

Frequently Asked Questions regarding the ABC Baker Transition

Q: Will the timing of the Cookie Program be the same?

A: Yes, the timing and will not change with ABC.

Q: Will the rewards be the same?

A: While the mascot and theme will be the same, the rewards will be comparable items from a different vendor.

Q: Will there be a change in the baker systems?

A: Yes, there will be a change from eBudde and Digital Cookie to Smart Cookie. In January, we will train you on Smart Cookie and have on-demand videos that will guide you through the use of the new system. Also, ABC has a 24/7 help center available for leaders and caregivers to use as needed.

Q: What kind of support is available to volunteers and caregivers during the program?

A: One of the great advantages of ABC is their 24/7 customer support for all of your online Smart Cookie needs. GSMW will still be available to you during work hours, however we feel like this will be a huge advantage to our volunteers.

Q: What cookies will be available to sell?

A: The cookies that will be available for the girls to sell include Thin Mints, Caramel deLites, Adventurefuls, Peanut Butter Patties, Peanut Butter Sandwiches, Trefoils, Lemonades, Toast-Yays, and Gluten and Allergen-free Caramel Chocolate Chip Cookies.

Q: Will there be handles on the cases of cookies from ABC?

A: No, there will not be handles on the cases from ABC.

Q: Why the change?

A: We were in contract negotiations with both bakers, however ABC presented us with the best opportunity to be successful together.

Q: Why the price increase?

A: We have not increased the price of cookies since 2013. We were one of only 5 councils in the US that still sold cookies at \$4 and \$5 per package. We planned to move to \$5 and \$6 per package a few years ago, but held off until this year.

Q: What will the proceeds be for the girls?

A: At this time, we do not have knowledge of that information. We will be able to give you the correct proceeds information during trainings in January.