

Girl Scouts of Greater Los Angeles 2017 Cookie Program Juliette Guide

Purpose of the Cookie Program

Launched in 1917, the Girl Scout cookie program has grown into the world's leading business, financial, and economic education opportunity by and for girls. The program has helped make Girl Scouts to be America's premier leadership development experience for girls.

- Did you know that the Girl Scout Cookie Program happens only once a year?
- Did you know that the Girl Scout Cookie Program grosses more than \$800 million in sales?
- And did you know that girls who participate in the Girl Scout Cookie Program learn and practice five valuable skills that will help them now and in the future?

The five (5) skills are: **Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.** These skills will help every girl be more successful, no matter what future she chooses. Why? Because they're leadership skills—and that's the Girl Scout mission, *to develop girls of courage, confidence, and character who make the world a better place.*

- And by the way, all of the proceeds generated from cookie activities stay right here, in your local Girl Scout council, to support Girl Scouting in our area.
- Cookie Season 2017 marks the 100th anniversary of Girl Scouts selling cookies. Celebrate this milestone by participating!!!
- Check out the latest Girl Scout *What Can a Cookie Do?* video: <https://www.youtube.com/watch?v=3Wy31SsNPv4>

The Key Players

There are several people who will make your cookie business a complete success:

- **Council:** GSGLA provides Juliettes with the necessary tools to conduct a successful cookie business.
- The **Service Unit Treasurer and/or Juliette Advisor** will mentor and guide you through the cookie program.
- **Support Group** are the family and friends who will encourage and assist you as needed.
- **Customers** are the **awesome** people who will financially help you reach your goal!

Throughout the program, Juliettes will be in contact with:

Service Unit Juliette Advisor: _____

S/he can be contacted: Phone: (_____) _____ Email: _____

Service Unit Treasurer: _____

S/he can be contacted: Phone: (_____) _____ Email: _____

If you are uncertain how to get started, please contact Customer Care at (213) 213-0123.

ROLES AND RESPONSIBILITIES

Everyone has an important role and responsibility to ensure a successful cookie program.

GIRLS

- Be a currently registered Girl Scout.
- Ensure NO cookie orders are taken or sales made prior to the start date, Sunday, January 29, 2017.
- Set and achieve individual goals.
- Be easily identifiable as a Girl Scout. Wear your uniform or other Girl Scout gear, and your Membership Pin.
- Tell customers how you will use the cookie proceeds. Sell your goals, and the cookies will follow.
- Encourage customers to support the Gift of Caring (GOC) donation program. It's a WIN-WIN-WIN!
- Participate in the lemonade stands, walkabouts, and booth sales.

PARENTS

- Sign the 2016 Fall Product-2017 Cookie Program Parent/Guardian Permission Responsibility Agreement.
- Encourage your daughter to participate in the Cookie Program activities. Work with her to build her 5 skills.
- Ensure NO cookie orders are taken or sales made prior to the start date, Sunday, January 29, 2017.
- Guide your daughter when making individual learning and sales goals. Work with your daughter to determine the number of cookies to be ordered.
- Respect and support the goal set by your daughter.
- Coordinate with your Juliette Advisor about your daughter participating in booth sales.
- Keep your Juliette Advisor updated on your daughter's inventory---request more cookies when you sell out and when money has been turned in for cookies you previously picked up.
- Participate with your daughter in booth sales and assist as needed.
- Be responsible for payment of all cookies received and safeguarding all monies collected from customers.
- Participate in the receipting for all cookies received and for all money submitted. Retain all receipts.
- Follow all guidelines and timeframes for turning in money and cookie box exchanges and returns.

SERVICE UNIT JULIETTE ADVISOR/SERVICE UNIT TREASURER

- Train and provide information to the Juliettes and their parents, distribute all needed materials, and provide ongoing support throughout the sale.
- Do not set quotas for Juliettes. Work with the Juliette as needed to help her set goals.
- Allow time for cookies to be sold and set up periodic collection dates.
- Collect and deposit all funds due from the Juliettes/parents into the Service Unit account frequently.
- Enter all Juliette orders and money collected into the cookie system (eBudde).
- Meet deadlines as set by the Service Unit Cookie Program Chair (SUCPC) and as indicated in the Troop Guide.
- Keep track of individual Juliette sales and boothing sales.
- Maintain a separate spreadsheet with the Juliette's name, cookie proceeds earned, and how funds are distributed.

