

Girl Scout Council of Vermont
79 Allen Martin Drive, Essex Junction, Vermont 05452-3400
802-878-7131 or 800-639-3055

2008 Cookie Sale Guide

for

TROOP LEADERS TROOP COOKIE MANAGERS and JULIETTES MENTORS

The following information will assist you throughout the *Girl Scout Cookie* season. Please save it to your desktop or print a copy for easy reference. If you have questions, contact your *Service Unit Cookie Manager* or call the *Girl Scout Council of Vermont's Essex Service Center* (800-639-3055 or 802-878-7131).

Table of Contents

Who to Contact for Help	page 3
Cookie Sale Calendar	4
First Things First!	5
<i>CookieWorks</i> Order Entry	5
Recognitions Order	6
Delivery Day - What to Expect	8
Juliettes & Cookies	8
Cookie Credits	10
Cookie Share and Special Notes Regarding Troop to Troop Cookie Share Projects	10 11
<i>Go Goals!</i> Interactive Goal Activity and <i>Go Goals</i> Girl Incentive	12 13
Smart Cookie Sales	13
Cookie Shops	14
Money Matters.....Girls, Troops, Troop Deposits	16
Uncollected Funds Procedure	18
Procedure for Handling Cookie Complaints	19

2008 COOKIE SALE

Who to contact for help!

Title	Contact	Phone Number
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Service Unit Cookie Manager	_____	_____
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(for cookie program tips, collection concerns, complaints regarding cookies)

Executive Director	Sharon A. Baade	878-7131 or 800-639-3055 e-mail: sbaade@girlscoutsvt.org
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(for serious issues regarding product or if Director of Shop & Sales is unavailable)

Cookie Company	ABC (A Division of Interbake Foods) Web site: www.girlscoutcookiesabc.com
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CookieWorks	ABC Web-based Data Entry System www.abccookieworks.com (Note: User ID and Password required. Contact your SU Cookie Manager for this information.)
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Varieties of Cookies:	Caramel deLites NEW! Cinnaspins Lemonades Peanut Butter Patties Peanut Butter Sandwich Shortbread Thanks-a-lot Thin Mints
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Price:	Still \$3.50 per box or \$42.00 per case (12 boxes/case)
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Troop Proceeds:	Troops retain \$.50 per box/\$6.00 per case Girls earn Cookie Credits: \$.20 per box after 50 boxes sold
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2008 COOKIE SALE CALENDAR

December 11 - January 3	Troop Cookie Teams train girls/parents
January 4 (Friday)	Cookie Sale Begins
January 27 (Sunday)	Cookie Sale Ends (<i>Cookie Credit earnings stop</i>)
February 1 (Friday)	Girl orders due to troop
February 4 (Monday)	Troop orders due to SU Cookie Manager
February 29 (Friday)	Delivery to Troops begins
March 3 (Monday)	Delivery to Troops ends
March 1 (Saturday) thru March 16 (Sunday)	<i>Cookie Shop Sales (can begin as soon as area Cookie Cupboard opens!)</i>
March 14 (Friday)	Girl \$\$ due to troop
March 17 (Monday)	Troop \$\$ due to SU Cookie Cupboards close (except Essex)

First Things First!

All **Troop Cookie Managers** need to be registered for the current membership year. If you are new to your position, the Girl Scout Council of Vermont will need to complete a criminal background check (your Membership Director may have already asked you to complete the form) in addition to your completing a volunteer application.

ONLY REGISTERED TROOPS and GIRLS may participate in the Girl Scout Cookie Sale. Please be certain that all girls are registered prior to distributing cookie sale/activity materials. It is the troop leader's responsibility to ensure that each girl participating in the cookie activity is registered **and** has a signed parent permission form to participate.

DAISY GIRL SCOUTS and their PARENTS are not permitted to participate in the Girl Scout Cookie Sale. Be cautious if your troop has mixed program levels. **ONLY Brownie through Senior Girl Scouts may participate.**

Girl Scouts are not permitted to sell cookies on the internet.

