

This guidance is being provided as of the Edition Date above. Girl Scouts of the Missouri Heartland (GSMH) can modify this guidance, from time to time as circumstances change.

The COVID-19 pandemic continues to change as infection rates rise and fall in different areas. There may be regional differences or developments since this guidance was published. Continue to follow local, state, and [national](#) directives. Discuss plans with families.

Restrictions vary greatly from state to state, county to county, and even from town to town—and frequently change. GSMH requires following the most restrictive guidelines as the health and safety of our members is our top priority. For example, if your local guidelines do not require masks in public, GSMH does. Therefore, masks must be worn during all in-person meetings and activities. [Find all GSMH COVID-19 guidance here.](#)

**Online Options for the Girl Scout Cookie Program.** The 2021 Girl Scout Cookie Program can be a 100% online program, which limits person-to-person contact. Our Girl Scout Cookie Company, ABC Bakers, provides an online platform, Smart Cookies, to allow girls to participate in the program virtually. Girls and troops are encouraged to participate in this manner.

**E-cards.** Girls can send emails to immediate friends and family through Smart Cookies for purchase of cookies. With these e-cards, friends and family can choose from girl delivery or direct ship options to receive their cookies.

**Social Media Individual Girl Link.** Girls and their parents can obtain a Social Media Link through Smart Cookies. This allows girls and their parents to share the opportunity to purchase cookies to their social network. Cookies purchased through the Social Media Link are directly shipped to the customer.

**Virtual Troop Booth Link.** This is a shareable link automatically created for each troop in Smart Cookies. Cookies purchased through the Virtual Troop Booth Link are designated for local deliveries and donation orders. Troops can send this link to customers so they can pre-pay online and come to your in-person booth site for curbside pickup.

**Direct Ship Troop Link.** This is a completely virtual option with no money or cookies changing hands. The Direct Ship Link is automatically created in Smart Cookies and can be shared January 1 – April 30. Troops can share this link to allow cookie purchases or donations that will ship directly to purchasing customers.

During the Direct Sale Period, February 19 – March 31, customers can search their zip code on the National Girl Scout Cookie Finder to purchase cookies from troops via the Direct Ship Troop Link.

**Face Coverings.** Face coverings are required for all in-person participation in the Girl Scout Cookie Program, including but not limited to order taking, delivery, or direct sales.

**Initial Order Period: Collecting In-Person Orders of Girl Scout Cookies.** The Initial Order Period begins January 1 and ends January 20. Traditional door-to-door order taking is allowed. This includes visiting businesses and other locations to take orders. When taking orders in-person all GSMH and local COVID-19 guidance must be followed. This includes wearing a face covering, maintaining proper social distancing, and following proper hygiene practices.

**Suggested In-Person Order Taking.** Our goal is to limit person-to-person contact. When taking in-person orders, consider placing the Girl Scout Cookie Line Up flyer on the back of a clipboard or in a protective sleeve. Rather than handing the customer the order card, girls can hold up the flyer and show the customer available cookie varieties from a safe distance. Cookie Sellers can also make copies of the cookie lineup and give each customer a copy to keep, along with contact information in case they want to order more cookies later.

Girls or their parents write orders on the card, double-checking sale details and contact information, especially the customer's phone number. Share with the customer that you will call or text to arrange delivery. You may want to share an approximate delivery date, so they know when to expect your call or text.

Stay up to date on local COVID-19 guidance and have a back-up plan for delivery if restrictions are put into place which might affect the delivery of these cookies.

**Delivery and Collection of Payment.** Prior to beginning any deliveries, separate orders by customer name into bags and mark each bag with the contents, customer name, and amount to be collected. Call or text the customer to arrange a time to deliver their cookies and discuss payment. If the customer is paying by credit card or a peer-to-peer cash app, consider completing the transaction over the phone. The credit card feature in Smart Cookies is available for girl delivered orders and is highly recommended.

Upon arrival at the customers location, call or text to alert them that you are there. Place the order by the door and back up a safe distance. Then, collect payment—more details below. Note that the payment has been collected on your order card or in your Smart Cookies app.

Thank the customer for their order. We suggest leaving your contact information to let them know how they can purchase additional Girl Scout Cookies until April 30. After each delivery, use hand sanitizer.

**In-Person Direct Sales of Girl Scout Cookies.** Girls can take Girl Scout Cookies to sell directly to customers. When participating in this manner, girls and adults must adhere to all COVID-19 guidance, including the use of facial covering, social distancing, and proper hygiene standards. Whenever possible, utilize a contactless process.

**Contactless Payment.** Cash Apps are a great way for contactless payment. Peer to Peer apps such as Venmo, PayPal, Zelle, Square, etc. can be used for contactless payment from a customer to a parent (girl) or from parents (girls) to troop coordinators. Take payments over the phone whenever possible.

