

### Selling Guidelines

#### General Guidelines – Both Programs

- Girls manage all transactions, except in cases where adults are helping Daisies handle money. Volunteers and Girl Scout council staff do not sell cookies and other products; girls sell them.
- Adult volunteers must monitor, supervise, and guide the program activities of girls at all age levels.
- Girls should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash or vest, or other Girl Scout clothing.
- Girl Scout Daisies should not be asked to sell products for older girl troops. Daisy troop proceeds should remain with the Daisy troop.
- Money due for products sold is collected when the products are delivered to the customer – with the exception of online transactions where customers pay upfront. Guidelines for tender acceptance are published in the annual product guides.
- Personal customer information should remain private. Customer credit-card information should not be retained by girls.
- Girls and families should take appropriate precautions with a girl's physical address, social networking page address, IM name, Skype name or number, or home or cell phone number.
- Girls and their families should not keep money at home, school or work, and should instead regularly transfer funds to their troop leadership.

#### Guidelines for Selling Door-to-Door or to Friends and Family

- Girl Scout Daisies, Brownies, and Juniors must be accompanied by an adult at all times.
- Girl Scout Cadettes, Seniors, and Ambassadors who participate in door-to-door activities must be supervised by (but do not need to be directly accompanied by) an adult. Girls of all grade levels must always use the buddy system.

**Buddy System:** Using the buddy system, girls are divided into teams of two. Each girl is responsible for staying with her buddy at all times, warning her buddy of danger, giving her buddy immediate assistance if safe to do so, and seeking help when the situation warrants it. Girls are encouraged to stay near the group or buddy with another team of two, so in the event someone is injured, one person cares for the patient while two others seek help.

All girls selling door-to-door should:

- Girls and adults should be streetwise in all areas and neighborhoods and follow their instincts.

- Call 9-1-1 if they see someone that seems to be acting in a way that makes them feel unsafe. This could include, but is not limited to, any person who is staring at them for long periods, seems to be following them for no apparent reason or takes pictures of them.

## **Selling at Girl Scout Product Booths**

Cookie booths, or temporary set-ups in areas with lots of foot traffic, are a popular way for girls to sell product. Your service unit has established booth locations and procedures for signing up for them; contact the service unit if you or your parents have a good location suggestion. Troops and parents do not make arrangements with businesses to set up booths.

- Girls attract customers with colorful signs. Remind girls to be polite and to have their perfect pitch ready for interested shoppers.
- Help girls develop creative decorating or theme ideas for their booths - think about displays, props, even costumes. Cookie costumes are available for purchase at GSNorCal retail stores or for check out at GSNorCal office locations.
- Cover safety and inclusive customer interaction with girls and parents for booth and neighborhood activities.
- Schedule multiple booth sites for your troop so all girls in the troop are able to reach their goal. Some girls may not be able to sell in their neighborhood or to their families.
- Have all adults review the [Product Program Safety Activity Checkpoints](#), to make sure adults and the girls are as prepared as possible. GSNorCal policy states that parents/guardians must be aware of/approve their girl's whereabouts, so keep this in mind when selecting sites for approval.
- Plan to have at least two adults and one girl at the booth at all times. We recommend one of those adults be registered and have a completed background check on file with GSNorCal. In the case where a single girl is selling with her parent, it is then permissible for only one adult to be present.
- Tip or donation jars are never allowed as they constitute a direct solicitation for money.
- Girls and adults do not confront or engage an irate customer, but call local authorities for assistance.
- If someone takes money or cookies from your booth, do not attempt to physically recover the stolen items and do not allow the girls to do so. Instead, get a good description of the offender(s), call 911, and alert local security (if applicable). Make sure girls know what to do in case of theft. Report any incidents by submitting the [Incident Report Form](#) on GSNorCal's website.
- Report any suspicious people in the area to local security or police. Submit the Incident Report Form on GSNorCal's website.