Girl Scout troops conducting a Cookie Shop must have two adults present at all times. At least one of those adults must be currently registered.

CookieWorks and Order Processing

CookieWorks is a web-based data entry system. ALL troops are required to utilize this system. Troops have been assigned a User ID and Password. Contact your SU Cookie Manager for this information. ALL troops are required to enter sales BY GIRL.

1. As soon as you receive the user ID and password you may begin entering information about your troop.
2. Your SUCM has already entered basic information such as leader and troop cookie manager. Please review this information and make corrections as necessary (access this information in the "Manage Troop Information" menu selection).

3. Enter each girl registered in the troop. (Manage Girl Information menu). All girls are to be entered with complete first name followed by full last name. For example: Mary Smith. Use the name as it appears on the girls' registration forms. Do not abbreviate.....do not use nicknames.
4. To enter the troops order.....you may choose to fill in the Troop Cookie Order Worksheet (T1). Please note that for each girl there are 2 lines in *CookieWorks*. The first line is to record sales for cookies she will deliver to customers. The second line is used for Cookie Share cookies that will be retained by the troop for delivery to the Cookie Share partner.
5. Troops are encouraged to "round up"; however, not required to. On delivery day you will receive the EXACT quantity you ordered (cases plus boxes).
6. DO NOT order cookies for a planned Cookie Shop on *CookieWorks*. You can obtain cookies for Cookie Shops on consignment from your local Cookie Cupboard.
7. After entering all sales data for the girls in your troop you may "Save the Order Without Committing" or "Commit" the order. It is suggested you "Save the Order Without Committing" until you are certain the entries are accurate. Once you "Commit" the order, you cannot make any changes.
8. You may print a copy of your troop's order from the "Reports Menu"....
9. Now you are ready to enter the Cookie Sale recognition order for your troop. Go to Create Recognitions Order on the menu.

RECOGNITIONS

Each troop will submit an order through *CookieWorks* for recognitions based on individual girl sales as of the sale end date (January 27). Sales at Cookie Shops are not counted toward individual girls' goal or achievement bars.

Remember.....Cookie Shops are a troop activity! The "Go Goals" patch is earned only by girls who participate in the interactive goal activity. Girls who do not participate, but set a goal and achieve that goal will earn the "Goal Getter" patch. Girls can earn both!

All orders for recognitions must be submitted along with the troop order for cookies by the deadline (February 4). The Council will then generate an order with ABC for shipment to your SU Cookie Manager. Cookie recognitions are distributed to troops when final payment is made by the troop. Here's a recap of recognitions that may be earned:

Provided to troops at no charge:

Participation Patch (for all girls)

Volunteer Patch (for volunteers actively supporting the sale)

Goal Getters Patch (for girls who set and achieve an individual goal)

Achievement Bars (beginning at 100 boxes through 800 boxes in 50 box increments for cookies sold during the order taking period)

Cookie Share (for girls participating in a Cookie Share project) NOTE: Will be distributed to troop leader upon completion of the "Cookie Share" report.

The following items are available at no charge and will be distributed to you by the Cookie Cupboard Manager:

Cookie Shop (for girls participating at a Cookie Shop) NOTE: Cookie Shop patches will be distributed by Cupboard Managers.

Smart Cookie Patch (for girls who sell additional cookies during delivery period).

NOTE: Will be distributed to girls through troop leader based on "Smart Cookie" order placed with the Cookie Cupboard.

The Go Goals patch (for girls completing the *Interactive Goal Activity program*) will be distributed to girls after they have successfully completed the activity. Patches will be sent to the troop leader.

The following recognitions may be purchased at the Girl Scout Shop of Vermont.

Cookies Count Try-it (for Brownie Girl Scouts)

Smart Cookie Try-it (for Brownie Girl Scouts)

Cookie Connection (for Junior Girl Scouts)

Cookie Biz (for Junior Girl Scouts)

Cookies & Dough (for Girls 11-17)

On The Money Cookies & More (STUDIO 2B Charm)

2008 Cookie Activity Pin (for all program levels)

NOTE: Requirements for the Cookie Activity Pin can be downloaded from the GSUSA web site: www.girlscouts.org.