- Because money is held for the Juliette in trust, accurate records must be maintained.
- GSGLA Staff, girls, and parents have a right to know the Juliette's financial status.

Parents: Be Part of Your Girl Scout's Team

It's her business!! Help her develop a successful business. Your encouragement will help your Girl Scout receive the greatest benefit because participating in the Girl Scout Cookie Program teaches skills that will help a girl grow into leaders in their own life, leaders in business, and leaders in the world.

5 Skills for Girls

- 1 GOAL SETTING:** Your Girl Scout sets cookie sales goals individually. She creates a plan to reach them. She develops **Cooperation** and **Team Building skills** all along the way!
 - Assist your daughter in setting practical goals by looking at the rewards, talking about community projects, and discussing troop activities.
 - Aid her by role-playing when she needs assistance in this thought process.
- 2 DECISION MAKING:** Your Girl Scout helps decide how she will spend her cookie money, furthering the **Critical Thinking** and **Problem Solving skills** that will help her in many aspects of her life.
 - Ask her how she plans to use the cookie proceeds and what individual goal she'd like to set.
 - Ask her to tell you things she can do to meet her goals.
- 3 MONEY MANAGEMENT:** Your Girl Scout takes cookie orders, handles customers' money, and gains valuable and **Practical Life skills** around financial literacy.
 - For her personal sales, allow her to count the money with you.
 - Encourage her to separate the orders, tally up the amount due, and write thank you notes to her customers.
- 4 PEOPLE SKILLS:** Your Girl Scout learns how to talk to, listen to, and work with all kinds of people while selling cookies. These experiences help her develop **Healthy Relationship** and **Conflict Resolution skills** that she can use throughout her life.
 - Now's the time to meet her customers. Help your daughter feel comfortable with asking friends and family to support her. Set a time when your daughter can sell the cookies, collect the money, and say thank you.
 - Encourage your daughter to create a poster, sign or email promoting her cookie business.
- 5 BUSINESS ETHICS:** Your Girl Scout is honest and responsible at every step of the cookie sale. Her business ethics reinforce the **Positive Values** she is developing as a Girl Scout.
 - Act honestly, responsibly, and follow the rules during every step of the cookie program.
 - Encourage your daughter to run her business as a professional.
 - Be sure to sell only **between January 29, 2017 and March 12, 2017** --- nothing before or after!!

What Cookies are We Selling?

Customers LOVE our amazing, name-brand Girl Scout cookies which are baked especially for us by Little Brownie Bakers, one of the two bakers that produce Girl Scout cookies in the USA!

Variety of Cookies and Main Ingredients	Cookie Information
Thin Mints (Vegan) - Chocolate Mint Samoas – Coconut, Caramel, Dark Chocolate Tagalongs – Chocolate, Peanut Butter Trefoils - Shortbread Do-Si-Dos – Peanut Butter Sandwich with Oatmeal Savannah Smiles - Zesty Lemon with Powdered Sugar Girl Scout S'Mores – Graham sandwich, Chocolate & Marshmallow-y filling (Non-SMO) Toffee-Tastic (Gluten Free) – Buttery with Toffee Bits	12 boxes per case Cost is \$5.00 per box and \$60.00 per case, <u>except</u> the Toffee-Tastic Girl Scout S'Mores which are \$6.00 per box and \$72.00 per case because they cost more to produce <i>No changing the price (i.e., allowing discounts)</i> Girl Scout Cookies are date stamped for freshness No high fructose corn syrup; zero grams trans fat See order card for nutritional information or visit littlebrowniebakers.com

Toffee-Tastic, our gluten free cookie, and the new clean/non-GMO cookie, the Girl Scout S'Mores, are priced at \$6.00 per box. These cookies are priced differently than the traditional cookies because they cost more to produce.

