



2026 Caregiver
Cookie Guide



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Meet your new BFF

Use these black-footed ferret fun facts to kick off your Girl Scout Cookie rally with some fun.

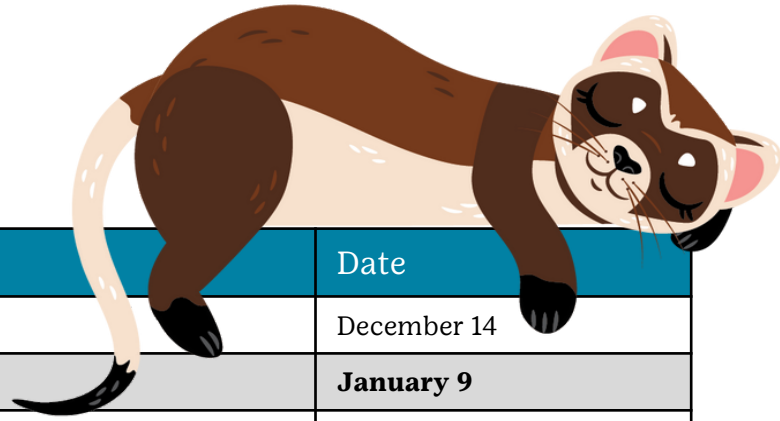
Did you know?

- The black-footed ferret is the only ferret species native to North America.
- Their average life span in the wild is 1-3 years and 4-6 in captivity.
- They were thought to be extinct until 1981 when a few were found in Wyoming. Today, over 400 live in the wild thanks to captive breeding, reintroduction and cloning.
- They are nocturnal, most active at night, and fossorial, living underground.
- Their natural habitat is the grassland ecosystem in the North American plains.
- Black-footed ferrets are dependent on prairie dog colony health, as they are their primary source of food!

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2026 Cookie Calendar



Activity	Date
Ensure Girl Scout(s) are registered in correct troop	December 14
2026 Girl Scout Cookie Program Begins	January 9
Girl Initial Order Entry Deadline (in Digital Cookie)	January 20
Initial Order ends	January 25
Cookie Drops (Initial Order deliveries)	February 12-19
National Girl Scout Cookie Weekend	February 20-22
Booth Sales begin	February 20
2026 Girl Scout Cookie Program ends	March 15
Cookie Enterprise Program Forms due	March 18
Rewards distributed to service units	Mid-May
Cookie Experiences	April-July



Caregivers are responsible for meeting all deadlines. All deadlines are by end of day, unless otherwise listed. GSHCC is unable to make edits or changes to rewards or orders after the posted deadlines.



What's New



The Scoop on Exploremores™

These rocky road ice cream-inspired sandwich cookies—filled with the delicious flavors of chocolate, marshmallow, and toasted almond flavored crème—reflect the spirit of exploration at the heart of every Girl Scout. From a curious kindergartener, amazed by jellyfish at the local aquarium, to a middle schooler finding the courage to go on her first overnight trip with her troop, Girl Scouts know the road to discovery starts with exploration.



Cookie Enterprise Program

(formerly Cookie Boss)

Boost your cookie business skills by reaching out to corporate customers! Girl Scouts complete steps toward the cookie and financial literacy badges, along with the GSHCC Rose Award. Participants will earn a Cookie Enterprise patch upon completing the program and submitting the form by March 18. To review the Cookie Enterprise packet, visit www.girlscoutshcc.org/resources.



Troop Initial Order Reward

Troops who achieve a per girl selling average of 200+ in the Initial Order will earn a troop reward. Troops earning this will receive a \$20 Amazon voucher (one per troop) towards a catalog of specially curated booth essentials. Vouchers will be emailed to troop cookie managers in February.



How the Cookie Crumbles

How does GSHCC calculate cookie prices, troop proceeds, reward costs, and more?

There are a lot of factors that go into planning a cookie program, and many affect the rewards and profit margins. Over the years, GSHCC has worked to keep reward plans relevant to girl trends, offering diverse options for all participants. It is a delicate balance for councils as costs continue to rise. Due to the rise in costs, we have decided to raise the cost per package of cookies in 2026 to \$7 for all varieties.

