



FAQ's

I understand that there is a limit on the varieties that can be purchased for direct ship through Digital Cookie. What caused this shortage?

LBB informed GSUSA of production shortages due to severe weather and power outages at the factory during the weekend of March 3-5 which resulted in lost production time.

What varieties are impacted by the loss of production time?

Currently only Thin Mints, Adventurefuls and Girl Scout S'mores, along with Cookie for Heroes are available for direct ship ordering.

Will varieties be available later in Digital Cookie?

We have been informed that we should plan for these varieties to remain turned off direct ship orders through Digital Cookie for the duration of the 2023 cookie season.

What about previously placed Digital Cookie orders?

The changes for direct ship orders will be made in Digital Cookie by Tuesday, March 7 at 6 p.m. ET. Any Digital Cookie direct ship orders placed up to that timeframe will be fulfilled.

Will Digital Cookie be changed to have cookies removed rather than show cookies as sold out?

Impacted shipped varieties will show as "In Person Delivery Only" to continue to allow the girl delivery and donation options for customers. Raspberry Rally will continue to say "Online Exclusive Sold Out".

Why can't Digital Cookie continue to accept orders, and just delay fulfillment until inventory is available?

This option is not viable, as LBB does not currently forecast they will have sufficient inventory to turn Digital Cookie direct shipment on for the impacted varieties in the 2023 cookie season. Any available inventory will be prioritized for the thirteen councils (including GSOFCT) that adjusted their sale dates and then in-person council reorders.