

**COOKIE TIME LINE**

**November**

**17th** Kick Off for Service Team Members

**By December 20th**

- Service Unit trains troops
- Service Unit Cooke Rally
- Troops Train Girls/Parents

**December**

**21<sup>st</sup>** Initial order taking begins

**January**

**2<sup>nd</sup>** Direct sale troop initial orders must be entered into SNAP

**6<sup>th</sup>**- Providence Bruins Cookie Event

**15<sup>th</sup>** Order taking troops initial orders must be entered into SNAP

**18<sup>th</sup>** Deliveries begin!

**31<sup>st</sup>** Reorders begin! Partial payments due for all "initial" order before reorders will be processed

**February**

Booth sales run throughout the month.

Troops continue to make payments.

**March**

Booth sales run through 3/17

Clear out the cupboard booths run through the end of the month

- Troop recognition orders due in SNAP by March 27<sup>th</sup> along with all service unit final reports and payments

**April 29<sup>th</sup>** Cookie Credit Transfer deadline



**Girl Scout Leadership Experience**  
Through the Girl Scout Cookie Program,  
girls develop five essential skills:



Goal Setting



Decision Making



Money Management



People Skills



Business Ethics



**WHAT'S NEW?**

**A delicious new cookie! Mango Cremes with Nutrifusion**

**CoCo-The Cookie Command Center**

**The 2013 Council Service Project**  
**The Gabrielle Dinsmore Heart & Hope Fund**

# NOVEMBER 2012



# DECEMBER 2012

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				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	26	27	28	29	30	

Mid-Year Conference & Cookie Kick-Off 11-17

Thanksgiving Holiday, Office Closes at 12:00 on 11-21; Re-Opens 11-26



Service Team Training begins Nov 26 – Dec 19

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
						1
2	3					
9	10					
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Service Team Training begins for Leaders & Troop Cookie Managers

TCM Trainings cont'd, Parent & Girl Trainings Begin

Order Taking Begins Dec 21 also Kick-Off Rallies take place this week



Office Closed 12/ 24 -26



# JANUARY 2013

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

New Year's Holiday Office Closed 1/1

Orders and Central Drop Form Must be entered into Snap and paperwork due to Council from Service Units participating Direct Sales by January 2nd



Kick-Off Event with the Providence Bruins January 6, 2013 Order Taking Continues Thru January 13th

Orders due into SNAP from order taking troops by 1/13

Direct Sale Troops begin receiving product January 18th

1st Partial Payment due (50%) to Council to the council before any re- orders will be issued.

# FEBRUARY 2013

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					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	26	27	28		

2nd Partial Payment Due from Troops Feb 8th



Cookie deliveries & booths continue throughout February and run through March 17th



Cookie deliveries & booth sales continue through March 17th

# MARCH 2013



Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					1	2
3	4	5	6	7	8	9
Cookie deliveries & booth sales continue through March 17th 						
10	11	12	13	14	15	16
17	18	19	20	21	22	23
Clean out your cupboards booths begin 3/22						
24	25	26	27	28	29	30
Final Payment Deadline! Be sure to include ALL Paperwork, Payments & Incentive orders in SNAP for ALL Troops (3/27)				Service Unit Final Reports Due by the 27 <sup>th</sup>		
31						



# APRIL 2013



Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	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	26	27
28	29	30				

Deadline for Submitting Cookie Credit Transfers!! April 29<sup>th</sup>

# MAY 2013

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
						
19	20	21	Cookie Appreciation Dinner 05/15			25
						
26	27	28	29	30	31	



All due dates given to Troops are certainly subject to change, contingent upon YOUR schedule. Please feel free to give Leaders & Troop Cookie Managers YOUR actual dates needed for you to be able to meet Council Deadlines.

No Re-Orders will be processed for Troops without at least a 50% payment of their **Initial Order**. Payments are due every two weeks after the initial delivery.