Why is the price increasing?

The last price increase was in 2023. What are examples of a rise in costs since then?

- The cost of cookies has increased 24%.
- With future increases already scheduled, by 2028, our costs will have gone up 30% in 5 years.
- The cost of rewards and experiences has increased 10-20%.
- By 2028, costs will have gone up 20-30% on rewards in 5 years.

Where does the cookie money go?

80% of GSHCC's operating revenue is covered by the Girl Scout Cookie Program. This includes:

- Upkeep of two camp properties, three cabins, two STEAM Centers, one mobile STEM center, and two program centers.
- Members can rent most properties at no cost.
- Subsidies for the cost of camp, allowing GSHCC to keep camp prices competitive when compared to other summer camps.
- Financial Aid.
- Programming for Girl Scouts in all communities.
- Full-time and part-time staff.

This is how the cookie will crumble for 2026.

- 22% goes to baker costs, credit card fees, purchase promotions, etc.
- 19% goes to troop proceeds, girl rewards and experiences, and other rewards earned through the Girl Scout Cookie Program.
- 15% goes to experiences that support the Girl Scout Leadership Experience, Higher Awards, and other girl programs.
- 43% goes to financial assistance to members, volunteer support and training, customer service support, maintenance of camp properties and program facilities, and other member resources.

Where does the \$45 (soon to be \$65) membership fee go?

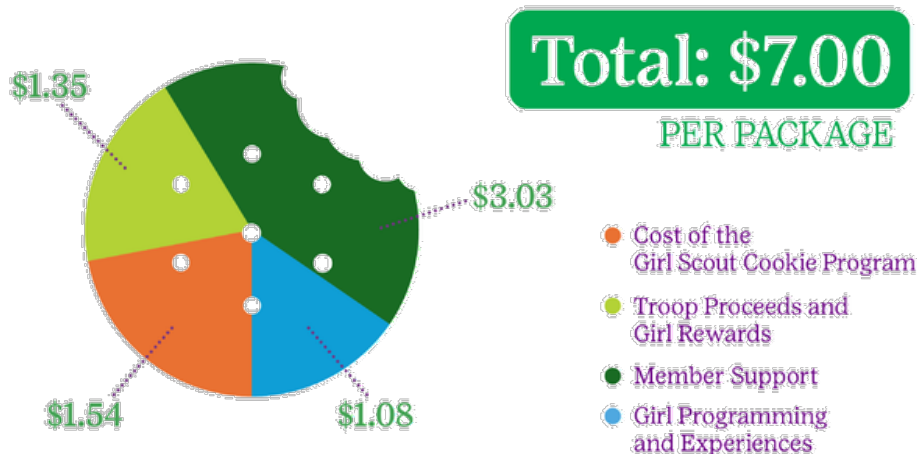
Membership fees are the main revenue source for GSUSA. GSHCC does not receive any of the funds paid for by members.

Why Participate?

The Girl Scout Cookie Program teaches girls The 5 Skills. The 5 Skills are part of the Girl Scout Leadership Experience (GSLE) and you will find badge and pin activities in each of The Girl's Guide to Girl Scouting. It is important to engage participants and caregivers in goal setting and discovering their motivation for participating.

The 5 Skills:

- Goal Setting
- Decision Making
- Money Management
- People Skills
- Business Ethics





Participant and Caregiver Responsibilities



Before the Program

- Ensure your Girl Scout(s) are registered for the 2026 membership year and is registered to the correct troop in MyGS.
- GSHCC is unable to move Girl Scouts in our cookie platforms once they have been uploaded to Digital Cookie.
- Complete a Cookie Permission Form online.
- Ensure you and your Girl Scout are familiar with all program guidelines and ask your cookie manager to clarify anything you do not understand.
- Set up your Digital Cookie account .
- Work with your Girl Scout(s) to set a goal and work with your troop to understand your troop's goal.
- Let your troop know your availability for booth sales, if you are participating in this manner.
- Review all cookie experience information online. If your Girl Scout has a cookie experience as a goal, ensure you mark the date on your calendar. Reward choices cannot be changed after deadlines and make-up dates are not available if your Girl Scout cannot attend the published dates.