DELIVERIES

The trucking company will confirm to your *SU Cookie Manager* the day and time for delivery to your area. Note: Cookie deliveries are scheduled beginning February 29. Many schools are on winter break at that time. A representative of your troop must pick up the cookies on the day scheduled. Plan NOW!

On delivery day, do not rush...take time to verify counts with the *SU Cookie Manager* and inspect cases for damage. Be certain to sign the receipt for the cookies received and keep a copy of the receipt with other cookie paperwork.

Every time *cookies or money* change hands, be sure to have a receipt signed by both you and the receiver/giver!

JULIETTES AND COOKIES

Juliettes are *Girl Scouts* who do not belong to a troop or group. Juliettes can be girls in all five age levels and, like their *Girl Scout* peers in troops or groups, are busy working on recognitions, providing community service, attending events, going to camp and enjoying the power of girls together! Juliettes may participate in product sales (*Brownie Girl Scouts* through *Senior Girl Scouts*) and use the money earned to fund their *Girl Scout* adventures.

The Juliettes Mentor will be assigned a *CookieWorks* user ID and password and is expected to enter the Juliettes order just as if she were a member of a troop. The Juliettes Mentor will pick up cookies for the Juliettes at the local *SU* delivery site and will submit payment to her/him as well. If a Juliettes mentor works with a group of Juliettes, each will have her own account (troop) number for product sales purposes only. Do not combine orders for more than one Juliettes.

Procedure for Juliettes Participating in Product Sales

1. Juliettes participating in product sales must be registered minimally as a Brownie Girl Scout and are required to follow all guidelines for product sales as stated in *Safety-Wise Standards* 28, 29, 30, 31.
2. The SU Product Sales Coordinator will contact Juliettes within the SU and their Juliettes Coordinator to invite them to a training session and to assist with goal setting.
3. Juliettes will forward cookie order forms to the SU Product Sales Coordinator, who will notify Juliettes of delivery date and location. In some instances, Juliettes will pick up cookies from a Cookie Cupboard. Payment for cookies will be given in full (\$3.50 per box) to the SU Product Sales Coordinator, who will forward same to the GSCV's Director of Shop & Sales. Awards will be received from the SU Product Sales Coordinator. Juliettes who are working together on a project may hold Cookie Shops following the same procedures as used by troops/groups. individual Juliettes may not do so.
4. All proceeds earned by Juliettes will be held in the Juliettes account at the GSCV under the Juliettes' name.
5. Proceeds earned may be used for the following Girl Scout activities/events:
 - a. Purchase of try-its, badges, interest projects and other earned awards at the Vermont Girl Scout Shop.
 - b. Purchase of sash or vest and/or program level resources and handbooks at the Vermont Girl Scout Shop.
 - c. Program fees for SU, Council, and/or Wider Opportunities.
 - d. Program fees for day or resident camp.
 - e. Program fees for Program Aide Trainings
 - f. Program fees for approved out-of-council events for Cadettes/Seniors.

Further information regarding Juliettes may be obtained from your Service Unit Manager or your Membership Marketing Director.

COOKIE CREDITS

Cookie Credits are earned by each Girl Scout participating in the cookie activity who sell a minimum of 50 boxes! Juliettes may also earn Cookie Credits.

