

GSSGC Entrepreneurial Product Program Guidance

Girl Scout Promise

On my honor, I will try:
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law.

Girl Scout Law

I will do my best to be honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.

GSSGC Code of Conduct Guidance

We have many guidelines for you to follow, but the most important comes directly from our [GSSGC Policies and Procedures](#). For a complete copy, please go to www.GSSGC.org, and click on forms to access this form.

“The core mission and beliefs of our Council fuel our commitment to promoting safe, positive and inclusive environments for all. As a member of the Girl Scout movement, it is expected that a high code of ethics and a high code of conduct, as defined by the Girl Scout Promise and the Law, be adhered to when representing Girl Scouting. Unacceptable volunteer behaviors that may be cause for immediate suspension, termination, or removal from the troop/group environment are outlined in this document. This includes but is not limited to the parents working with troops who do not follow policies and procedures.” (GSSGC Policies and Procedures, pg. 11).

Any registered or non-registered parent or guardian who will be assisting any Girl Scout with the Product Program MUST sign the Code of Conduct acceptance for their Girl Scout to participate in the Product Program. Any parent/guardian or girl unwilling to sign and follow the Code of Conduct will be unable to participate in the Product Program.

Girl Code of Conduct

Girl Scouts are held to the highest standards in the community. Girls are highly visible to the public while wearing their Girl Scout uniforms and selling products. Therefore, their behavior is very important to the Girl Scout movement. Girls represent a world-wide organization and must act accordingly.

- Girls should greet their customers in a friendly manner.
- Girls should always be polite.
- Girls should always say “Thank you,” after the sale
- Girls should be gracious when someone isn’t interested in buying products.

Adult Code of Conduct

Unacceptable behavior could result in immediate suspension or termination of any involvement in Girl Scouts:

- Deliberate violation of Council or National Girl Scout Policies.
- Willful creation of discord or violence of any kind.
- Child Abuse – Neglect, physical injury, emotional maltreatment to include verbal and/or sexual abuse.
- Improper conduct while under the influence of prescription drugs, including but not limited to transportation of girls while on a controlled substance while representing Girl Scouts.
- Illegal Drugs – Use, sale, possession or being under the influence of illegal drugs while representing Girl Scouts.
- Alcohol or Marijuana – Use or being under the influence of alcohol or marijuana is prohibited while representing Girl Scouts.
- Smoking/Vaping – Smoking/vaping in non-designated areas or in the presence of girls is prohibited while representing Girl Scouts.
- Firearms/Ammunition/Weapons - no firearms or weapons shall be in possession of, on the person or in a vehicle, of any Girl Scout member or non-member accompanying them UNLESS the person is a sworn Peace Officer while representing Girl Scouts.
- Inappropriate, abusive, profane or offensive language.
- Any inappropriate conduct, behavior or acts while representing Girl Scouts.
- Willful misuse of Council and/or troop/group funds.
- Harassment or intimidation, including sexual harassment or abusive language or behavior that creates a hostile environment directed towards any person to include but not limited to girls, council staff, fellow Girl Scouts, or members of the public.
- Failure to maintain a positive representation of Girl Scouts of San Geronio and GSUSA at all Girl Scout related activities and events.
- Willful misuse of social media, inflammatory comments, abusive language, misrepresentation of the GS Law and Promise, selling cookies/fall product on a public page or misrepresenting council.

Product Program Guidance

Active Membership

- Active Girl Scout Membership is required for both Girl Member and Adult Product Coordinator.
- Troop Product Coordinator must have a current cleared GSSGC background check (completed every 3 years), LIVESCAN & Mandated Reporter Training.
- Transferring between troops during any product program is not allowed.
- Contact CustomerCare@gssgc.org for membership and other member related assistance.

Participating Troop

- A Participating Troop consists of at least three registered girl scouts who reach the participation level during each Program.
 - *Refer to Product Program Guide(s) for participation levels for the Fall and Cookie Programs.*
- In order to be eligible for PGA rewards, additional Money Earning Activities (MEA) and additional incentives, a troop must meet the participation requirements.
 - *Troops must participate in 2 consecutive product programs to be eligible to participate in any other Money Earning Activity.*

General Guidance

- Breaking the rules, or creating loopholes, is not permitted.
- If something is not stated as allowed, please reach out to your Regional Team for clarification, before moving forward with your idea.
- While it is encouraged, girls are not required to participate.
- Troop Proceeds belong to the entire troop, and never become property of an individual.
- No Early Selling before the Program Start Date.
- No Selling after Program ends (after 11:59 PM Program End Date).
- NEVER SELL ALONE
- Girls must always have an adult with them.