During the Program

- Follow all program rules and guidelines.
- Notify customers of expected delivery timelines.
- Enter your Initial Order in Digital Cookie by January 20 or send orders to your cookie manager by January 25 and ensure all Girl Delivery orders are approved

prior to Initial Order submission.

- Collect money for orders upon delivery and turn into your troop as soon as possible.
- Notify your cookie manager as soon as possible if you need additional cookie inventory.
- End your cookie sales by March 15.
- Submit all reward choices to your cookie manager by March 18.
- Find ways to thank your customers! This is an easy way for Girl Scouts to create relationships with their customers.

After the Program

- Turn in all money due.
- Ensure your Girl Scout's Digital Cookie order totals match what they have sold so rewards are earned correctly. Contact your cookie manager before March 18 if they are incorrect.
- Pick up all earned rewards as soon as possible.
- Complete all necessary information for cookie experiences (if earned).
- GSHCC will send earners emails with forms to complete.



Girl Scout Safety Guidelines

General Safety

- Girl Scouts must complete a Cookie Permission Form to participate in the cookie program and be supervised by an adult when selling or delivering cookies.
- Always use the buddy system—it's safer and more fun!
- Only sell during daylight hours unless accompanied by an adult.
- Never enter a customer's home or vehicle.
- Avoid alleys and unfamiliar areas.
- Follow safe pedestrian practices.
- Be aware of traffic.
- Review the Volunteer Essentials and Safety Activity Checkpoints for more information.

Personal Safety

- Wear Girl Scout attire to be easily identifiable.
- Keep money secure and out of sight.
- Do not share last names, home addresses, or personal email addresses with customers.

Online Safety

- Get caregiver permission for all online activities.
- Follow the Digital Cookie and Internet Safety pledges.
- Cookie links must NOT be shared on resale platforms (e.g., Craigslist, Facebook Marketplace).
- Links can be posted in local community groups that are not focused on resale. Girls should not post in community groups in areas they do not live in.

Booth Safety

- Determine if participating Girl Scouts are ready to booth. Consider things like the length of time for the booth shift, if they will be okay standing in the same area for the duration of the booth, and how they will react if rejected or ignored by customers.
- All cookie booths must take place in a designated, council-approved area within council jurisdiction and must be entered in Smart Cookies. Council maps can be found at www.girlscoutshcc.org (Discover -> Our Council).
- Have 1-4 girls and 2 adults present. Only registered Girl Scouts may attend booth sales. No tagalongs or pets.
- Have two adults, including one female (at least one of who is registered and background checked). A minimum of 2 adults is required for all Girl Scout activities.

- For booths that have all Girl Scouts under the direct supervision of their caregivers, adults do not need to be registered.
- Always have caregiver contact information available.
- Set up and remain in the designated area.
- Do not sell in front of establishments that girls cannot legally patronize. Family-friendly breweries are acceptable, but booths should be set up away from the bar, participants should not promote the purchase of alcohol, and adults should not consume alcohol while chaperoning the booth sale.
- Have a barrier between your booth sale and the parking lot. Do not set up on sidewalks.
- No selling on public streets. Wagon sales can only be done door-to-door in residential areas.
- Do not block a store entrance or exit.
- Make sure there is enough room for both the booth and participating Girl Scouts.
- Ensure that pedestrians, bikes, and cars can safely pass by.
- Reduce cash transactions by utilizing Digital Cookie to accept card payments.
- Keep the cash box in a safe place or behind a barrier of cookie packages. Consider using a money belt or apron in place of a cash box.
- Behave professionally if problems arise.

Be Prepared

- All components of the cookie program should be girl-led and supervised by an adult.
- Have an emergency plan in place. See Safety Activity Checkpoints for more information.
- Know the area where you're selling.
- Bring a first aid kit and hand sanitizer when appropriate.
- Encourage participants to decorate their cookie booths. Check the council shop or www.girlscoutshop.com for tablecloths, booth kits, and other cookie gear.
- Deposit cookie funds early and often. Avoid keeping cash at home, school, cars, etc.
- Have Girl Scouts practice their sales pitch and replies to potential customer responses. Use the "What If?" scenarios sheet.
- Girl Scouts always leave a place better than they found it.
- Always have fun!