1. Each girl will receive 20 cents per box in Cookie Credits for sales of 50 boxes or more (in one-dollar increments).
2. Cookie Credits are given for individual girl sales based on each girl's order on the last day of the regular cookie sale (January 27, 2008). Cookie Shops are a troop effort; therefore, those sales are not included.
3. Cookie Credits are given to support individual girl program experiences and may be used for membership fees, Council or GSUSA sponsored program event fees, Council day or resident camp fees, or national wider opportunities.
4. Cookie credits will be transferable to sisters ONLY.
5. Cookie Credits cannot be used in the Girl Scout Shop, for GSUSA catalog purchases, to pay for events/camps sponsored by other councils or for troop trips/events. Cookie Credits cannot be used by adults or used as a family partnership donation.
6. Cookie Credits will be issued as coupons and are valid April 1, 2008 through March 31, 2009. They will not be reissued if lost, stolen, misplaced or damaged.
7. Cookie Credit Coupons will be issued and mailed to troop leaders for distribution beginning March 31, 2008.
8. Cookie Credits are issued only for girls whose cookie payments are received by the payment deadline. Girls who pay late will receive their credits late.
9. Juliettes who earn Cookie Credits will also be mailed coupons and are governed by all rules as stated for Cookie Credits, which are not necessarily the same as the rules governing their Juliette proceeds.

COOKIE SHARE

Cookie Share is a cookie-related service project that can be implemented at the troop level. This program is optional. As a special community service program

troops identify a "beneficiary" like the local food pantry, a nursing home, hospital or the Ronald McDonald House and while girls are taking orders they may ask their customers if they would like to order one additional box for the troops' "Cookie Share" project. Cookies ordered for "Cookie Share" are recorded in the extra column on the order card (not necessary to indicate variety, just number of boxes). On delivery, the troop will put aside the "Cookie Share" boxes for delivery to the agency the troop selected.

This is certainly a "win-win" venture for Girl Scouts! Troops and girls will sell more cookies and the troop will have a connection in their local community to a charitable organization. Girls will develop good citizenship and community service skills. Our teen Girl Scouts can also approach businesses to ask them to make a large purchase of cookies for donations.

Troops can add to the Cookie Share at Cookie Booths, too! What a great way to share the lessons of Girl Scout program while giving customers who don't want to buy cookies for themselves a means to support Girl Scouting and a local charity.

Cookie Share project cookies are ordered on "line 2" of the CookieWorks "Initial Cookie Order" screen.

SPECIAL RULES REGARDING TROOP to TROOP Cookie Share Projects:

With the prospect that Vermont National Guard and other military personnel will still be deployed during cookie season, your troop might want to designate your "Cookie Share" cookies for Troop to Troop. Last year, 100 cases were sent to our troops overseas!

The Girl Scout Council of Vermont works with ABC Bakers and the Vermont National Guard, and is obligated to follow guidelines established by the Department of Defense and Girl Scouts of the USA. Only full cases are shipped through this project. Cases are delivered to Camp Johnson in Colchester where National Guard personnel address the cases to Guard members stationed in Iraq, Afghanistan and other locations around the world. If your troop knows someone overseas and you can provide the full military

address we can request a case be sent to him/her. Broken cases cannot be shipped and in keeping with our desire to ensure as many of our dedicated servicemen and women receive some of these special treats, only one case will be shipped per address given. We do not control delivery, so we cannot guarantee that your cookies will reach a designated soldier, as their orders and locations change. The VT Guard does guarantee that they will do their best to get them to someone if you designate, and that all Troop to Troop cookies will go to Vermont soldiers! The National Guard does require that we pay shipping costs on these cookies (75 cents per box), so plan to ask customers to pay \$4.25 per box to cover shipping. Payment of shipping costs is due at the same time as cookie payment

When a troop selects our National Guard stationed overseas as their Cookie Share project you will need to following these steps:

1. Contact the Essex Cookie Cupboard to register your Cookie Share Project as Troop to Troop.
2. Troop to Troop cookies **CANNOT** be ordered in *CookieWorks*; you must complete a T1 order form and send directly to the Essex Cookie Cupboard. Each girl that participates in the Troop to Troop Cookie Share Project must be listed on the T1 with the amount of her sales. This information if necessary to ensure girls receive Cookie Credit for these sales.
3. The Essex Cupboard will transfer the cookies in *CookieWorks* to ensure your troop is billed appropriately and cookie proceeds are recorded accurately.
4. The Essex Cupboard will send a bill to the troop for postage fees necessary to ship the cookies overseas. The postage is 75 cents per box (\$9.00 per case).
5. The Essex Cupboard will order and process for shipment all Troop to Troop Cookie Share through the Vermont National Guard facility at Camp Johnson in Colchester.