## **About SNAP**

([www.abcsnap.com](http://www.abcsnap.com))

SNAP is the online management system for the Girl Scout Cookie program that allows troop volunteers to manage:

- Volunteer Contacts, Girl Roster, Cookie Recognition Orders, and Payments
- Troop and girl cookie orders, Booth Locator, & recognitions
- Calendar, Messages, Reports
- Step-by-Step instructions are available at [www.gsri.org](http://www.gsri.org)

### **User Name**

- Your email address

### **Password**

- Cookies ( this can be changed if you wish)

### **Girl Materials**

- Cookie Order Card with the Mini Order Card Attached
- Permission forms
- Money Envelope

### **Troop Materials**

- Receipt Books (for all product distributed and payments received)
- Troop payment forms to accompany payments and submit to council
- Cookie Program Guide
- Leader agreement (new)

\*\*\*\*\*

### **Go to the Web**

#### **Girls, parents, and volunteers**

Visit [www.gsri.org](http://www.gsri.org) [www.abcsnap.com](http://www.abcsnap.com), & [www.abcsmartcookies.com](http://www.abcsmartcookies.com)

- COCO: Cookie Command Center
- Training/Instructions/Safety Forms/Resources
- Sale Forecasting Tools/Cookie Calculator
- Troop Worksheets
- Goal Charts (Troop/Girl)
- ePayments-New option!
- Recipes



## **PLANNING AND PREPARATION FOR TROOP COOKIE MANAGER/TROOP LEADER**

### **Step 1: Train Leaders/Parents/Girls**

- Use the troop leader manual and on-line tools to train the Parents/Girls
- Set and communicate deadlines

### **Step 2: Use COCO, the Virtual Cookie Command Center**

- Set, Measure and Track Goals
- Earn the "on line" Five Skill Building Patches
- Send Ecards
- View Recognitions Earned



### **Step 3: Develop a Troop Business Plan**

- Use the Troop Budget Worksheet to establish program outcomes
- Determine Troop Goal
- Set Girl Goal
- Schedule Booth/Direct Sale Opportunities for the Troop
- Utilize Creative Selling Techniques to Maximum Your Earning Potential

### **Ways to reach your goals:**

1. Friends and Neighbors
2. Cookie Share Program
3. Direct Sales (Booth Sales) - For more information go to [www.gsri.org](http://www.gsri.org) or [www.abcsmartcookies.com](http://www.abcsmartcookies.com).
4. Use social networking to promote the sale (girls 13+ and older can use Facebook, Twitter, etc.)

## **COOKIE SALE CHECKLIST FOR TROOP COOKIE MANAGER/TROOP LEADER**

- Attend your area Service Unit Cookie training then visit [www.gsri.org](http://www.gsri.org) for training and support
- Continue to learn about SNAP through online training webinars and videos
- In SNAP
  - \* Enter all troop volunteer/leader contact information
  - \* Check the registered girls listing (first and last name)



## How to place your troop's initial cookie order in SNAP\*\*

Step 1 Go to [www.abcsnap.com](http://www.abcsnap.com)

Step 2 Select the cookie icon

Step 3 Select initial order

Step 4 Place your troop order in full cases. You will either need to round up to the full case or you may get individual boxes from your community cupboard. Please let your PSC know if you will need individual boxes from the cupboard at the time of initial order placement.

Step 5 Save the order

### How to Place Your Troop's Recognition Order in SNAP

Step 1- Go to [www.abcsnap.com](http://www.abcsnap.com)

Step 2- Select Recognition Icon

Step 3- Select Create Recognition Order

Step 4- Select Main Recognition Plan and fill in sizes and non-cumulative patches, as needed.

Step 5- Once the recognition order is complete, click SAVE AND COMMIT to complete the order. Click CANCEL to reset the selections without making changes.