What is Gift of Caring?

The Gift of Caring (GOC) program is a council-wide community service project that gives Girl Scouts the opportunity to learn philanthropy and community service. GOC allows a virtual box of cookies to be donated to the armed forces and/or food bank. When girls sell cookies through GOC, the cookies are not physically picked up by the girl. This is why it is described as a virtual donation. To increase sales:

- Consider GOC as your ninth cookie variety. It satisfies customers on a diet, with food restrictions, are any other reason why they don't want to buy a "real" box. It is sugar-free, fat-free, transfat-free, and calorie-free.
- Juliettes are encouraged to email relatives and friends (especially those out of the area). This is a great group to target. That way, they can support the Juliette's cookie goals without incurring the cost of shipping cookies.
- Monies received from someone who gives the Juliette a donation is considered a GOC donation. For example, if someone says "keep the change," this money (*the change*) goes toward GOC.
- All monetary donations are tabulated and reported as GOC donations.
- GOC donations are tax-deductible; receipts can be provided to customers upon request.
- **IMPORTANT:** no cookies are exchanged when participating in the GOC program. The money is noted as a GOC donation, and the Girl Scouts of Greater Los Angeles (GSGLA) will send the cookies to the Gift of Caring community partners which include Los Angeles Regional Food Bank, Operation Gratitude, Bob Hope USO at LAX, Goodwill of Southern California and Blue Star Mothers.

How Does A Direct Sales Works?

Sell actual inventory instead of promises!

- The direct sale format allows you to have the inventory IN HAND so customers DON'T HAVE TO WAIT!
- No more presale worries (i.e., returning to your customers to drop off cookies and collect money). It's all done at the get-go in one faster transaction!
- Cookies are distributed to families at the start of the sale. This is referred to as the Starting Inventory Order (SIO) which is placed by your Juliette Advisor.
- Girls can use an order card to track sales or customer contact information.
- Families are NOT limited to the one-time inventory allotment; they should pick up additional inventory as needed throughout the sale--just check with your Juliette Advisor.
- Families turn in funds to the Juliette Advisor for cookies as they sell them. Cookies are not pre-paid.
- Balance for all cookies is due shortly after the end of the sale (March 12, 2017).

How does the Juliette Come Up with Her Initial Inventory?

By goal setting which is an important life skill!

Setting a goal is one of the most important steps to kick off the cookie program. The Juliette must determine what she would like to do with her cookie proceeds such as program supplies, membership registration, uniform purchase, service projects, awards, etc.

- The Juliette will determine the budget needed for the activities chosen to help determine her sales goal.
- Relying on the Juliette's decision about her sales goals, the Juliette Advisor will submit the SIO based upon the Juliette's goals.
- The Juliette will be financially responsible for all cookies ordered and received.
- The SIO is how the Juliette will get the majority (75-80%) of her cookie inventory. Cookies are ordered in full case quantities (consisting of 12 boxes each). The Juliette Advisor can order additional cookies as needed.
- Juliette Advisors may place lower or higher credit limits if warranted. Council recommends that a Juliette not have no more than 50 cookie boxes for orders whose payments will be made upon delivery. This results in a credit limit of approximately \$250). Juliettes must remit collections to the Juliette Advisor immediately to facilitate a pay as you go structure.

When Can the Juliette's Starting Inventory Order (SIO) be Picked-up?

Communicate often and frequently with your Juliette Advisor.

- Your Juliette Advisor will notify you when the cookies are available to be picked up and from where. If you have not heard from your Juliette Advisor by January 29, 2016 (the start of the sale), please contact him/her regarding the pick-up of cookies that you ordered for SIO.
- When picking up your cookies, count each box before leaving your Juliette Advisor.
- Always sign a receipt and take a copy. You are financially responsible for each box of cookies you sign for.
- Always keep your cookies in a cool place--do not store in the garage. (If cookies are damaged, you are still responsible for paying for them.)
- Store cookies away from pets and strong odors, such as cigarette smoke and pungent foods.

Can Juliettes earn Proceeds and Recognitions?

Absolutely! Juliettes can earn recognitions and proceeds.

