



GIRL GUIDE COOKIES

It's amazing what a cookie can do!

Cookie Trouble

Here are some solutions to cookie trouble you may encounter during a campaign.

MISSING/DAMAGED COOKIES

1. If you find any missing or damaged boxes in your order, please report them immediately to the cookie department using the [Missing/Damage Cookie Box Reporting Form](#). This form can only be completed by an active Guider in the unit.
2. When completing the form, you will be asked to provide a photo of the cookies being reported. You will also be asked for the Case Code, found on the outside of the case (this is stamped over the illustrations and will look like "17043A").
3. The deadlines to complete this form are:
 - Spring Campaign – May 1st
 - Fall Campaign – November 1st
 - Once completed, a report will be sent to the Cookie Coordinator who will submit your information to the National Office to determine if a credit can be received from the manufacture
 - If your unit is approved for a credit, this will be returned to your unit for the payment portion of each box
 - Note - The credit will be for only the payment portion of each box and is dependent on the manufacturer's response and the nature of the report.

STOLEN COOKIES OR COOKIE MONEY

1. If your unit has cookie money or cookie cases stolen, immediately report the theft to the police
2. A copy of the police report must be sent to cookie.coord@guidesontario.org so that we can determine next steps

PARENT NOT PAID

1. Keep record of all cookie sign-outs and communication with parents regarding collection.
2. If you have not received payment from a family by your unit's payment date, immediately begin the [Parent Not Paid Process](#). Start the procedure at least 21 days (3 weeks) before the [deadline](#).
3. Once the [online form](#) has been completed you will receive an email outlining the required steps.
4. If you follow this procedure and are still unsuccessful, Ontario Council will reimburse the unit for the missing money and handle any further collection steps.
5. To be eligible for reimbursement the girl must be registered and all documentation must be received on time.
6. All required unit documentation must be submitted to the Cookie Administrative Assistant at cookie.admin@guidesontario.org by [the deadline confirmed for each campaign](#).