**REMEMBER TO TRANSFER PRODUCT TO GIRLS BEFORE YOU PLACE YOUR RECOGNITION ORDERS**

#### Main Recognition Plan- March 27<sup>th</sup>, 2013

Older girls who wish to opt out of recognitions may do so by following these steps:

Step 1: Go to [www.abcsnap.com](http://www.abcsnap.com)

Step 2: Select the recognition icon

Step 3: Select create recognition order

Step 4: Select older girl plan

Step 5: Click save and commit to process the order. The system will automatically order the patches that each girl has earned based on the number of boxes of cookies that were transferred to each girl.

## GIRL REWARDS



The Recognition Program is also featured on The Girl Order Card

75+	Cookie Erasers- 3 pack set
135+	Crazy Straw Tumbler
160+	Dolphin Necklace and T- Shirt
200+	Messenger Bag
250+	Large Plush Dolphin
350+	Hoodie Pullover
500+	Beach Towel
750+	Ring in Dolphin box
1,000+	Bolster Pillow
1,500	Digital Frame and 4 Passes to the Save the Bay Exploration Center
2,000+	Digital Camera and 2 passes for a Newport Harbor tour



Top Seller of Service Unit Braidzilla Bracelet Kit

Top Seller of Council Kindle Fire and Dolphin Ear Buds

### Cadette/Senior/Ambassador Girl Scout Troop Recognition Option

- Cadette/Senior/Ambassador Girl Scout troops may select additional proceeds by opting out of the main (final) girl recognition program.

#### Older Girl Troops will receive the following:

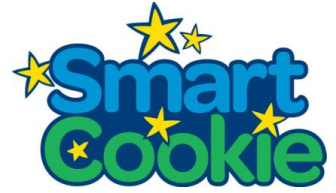
<u>Per girl Average*</u>	<u>Award Amount Per Girl Who Sold</u>
100-199.99	\$10.00
200-299.99	\$20.00
300-399.99	\$30.00
400 or more	\$40.00

\*Based on registered girls

The Troop Leader must submit an older girl permission slip to the council for every girl in that troop in order to receive additional proceeds.

All registered girls earn \$.20 per box credit towards their cost of a GSRI summer Camp or a Destination. Girls may receive transfers from one girl from outside their family. A girl who is not planning to attend a GSRI summer camp or destination may transfer her credit to a friend by completing the Cookie Credit Transfer form (See page 12). Credit may be pooled by sisters in the same family and a girl's own credit will be doubled for Girl Scout Destinations. Deadline for cookie transfers is 5 PM on April 29, 2012. .

**\*\*Detailed instructions for the SNAP on line cookie database will be available at [www.gsri.org](http://www.gsri.org).**



# 2013 Cookie Sale Proceeds and Girl Rewards

## What Can a Girl Do?

### Girls can do anything they want!

She can do anything when she puts her mind to it—and the Girl Scout Cookie Sale can teach her how to do it! Because the Cookie Sale is helping girls take charge. It's putting them in control of their success. And it's showing them that they have the power to be a leader.

By being a part of the Cookie Sale, girls are learning the 5 Key Skills—goal setting, decision making, money management, people skills, and business ethics. These are all skills they'll use as they sell cookies and when they enter the world as an adult, too.

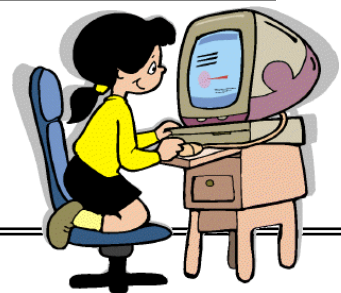
Girl Scout Programs give girls the opportunity to earn money for activities and to support their council and community. All proceeds stay within the local council. Proceeds that girls can earn by selling Girl Scout Cookies are based on the per girl average of boxes sold by **registered** girls within a troop.

**Proceeds cannot be paid to individual girls.** Older Girl Proceeds are based on the number of girls who participate in the sale. The deadline for transferring girls who are not longer attending troop meetings is January 11<sup>th</sup>, 2013. Leaders must communicate this to your area membership coordinator so that they can submit them by that date.

