

Cookie Shortage

Frequently Asked Questions

Updated March 9, 2022

How and when will the cookies we were shorted arrive?

The cookies shorted in the initial order will arrive this week through March 14. What you were shorted and the exact date they will arrive will depend on your Service Area. Information about when they will be ready for pick up will come from your Service Area Cookie Manager or Troop Cookie Manager.



Are we adjusting the dates of the Cookie Program?

Yes! We are extending the Cookie Program by one week. The program will extend through April 10, giving troops another weekend to hold booths and another week to get cookies from the March 28 restock delivery (explained below). We are reaching out to our retail partners to see how many of them will also extend booth opportunities, and we are planning fun activities and incentives for holding booth sales that weekend!

Are we adjusting the dates that cookie money is due?

Yes! We are extending each of the ACH dates by one week, too. The pull scheduled for March 29 will now be April 5. The pull scheduled for April 15 will now be April 22.

Why do the Peanut Butter Patties look different? Are there fewer in the package?

One of the supply issues the baker dealt with was cardboard packaging. They adjusted to keep the Peanut Butter Patties coming. They are the same cookies and the same number of cookies in the package.

Should we cancel our cookie booth this weekend? Next weekend? The next weekend?

If you have cookies, hold your cookie booth sales. If you are short one or two flavors, we'd also recommend hosting your cookie booth. You can encourage customers to try another flavor or donate instead of purchasing. If the number of cookies you will receive is not adequate to hold a booth(s), troops will be able to cancel their cookie booths. Please work with your Troop Cookie Manager to do so.

We are extending the sale to include one more weekend of booth sales—April 9-10. We are also planning extra media to push people to your booth sales that weekend and fun activities and incentives for holding booth sales that weekend!

What should we say to customers who are asking about the cookie shortages?

Here are some talking points that would work when delivering cookies and when selling at booth sales:

- Thank you so much for your Girl Scout cookie order. Your purchase helps Girl Scouts, like me, learn essential skills, like talking to people and learning how to count money. It also fuels amazing adventures, like doing community service projects or fun trips with my troop.
- Our baker has informed us that they are experiencing supply chain issues with some of the cookies we ordered. While you wait for your original order, have you tried our other amazing cookie flavors?
- I can deliver the rest of your order at another time, or you can select other cookie flavors or choose to donate your purchase.
- While running my own cookie business this year, I've learned that sometimes things happen that are out of my control and that it is important to adapt – like I am doing this year.
- I appreciate your flexibility and patience in getting your cookie order. Your order will be delivered as soon as possible. Thank you so much for supporting me and thousands of Girl Scouts!

What should girls do if a customer wants to cancel their order of Peanut Butter Sandwiches?

If the order was not taken online, cookie customers could opt to cancel their Peanut Butter Sandwiches order, and Girl Scouts will not collect payment. For “girl-delivered” cookies that were ordered and paid for online, our council is working with the baker to determine the next steps on how customers may cancel their Peanut Butter Sandwiches order online. We will send out additional communication on the next steps as soon as possible.

Does this mean the rewards are going to be late?

ABC Bakers has told us that there are no supply chain issues with rewards.