

Girls may use the Internet to share their Cookie Program sales links, stories and learnings with the following guidelines:



- The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts *should always be led by a girl while also being supervised by her parents or guardians*
- Girls engaging in online sales and marketing must review and apply the [Digital Marketing Tips for Cookie Entrepreneurs and Their Families](#)
- Girls, volunteers and parents must review and adhere to the [Girl Scout Internet Safety Pledge](#), the [Digital Cookie Pledge](#), the [Supplemental Safety Tips for Online Marketing](#), and Girl Scouts' [Safety Activity Checkpoints](#) for Computer and Internet Use and Cookie and Product Sales (with the exception that they may share beyond friends and family)
- Girl sales links should never be posted to online resale sites (Craig's List, eBay, Facebook Marketplace etc.).
- If posting the sales link online, be aware the link is now searchable by anyone and could potentially appear anywhere on the Internet
- Girls must adhere to all terms and conditions on Digital Cookie platform.
- To protect your personal identity, NEVER direct message with people you do not know online or on social media platforms
- Never share your personal information, e.g. last name, phone number, email, or street address
- Never deliver online cookie orders to the home of people you do not know
- Only share cookie booth locations online that are supervised by an adult and take place in a safe, public space
- Always use your Girl Scout online sales link for online customer orders
- Parents/caregivers must approve all girl-delivered online orders and supervise all communications and product delivery logistics with any customers girls don't personally know. As a reminder, girls should never deliver cookies alone
- In-person delivery cookie orders coming from the troop link must be approved and deliveries coordinated by the troop leader/adult
- GSUSA reserves the right to remove or disable the link for any reason including violation of guidance, inventory fulfillment issues, safety issues, or if sales and marketing activity goes viral and otherwise creates unanticipated disruption
- Parents, girls, and volunteers should contact and collaborate with their council in advance on any national news media opportunities tied to girls online marketing and sales efforts





FAQs

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Q: Can parents refuse an order that is placed online for girls to deliver?

A: Yes, parents can still refuse any online girl delivered order.

Q: What do we do if a girl receives a large order that will cause a variety or varieties of cookies to be out of stock?

A: If a girl is receiving orders which causes a variety or varieties of cookie(s) to be out of stock:

If the order is a shipped order:

The cookie will show as unavailable for shipping to all customers

If the order is a girl delivered order:

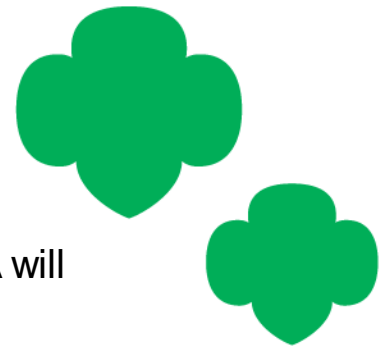
Parents will need to secure girl delivered cookies from their troop leaders. If the leader or council cannot fulfill the order, troops, girls and parents should work in partnership to notify customers the order cannot be filled.

For Digital Cookie, additional options exist:

- Council can disable girl delivery for that girl
- Council can turn off a variety or varieties at the council level for girl delivery
- Parent can turn off girl deliver for the girl (if council has enabled that option)
- Parent can make a flavor or multiple flavors of cookies unavailable to her customers



FAQs:



Q: Will GSUSA post or repost individual girl links?

A: No. In order to ensure the Girl Scout Cookie Program remains girl-led and fair, GSUSA will not post or share posts that contain individual girl links.

Q: Can councils post or repost individual girl links?

A: No. In order to ensure the Girl Scout Cookie Program remains girl-led and fair, girls should do their own posting with the supervision of their parent or guardian.

Q. Can I submit individual girl links to be shared by GSUSA/Girl Scout Councils?

A. No. In order to ensure the Girl Scout Cookie Program remains girl-led and fair, neither GSUSA nor Girl Scout Councils will share one individual girls link.