Southern California Council Border Treaty - Cross-Border Allowances

- The **Southern California Council Border Treaty** is an agreement between the Southern California Girl Scout Councils related to selling Girl Scout Cookies outside of our council's area.
- Selling cross-border is allowed on an exceptional basis.
- Cross-border selling begins on the same day as their own council's start date and with these cross-border conditions:
 - Family: Girl Scouts can sell to family and family friends/neighbors.
 - Friends: Girl Scouts can sell to friends but cannot sell to their friends' neighbors or neighborhoods in which their friends live.
 - Workplace: Girl Scouts can sell at parent/guardian's immediate workplace, to coworkers only; Girl Scouts may not sell at friends or family's workplaces.

Social Media

- Be SAFE online! Supervise the Girl Scout while they are online. Keep in mind that the internet is not private, and anything posted (even "privately") has the potential of being shared. Do not give out Girl Scout's phone numbers, addresses etc.
- Friends and family are welcome to "Share" the post onto their personal pages. This excludes public or business pages.
- Before the Program Starts: A post to friends and family can be made to notify them of the upcoming program dates and products available.

- Do not accept any orders before the program begins. If you get a response that includes an order, please respond with something like: “Thank you for your pledge, we will contact you at the start of the program.”
- Posts/Advertisements can be made ONLY on your own personal pages and private groups as long as it follows the groups posting rules and guidelines.
- Posts/Advertisements CANNOT be made on Public Groups or pages.
- Sales through any online or third-party marketplace are not permitted. This includes, but is not limited to, Ebay, Amazon, Next Door, Offer-Up, Facebook Marketplace, etc.
- Complaint and desperation posts are also **not** permitted. If you are feeling frustrated or panicked, please reach out to your Regional Product Manager. If you find that to be unsuccessful, reach out to productsales@gssgc.org

Receiving and Handling Product

- Mega Drop
 - Troop Product Coordinator must enter Troop Bank Account in Product Programs online software prior to Mega Drop or product will not be released.
 - Only Troop Product Coordinator or designated substitute, with government issued ID, may pick-up Initial Order, which MUST be picked up in full, at one time.
 - Vehicle must be clean, cleared, and ready to receive food product
 - No Children & No Pets in the vehicle during Mega Drop.
 - Always count and inspect the product before distributing it to girls.
 - Discrepancies must be reported within 48 hours to the Regional Mega Drop Coordinator.
- Product Cupboards
 - Only Troop Product Coordinator or designated substitute, with government issued ID, may pick-up additional product during scheduled cupboard hours.
 - Discrepancies must be reported within 24 hours to the Cupboard Manager.
 - Always count and inspect the product before distributing to girls or customers.
 - Never accept product without a receipt clearly stating the items are being transferred to your possession. ALWAYS keep a copy of the receipt.
- Handling Product
 - Products must always be 6 inches or more off the ground.
 - Products must be temperature controlled (chocolate and frosted products will melt at 77 degrees).
 - Do not leave product in the car, due to the heat or theft.
 - Keep water, snow, pets, air fresheners, smoke of any kind, etc. away from your product! These elements damage the product and customers will not be satisfied if their product smells like pets, or has water stains.
 - You are financially responsible for product not handled properly

- Cookies may be returned to the troop, in saleable condition, up to the designated date (determined by GSSGC for each Cookie Season). If returned on time these cookies become property of the troop and the responsibility of the ENTIRE troop to sell.
- Damaged Product should be reported to the Regional Manager as soon as it is identified as damaged.
- Product cannot be returned to Council.