"Go Goals" Interactive Goal Activity

Every year the message we receive gets louder! "When girls set goals and their families support them, girls meet and often EXCEED their goals!" *The result?*

Girls get a boost in self-esteem because they are successful, and that's just what we want for our girls!

Now, ABC has developed an exciting, interactive goal program activity for girls. It is found on the ABC web site at www.abcsmartcookies.com. Girls will also find a link from our website that will connect them to the ABC site. Designed especially for girls, the activity will take the girls through the steps of goal setting. They'll register with us so we can cheer them on throughout the sale. When the sale ends.....each girl participating in the interactive goal program activity will receive the "Fun Club" patch! Please note that this is not a goal achievement patch. It is strictly a program participation patch.

"GOAL FOR IT!" INCENTIVE for GIRLS!

Along with an order card, each girl is to receive the "GOAL FOR IT!" entry card. Have each girl set her own goal for the number of boxes she will sell AND ask her to set a personal goal, too. A personal goal may be, for example, taking care of pets without being asked; making beds and keeping her bedroom tidy.....etc. At the conclusion of the order taking period (January 27), troop leaders will confirm that she had achieved her goal. If so, her card will be forwarded to the SU Cookie Manager. Each SU will have a drawing with the lucky winner receiving a set of "Ear Talkies" (walkie talkies worn on the ear!). Then each girl from the SU who achieved their goals will be entered into a council-wide drawing for the 48" plush border collie named "Dash".

SMART COOKIES

Who is a "smart cookie"? That's a Girl Scout who keeps taking orders for cookies after she submits her order card to her troop leader! She is the Girl Scout who remembers when delivering to customers, that perhaps another box or two would satisfy her customer's sweet tooth, or that the customer might like to purchase additional boxes for the troop's "Cookie Share" project! Each year, girls sell an additional 2000 plus cases of cookies during the Smart Cookie post-sale. "Smart Cookie" sales do not earn cookie credits; however, the troop earns the full 50 cents per box proceeds. "Smart Cookie" sales do not include sales made at a cookie shop. That's a group effort, while "Smart Cookie" sales are very individual!

There is no "minimum" required for Smart Cookie sales. Girls need, however, to be encouraged to complete their deliveries and submit the "mini order" card to you prior to March 14. All Smart Cookies need to be ordered through your local Cookie Cupboard.

Each girl who is a "Smart Cookie" will receive a patch through the Cookie Cupboard.

COOKIE SHOPS

Cookie Shops are gaining in popularity. Many parents and volunteers are often concerned with the time of year the cookie sale takes place, and are reluctant to let girls go door to door. Cookie Shops are an excellent way to sell many cookies in a short period of time. A troop, or multiple troops, may wish to sell cookies at a "shop" set up at a grocery store, ski area, shopping center, etc. This is a good way to sell the last remaining boxes of cookies or to increase your sales for a special project. Need ideas? Contact Michelle Gauthier in the Essex Service Center!

Extra cases (or boxes) of cookies may be obtained from any of the cookie cupboards on consignment. Only unsold cases and boxes picked up at a cupboard for a Cookie Shop may be returned to the Cupboard. Troops are responsible for any cookies that are not returned. Most Cookie Shops will be held on a weekend and are due to be returned on Monday. Troops pay for cookies sold with their regular cookie bill.

COOKIE CUPBOARD PROCEDURES FOR TROOPS

Arrangements for Cookie Shops are not to be made prior to FEBRUARY 1.

Call the Cookie Cupboard in your area and give the time, date and place you are having your Cookie Shop. It is the responsibility of the Troop Cookie Team to make arrangements with the Cookie Shop site.

