

## 2022 Digital Cookie® Shipping Rates

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Minimum # of Packages	Maximum # of Packages	Shipping & Handling Price
4	8	\$12.99
9	12	\$14.99

- Flat rates incur incrementally for orders that exceed 12 packages.
- A \$5 premium will be applied to orders delivered to Alaska, Guam, Hawaii, Puerto Rico, and those APO/FPO addresses with destinations overseas.

## Digital Cookie® Consumer FAQs

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### **Q: Why does Digital Cookie shipping cost so much?**

**A:** Girl Scouts of the USA works with our vendors (in this case, FedEx) to negotiate pricing for the Digital Cookie Platform. Due to the continuing strain on the shipping industry, including as a result of the labor shortages and increased shipping demand the COVID-19 pandemic has created, this was the best rate we were able to negotiate. GSUSA is constantly working with our vendors to secure the best possible pricing.

### **Q: Why is Digital Cookie shipping so expensive? Amazon, Walmart, and other companies offer shipping at low or no cost.**

**A:** Girl Scouts of the USA and our Girl Scout councils are nonprofit organizations and are not able to subsidize shipping costs at the same rate as large companies. When you buy Girl Scout Cookies®, the proceeds support a troop in your local community. If we were to further discount shipping, we would have no choice but to pass those costs on to the troops that the Girl Scout Cookie program benefits.

**Q: I just bought Girl Scout Cookies from another link and shipping was cheaper. Why is this more?**

**A:** Girl Scout Cookies are produced by two different bakers: Little Brownie Bakers (LBB) and ABC Bakers (ABC). Each baker negotiates rates independently. ABC's parent company, Weston Foods, may have been able to negotiate a better rate given the many divisions or brands it owns within its portfolio. (GSCCC uses LBB for their cookies.)

**Q: I see some councils are offering promotions on shipping. Why aren't all councils offering this promotion?**

**A:** Each of the 111 Girl Scout councils acts as their own independent nonprofit organization; this includes participation in the Girl Scout Cookie program. There are many factors taken into consideration when a council determines whether or how to subsidize the shipping costs for its cookie program.

**Q: Why can't you ship with other vendors? I used the United States Postal Service to ship cookies much cheaper.**

**A:** There may be options to ship smaller quantities of Girl Scout Cookies using a different vendor for a reduced rate. However, in order to account for the quantities of packages shipped, as well as serve the most geographic areas, our current vendor, FedEx, was the best option to service the largest area at the cheapest rate.