Navigating Ways to Participate: Tips for Troop Leadership

Girl Scouts can use many different cookie sales methods to help them learn, grow, and reach their goals. Leaders and families should not feel pressured to use all these methods each year. Instead, consider your time and resources as you lead the Girl Scouts to pick the right experience for your troop. Check off each one that feels right. Focus on these methods during your family meeting at the beginning of the cookie season.



Sales Method	Girl Scout Experience	Family Experience	Troop Leadership Experience	Tips
<p>Text or Call Friends and Family</p> <p>Girl Scouts get hands-on experience building people skills while interacting with customers they know and trust.</p>	<p>Girl Scouts explore online sales using their own Digital Cookie site. They can use the site to set and share their goals, learn how to create a marketing video, and promote their business.</p>	<p>Families can help Girl Scouts make connections in their community. Bigger sales may require more room to store cookies and more support managing inventory and money along the way.</p>	<p>The troop cookie manager picks up cookies to distribute to the troop and deposits money into the troop bank account throughout the season.</p>	<p>Encourage families to use Digital Cookie to collect payments. This minimizes the amount of cash families, and the troop, must manage.</p>
<p>Connect with Community</p> <p>This option is perfect for older Girl Scouts who have big goals. They practice their people skills as they build relationships in their community to boost their business.</p>	<p>Families can support their budding entrepreneurs without handling cookies or money.</p>	<p>The troop cookie manager fills Girl Scouts' cookie orders, and tracks progress in Digital Cookie and Smart Cookies.</p>	<p>The troop cookie manager picks up cookies to pick up make several trips to pick up additional inventory. It is okay to set your own deadlines and procedures for families to follow as they request and pick up inventory.</p>	<p>High-selling troops may make several trips to pick up additional inventory. It is okay to set your own deadlines and procedures for families to follow as they request and pick up inventory.</p>
<p>Shipped</p> <p>Girl Scouts explore online sales and get to interact with customers as they deliver cookies, with help from their family.</p>	<p>The family helps the Girl Scout track sales, request inventory from the troop leader, and deliver cookies to customers all without handling money. All sales are paid for via credit card on the Digital Cookie site.</p>	<p>This method requires the least action for troop leadership.</p>	<p>This method requires the least action for troop leadership.</p>	<p>Encourage Girl Scouts to use Digital Cookie to email their cookie link, send reminders, and thank their customers.</p>
<p>Girl Scout Delivered</p> <p>Troop cookie managers can get specific with troop deadlines. Example: Please have orders to me by Tuesday at noon each week. Pick up orders on Saturdays from 11am-1pm.</p>	<p>The troop cookie manager picks up cookies to fill online orders without having to collect and deposit money.</p>	<p>Recommended for troops starting late</p>	<p>Recommended for troops starting late</p>	<p>Troop cookie managers can get specific with troop deadlines. Example: Please have orders to me by Tuesday at noon each week. Pick up orders on Saturdays from 11am-1pm.</p>

Digital Cookie

Sales Method

Girl Scout Experience

Family Experience

Troop Leadership Experience

Tips

Door-to-Door

Order Taking (Initial Order)

Girl Scouts go door-to-door with help from their family to collect orders and, later, deliver cookies. As they do, they practice their people and money management skills.

The family helps the Girl Scout collect orders from neighbors and later deliver the cookies and collect money.

The troop cookie manager picks up cookies at a Cookie Drop based on the troop pre-order and distributes them to the participants.

Encourage families to use Digital Cookie to collect payment. This minimizes the amount of cash families, and the troop, must manage.

Cookies in Hand

Girl Scouts preorder a supply of cookies. They go door-to-door with help from their family to sell their inventory to customers. As they do, they practice their people and money management skills.

Girl Scouts sell inventory door-to-door with family help. Advantages: With cookies in hand, Girl Scouts must only visit a residence once. Disadvantages: The Girl Scout and her family assume financial responsibility for the inventory.