If utilizing a cash app during in-person deliveries, do so in a safe manner while maintaining social distancing. Check that the payment has been successful or count the money collected before leaving the location.

**Credit Card Payment through Smart Cookies.** Credit card payments can be accepted through the Smart Cookies app. Please check your training materials for detailed instructions.

**Fees Associated with Credit Card Payments.** GSMH is covering all credit card fees incurred through the Smart Cookies app this year. Other peer-to-peer cash apps can be used to collect payment. However, if using cash apps other than Smart Cookies, the user will be responsible to cover any fees incurred.

**Cash Payment.** If the customer is paying with cash during delivery, collect the cash in a safe manner while maintaining social distancing. Girls can ask the customer to place the money in a secure location, maintain social distancing to retrieve the payment and leave the cookies. Suggestions for collecting cash:

- Consider using a small basket to place near the door so customers can place their money in it and social distancing can be maintained.
- Consider using a fishing or bug net to collect the money from the customer, then provide change in the same manner.

**Accepting Checks.** Acceptance of checks is at the discretion of the Troop Leader. If the customer is paying with check during delivery, collect the check in a safe manner while maintaining social distancing.

**Girl Scout Cookie Booths.** As of this edition date, Cookie Booths will be allowed during the Direct Sale Period, following all local, state, and GSMH COVID-19 guidelines. Local guidelines could look different for each area within GSMH. Cookie Booths may be conducted in new and traditional ways. Strict adherence to safety is required when utilizing any Cookie Booths.

**“Drive Through” Girl Scout Cookie Booths.** Drive Through Cookie Booths allow for limiting contact. If you need help planning, please reach out to your Service Unit Cookie Chair or a member of the GSMH team for guidance. Consider the following:

- When setting up the location, ensure that girls will be able to stay out of the driving area during all times of the booth.
- Collecting pre-orders with the Virtual Troop Booth Link. Then, girls can pre-sort the cookies into bags with the customer's name on it.
- When delivering the cookies or collecting payment at each car, girls and adults must adhere to all COVID-19 guidance including the use of facial covering, social distancing, and proper hygiene standards. Whenever possible, utilize a touchless process. See payment collection options above.
- Immediately following all transactions, use hand sanitizer.

**Curbside Pick-Up Girl Scout Cookie Booth.** Using the Virtual Troop Booth Link, troops send this link to customers to pre-pay and come to the booth site for curbside pickup.

**Cookie Share Girl Scout Cookie Booth.** Consider supporting our GSMH Cookie Share Program by encouraging customers to purchase Cookie Share cookies. Explain the Cookie Share program to the customer and collect orders of cookies for donation.

- **Filled from GSMH Inventory.** Cookie Share Cookies can be sold through the Direct Ship Troop Link and will be taken from GSMH inventory and added to the Cookie Share cookies sent to military service members.
- **Filled from Troop Inventory.** If sold out of the troop on-hand inventory through the Virtual Troop Booth Link, troops will distribute them to the troop's chosen local organization. (Troops should check with the organization to understand their donation guidelines before selecting and donating.)

**Traditional Girl Scout Cookie Booth.** Adhering to cookie booth procedures outlined in The Cookie Scoop, troops set up in front of participating locations to ask the general public for support of their troop. During a traditional cookie booth, simple variations of the process will be needed.

- Only place a single package of each variety on your table for display.
- Always keep all girls behind the table – maintain social distancing between girls and between girls and customers.
- To fill customer orders, pull cookies directly from the cases behind/under the display.
- Make sure to have plenty of bags available (Cookie Program Thank You bags are available for purchase). Place all orders into bags to transfer to the customer.
- Record the sale according to your troop process and accept payment. If cash is offered, give change as needed and use hand sanitizer immediately after.
- If utilizing the credit card option through Smart Cookies, ask the customer to hold their card and enter the numbers without handling the card or handing your device to the customer. If customer entry is needed, use the provided stylus pen. Wipe the pen and device with a sanitizing wipe upon completion and use hand sanitizer.

**Walmart Cookie Booth Requirements.** In addition to the Tradition Girl Scout Cookie Booth guidelines above, the following are requirements to participate in a Walmart Cookie Booth. If members are unable to agree to all requirements below, members will not be allowed to participate.

- Face masks always covering nose and mouth must be worn for the duration of the cookie booth.
- No more than 5 representatives are allowed at the booth (inclusive of adults and girls) at one time.
- Participants must wear gloves at all times (latex or nitrile type).
- Participants must utilize a 6' (six foot) table to ensure social distancing.
- Hand sanitizer must be available at each table (provided by participants).

- Booth must be located a minimum of 15 ft away from each entrance.
- Participants must use a cashless payment system when possible.

**Cookie Booth Safety Kits.** GSMH is providing each troop with a Cookie Booth Safety Kit. This kit will include a stylus pen, sanitizing wipes, and hand sanitizer. Once the provided supplies have been used it will be up to the troop to restock the kit.