

Council Name: Southern Arizona; eBudde(tm) Id: 7566728

Monday Momentum Cookie Communication (1/19/26)

Today is Day 15 of the 2026 Cookie Program and you are live with cookies in hand. All reports back to the staff cookie team have been positive – which we love! We know there have been some glitches so read on to find out what is being done to fix those, what contests are happening and who our winners were last week, and what else you need to know.

Caregivers and Girl Scouts (but troop volunteers should read it too).

Digital Cookie Reminders:

- If you get locked out of your site, you can call Customer Care at 520-328-2277 or email them at [customercare@girlscoutssoaz.org](mailto:customercare@girlscoutssoaz.org). Customer Care hours are Tuesday through Friday 1pm – 7pm; Saturday 10am – 4pm. At other times you can email Rosi at [rsouthee@girlscoutssoaz.org](mailto:rsouthee@girlscoutssoaz.org). Please make sure you include your Girl Scout's name, the troop number and what you need help with. This will allow us to serve you more quickly.
- GSUSA GLITCH: Some caregivers are receiving emails about orders that are addressed to the wrong person. We have reported to this GSUSA and they are looking into it. If you get an email to approve orders, please check your Girl Scout's site as it appears the email is correct, just the addressee is wrong.
- All orders placed for delivery by your Girl Scout MUST be approved by the adult managing the program. Once the order is placed you have 5 days to approve otherwise it will cancel, the customer will be refunded, and your Girl Scout will lose credit for the sale. Please make it a habit to check the digital cookie site frequently so this doesn't happen to your Girl Scout.
- If your Girl Scout is 13 or older, you have the option to add their own email address and allow them to run their own program. However, there are things you need to know:

- Giving them access will change your access levels. All you will need to do after giving them access is approve Girl Delivery orders and any changes they make to their site before it can be published.
- You MUST use an email different from the one on your account. If you use your own, it will lock both of you out of the site and we have to wait for GSUSA to fix it.

Contests:

**SURPRISE TROOP CONTEST: The Work Smarter, Not Harder Cookie Digital Cookie Contest**

We only had 25 troops that had 100% of their Girl Scouts launch their Digital Cookie sites AND send 20 unique emails. Each of those troops has earned a \$150 Program Credit Voucher. If you are one of the winning troops, you will receive an email with details on how to redeem that reward.

**BONUS:** We entered all the troops that won onto the Wheel of Names and the two troops that were randomly selected to earn a 20 case Care to Share purchase are T994 and T701! Congratulations to both.

**Brighten Your Booth:** When booths started this past Saturday, many troops came out strong with the decor for our first Brighten Your Booth Contest. Our first theme is "My Cookie Story Starts Here". This theme continues through January 31st so you can jump in anytime, decorate your booth by telling the world your story – sharing your goals, your inspiration and how your cookie skills are shaping your future.

This week will debut the first theme of our new Mid-Week Mini Contests. The first mid-week theme is National Peanut Butter Day, where we will be looking for booths that highlight Tagalongs and Do-Si-Dos.

**BUT WAIT THERE'S MORE:** We also have two booth contests that run for the entire program! If you decorate your booth to promote Care to Share or highlight your progress to your goal, post those photos to the Facebook posts and you will be entered. Winners will be picked weekly starting next Sunday.

Find all the details on p19 of your Family Guide. To enter the contests, look for the Facebook post on our main page: <https://www.facebook.com/gssoaz> and drop your photo there. **BONUS:** Want your photo to be considered for future marketing? Also add a copy here:

<https://join.photocircleapp.com/1HDDZN8NRN>

Mid Week Contests here - <https://join.photocircleapp.com/GTDHG33NZ3>

Kindness Counts: Keep those nominations coming for all the adults you see walking the earth with kindness. This week both randomly picked winners are troop volunteers and also serve on our Service Unit Product Team:

- Stephanie Johnston, T9. In addition to leading her troop, Stephanie also serves as the Service Unit Product Mentor for the East Service Unit. This year, she heard that the Vail Service Unit did not have a SUPM and she jumped in to take on that role also. Stephanie got a second nomination for helping a troop volunteer when needed even when Stephanie was at her daughter's recital.
- Kim Allen Carter, T2981 & T177. Kim is the co-leader for two troops, the Service Unit Product Mentor for the Central/Downtown area and yet when council staff needed help with the prep work for the cookie program, Kim still raised her hand and comes on her day off to assist. Kim's second nomination highlighted Kim's commitment to Girl Scouts, how she always does her best, and encourages others to do their best.

Troop Chairs and Juliette Mentors:

REMINDERS:

Contact information:

- We are using texts again this year for information that we don't want to wait to share and we may also snail mail some things during the season. Many of you have not updated your contact information in eBudde which means you are missing out on anything that doesn't come in these weekly emails. Please log in today and update your contact tab so you are on the list for all the news & surprises.
- When you are reaching out to council staff, whether by text, email or phone call, please include your name and troop number.
- Remember: E and Rosi are available by text 8am - 8pm, seven days a week during cookies. If it is outside of those hours, email is appropriate. Thanks for your cooperations

Digital Cookie:

- We love that you want to help your families when they have issues, but sometimes we must go back and forth with the user, which means if we are working with you, it will take longer. Please refer your caregivers to the instructions in the caregiver section of this email to reach out directly. This will make it easier and quicker for everyone.

Booths:

- Tonight (Monday) starting at 7pm you will be able to select unlimited booths with no restrictions on any business. Please only take what your troop NEEDS. While we have over 14,000 unclaimed council booth slots (and some are still coming in), there are almost 200 troops and almost 1,800 Girl Scouts trying to meet their goals so let's all be sisters to others and give everyone a fair chance.
- GSUSA GLITCH: Not all booths are showing up on Digital Cookie. GSUSA is investigating and looking for a resolution.
- Troop booths : We are working through the approvals, and now that drops are finished, we hope to be caught up in the next day or so.
- Information on the process for requesting troop booths is on p 23 of the Troop Cookie Guide.
  - o Yes, we are requesting a one week's notice. This allows us time to check the maps and make sure there are no conflicts with either council booths or troop booths already approved.
  - o Look on p24 of your Troop Guide for what to do if you get an opportunity with not enough notice
  - o If you have opportunities for future dates, putting them in now will make approving them easier for you and us

Have a great week and reach out to your Service Unit Product Mentor or staff if you have questions or need help – don't forget to put your troop number or J number in the subject line or in your text when reaching out, this speeds up service!

Today is day 15 meaning 48 days left to reach your goals! Together we've got this!!

Rosi & E

PS Are you a member of our Facebook family? If not, come join us here:

[GSSOAZ - Volunteers](#)

[GSSOAZ - Juliettes](#)