At least one week before your Cookie Shop, place your troop order with the Cookie Cupboard. Remember, the Cookie Cupboard is limited to supply on hand. Cookie Shops cannot be held before February 29 due to delivery schedule of cookies. Every attempt will be made to supply your Cookie Shop with adequate variety and quantity of cookies; however, your Cookie Cupboard Manager may need to modify your request in order to serve more troops. On average, a troop's Cookie Shop will result in 8-10 cases of cookies sold during a 4 hour period. Cookie Cupboard Managers will suggest an order of 16 cases, based on sales by variety during the 2007 Cookie Shop season. Larger amounts need the approval of Sharon Baade, GSCV CEO.

Payment for cookies received at a Cookie Cupboard is made to the Service Unit Cookie Manager at the same time your troop's final payment is due. Remember.....Service Unit Cookie Managers and Cookie Cupboard Managers are not permitted to accept cash!

COOKIE SHOP ETIQUETTE

or

"How to have a Successful Sale"

1. DO NOT make site arrangements for your "Cookie Shop" before February 1! Be fair....do not plan more than 2 Cookie Shops.
2. Schedule your "Cookie Shop" date several weeks in advance. Call your Cookie Cupboard Manager for suggested sites. Call the Essex office when your site is confirmed so we can help promote to customers who call.
3. Place your order with your Cupboard at least 7-10 days prior to your sale.
4. Involve the girls in planning the sale! Posters and banners add to your Cookie Shop and the girls will enjoy designing them, too!
5. Before the sale, review how the Cookie Shop will be managed with all adults involved as well as with the girls. If your troop is large, schedule "shifts" of 3-4 girls at a time. Make sure at least two adults will be

- present at the Cookie Shop at all times. At least one adult must be a registered Girl Scout volunteer.
6. Assign a task for each girl: greeter, bagger, money taker, general helper. When girls are busy, they will not want to wander through the store. Use the "buddy system" to handle breaks and always follow Girl Scout safety rules and guidelines.
 7. Let the girls handle business at the Cookie Shop; adults are there to supervise and support.
 8. Be sure the girls know what the troop goal is and can explain to their customers how they plan to use their troop funds; i.e., trip to Boston Museum, Great Brownie Campout, funds for Service Projects, etc.
 9. Encourage girls to wear their Girl Scout Uniform and big Girl Scout smiles!
 10. Take along an order card in the event you run short of a variety.....customers could provide names and addresses for later delivery!
 11. Remember the girls will model your attitude.....smile, be polite, and relax.....and they will too!

MONEY MATTERS.....

GIRLS, TROOP, UNCOLLECTED FUNDS

The Girl Scout Cookie sale is designed to be a positive learning experience for girls and adults, and to be in keeping with their responsibility toward the Girl Scout Law, including "To be honest and fair". As part of this responsibility, Girl Scout parents granting permission, and volunteers handling funds, are legally and morally accountable for forwarding proceeds from the sale of cookies.

Notify Sharon Baade, CEO, immediately if there is a money collection issue. The earlier a situation is acted upon, the greater the chance of successful resolution.

Prior to the start of the Cookie Sale, parents (or legal guardians) signed permission for their daughter to participate on the "Parent Consent/ Information" form. Parents also signed a statement accepting responsibility for all money collected.

Remind girls to turn in Cookie Sale money frequently. They should not carry cookie money with them to school. If your meeting is held at the end of the school day, have parents turn in money when they pick up their daughter at the end of the meeting. Troops should also forward payments to the Service Unit Cookie Manager frequently.

If customers wish to pay by check, ask them to make the check payable to The Girl Scout Council of Vermont (GSCV). All checks are to be forwarded to the Service Unit Cookie Manager. **Do not deposit cookie checks in troop accounts.** Cash should be deposited in your troop account and a troop check submitted to the Service Unit Cookie Manager. When preparing the Troop Tally form, please **record your troop number and service unit number on the memo line of each check.** Each time you forward money to the Service Unit Cookie Manager, complete a "Troop Tally" form.

