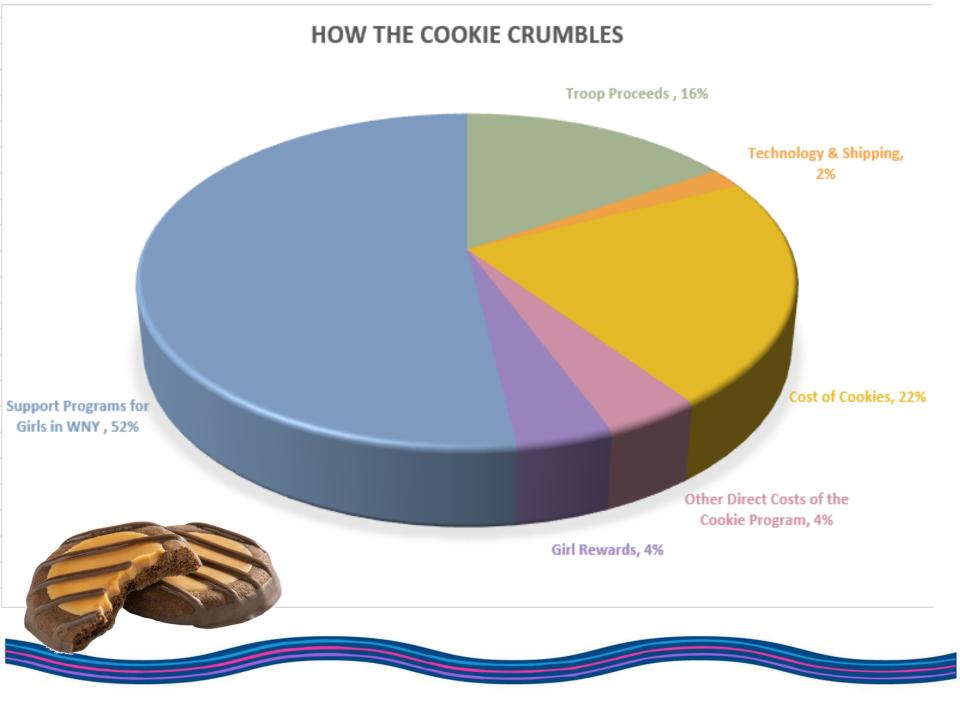


Cookie pricing and proceed plan

- \$5 per package for all varieties
- Base Troop Proceeds \$.75 per package
- Cadette, Senior and Ambassador Troops can waive rewards to receive additional \$.10 per package
- Bonus proceeds of \$.05 per package when troops reach a PGA of 350 by April 3







Early Rewards by February 6th

Troop Reward



180 packages by Feb. 6, earns a hoodie & Goal Getter Patch!

Girl Rewards

Earn all five items!



190 packages by Feb. 6, earns a color changing Mood Cup!

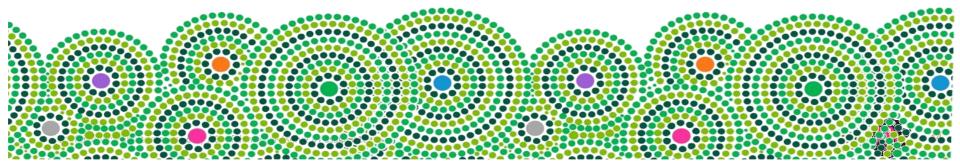


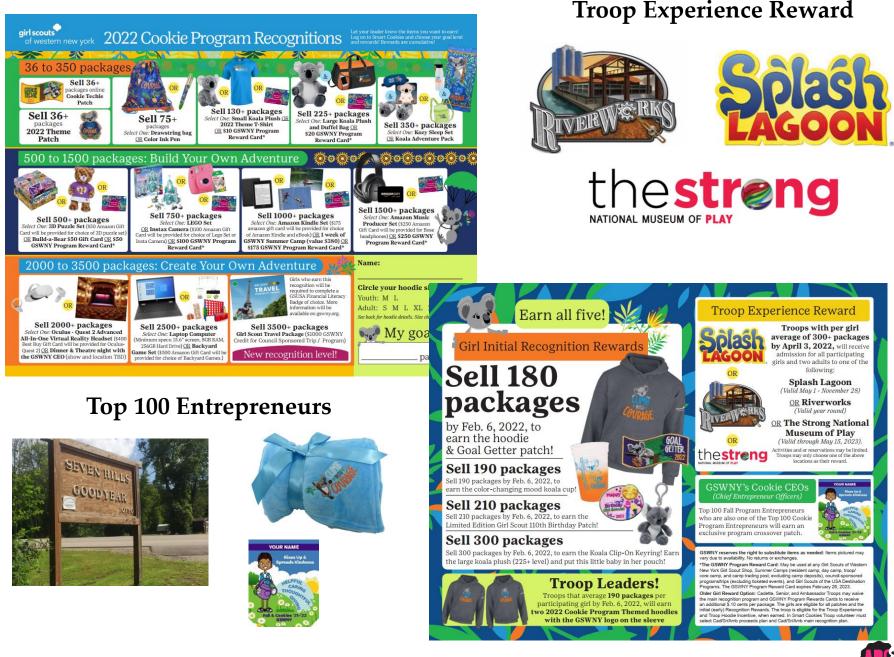
210 packages by Feb. 6, earns a Limited Edition GS 110th Anniversary Patch!