- Proceed sharing is different in the product sales program for Juliettes because from a legal standpoint, the IRS views an individual girl as a commissioned salesperson if she receives proceeds on a per box basis.
- GSGLA will provide \$19.00 in proceeds per each 20 box increment sold to Juliettes. Juliette proceeds are **NOT** on a per box basis as with troops.
- Juliette proceeds are retained by the Service Unit for safekeeping and future distribution.
- The funds can only be spent within GSGLA, including in the Council Shop, for membership registration, or program and camp events. Girls can also apply their proceeds to an approved “Destination” program.
- Juliettes can receive all individual girl recognitions. She can receive patches, the Cookie Activity pin, Initial Order incentives as well as participate in the Club 500 and Elite 1000 council-wide events. By definition, Juliettes who are Cadette level or above can opt out of rewards as can older girl troops.

What Are The Ways to Market My Cookie Business?

Marketing your cookie business is extremely important in order for it to be a success! You will want to let your customers know when your business is open for operation---like an Open House of sorts. Should you ever have questions about running a successful cookie business, you can always consult with your Juliette Advisor. Here are some effective marketing techniques:

Internet

Girls can use age-appropriate Internet tools to promote their cookie business. Cookie delivery and payment must be done in person.

- Online social networking sites (such as Facebook and Twitter) are a great place for teens, 13 and older with parent permission, to promote and ask for cookie orders.
- With permission, younger girls can use their parent's internet tools.
- Be sure to follow Computer/Online Use Guidelines in Safety Activity Checkpoints. For additional resources, visit GSUSA’s Basic Online Guidance for Product Sales at www.girlscouts.org.
- Girls or their family/friends may **NOT** engage in selling on the Internet. Selling Girl Scout cookies on eBay, Craigslist, Amazon, or any other online internet website is **NOT** allowed.

Cookie Club

The Cookie Club is a fun and interactive website that assists girls in learning the essential 5 skills and tracking cookie sales. It is a password protected private area only for Girl Scouts. The Cookie Club complies with the federal COPA rules (Child Online Protection Act of 1998). Cookie Club has been proven to be an effective marketing tool girls can use and returns a high number of boxes sold per customer.

When using Cookie Club, Juliettes can:

- Learn about goals and selling tips
- Set troop and individual goals
- Record their customer lists so they can be saved and reused each cookie season
- Send secure “ask” emails to customers, receive orders, and track progress

Before entering the Cookie Club, the parent must provide permission to the Juliette Advisor. Once the Juliette Advisor sets the girl up in Cookie Club, the girl/parent is provided with a login and password. Go to <https://cookieclub.littlebrownie.com/> to get started.

Cookie Mobile

Bling your booth! Girls can decorate wagons for walkabouts, lemonade stands, and their cookie booths to attract customers to purchase cookies. Watch for council communications that advertise contest rules and other ideas.

When Can I Sell Girl Scout Cookies?

Cookie Program Sale Dates: Sunday, January 29, 2017 – Sunday, March 12, 2017.

- **NO cookie orders are allowed to be taken or sales made prior to Sunday, January 29, 2017.** You are allowed to announce in advance to potential customers that the sale starts January 29, 2017; however, girls **CANNOT** accept orders until then.
 - It is considered **EARLY SELLING** any time a girl/adult accepts someone's request for a certain quantity or certain variety of cookies, takes money for cookies, asks potential customers questions such as, *"Will you buy cookies from me?"* or solicits for Gift of Caring donations before January 29.
 - If a potential customer responds prior to January 29 with comments such as, *"Put me down for.....,"* the appropriate response must be *"Thank you for your pledge, I will contact you at the start of the sale to take your order."*
- **NO sales are allowed after Sunday March 12, 2017.** Selling cookies after the March 12 sale end date undermines the integrity of the sale and girl efforts and is prohibited as the applicable sales permits have expired.

Do I have Options for Running My Cookie Business?

There are many decisions to make in where to sell cookies.