Every time a girl gives you money give her a receipt (M-3). Keep alert to problems that may be happening. If it appears there is a serious problem, do contact Sharon Baade, CEO, (at the Essex Service Center) immediately. The earlier a problem is reported, the better chance the problem can be resolved.

PREPARING TROOP DEPOSITS

Troop Cookie Teams will submit a Troop Tally Sheet along with checks to the SU Cookie Manager for deposit in the Girl Scout Council of Vermont account. The SU Cookie Manager cannot accept cash from troops! It is recommended that the troop deposit be presented to the SU Cookie Manager in person! Allow adequate time so the SU Cookie Manager can verify your deposit and present you with a receipt.

The Troop Tally Sheet is a 4-part form. It is designed to make the deposit task simple.

White Copy 1:	Council Copy
White Copy 2:	Bank Copy
Yellow Copy:	Service Unit Copy
Pink Copy:	Troop Copy

You can print a report from CookieWorks that will assist you in completing the troop's deposit. Go to the "Reports" menu and select "Summary Reports" and then select "Troop Balance Summary". This report will show all cookies ordered by the troop for delivery to customers as well as any Cookie Share cookies to be delivered by troops. It will also show all transactions conducted with a Cookie Cupboard (Troop to Troop Cookie Share, Cookie Shop Sales, Smart Cookie Sales). The report calculates the total sales for the troop, the proceeds earned, and the amount due to the Girl Scout Council of Vermont.

When a troop has finalized payment, the SU Cookie Manager will distribute the Cookie Sale Patches.

UNCOLLECTED FUNDS PROCEDURE

The "Notice of Uncollected Funds" form has been improved and is now a 2-part form. The white copy is to be **forwarded by the troop directly to Sharon Baade, GSCV CEO**; the yellow copy is to be forwarded to the SUCM with the Troop Tally form.

Upon receipt of "Notice of Uncollected Cookie Funds" the Council will send a letter to the individual identified by the troop requesting full payment (or payment arrangement) within 10 days. If the funds are not paid to the Council in 10 days, the matter will be referred to the Council accountant (and possibly Council Attorney) for collection. After 30 days, unresolved collections will be processed for court action.

Troops are required to pay the Girl Scout Council of Vermont in full for the amount due on cookies for which they have received payment and will retain troop proceeds only on the number of boxes paid. When uncollected funds are received, the Girl Scout Council of Vermont will issue a check to the troop for any additional proceeds due.

It is the responsibility of the Troop Cookie Team to notify the Council of problems in collecting cookie funds as early as possible. Notification must include the individual's name, address and phone number. The signed Parent Consent form must be submitted with the Notice of Uncollected Funds if money is due from a Girl Scout family. In addition, a summary of action taken at the

troop level to resolve the situation must be noted on the Notice of Uncollected Funds form. Cookie Credits will not be issued to girls who have an unpaid balance.

PROCEDURES FOR VOLUNTEERS HANDLING COOKIE COMPLAINTS

Cookies are food and, therefore, fall under the rules and regulations of the FDA. The procedures to be followed by a troop or service unit cookie manager when suspecting cookies have been tampered with are:

1. At delivery time, ask that all cookie complaints be reported to you immediately.
2. Upon receiving a call of complaint:
 - a. Get the person's name, address and telephone number.
 - b. Request that the person save the cookie and the box in question, which will be picked up by a council representative (may be you or a staff member). Place the items retrieved in a zip-lock bag.
 - c. Offer to replace the cookies.
 - d. Reassure the individual that someone will be contacting them soon.
3. Immediately contact:
 - a. Sharon Baade, CEO, 878-7131 (work) or 244-6686 (home) or if not available call:
 - b. Your Membership Marketing Director.

It is important to contact people in the above order.

4. Do not respond in any manner to the media. If contacted, request that the media call the council office for more information.

The following happens when a call comes in (in part):

A council representative will:

- a. retrieve the questioned box and/or cookie
- b. assess the situation
- c. ship the cookie and box to the cookie baker for analysis by the FDA
- d. follow up as needed.