### Here is what Troops can earn:

Troops who sell an average of 1-99 boxes per girl will receive .46 per box of cookies sold.  
Troops who sell an average of 100-159 boxes per girl will receive .49 per box of cookies sold.  
Troops who sell an average of 160-199 boxes per girl will receive .59 per box of cookies sold.  
Troops who sell an average of 200 boxes or more per girl will receive .69 per box of cookies sold.  
All girls earn .20 per package that can be applied to their GSRI summer camp bills!

**Once again this year:** Girls will be allowed to participate in GSUSA approved on-line marketing for Girl Scout product activities. Girls must complete a signed permission slip and the Internet Safety Pledge. Guidelines are detailed on the 411 for Product Sale Activities and at [www.gsri.org](http://www.gsri.org).





Go to  
[www.abcsmartcookies.com](http://www.abcsmartcookies.com)

## COokie COMmand Center

WELCOME TO COCO, VOLUNTEERS!

Now your troop/group- and each of your girl - can have a customized online “business center!”

COCO is a great place for Volunteers to communicate with girls!



### COCO lets girls:

**Use marketing tools to reach their customers.**

- customize and send ecards to friends and family
- let friends and family place orders online ( girls still fulfill the order)
- keep a database of stored addresses for use next year



**Build a Custom Dashboard Page.** All of a girl’s COCO activities are summarized on her “My Dashboard” page, which includes:

- Her name, picture (optional), goals set and reached, a reference for recognitions she can earn, activities planned and completed, and My Skill Bling earned.
- How she is tracking with other girls in her troop/group
- Cheers she has received from her teammates, plus the ability to send cheers to others, with links for teens to share via social media.

### COCO also lets girls:

- Establish and track goals
- Create a plan
- Use marketing tools to reach their customers
- Build a custom dashboard page



### How to Login:

- Your username is the full email address you used to create your account.
- If you don't remember your CookieEZone or Catch Goals username and password: Click on the [ID Reminder link](#) below to find your information.
- If you need a new username and password: Click on the [Register link](#) to create a new username and password.



## Train Yourself using Smart Cookie U



**Discover all you need right here! You will find links to the Smart Cookie U training modules and videos in the cookie section at [www.gsri.org](http://www.gsri.org).**

You have questions? We've got answers—and they are available on your schedule 24/7!

Check out [Smart Cookie U](#) to find a series of self-contained, online training modules. You can burn through them all at once for a mega dose of cookie knowledge, or just check out what you need to know right now. Your choices include:

- Why Girl Scouts sell cookies
- Who can sell cookies
- What's new and what cookies are available
- Where the money goes
- How to help girls sell safely
- How to safeguard sales money
- What materials are available from ABC Bakers
- How to facilitate goal setting with COCO
- What web resources are available
- Why, how, and when to conduct booth sales

**For helpful Cookie Sale information visit:**

[www.abcsmartcookies.com](http://www.abcsmartcookies.com) and [www.gsri.org](http://www.gsri.org)



# Kick off the 2013 Cookie Sale with the



The Cookie Sale has begun and now we want to get the girls excited! On January 6 2013, we will be having our 3<sup>rd</sup> annual Cookie Sale kick off at The Dunkin Donuts Center, just before a Providence Bruins Hockey Game. There will be lots of activities and information to help you to have the best cookie sale ever! Girls, parents, and Leaders will all be able to take part in activities that celebrate Girl Scouts, the cookie sale. Discounted tickets will be available! Some of the benefits of attending a kick off are:

- Girls can learn more about the 5 Life Skills supported by the cookie sale, which are Goal Setting, Business Ethics, People Skills, Money Management, and Decision Making.
- We can offer hands-on activities for girls including fun and learning stations.
- We can appeal to a wide variety of age groups and cookie experience.
- We can attract media attention to further promote your cookie sale.

You may also choose to plan a kick off in your own area to get girls excited and promote Girl Scouting within your community.



