

2021 Cookie Program- No-Contact Recommendations

***All Cookie activities should be completed with all parties wearing face coverings and practicing good hygiene with hand washing or hand sanitizer use before and after each exchange of items. Any surfaces touched during the transfer of items should be disinfected and social distancing should be respected.**

No contact product pick-up from Troop to Families

- Families schedule individual product pick-up (or delivery) appointments with the Troop Product Manager (TRPM).
 - Families should limit the number of individuals arriving at the pick-up to the minimum number needed
- TRPM counts product and places it in a designated area (or delivers to designated area)
 - TRPM keeps product in public spaces/outdoors in view at all times
 - TRPM leaves a receipt with the correct counts and any amount due for the family to sign OR TRPM sends a text with the counts for each variety and requests confirmation upon pickup
- Family arrives at designated area (or received delivery to designated area) and counts product prior to moving it
 - Family signs receipt and confirms amount due or replies to the text with confirmation

No contact Girl Scout deliveries to customers

- Families should schedule individual appointments for Girl Scout product delivery to customers
- Consider using one of the following methods
 - No contact porch drop-off
 - Text or call customer to let them know you have placed the product
 - Keep product in view until the customer opens the door and receives the product
 - No contact porch pick-up
 - Instead of going to the customer, they will come to the family and follow porch drop-off procedures (only for customers well known to family)
 - No contact exchange in outdoor space
 - Family, Girl Scout and Customer all meet at designated outdoor space
 - Girl Scout places product and moved more than 6' away
 - Customer picks-up product and maintains more than 6' of distance

Concern regarding Girl Delivered orders

This year Digital Cookie is offering the option for troops to set up a Troop Link that only offers customers Shipped or Donated cookies. This link may be used instead of an individual girl storefront for those wanting to avoid any Girl Delivery. Troop Product Manager will need to reassign these sales in eBudde from the "troop girl" to the seller on the Girl Order tab for Girl Scout to earn rewards.

Families wanting to minimize Girl Delivery may also consider placing the Girl Scout's individual Digital Cookie storefront link in a personal email and request that customers order cookies to be direct shipped (shipping fees apply) or donated.

In addition, families can suggest that customers choose Donation instead of cancellation as their secondary choice if families are unable to approve the Girl Delivered option to help Girl Scouts and troops achieve their cookie sale goals while minimizing interactions.

- Reminder: Parent/Guardian has 5 days to approve Girl Delivered orders. If not approved, order automatically defaults to secondary choice: cancellation or donation.

Payments from Customers

- In order to minimize cash handling, ask customers to order via the Girl Scout's Digital Cookie storefront
 - All orders placed via Digital Cookie are paid online
- Ask customers owing for product to pay via Venmo, Square, CashApp, Zelle or other contactless platforms
- When cash must be exchanged:
 - Practice good hygiene by wearing a face covering, wash hands or use hand sanitizer after handling money, disinfect surfaces used and place counted cash in clean envelope to eliminate additional direct contact
 - Ask customers for a no-contact exchange with them placing the money in a designated spot, stepping back more than 6' and having the family or Girl Scout pick up the money while maintaining more than 6' of distance
 - Consider keeping cash from customers and paying the troop via electronic bank deposit, Venmo, Square, CashApp, Zelle or other contactless platforms

Payments from Cookie Sellers to Troop Product Manager

If/when cash payments have been accepted by customers and need to be turned in to TRPM, a similar process to No Contact Product Pickup can be followed such as:

- Schedule time with TRPM to turn in money
- Receptacle such as a folder, small storage bin, receipt box (something that keeps cash secure in wind or rain) can be set on porch by TRPM
- Parent/Guardian can place monies in receptacle
 - Suggest to rubberband/paperclip like amounts together for easy identification and counting.
 - Typical cash bundles:
 - One Dollar Bills: \$25
 - Five Dollar Bills: \$100
 - Ten Dollar Bills: \$250
 - Twenty Dollar Bills: \$500
- TRPM counts monies, writes receipt, and places receipt in receptacle
- Parent/guardian receives receipt, signs, keeps yellow copy, and places white copy back in receptacle for TRPM.

Secondary option would be for parent/guardian to pay troop electronically via any of the aforementioned contactless platforms.

Community Booths

In-person cookie booths will **not** be taking place this year to ensure girl safety. This includes any sales that could count as in-person contact- including My Sales, door-to-door sales (leaving a door hanger is encouraged), wagon sales or lemonade-style stands