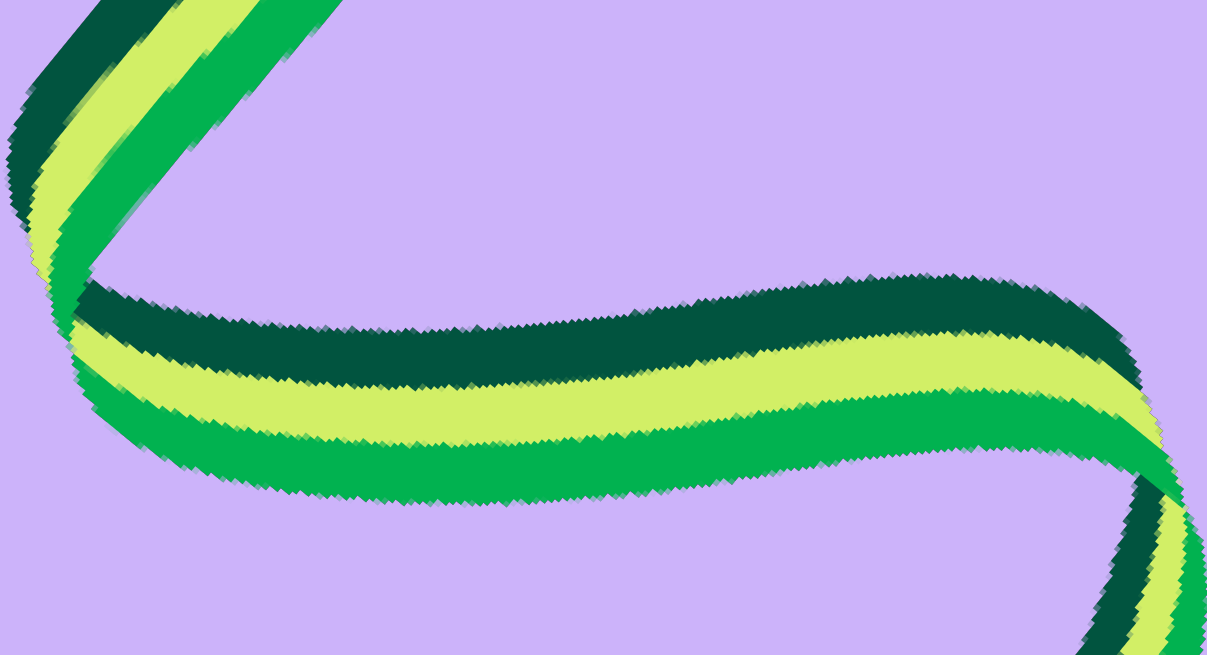


# The Cookie Recipe

Issue 1



A Resource Guide for Volunteers  
during the 2023 Cookie Season

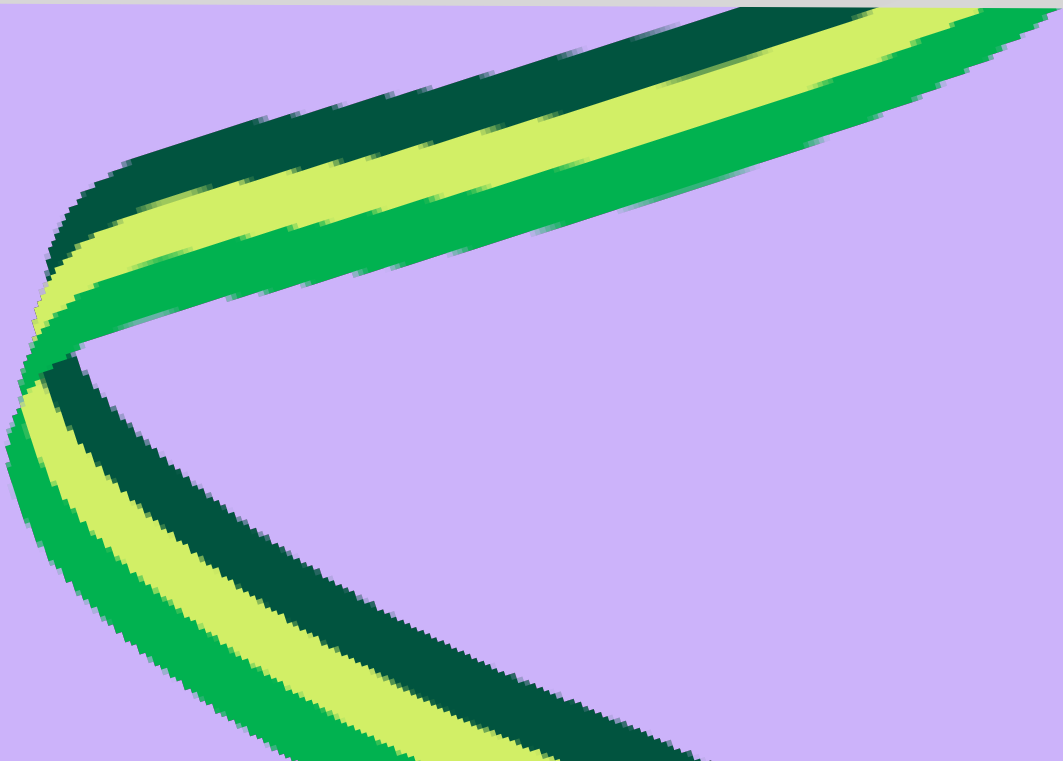


## Welcome to the 2023 Cookie Program!

Welcome to the 2023 cookie program! This year's program theme is "Go Bright Ahead" featuring our dolphin mascot, Coral. The theme is about seeing future possibilities and shining a light on the talents and skills each Girl Scout brings to this year's cookie program.