Average 190 packages by Feb. 6



300 packages by Feb. 6, earns a Koala Clip





Key Points

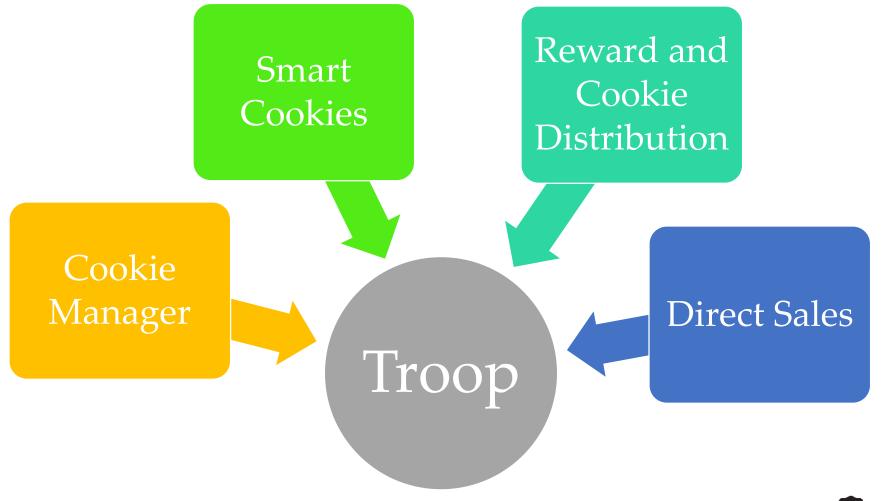
- Troop proceeds \$0.75 per package
- C/S/A can waive recognitions for additional proceeds \$0.10
- Troops with 350 PGA on 4/3 receive \$.05 bonus proceed
- Early Rewards deadline is February 6th
- Troops who have a 300 PGA earn Troop Experience
- All Proceeds remain local



Next Steps

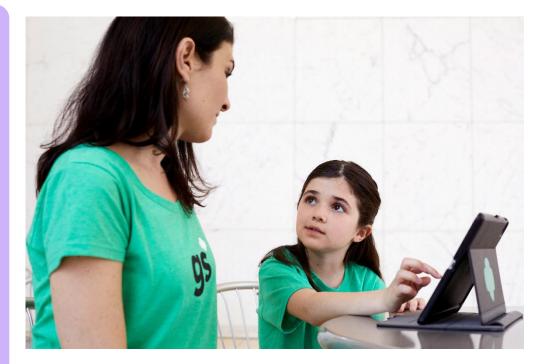


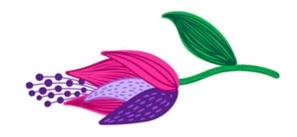
Build your cookie team!



Next Steps...

- Host a family meeting/Troop Cookie Rally
- Send girl permission form link to families and instruct to provide you with a copy
- Distribute materials to girls
 - Order Card
 - Family Flyer
 - Reward Flyer
 - Money envelope
- Make a plan
 - Troop Goals
 - Cookie Badges
 - Booth Sales





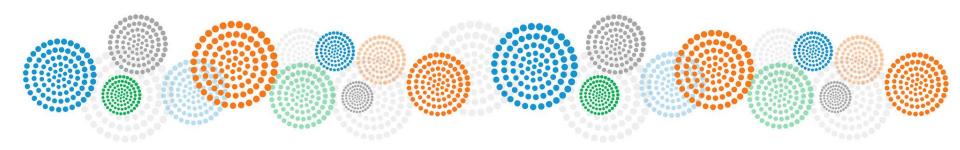


Helpful Resources for Troops and Families

Parent/ Guardian Permission
Troop Volunteer Agreement
Older Girl Reward Waiver
Online Safety Pledge
Online Activity Check Points
Visit gswny.org for these and or the latest Covid 19 council updates



□Visit gswny.org for these and other resources including the latest Covid 19 council updates



24/7 SUPPORT

We have an always-on team of support staff for all of your needs. No matter which phase of the sale you and your team are in, we have experts who are ready to guide you through it all.





ABCtech@westonfoods.com



Who Do I Call With Questions?

- Your Service Unit Cookie Manager
- Cookie Program Questions:
 GSWNY Customer Care, 1-888-837-6410 or <u>CustomerCare@gswny.org</u>
- **Product Questions:** ABC Customer Service, 1-800-221-1002
- Direct Ship Questions: abcsmartcookiesdirect@westonfoods.com

L'hank vou!



"Sometimes the biggest act of courage is a small one" -Lauren Raffo



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