



Dear Girl Scouts of Minnesota and Wisconsin River Valleys Cookie Volunteers,

In the past few weeks we have had performance issues with SNAP+. We would like to thank you for your feedback and patience through these tough weeks. We understand how frustrating this is and we want to apologize for the frustration it has caused.

The performance issues are rooted in the attempt to deploy new enhancements and changes to the system for this season. Unfortunately, the site is not behaving as we expected with the enhancements and this is impacting users.

We have added as much equipment (servers, CPUs) as possible to the solution to alleviate several problems, but that may not be enough. Some system changes are needed to fully address the issue, and implementing these mid-season may bring a bigger disruption (e.g., more downtime, need for additional training, etc.), which we want to avoid at all costs. Where possible, we frequently patch the system in order to introduce performance and stabilization improvements.

We will continue to do everything we can to alleviate the issues and minimize user impact so you can use SNAP+ effectively for the duration of the sale. We are fine tuning queries, minimizing refreshes of the dashboards and reconfiguring the database to improve stability and speed. We will fully address all of these issues for future seasons and hope to continue to be a partner with River Valleys so we can regain your trust.

Again, we are sorry that these problems are happening and cannot thank you enough for your patience and partnership. Rest assured that this has upmost priority within our organization. We value you and your support of Girl Scouting and the cookie program. We want to deliver the quality service you expect and deserve from ABC.

Yours truly,

M.A. Callaway

Mary Alice Callaway
Vice President, Sales