



## **DoorDash Cookie Booths**

### **FAQ's for Girls and Troops**

#### **Q: What is the DoorDash partnership?**

A: GSUSA has partnered with DoorDash to provide an exciting booth sale opportunity for older girls (Junior and above). Through this partnership DoorDash provides the ability for cookie customers to purchase Girl Scout Cookies through the DoorDash app and have them delivered by DoorDash drivers. Customers can also order through DoorDash and pick up the cookies at the designated DoorDash booth sale locations.

#### **Q: How will girls and troops be involved?**

A: These booths are an opportunity for girls to take the lead! Girls will be involved in each step of the process, from receiving, filling, and confirming the orders to ensuring orders are picked up correctly.

#### **Q: Where are the booth locations?**

A: The Hartford and North Haven offices as well as limited booths at the Monroe Cupboard.

#### **Q: When are the booth operating days and times?**

A: Starting March 24 and running through April 24 all sites will run Thursday and Friday from 4-7 pm and Saturday and Sundays from 11am – 2pm, and 4pm – 7pm except for March 26 when all DoorDash booth locations will be closed.

#### **Q: What is the delivery area/radius for each booth location?**

A: DoorDash aims to service customers within a 15-minute drive time from each location.

#### **Q: Are customers allowed to show up to a booth to purchase cookies not through DoorDash?**

A: Yes. These booths' time/locations will also be found through the cookie finder. Troops will need to keep track what cookies where not sold through DoorDash.

#### **Q: Can customers order through DoorDash, but pick up the cookies themselves?**

A: Yes. The order process would be the same. The customer would pay the service fee, but not the delivery fee.

#### **Q: Will a troop be able to set up their own DoorDash location?**

A: No. The provided sites and dates have already been authorized by GSOFCT, GSUSA, and DoorDash. Any use of DoorDash (or similar services) outside of the authorized locations is not allowed.

**Q: What is the cost to use this service?**

A: There is no cost to GSUSA, GSOFCT, or troops. Customers will pay a service fee, delivery fee, and a small order fee, along with an optional driver tip for delivery orders. If the customer decides to pick up her/his order from the designated booth sale location, they will still pay the service fee and small order fee, but not the delivery fee.

**Q: Will troops receive proceeds for the packages sold during their booth time?**

A: Yes! Troops will earn proceeds. All packages will be credited to the troop and will count toward troop and girl rewards. Credit for the troop's DoorDash sales will be uploaded into eBudde within two weeks of the sale or before the last ACH payment, whichever comes first.

**Q: Will there be training provided?**

A: Yes! There will be written guidance as well as a recorded training that all girls and volunteers will need to review before they arrive for their booth time. Girls will also need to complete an evaluation at the end of their shift.

**Q: Will there be a staff member available on site if the troop needs help?**

A: No. We will not guarantee that there will be a staff member on site for the entire duration of the booth sale. It is important that if you are signing up for a DoorDash booth that you're comfortable with using a tablet and possibility of being the only people in the Girl Scout office. We will provide training on how to use the tablet and the code to access the building prior to your booth. A staff member will be on-call should you have any questions during your booth.

**Q: How old do the girls need to be to participate?**

A: This opportunity is only for girls who are Juniors and older.

**Q: How can a troop sign up to participate?**

A: A troop can sign up via eBudde, on the Booth Sites tab. DoorDash booths will be listed as a Council Sale. Sign-ups were posted on Monday, February 14, 2022.

**Q: My troop signed up but now that the delivery dates have been changes, will my troop still get to hold a DoorDash booth?**

A: Yes! You will be contacted by a product sales team member about rescheduling.

**Q: How many DoorDash booths can a troop sign up for?**

A: Initially we are limiting booths to two per troop. Should we have booths slots not filled we will open it up to troops to select additional booths.

**Q: How many girls and adults are permitted at each DoorDash booth sale?**

A: At least two adults are needed, one of which is an approved adult and has participated in the product sales training. Please refer to the Safety Activity Check Points for the girl to adult ratios. Girls need to be present at all booths. We do not suggest more than six girls. If you have a large troop you may want to have the girls attend the booth in shifts.

**Q: My daughter is a Juliette. Can she participate?**

A: Yes! The Juliette's family will need to contact the Lisa Deschnow at [ldeschnow@gsofct.org](mailto:ldeschnow@gsofct.org) in order to sign up. Due to the limited slots, she may be paired with another Juliette.

**Q: Do troops need to follow the standard cookie booth guidelines?**

A: Yes, including having a registered approved volunteer present during a troop booth sale. These guidelines are listed on the council website on the Cookie Resources page at [gsofct.org](http://gsofct.org) on the Booth Sale Safety Guidelines dropdown menu within the Booth Sale dropdown.

**Q: Can troops use their own booth sale cookies?**

A: Yes! The troop can bring the troop's booth sale cookies to use or use council inventory that will be available at each location.

**Q: How can girls thank customers for their order?**

A: Girls can create thank you to be included with each order. We will have supplies available for girls to create these thank you notes during the booth sale.

**Q: What will the troop need to bring?**

A: Troops can bring their own booth sale cookies, and snacks for the girls, if needed. They can also bring their own supplies for thank you cards, although materials for creating the cards will be provided. Girls and volunteers may wish to bring something to do between filling orders.

**Q: What will be provided by council?**

A: Each location will have the following made available to troops: personal protective equipment (masks, hand sanitizer, sanitizing wipes), delivery bags, staplers, materials for creating thank you cards, the DoorDash provided tablet and printer to receive orders, and cookie inventory.

**Q: How will we ensure Covid-19 safety?**

A: At this time, wearing of masks on our properties will be optional for vaccinated individuals. Those who wish to or need to continue to wear masks are encouraged to do so. Hand sanitizer will be available. If any girl or adult is not feeling well, they will not be permitted to enter the building or participate in the booth sale. Work stations will be set up to allow for as much social distancing as possible. All girls and adults will be required to sign in when they arrive at the site.

**Q: What if the troop cannot work their designated shift?**

A: Please ensure when you sign up for a Grubhub booth that you do not have any prior commitments and that you will be able to commit to the entire length of the shift. Of course, emergencies do happen. If you realize you will not be able to cover your shift, please reach out Lisa Deschnow at [ldeschnow@gsocft.org](mailto:ldeschnow@gsocft.org) as soon as possible.

**Q: How are drivers screened to protect the council, girls, volunteers, and customers?**

A: DoorDash runs criminal and motor vehicle background checks on all drivers and sends them best practices on how to conduct themselves in a professional environment.