



Girl Scout Cookie Program Interim COVID-19 Guidance for Picking Up Cookies from a Service Center Cupboard

Edition Date: 01/25/2021

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.](#)

Picking Up Cookies from a Service Center Cupboard. We have developed safety protocols that allow for social distancing – for both volunteers and staff. This includes a new protocol that requires all pickups to be by appointment.

Scheduling an appointment and acquiring additional cookies for your troop from a Service Center Cookie Cupboard can be accomplished two different ways.

Planned Orders. To acquire additional cookies during the Direct Sales Period, troops are encouraged to complete a Planned Order in Smart Cookies. Refer to Page 33 of your Cookie Scoop for step-by-step directions.

On the Monday of the week for which you have placed your order for pickup, you will be contacted by a GSMH employee to set up a specific appointment time within the hour you selected while placing the order for pickup at a Service Center Cookie Cupboard.

Call-In Orders. To acquire additional cookies during the Direct Sales Period, troops can also call us at 877-312-4764 to place an order for pickup at a Service Center Cookie Cupboard. Your call will be answered by our Customer Service team and then transferred to our Cookie Orders team. The Cookie Order team member will lead you through the process of placing your order and setting up your appointment to pick up your cookies.

When calling an order, please have the following information ready: amount of cookies to be ordered by flavor, troop number, service unit number, service center location requested, date/time requested for pickup, and phone number to contact for questions about order.

Picking Up Cookies at a Service Center Cupboard. Face coverings covering your nose and mouth are required upon entering the building, and for the entire duration of the appointment.



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Arriving at the Service Center Cupboard. Upon arrival at the Service Center Cookie Cupboard, watch for any directional signs to indicate where to park. When parked, call or text the cell phone number displayed near the designated entry door for the cupboard to let an employee know you have arrived for your pickup. An employee will ask your name, troop number, and type/color of vehicle. Please remain in your car until an employee comes to escort you into the building.

Verifying Cookie Count. Once in the building, an employee will find your cookie order and work with you to verify that the order is correct. You will be asked to verify the cookie count with the cupboard staff. Please bring your cookie order count with you to help you with verifying that your order has been pulled correctly. Please remain socially distant when counting cookies with the cupboard staff.

Cookie Cupboard Checkout. After verifying your order, an employee will direct you to the cookie cupboard checkout. At checkout, an employee will enter your cookies into the Smart Cookie System, transferring the cookies to your troop. You will need to sign a receipt prior to exiting the building with cookies. The pens used to sign receipts will be sanitized between uses. You will receive a copy of the receipt.

Loading Cookies into Vehicle. An employee will be ready and willing to assist you in loading your cookies if needed—remain socially distant when possible. Please remove obstacles from your vehicle to ensure it is ready to be loaded.

Capacity Restrictions: Additional Persons at Pickup. Due to building capacity restrictions, we strongly discourage bringing additional persons or small children into the cupboard to pick up cookies. However, we understand that sometimes there is not another option. In the event that you need to bring an additional person or child into the cupboard with you, please contact the Cookie Cupboard ahead of time to inform them of the addition. You may need to wait in your car a few extra minutes to allow for capacity limitations. If at all possible, please ask additional adults to wait in the car.

If You Feel Ill. If you do not feel well or someone in your home is ill, please make arrangements for another troop volunteer to pick up the cookies. Contact us to let us know who will be picking up the cookies in your place. You can also call to reschedule your appointment.