# 2013 Girl Scouts of Rhode Island Service Project

"**Cookie Share**" is a cookie related service project that can be implemented at Troop level, allowing Troops to develop their own unique program. Before the cookie sale, each Troop decides which charitable organization (s), in their community, they would like to visit and deliver the boxes of donated cookies to. These charities can range from nursing homes, family and children shelters, food banks, hospitals, etc..... When taking orders, girls can use the extra column on their order card to take "Cookie Share" orders. While order taking, each girl will ask her customers if they would like to purchase an additional package of cookies as a gift for that Troop's chosen charity. She will explain that this is a Girl Scout Community Service Project and show the "Cookie Share" card. The council also participates in the Cookie Share Program and can assist Troops who are looking for organizations that can benefit from the cookies.

Each year the Girl Scouts of Rhode Island selects a local organization to be the recipient of our annual Cookie Sale Community Service Project. Girls/Troops can choose to donate a portion of their cookie sale proceeds to support this organization. Girls who support the service project are eligible to purchase a patch, which will be available in our Girl Scout Shop. This year, we have chosen **The Gabrielle Dinsmore Heart & Hope Fund** as our 2013 Cookie Sale Service Project.

The mission of The Gabrielle Dinsmore Heart & Hope Fund is to be a recognized resource to provide educational, emotional, recreational and financial support to children and families living in RI, CT and MA impacted by congenital heart disease, heart defects and severe feeding issues. The signature program of The Gabrielle Dinsmore Heart & Hope fund is "Gabrielle's Heart Camp", the only camp in RI exclusively for children with congenital heart defects and heart disease. The Mission of Gabrielle's Heart Camp is to provide an environment where kids with heart disease and congenital heart defects can have fun while learning life skills that will help them navigate the challenges of living with a cardiac condition.

For information about The Gabrielle Dinsmore Heart & Hope Fund visit [www.heartandhopefund.com](http://www.heartandhopefund.com). Troops can note their donations on their final payment form.





# COOKIE CREDIT TRANSFER

## Available for the 17th Consecutive Year !!

In the spirit of Girl Scout sisterhood, a girl may transfer her camp cookie credit to another Girl Scout. This is an **individual girl-and-parent decision**, one that will enable more girls to benefit directly from the cookie sale by experiencing the camaraderie and outdoor living that is camp. In addition, girls may also receive cookie credits from their sister.

The transfer form on the reverse of this page must be completely filled out by the girl sharing her credit with another Girl Scout and signed by her parent or guardian. Transfers must be made in this format only. The form may be photocopied. A girl may transfer **her** credit before she knows the exact amount of cookies sold.

If two individual girls write to transfer credit to the same girl, the form received by GSRI first will be the credit given to the camper. A camper may use the gift of credit for up to 50% of the camp fee for one session. This form must be received at GSRI by **APRIL 29, 2013**. It may be filled out as soon as a girl participates in the cookie sale; she does not have to know the exact amount of her cookie credit to transfer it.

Unused cookie credit supports the activities, equipment, and upkeep of GSRI camps.  
Thank you for caring and sharing ... and for returning this transfer form to GSRI by **APRIL 29, 2013**.

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### ¡¡ TRANSFERENCIA DEL CRÉDITO DE GALLETAS ESTÁ DISPONIBLE POR 17<sup>VO</sup> DÉCIMOSEPTIMO AÑO CONSECUTIVO !!

En el interés de lograr un espíritu de hermandad, las niñas pueden transferir su crédito de galletas para campamento a otra Girl Scout. Esta es una decisión individual **entre la niña y sus padres**, la cual hará posible que más niñas se beneficien directamente de la venta de galletas disfrutando de la camaradería y la vida al aire libre en el campamento. Adicionalmente, las niñas también recibirán crédito por las galletas vendidas por la hermana.