Thank you for stepping up into the role of cookie volunteer for your troop and/or service unit. With the help and guidance of dedicated adult volunteers like you, today's Girl Scout Cookie® sellers are on their way to Go Bright Ahead!

This email series will provide troop volunteers with information, best practices, and recommendations for how Girl Scouts and troops can take on—and be successful—in this year's cookie program.



# Action Steps

## 1. Cookie Program Training

If you have not had the opportunity to attend a local cookie program training, we encourage you to watch our [recorded overview](#).

## 2. Ensure Girl Scouts are registered!

Check with your co-leaders to ensure all Girl Scouts are registered for the 2022-2023 membership year and [Annual Consent forms](#) have been turned in. Families of unregistered girls can contact our Customer Care Team for assistance in registering their Girl Scout for the 2022-2023 membership year.

## 3. Ensure YOU are registered!

Troop cookie volunteers must be registered and approved for the 2022-2023 membership year. You can confirm your registration status via [MyGS](#) always accessible via the icon on the upper right corner of our site. If you are not currently registered, you can register via MyGS.

Once you have accessed your account in the membership system and confirmed you are registered and approved, make sure you have the co-leader or the troop cookie manager role assigned to your membership. Contact our Customer Care Team (800-922-2270) with questions/issues.

## 4. Have you picked up the cookie program materials for your troop?

Be sure to find out who your service unit cookie manager is. They will be a primary resource throughout the cookie program. Your service unit cookie manager has cookie program information and materials you will need.

If you need assistance finding out who is managing the cookie program for your service unit, please contact GSOFCT's Customer Care Team and we'll put you in contact with the volunteer for your service unit. Please include your troop number and service unit name in the email.

## 5. Plan to train the girls and troop families after you have completed your training.

Be sure to check out the [Cookie Program Troop Family Training guide](#) for training topics and discussion points.

Since the cookie program kicks off on Saturday, February 4, you'll want to make sure that the girls are ready to start taking in-person orders and reaching out to customers via the Digital Cookie® platform. Our [guide](#) provides four easy steps to get started.

Be sure to take a look at the [Cookie Program Troop Guide](#) before your troop training.

## 6. Advise parents/guardians to confirm their Girl Scout is "opted in" for Girl Scout emails.

This is a requirement for Girl Scouts to be able to participate in Digital Cookie. Parents/caregivers can confirm opt-in status by accessing the Girl Scout's membership record via [MyGS](#), or by contacting our Customer Care Team for assistance. Digital Cookie registration emails can only be sent to a Girl Scouts' parent/caregiver if the Girl Scout is opted in.

**Remember:** After a Girl Scout is opted into emails, it can take up to 48 hours for the changes to be uploaded into Digital Cookie. Keep an eye on your inbox for the registration email. If you still have not received a registration email after 48 hours, please contact Customer Care.

The Digital Cookie online storefronts will open for business on February 4, 2023.

## Cookie Chats

We will be holding a series of Zoom calls for volunteers on various topics in the cookie program. While we will have a primary discussion point for each call, these calls are also an opportunity to ask the Product Sales Team any questions you have about the cookie program. Mark your calendars for these informative sessions! Please see below for the meeting information for the first 2 sessions and the full schedule.

### Cookie Program Overview

Time: Feb 1, 2023 07:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

<https://zoom.us/j/96046502086>

Meeting ID: 960 4650 2086

Passcode: Cookies

### Digital Cookie Overview

Time: Feb 8, 2023 07:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

<https://zoom.us/j/99907825965>

Meeting ID: 999 0782 5965

Passcode: Cookies

## Cookie Chats Schedule

Wednesday 2/1 – Cookie Program Overview

Wednesday 2/8 – Digital Cookie Overview

Wednesday 2/15 – eBudde Overview

Wednesday 3/1 – Entering the Initial Order

Wednesday 3/15 – Drive-thru Delivery Day

Wednesday 3/29 – Goal Getter Period, Booth Sales, and Troop Link Overview

Wednesday 4/5 – Question & Answer Session

## Customer Care

Are you looking for more information? Have a specific question about this email or what your next steps might be? We're just a call or email away! Contact our Customer Care Department and they will be happy to assist you!

[customercare@gsofct.org](mailto:customercare@gsofct.org)

(800) 922-2770

### Hours

Monday - Friday: 8:30 a.m.-4:30 p.m.