Finances

- Girl Finances
 - Parents/Guardians may choose to accept checks, bills larger than \$20.00, and payments via cash apps at their own risk.
 - Troop will not be responsible for the loss on checks, a counterfeit over \$20 or Cash App transactions for any reason.
 - Parents/Guardians must make regular payments (with receipt) to the Troop to reduce their balance due.
 - Parents/Guardians can also use Zelle for electronic payment to the Troop.
 - All money due for product received, must be turned into the Troop Product Coordinator by the end of the program. If it is not paid in full, the following actions will take place:
 - The Girl Scout will not receive ANY of their rewards.
 - The Girl Scout will not be allowed to participate in any Product Programs until the debt is paid.
 - A 1099 may be reported to the IRS for unpaid product.
- Troop Finances
 - Product Coordinators should collect payments from participating Girl Scouts regularly and should avoid giving out additional product until payments have been made.
 - No Checks should be accepted from parents (except a personal check if your Troop allows).
 - Product Coordinator must deposit collected money from GIRL into their Troop Bank Account ASAP as they are financially responsible for the funds.
 - Venmo/Cash App/PayPal MAY NOT be attached to troop bank account for ANY REASON
 - Cash handling fees are the responsibility of the troop.

Non-Booth Sales

- Non-Booth Sales include “Door-to-Door” sales, also known as Walkabout during the Cookie Program.
- Follow all pedestrian laws and neighborhood/community rules when selling door-to-door.
- Door-to-Door sales/Walkabout is NOT allowed in the following areas: Shopping Centers, Restaurants and Bars, Malls, Food Courts, Farmers Markets, Retirement or Assisted Living facilities, Casinos, Wineries, Dispensaries, Snack Bars, Convenience Stores, Parking Lots, inside a business, etc. unless *prior Council approval has been given*.
- Door-to-Door sales are NOT permitted after sunset.
- Never go inside someone’s home while selling. Girls should stay outside where they can be seen from the street.
- Never accept food or beverages while selling.
- Leave all pets at home while selling. Service animals are permitted.
- Do not enter a yard/property if there is an animal or a closed gate/fence.
- Never give your last name or other identifiable information.
- The troop leader’s or other designated adult’s telephone number should be given for reorders or complaints. Girls NEVER give out their telephone number.

Schools, Colleges and University Campuses

- If the Girl Scout does not attend the school, or her parent is not a staff member, they may NOT sell there. This includes sibling’s/friend’s schools.
- As long as it is permitted by the school administration, GIRL SCOUTS ONLY may sell at the school which they attend, to both teachers and students.
- TEACHERS/STAFF may ONLY sell to other Teachers/Staff, like other parents/guardians would with their coworkers. They are NOT permitted to sell to students.
- School Volunteers are not STAFF and may not sell on campuses in which they volunteer.
- Sales are not permitted on College/University Campuses, *without prior council approval by the Director of Entrepreneurial and their supervisor*.

Cookie Stands (Cookie Program Only)

- Cookie Stands are allowed to be set up on participating Girl Scout’s OWN front yard or residence.
- NO SALES AFTER SUNSET!
- Adult AND participating Girl Scout must be present at all times.
- Follow city rules for posting signs. Only place signs up during the time of your Cookie Stand.
- DO NOT set-up on a street corner, sidewalks, street medians, outside of fencing/walls or other public property.
- If a Girl Scout lives in Apartments/ Condo – with manager permission she may set up in a common area inside of the complex.

- You may NOT sell anything other than Girl Scout Cookies at Cookie Stands. For example: you cannot sell lemonade.

Booth Sales (Cookie Program Only)

- All booths are contracted by the Regional Team and are approved by Council.
- All booths must be secured by the Product Coordinator through ABC Smart Cookies.
- Troops/Girls/Parents are NOT allowed to set up a booth, if it has not been scheduled through ABC Smart Cookies.
- Troop is limited to 30 active and future booths, at one time, in ABC Smart Cookies.
- Locations never become a specific troop's exclusive booth location.
- Daisies may not sell at booths after 6:00 PM.
- Product Prices are set by Council and are non-negotiable!
 - Additional promotions/perks/offers are NOT allowed. For example, "Buy 3 items, get \$1 off," is not allowed. The ONLY exception is Council sponsored promotions.
 - No Money from Customers = No Product.
- Troops may not accept checks or bills larger than \$20.00.
- Do not utilize store shopping carts or fill their trash bins with Girl Scout related garbage (such as cookie cases).
- Do not block store entrances/exits, handicapped ramps or cart access.
- Do not approach the store employees or managers; although, if they approach you, please do as they say
- Stores or businesses do not have authorization to sell Girl Scout Cookies; they may not be on the counter or by the register – for any reason. No store or business may hang posters for Girl Scout's sale – this implies the business is supporting a specific Girl Scout(s).
- Canceling the Booth must be completed in ABC Smart Cookies no less than 3 hours prior to the start of the booth.
 - **Three Strikes Rules for No-Show at Booth**
 - Verbal Warning
 - Troop not allowed to book any additional booths for a week
 - Troop remaining booths will be canceled, and troop not allowed to booth for the remainder of the program

