



# Safe and Successful Girl Scout Cookie order taking, money collection, and delivery

GSNC is working diligently to keep our girls, volunteers, staff and community safe and healthy while participating in Girl Scout activities during these challenging times.

As federal, state and local government and health department guidance/regulations evolve and change, we need to be prepared to pivot on past processes.

## WHENEVER YOU ARE OUTSIDE OF YOUR HOME AND PARTICIPATING IN THE GIRL SCOUT COOKIE PROGRAM:

- Follow Nassau County and New York State physical distancing guidelines.
- Wear a face mask.
- Use hand sanitizer.



## Contact-less Order Taking and Marketing

Use your Digital Cookie link on flyers and other promotional materials for customers to order their favorite Girl Scout Cookies. First names only on the flyers – no last names. If additional contact information is required, it should be a parent's first name, email and phone number. **NO HOME OR BUSINESS ADDRESSES!**

- We urge all girls and troops to take full advantage of the opportunity to use their technical skills and creativity to integrate Digital Cookie with virtual selling. One of the easiest ways to contact potential customers is through the marketing email feature in Digital Cookie.
- The Door Hanger/Porch leave-behind can be used to connect with customers. A printable sheet with two forms is available in the Program Community, Cookie group on GSNC's Online Community.  
[Door Hanger](#)
- Create a QR Code for your Digital Cookie link and post on your front lawn or add to your door hanger. There are lots of free QR code creators on the internet.



- Parents can use their social media sites to promote their Girl Scout's Digital Cookie link. Please follow these guidelines from the Supplemental Online Safety Tips in the Safety section of GSUSA's Cookie Program site  
[Troop Leader Resources](#)
- To protect your personal identity, NEVER direct message with people you do not know online or on social media platforms. Always use your Girl Scout online sales link for customer orders.
- Parents or guardians must approve all girl delivered online orders and supervise all communications and product delivery logistics with any customers girls don't personally know. As a reminder, girls should never deliver cookies alone.
- Follow the guidelines set by the group where you post. If your Girl Scout sales link is posted on a public facing site, be aware the link is now searchable by anyone and could potentially appear anywhere on the internet.
- Never share your personal information on social media (e.g., last name, phone number, email, or street address).
- Never share your personal location information.
- No posting on marketplace sites like Craigslist, Facebook Market Place, eBay etc.



## Safe and Successful Girl Scout Cookie order taking, money collection, and delivery

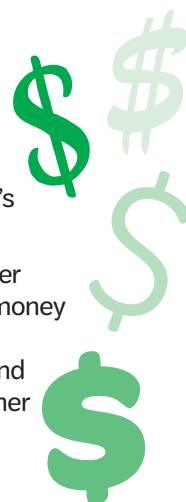
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### Contact-less Customer Deliveries

- Porch drop off (if cookies have already been paid for.) Girls should call customers prior to drop off to notify them cookies will be on their porch. You want to make sure critters don't get to the cookies your customer ordered!
- Distanced delivery:
  - Communicate with your customer to determine where they would like their cookies dropped off.
  - Knock on the door and leave the cookies. Then back up 10 feet, have the customer take their cookies and leave payment.
  - Collect payment at least 6 ft away from customers.
- Have a CLEAN fishing net or pool net? Consider using the net for socially distanced cookie delivery and payment collection (with an envelope)!
- Consider scheduling trunk pick-ups at your home or a central location and scheduling customer pick-up times to minimize the number of people there at once.
- Have orders separated, bagged, and labeled with the customer's name.
- Find a special way to say "thank you!" – whether through a thank you video or a personalized note, your girls can show their customers some appreciation (and, if it's early in the sale, how to contact you for more cookies!)

### Contact-less Payment Options

- Orders placed using Digital Cookie are already paid for. No money to collect!
- Use Venmo or other similar money sharing apps to give customers additional no-contact payment options. (Note that the girl or troop must pay any fees associated with the payment service. The Digital Cookie Mobile App can also be used for payment. Digital Cookie and the Digital Cookie App are the only payment services where GSNC pays the processing fees.)
- Leaving money or checks in envelopes on a porch is not recommended – unless it's done in a distanced way when the customer sees you are on their walk/near their porch.
- Utilize the Digital Cookie Mobile App. A card scanner is scheduled to be part of the update by February 2021 so you can scan a customer's card without ever touching it.
- If you are at pick up locations and the customer can only pay with cash, have them place the money in an envelope, and place it on a table. Return change through an envelope, with a gloved hand so you can retrieve the money with no customer contact.



### Cookie Program Participation

The Girl Scout Cookie Program is part of the Girl Scout Leadership experience and a great learning and earning activity for girls.

However, if you are still uncomfortable with the safety precautions that exist, there is no requirement to sell cookies.

We hope that troops and girls not comfortable selling at the start of the program will consider participating in February or March, if conditions change.