Juliettes are encouraged to participate in many of the possible venues:

	In Person Sales	Cookie Club	Walkabout OR Door-to-Door	Lemonade Stand	Cookie Booth	Special Booth Request
WHO CAN SELL						
Girls Individually	✓	✓	✓	✓	X	X
Sell at a booth with others	X	X	✓	✓	✓	✓
WHERE TO SELL						
Residential Area	✓	✓	✓	✓	X	X
Business/Commercial Area	X	X	X	X	✓	✓

How and Where Can I Run My Cookie Business?

Individual Sales

- Start by asking friends and family to buy Girl Scout Cookies or contribute to Gift of Caring.
- By phone, girls should review last year's order cards and contact those reliable customers.
- Try a Text-A-Thon to let friends and family know *"It's Cookie Time"* or *"I have cookies NOW, no waiting!"*
- As you sell out of the cookies, go back to your Juliette Advisor for more cookies throughout the sale.
- Parents should be in communication with the Juliette Advisor regarding the girl's current inventory.
- As the sale nears an end, ask your customers if they would like to purchase more before they are gone.
- Remind customers that Girl Scout cookies are only available once a year, and they freeze well.
- Expand your circle of customers by selling via the Cookie Club, door-to-door sales, doing a walkabout, setting up a Lemonade Stand, and participating with other Scouts at a cookie booth. Your Juliette Advisor can provide you with direction regarding these methods.

Walkabouts and Door-to-Door Sales

The practice of going from door-to-door in a neighborhood (not commercial or retail areas like parking lots, etc.) to sell cookies

- Juliettes are allowed to go door-to-door (in **residential areas only**) with cookies in a wagon or cart, anytime throughout the sale. If a customer stops a Juliette while walking around your neighborhood, the Juliette can sell them cookies; however, the Juliette is NOT permitted to stay in that spot and continue to sell. **A walkabout means you are walking, not boothing.**
- Juliettes must be familiar with the neighborhoods where they sell.
- Walkabouts are NOT allowed in commercial or retail areas, such as strip malls, store fronts/sidewalks, shopping centers, parking lots, etc.
- Juliettes must always have an adult with them.
- Juliettes should leave all pets at home while selling, unless a working animal companion is necessary.
- NO door-to-door sales or walkabouts after dark.
- Juliettes should not go into a yard if there is a dog or a closed gate/fence.
- Juliettes should never enter a customer's home. Stay outside the home where you can be seen from the street.
- Juliettes should never accept food or beverages while selling.
- Juliettes should never approach customers in cars.
- Juliettes should never give their last name, address, or personal phone number while selling.
- If you are conducting a walkabout or lemonade stand, make sure cookies are shaded from the elements (i.e., heat, rain, etc.). Consider using a rolling cooler on hot days to keep cookies from melting.

Lemonade Stands

A booth set up on the property where the Juliette resides (ONLY) as their city, homeowner's association, and/or property management permits

- Both an adult and the Juliette must be present at all times.
- Cookies and money must never to be left unattended.
- Juliettes who reside in an apartment, gated community or any other property requiring management approval, **MUST** obtain management approval prior to setting up.
- Apartment, condominium, and townhome set-up must be in a common area inside the complex, not on the street or sidewalk or outside of fencing or walls.
- Can **NOT** be set up on someone else's property.
- Can **NOT** be set up on the street corner, sidewalk, street medians, or outside of fencing or walls.
- Any signage must follow city, property management, and/or homeowner association signage rules.
- Adhere to local city/government ordinances.
- Keep cookies shaded from the elements (i.e., heat, rain, etc.). Consider using a rolling cooler on hot days to keep cookies from melting (for walkabouts, too).

Workplace Selling

The practice of taking orders or selling cookies at a workplace (including a parent's workplace).