Things to Remember for Each Cookie Booth

- ✓ ALWAYS wear Girl Scout attire to be recognized as a cookie seller.
- ✓ ALWAYS Display Troop # and Prop 65 flyer.
- ✓ ALWAYS ask customers to purchase as they exit.
- ✓ ALWAYS leave the area cleaner than you found it and take ALL trash with you.
- ✓ NEVER put boxes/cases on the ground. Utilize wagons, crates etc.
- ✓ NEVER give samples! It is against California Health Department Code.
- ✓ NEVER eat at the booth.
- ✓ NEVER bring siblings, friends or pets to a booth. DO NOT leave pets, siblings or friends in the vehicle during scheduled booths.
- ✓ Refer to booth notes for additional specific booth details.

Booth Staffing (Cookie Program Only)

- Two Adults and two Girl Scouts (GS) per booth (many stores will not allow more than that - check special instructions for each specific booth)
- One Adult MUST be a Registered Adult Member and complete Booth Training.
- Both Adults must be over the age of 18 and both mentally and physically capable of providing adequate supervision for the boothing Girl Scout(s).
- Both Adults do not have to be the same gender, but must be unrelated, unless they are supervising their own Girl Scout(s).
- Only Senior and Ambassadors may have 1:1 or 2:1 Booths.
 - GS(s) must be in Full Uniform (Membership Tab and Sash/Vest)
 - Must display council poster at all times regarding 1:1 Booth
- Any registered Girl Member, regardless of age, cannot be considered an adult.

Crediting Booth Cookies to Girls

- Product Coordinators should utilize Troop Booth Reports to help track sales.
- All Troop Booth Sales should be tracked and distributed through the Smart Booth Divider.
- Girls are NEVER allowed to receive “extra” hours for any reason.
- Adults who work booths DO NOT earn booth credit for their time for anyone.

Gifting & Top Sellers (Cookie Program Only)

- Gifting is prohibited outside your own troop, even if the girls are related.
 - Girls can never be gifted an amount that brings her reward level up more than one level and is not allowed past the Cookie Boss level
 - Girls who gift boxes away in an amount that loses their Top Seller status will NOT be considered Top Sellers, they will forfeit that opportunity. Additionally, girls who are gifted an amount of boxes that brings them up to the Top Seller status, will also NOT be considered Top Sellers.
 - Sisters selling together are not eligible for Regional or Council Top Sellers.
 - Troops must have a clear 1st and 2nd top seller. Ties will not be accepted.

Infractions to Shut Down a Sale

- Council Staff and its representatives may shut down a participant's sale based on these and other violations.
 - Selling cookies for more than the price set by Girl Scouts San Gorgonio Council.
 - Selling expired cookies.
 - Selling cookies from another baker (Little Brownie Bakers).
 - Selling in unauthorized locations such as setting up a booth that is not in the booth scheduler.
 - Code of Conduct violations including acts of violence, vandalism, substance abuse, etc
 - Repeated violations of other product program guidance.

- Severe safety violations including but limited to Girl's selling without adequate adult supervision.

Complaints

- Third-party complaints will not be accepted. The person with the complaint must be the person who saw it, heard it, read it, or was directly involved in it.
 - You must be willing to put your complaint in writing and sign your name.
 - You must be willing to back up your complaints with examples. Random, vague complaints will not be accepted.
 - If you are going to lodge a complaint you must be willing to face your accused. Accusers will not be kept confidential.
- Complaints must be submitted via the online form provided on the GSSGC.org website.