



## **GrubHub National Cookie Program Partnership – FAQs for Girl Scouts of Northeast Texas (GSNETX) Council**

This season, Girl Scouts of the USA (GSUSA) announced a national partnership with food ordering and delivery platform Grubhub so girls have an additional way to facilitate contact-free cookie orders. In Northeast Texas, consumers in select areas can order Girl Scout Cookies for pickup or delivery on Grubhub.com or the Grubhub app. A hands-on experience in managing e-commerce, local Girl Scouts will track and fulfill orders, manage inventory, and more, all using Grubhub's back-end technology.

This method will be available in select areas serviced by Grubhub starting as early as January 15 and will roll out to additional areas in early February. As always, the proceeds benefit the troop and council while providing another innovative way to safely run the cookie program virtually. GSUSA is grateful to Grubhub for waiving all fees for the organization to make this new delivery option feasible for sales without reducing troops' and councils' proceeds.

### **What does this mean for Girl Scouts in our council?**

We will be conducting a short pilot of the Grub Hub service at the start of our season to confirm our processes and to create training materials. Details about how Cadettes, Seniors and Ambassadors can sign up to participate in this council booth type opportunity will be available in the next few weeks. In our council, this is a joint endeavor to help run a GSNETX Service Center cupboard along with the Grub Hub distribution, and girls will be partnering with GSNETX staff and volunteers to hone their skills and gain some new experiences along the way.

### **Which Girl Scouts are eligible to participate in the GrubHub partnership?**

Just as in all Girl Scout programs, girls build essential skills each year they participate in the Girl Scout Cookie Program. GSUSA, in partnership with councils, have identified this opportunity as a progressive opportunity for more experienced Girl Scouts to ensure that it is girl-led and to provide an extra layer of e-commerce experience gained by offering this cookie selling pathway to them. There are several factors involved, but this does involve a girl "staffing" a Grubhub distribution point in conjunction with GSNETX to fulfill orders and gain a greater perspective for the processes and decisions entrepreneurs make every day.

The number of girl(s) and staff/volunteers at each location will be limited to ensure COVID safety guidelines are followed. Additional training will be required for all girls, staff and volunteers who participate in this partnership program. All participants must comply with all GSNETX COVID safety guidelines as well as the guidelines required by our partner, Grubhub to ensure consumer and driver safety.

### **Where will the "cookie cupboards" be located?**



Per our national contract with GrubHub, councils may only offer pick-up locations at their council-run service centers. Drivers will only service Grubhub diners within a 20-mile radius of each location. Each location will have established hours of operation. GSNETX is working to identify which service centers will be most viable for this partnership based on several factors, including availability of Grubhub delivery within a geographic circumference of the service center.

**Who will provide the cookies used in this delivery?**

The inventory supplied will be managed by Girl Scouts of Northeast Texas and will not come out of the individual girl or troop inventory. Girls and their troop will get credit for packages sold through this model during their “shift.”

**How will customers place an order?**

Customers can visit [www.grubhub.com/food/girl\\_scouts](http://www.grubhub.com/food/girl_scouts) to find out if/when contact-free delivery from Grubhub is available in their area. When the program launches, customers may order through Grubhub.com or via the Grubhub mobile app.

**Do Grubhub diners have the option to pay cash for orders?**

No, all orders are required to be placed electronically via the app and/or website.

**What times will the booths operate?**

Booth times are TBD but are likely to operate in the afternoon through early evening as well as on weekends. More information is forthcoming following our pilot test of the program.

**How will this program be marketed in our area?**

GrubHub is investing in advertising in the areas it services to promote the Grubhub partnership. We do not have information on where or how frequent ads will run.

GSNETX, in partnership with Little Brownie Bakery, will be advertising the cookie finder tool starting in February – with a focus on encouraging consumers to purchase cookies from local Girl Scouts. We have also heavily invested in our PR campaign to encourage consumers to purchase through Digital Cookie, visit a local booth location or order from their favorite Girl Scout.

**Can customers donate to Community Cookie through Grubhub?**

No. Per our contract and legal requirements with Grubhub, customers may not opt to donate to any Community Cookie (or similar program) at any council.

**What fees are diners responsible for paying when ordering?**

Diners are responsible for paying a service fee, delivery fee, and small order fee (only for orders under \$10), along with an optional driver tip for delivery orders. Councils and troops participating will not be charged any fees by Grubhub for utilizing this program to aid in cookie delivery.

**Is there a recommended minimum order amount for delivery orders?**

No - diners may order as few as one package.



### **How are Grubhub drivers screened to protect the councils and the diners?**

Grubhub runs criminal and motor vehicle background checks on all drivers and sends them best practices on how to conduct themselves in a professional environment. GSNETX staff and adult volunteers will be on-site at each pickup location.

### **How else can consumers safely purchase Girl Scout Cookies this season?**

Consumers can support Girl Scouts by purchasing cookies in a few ways:

- If you know a registered Girl Scout, reach out to her to find out how she is selling cookies – many girls participate in Digital Cookie and may have a link they can share to help you purchase cookies online.
- If you don't know a Girl Scout, visit [www.girlscoutcookies.org](http://www.girlscoutcookies.org), text COOKIES to 59618 (message and data rates may apply. Text STOPGS for STOP, HELPGS for help), or use the official Girl Scout Cookie Finder app for free on [iOS](#) or [Android](#) devices to find socially distant cookie booths if they are available in your area.
- Beginning February 1, enter your zip code into the Girl Scout Cookie Finder at [www.girlscoutcookies.org](http://www.girlscoutcookies.org) to purchase from a local Girl Scout troop online for shipment to your door or to donate cookies to first responders, essential workers, educators and other local causes.

**More information will be released soon, including the sign-up process (similar in scope to how we handle council booth sign-ups).**