- Juliettes must contact business owners or managers to request permission to sell at the business. Please consult with your Juliette Advisor before contacting any business as the Service Unit may already be contacting that business.
- With management approval, girls can:
 - Make a quick "sales pitch" at a staff meeting or leave an order card in a location visible to employees (not walk-in customers). Leave a note from the Juliette outlining her goals and plans for the cookie proceeds. **DO NOT** list the Juliette's last name or phone number on the order card or note.
 - Sell cookies to the employees of these locations (office door-to-door or cubicle-to-cubicle); however, you can **NOT** sell directly to the establishment's customers.
 - Remember, girls are to sell the cookies, not adults.
 - Set a date to pick up the order card and deliver the cookies so customers know what to expect.
- A parent may have cookies to sell at their place of work, but any displays must include a message from the Juliette and must not be visible to the business' customers.
- Setting up a table display in front of a small business is considered a special booth and needs advanced approval. Consult with your Juliette Advisor to obtain the necessary approval.
- Cookies can **never** be displayed on the counter for patrons/customers even if the family owns the business. Cookies can only be sold to the establishment's employees --- not the customers/patrons.
- There are several high rise buildings in downtown LA, Burbank, Woodland Hills, Long Beach, and on the Westside that belong exclusively to Council's Corporate Booth Program. Refer to your Juliette Advisor for information about selling at high rise, multi-story buildings.

Cookie Booths

Stations, usually a table and chair, where a group of Girl Scouts sell cookies, most often set up at a storefront. Boothing encourages teamwork and learning. Boothing is a privilege! As guests in front of a business, we need to be on our BEST behavior.

- Cookie Booth can only be conducted from February 10, 2017 up to and including March 12, 2017.
- The booth locations are pre-authorized by GSGLA.
- Consult with your Juliette Advisor for availabilities or to seek required approval for any special booth locations outside of what is offered.
- Only registered Girl Scouts can booth; therefore, siblings and friends are NOT allowed.
- Juliettes can share a booth site with another Juliette. Together, they can set up the booth and share in customer interactions. Juliettes can also booth with other Girl Scout troops. All boothing must be arranged through the Juliette Advisor, no exceptions.
- Each booth requires both girls and adults to be present. Parents are asked to help at each booth location. The Juliette cannot do this without adult supervision. Consult with your Juliette Advisor to determine the ratio of adults to Juliettes when boothing.
- Two adults are required to be present at all times, at least one of whom is female. One adult must be a registered member of GSUSA.
- One Girl / One Parent Boothing (Available for Curretes and older ONLY). Although boothing is primarily a troop activity, GSGLA recognizes that some girls have high reaching goals or have additional product to sell towards the end of the sale and may want the opportunity to booth independently to meet their goals. In this case:
 - Troops are given the opportunity to participate in booths first.
 - Priority will be given to troop boothing opportunities over individual girl boothing.
 - Booths must be scheduled by the Juliette Advisor on behalf of the Juliette. There are date restrictions.
 - Check in with the Juliette Advisor before and after the booth to verify sales to be credited to the Juliette, true up inventory, and to remit proceeds to the troop.

Before, During and After a Booth

- Arrive on time and end on time. Respect the next scheduled troop and prepare to turn over the site on time.
- Set up your booth to appeal to customers. Coordinate with the Juliette Advisor about who will bring the equipment and supplies. Use a covered table to display your cookies. Do not affix anything to the property of where the booth is held.
- Attract customers with colorful signs. Be polite and have your sales pitch ready for interested shoppers.
- Ensure the cookies are right next to you and never out of your sight.
- Cash box MUST always be in your possession. Do not leave cash visible to customers. Using a fanny pack, money belts, or cross body purses are a great option for holding cash. Have change available, never ask the host business for change.
- Do not eat anywhere near the booth site, and adults should not smoke anywhere visible to Juliettes or customers.

- Make sure you have the phone number for your Juliette Advisor.
- Arrive at a booth location with a great attitude, smile, and say thank you even if a customer does not buy.
- Do not block the entrance; approach customers only as they are leaving the business.
- All conflicts must be resolved quietly, peacefully, and out of ear shot from the girls.
- Cell phones, iPods, or other electronic devices should not be used during your boothing shift for personal use.
- Clean up ALL trash and take it with you to dispose of. Do not leave empty boxes or trash at the booth site. Do NOT use trash cans at the booth location to dispose of your trash. Clean up should be part of your booth time. Remember: Girl Scouts always leave a place cleaner than they found it!
- If someone takes money or cookies from your booth, **do not** attempt to physically recover the stolen items. Instead, get a good description of the offender(s), call 911, and alert local security and your Juliette Advisor.