El formulario de transferencia (al reverso) debe ser llenado completamente por la niña otorgando sus créditos a la otra Girl Scout (no su hermana) y firmado por su padre(madre) o encargado. Transferencias deben ser hechas en este formulario solamente. Este formulario puede ser fotocopiado. Puede hacer la transferencia **antes** de saber la cantidad del crédito de las galletas vendidas.

Si dos niñas transfieren sus créditos a una misma niña, el formulario recibido primero por GSRI, será el otorgado a la niña. La niña puede usar los créditos regalados para pagar hasta un 50% del costo para una sesión de campamento. Estas formas deben ser recibidas en GSRI **en o antes del 29 de abril del 2013**. (Puede ser llenado tan pronto la niña participe en la venta de galletas. Ella no necesita saber la cantidad exacta del crédito para poder transferirlo.)

Los créditos de galletas **no** utilizados sirven para sostener las actividades, equipo y mantenimiento de los campamentos de GSRI.

Gracias por su consideración... y por enviar su formulario de transferencia a GSRI **en o antes 29 de abril del 2013**.



Girl Scouts of Rhode Island, Inc.  
125 Charles Street  
Providence, RI 02904-2274  
Fax 401-421-2937

## 2013 COOKIE CREDIT TRANSFER TRANSFERENCIA DE LOS CRÉDITOS DE GALLETAS PARA EL AÑO 2013

“Please transfer my cookie credit to:”  
“Por favor transfiera mi crédito de galletas a:”

Name of the Girl Receiving the Cookie Credit  
Nombre de la niña **recibiendo** el crédito

Troop #  
Tropa #

Name of the Girl Giving the Cookie Credit  
Nombre de la niña **otorgando** el crédito

Troop #  
Tropa #

**Please explain why you are transferring your Cookie Credit:** (to be handwritten by the Girl Scout)  
**Por favor explica la razón por la cual estás transfiriendo tu crédito de galletas:**  
(Debe ser escrito por la Girl Scout otorgando el crédito.)

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(This form may be photocopied.)  
(Este formulario puede ser fotocopiado.)

**This Form must be received by April 29, 2013 (5:00 PM).**  
**Este formulario debe ser recibido en o antes del 29 de**  
**Abril del 2013 (antes de las 5:00 de la tarde).**

\_\_\_\_\_  
**Signature of Girl Scout**  
**Firma de la Girl Scout**

\_\_\_\_\_  
**Signature of Parent or Guardian**  
**Firma del padre o encargado**



# CRISIS PROCEDURES/PHONE LOG FOR COOKIE COMPLAINTS

## PROCEDURES

- 1) Use this log to record cookie complaints you receive – alleged tampering, foreign objects, etc.
- 2) Make the call BRIEF and to the point (DO NOT offer advice or prolong the conversation) Take down the information on the form below; thank them for calling and IMMEDIATELY contact the Girl Scouts of Rhode Island, Inc. A member of the council’s Crisis Team will handle all matters.

Telephone numbers at GSRI: (401) 331-4500 or  
1 (800) 331-0149

Extension 0 – Assistance  
from Receptionist

Monday thru Friday - 9:00 am to 5:00 pm  
and ask for: Ginger Lallo at ext 1310 or the receptionist

Also: Nights and Weekends at home: G.S.R.I Crisis Line (401) 603- 8429

DO NOT LEAVE A MESSAGE ON AN ANSWERING MACHINE.  
MAKE NO COMMENTS TO ANYONE; refer all questions and calls IMMEDIATELY

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Date \_\_\_\_\_ Time \_\_\_\_\_

### TELEPHONE LOG:

Nature of Complaint: \_\_\_\_\_

\_\_\_\_\_  
Name of Caller: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

After you take down the information, inform the person:

PLEASE DO NOT DISCARD THE COOKIES OR THE BOX. A REPRESENTATIVE OF THE GIRL SCOUTS OF RHODE ISLAND, INC. WILL BE IN CONTACT WITH YOU.  
THANK YOU FOR CALLING US.

\_\_\_\_\_  
Area or Service Unit PSC