

# Family Information 2023

## Amazing ways to support your Girl Scout!

### Help her set up her online account

Your council will enter your Girl Scout into the ABC Smart Cookies software program. You will receive an email to register your Girl Scout so she can do AMAZING things safely online.

She can:

- Send e-card invitations to friends, families and neighbors and collect orders for delivery or direct ship. Girl delivery orders can be pre-paid by credit card for touchless safe girl delivery.
- Share her personal url online or via email or texts to secure orders for girl delivery or direct ship. Parents/girls together will make the decision to allow girl delivery pre-paid orders on the url link. Parents will need to approve any girl delivery orders received via url to insure the safety of their Girl Scout.
- Participate with her troop in virtual booth sales. Your troop cookie volunteer will have more information about this exciting option.

### Encourage goal setting

- Help her set up her goal in Smart Cookies and help her monitor progress during the sale.
- Ask her to share her troop sales goals and what activities the troop has planned.
- Encourage her to share her goals when reaching out on social media or in-person.

### Support her sale activities

While it is tempting to take orders or send out emails for your Girl Scout, it is better to support her and build her confidence. You can:

- Ask questions and help her practice a sales pitch.
- Help her take orders or arrange for an in-person sale at your work, place of worship or even set up a “lemonade stand” in your front yard to support sales. If you take an order card to work, help your Girl Scout write a message to attach to the order card to personalize the ask.
- Go with her in the neighborhood to sell and deliver cookies.
- Help her build her contact network in Smart Cookies with emails of friends, family and associates.

### Be a Volunteer for her troop/group

The cookie sale has many moving parts and your Girl Scout’s adult cookie volunteer will welcome your help. You might be able to help pick up or distribute cookies, work at a booth sale or distributing recognitions.

### Model Safety and Best Practices

Every caring adult wants the Girl Scouts to have a safe and successful cookie sale. For details on safety in the cookie sale visit [www.girlscouts.org/cookies](http://www.girlscouts.org/cookies). Follow all local council guidelines on COVID restrictions or guidance.

# FAQs FOR PARENTS

## ***Do I have to register my Girl Scout in Smart Cookies?***

- No, it is an optional part of the cookie sale. Your Girl Scout will still be able to participate in the sale and earn recognitions. Smart Cookies is a very safe online environment for all age levels and by registering, your Girl Scout has access to all the sales tools.

## ***What are some of the ways that Smart Cookies supports touchless transactions and delivery in light of the Covid-19 issues?***

- We've got this. We have updated Smart Cookies to allow for pre-payment of girl delivery orders so that cookies can be safely dropped on a porch for contactless delivery. We have also expanded the girl social media link (URL) to include a girl delivery option, which again, the customer will pre-pay with credit card for contactless delivery. At troop sponsored booth sales, girls/adult volunteers will have the ability to take credit card payments for touchless transactions.
- Your Girl Scout could also set up a touchless transaction at her door-to-door sales. Go to [www.qrcode-monkey.com](http://www.qrcode-monkey.com) and create your own custom QR code for your social media URL. The customer can then place the order and pay by credit card and the girl can deliver the cookies. Parents do need to be sure to approve the order as soon as possible (ideally at the same time) so that the customer's card is charged at the time of purchase.

## ***I am not comfortable with girl delivery options on e-cards and the social network link. Do we have to offer those options?***

- Great news! The girl delivery option is completely up to a girl and her adult partner. When registering in Smart Cookies you can opt out of the girl delivery option on the social media link and girls/adults choose the customers they want to offer girl delivery option when sending the e-card invitations. You can also change the social media option during the sale if you decide to turn it off or back on.

## ***What happens when a customer orders cookies for girl delivery through the social media network and I/we do not know this person or wish to deliver?***

- Each time a girl delivery order is placed on the girl social media link (also known as the URL) the parent/guardian receives an email. You have the ability to approve the order or cancel the order. If you approve the order, the customer's card will be charged at that time. If you cancel the order, the customer will receive a notification that the order is cancelled and their credit card is never charged.

## ***Do I have to approve a girl delivery e-card invitation order?***

- No, the assumption is that if a girl knows the person she is sending the invitation to and she offered girl delivery as an option, then you are willing to deliver. You will be able to see all orders on the girl's dashboard in Smart Cookies. Customers have the option to pay at the time of order or at the time of delivery

***What if we can't deliver cookies on a pre-paid girl delivery e-card invitation or even an approved girl delivery URL order? (For instance, we can't get more cookies or we have an issue)***

- Follow your council guidance on refunds. Your girl's troop cookie volunteer can advise on the contact process. Be sure to have the order details (order number, customer name, cookies ordered and total) ready when you contact them. The customer will receive a notification that the order was cancelled and their card refunded. It takes 5 - 7 days for the credit to appear on their statements.