What is A Special Booth Request?

- Special Booth Requests require written, pre-approval and can take up to a week or longer to obtain.
- Examples of a special booth include: churches, schools, sporting events, and small owned businesses.
- Consult with your Juliette Advisor sooner rather than later if you want to do a special booth.

How is Cookie Money Handled?

- When collecting money from family and friends for individual sales, make sure to count the money and only take checks from people you trust.
- Checks received are to be made payable to your Service Unit. Ask your Juliette Advisor for the appropriate and correct name.
 - Accept only preprinted checks with issuer's address. Write the issuer's phone number and driver's license number on the face of check.
 - Note the Juliette's first name and last initial in the memo line of the check.
 - Caution against accepting out of state checks.
- Do not accept \$50 or \$100 bills no matter how tempting it is to make a big sale. These are the most commonly counterfeited.
- Turn in money to your Juliette Advisor promptly and frequently, as communicated by your Juliette Advisor. Don't hold onto the money. It can get misplaced or mixed with your own funds. Make sure to get a receipt from your Juliette Advisor for money you turn in for your daughter's individual orders.
- Money turned in is to be what was directly received from the customer. Families are responsible for any lost, stolen or counterfeit money.

Can I Exchange and Return Cookies?

- Check with your Juliette Advisor to determine whether exchanges and returns are allowed prior to placing and picking up your order.
- It's the Juliette's family responsibility to exchange or return undamaged, factory-sealed cookies to the Juliette Advisor within the timeframes and guidelines provided by the Juliette Advisor.
- Any cookies not returned to the Juliette Advisor by the designated date will be the financial responsibility of the Juliette's family. It's about teamwork and communication.

SOUTHERN CALIFORNIA COUNCIL BORDER AGREEMENT

Being a sister to every Girl Scout means respecting our sister Girl Scouts in neighboring councils. As such, selling outside of the GSGLA council region (aka "cross-border selling") is allowed starting on January 29 on an exception basis.

- **Family**: Juliettes can sell to family and to the family's immediate neighbors across the GSGLA border.
- **Friends**: Immediate friends are okay.
- **Workplace**: In the parent or guardian's workplace only (to friends and work colleagues only, not to their customers). No friend's nor extended family's workplaces are allowed (i.e., your aunt's workplace is NOT allowed).
- **Lemonade Stands, Walkabouts, and Boothing of any kind**: **NEVER** allowed outside of GSGLA borders.

Council Map

A map of GSGLA's boundaries may be found at: http://www.girlscoutsla.org/documents/GSGLA_MAP_121813.pdf.

CODE OF CONDUCT

Girls and adults must adhere to all information contained in this Juliette Guide and all GSUSA and GSGLA rules and regulations when selling Girl Scout cookies. Your Juliette Advisor should be consulted with any questions.

Adult Code of Conduct

- I will adhere to the principles of the Girl Scout Promise and Law and follow the GSGLA guidelines.
- I will be respectful of the Service Unit Juliette Advisor or adult in charge.
- I understand I am responsible for all money collected and misuse of Council and/or a Juliette's funds will not be tolerated.
- I understand I am financially responsible for all product received, and all cookies must be paid by the March 2017 deadline set by the Juliette Advisor.
- I will treat other people, myself, property and equipment with respect.
- I will remove all cardboard boxes and trash from boothing sites and dispose of them at my home.
- I will make sure my daughter does not sell cookies prior to the start of the sale (January 29, 2017).
- I understand that siblings (Tagalongs) are not allowed at a cookie booth.
- I will not violate Council or National Girl Scout policies, create discord, or damage or misuse property.
- I will not demonstrate any violence of any kind, including inappropriate conduct, profanity or verbal abuse.
- I will not be under the influence of or hold possession of illegal substances during any Girl Scout activities. Firearms or weaponry of any kind are not allowed. I understand smoking is not allowed in the presence of girls during Girl Scout activities.
- I will support the goals established by my daughter and the Juliette Advisor.
- I understand all cookies must be paid no later than the deadline set by the Juliette Advisor.
- I understand that adults may assist, but they cannot sell cookies. This is the girl's business to operate.

Girl Code of Conduct

- I will adhere to the principles of the Girl Scout Promise and Law and follow all GSGLA guidelines.
- I will follow the rules to help make sure program activities are safe, fun and successful.
- I will not sell cookies prior to the start of the sale (January 29, 2017).
- I will wear appropriate Girl Scout attire and dress neatly and appropriately for the weather.
- I will treat other people, myself, property and equipment with respect. i.e. leaving no trash behind.
- I will listen carefully to all instructions and appropriately respond to all directions given by the Girl Scout Juliette Advisor or the adult in charge.
- I will not run or demonstrate any physical activity that could place me in harm. I will not participate in any roughhousing, running, loud voices, or inappropriate language.
- I will never give out my last name, address, or telephone number to customers. Instead, I will refer the customer to the adult volunteer.

SAFETY TIPS

All girls who participate in the Girl Scout Cookie Program use 10 Basic Safety Guidelines.

- **Show You Are a Girl Scout** Wear the membership pin and Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy Up** Always use the buddy system. It's not just safe, it's more fun.
- **Be Streetwise** Become familiar with the areas and neighborhoods where you will be selling Girl Scout cookies.
- **Partner with Adults** Adults must accompany Girl Scout Daisies, Brownies, and Juniors when they are taking orders, selling, or delivering product. Cadette, Senior, Ambassador Scouts must be supervised by an adult when selling door-to-door and must never sell alone. Adults should be present at a cookie booth in any public place at all times.
- **Plan Ahead** Always have a plan for safeguarding money—avoid walking around with large amounts of it or keeping it at home or school. Give proceeds to supervising adults who should deposit it to your troop account promptly and frequently.
- **Do Not Enter** Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Sell in the Daytime** Sell only during daylight hours.
- **Protect Privacy** Girls' names, addresses, and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder, or give comments. Protect customer privacy by not sharing their information except for the product sale. Girls should never take credit card numbers.
- **Be Safe on the Road** Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be Net Wise** Take the GSUSA Internet Safety Pledge before going online and follow the specific guidelines related to marketing online. Visit: <http://www.girlscouts.org/en/help/help/internet-safety-pledge.html>. Girl Scouts cannot collect money online.

RULES AND CONSEQUENCES

Throughout this Juliette Guide, you have been provided with many things you can and cannot do. All of these rules and regulations have been put into place for many reasons. Reasons include, although are not limited to: safety, fairness to all girls, and GSUSA/GSGLA rules and regulations. **The rules and regulations put in place are to ensure all girls can run a successful, fair, fun, and safe cookie business.**

Consequences

If Juliettes are not selling in accordance with the established rules and regulations, they can be penalized by having one or more of the following consequences enforced:

- Removal of the highest reward level earned
- Reduction in the Juliette's proceeds
- Reduction in boxes sold by the Juliette
- Forfeiture of the Juliette's proceeds/rewards
- NO future boothing

Most common examples of rules or regulations NOT complied with are as follows. NOTE: This is **NOT** an exhaustive list, only a few examples.

- Taking orders or selling before Sunday, January 29, 2017
- Selling cookies for the incorrect price
- Selling cookies outside of authorized areas. For example: selling on a sidewalk or street corner, setting up a Lemonade Stand on someone else's property, conducting a walkabout in a commercial/business area, selling in front of a school, boothing outside of GSGLA borders, adults selling without a girl present.
- Conducting a booth without submitting and receiving a special request approval.
- Juliettes selling or delivering cookies alone
- Boothing with the incorrect girl/adult ratio or inappropriate behavior at a booth location
- Failure to pay for cookies and submit money as stated by GSGLA and/or your Juliette Advisor.

Enforcement of Consequences

In the event a consequence needs to be enforced, the decision on which consequence to impose will be decided by the GSGLA's Product Sales Manager and/or Product Sales Director. The severity of the consequence imposed will be based on the rules and regulations broken, impact to others, safety, and if one or multiple infractions were made.