The troop cookie manager fills Girl Scouts' cookie orders, regularly collects payments, and tracks progress in Digital Cookie and Smart Cookies.

Encourage inexperienced families to take less inventory. This minimizes the risk of taking too many cookies. They can always come back for more and turn in money as they go.

Cookie Stands

Girl Scouts report one of their favorite things about running their cookie business is spending time with family. Running a lemonade-style cookie stand near home as a family project is a great way to grow memories along with skills!

The family helps Girl Scouts set up a cookie stand at their residence or a private property in their community. The family assumes inventory responsibility before the cookies are sold.

The troop cookie manager fills Girl Scouts' cookie orders, regularly collects payments, and tracks progress in Digital Cookie and Smart Cookies.

Encourage inexperienced families to take less inventory. This minimizes the risk of taking too many cookies. They can always come back for more and turn in money as they go.

Cookie Booths

Girl Scouts work as a team to reach new customers in a retail setting as they practice communicating their goals, interacting with customers, and safely handling money with adult support.

This is an easy way for busy families to let their Girl Scouts engage in the Cookie Program. Family members can become approved adult chaperones to support.

The troop cookie manager signs up for booths in Smart Cookies, schedules Girl Scouts and approved adults to work the booths, and provides them with inventory. They collect money earned and deposit it into the troop bank account. They also keep records of hours and packages sold so individual Girl Scouts can receive credit for their booth sales.

This is a great way to get families to start volunteering with the troop. It shouldn't be the troop leader or troop cookie manager's job to work all the booths.

Not for troops starting late



Initial Order

Your Role

- Enter your Initial Order in Digital Cookie by January 20 (optional) or provide orders to your cookie manager by January 25.
- **Important:** Remember to approve Girl Delivery orders prior to the Initial Order submission. Girl Delivery orders will stop flowing into the Initial Order once the troop submits, regardless of parent approval status.
- Girl Delivery orders included in the Initial Order will show a green checkmark in Digital Cookie under the “Initial Order” column .
- Direct Ship orders are not included in the Initial Order as they are shipped to customers directly and your troop does not receive this inventory.
- Order is submitted in PACKAGES .
- Remember that girls can continue to orders after the Initial Order period.
- You may want need additional inventory from your troop to cover these orders. Remember to connect with your cookie manager for additional inventory.
- Once you submit your order, you will not be able to edit.
- All cookies ordered are the financial responsibility of caregiver. Troops may accept returns from girls at their discretion.
- All cookies ordered by troops are the financial responsibility of the troop and are non-refundable.
- Your troop is unable to modify orders after Monday, January 26.
- Participants who sell 195+ packages at the time of the Initial Order qualify for the Early Reward.
- Initial Order inventory will be available after your troop picks up inventory at their Cookie Drop date/location (February 12-19).





Alternative Booth Possibilities

In addition to booths, we recommend that troops explore alternative ways to get cookies to customers while teaching girls new skills, marketing strategies, and inventory management. **All alternative options must follow booth dates and guidelines on the Girl Scout Safety Guidelines page of this guide.**

Troop Secured Booths

- Held at public areas or commercial/business areas that are secured by a troop instead of a service unit.
- Limited to ten dates/times in two-hour blocks per location, for a total of 20 hours maximum. If a location would like to offer more dates/times than allowed for a troop, they will be asked to open up the opportunity to all GSHCC troops.
- Locations must provide written permission, to be provided upon request.
- Contact your service unit cookie team and the service unit in which the desired booth is located. Troop Secured Booths cannot be within half a mile of a service unit secured site.
- GSHCC and service unit secured booths have priority if a troop secured booth is scheduled during the same time and/or near another location.
- Must be entered in Smart Cookies and be approved by GSHCC or a service unit cookie manager before a troop hosts a sale there.
- Submissions less than one week in advance of requested date may be denied due to insufficient approval time.
- Entries show as Pending under Troop Reservations section of Smart Cookies until it is reviewed. Once reviewed, status will change to Approved or Denied.
- If a booth submission is denied, the troop will receive an email stating denial reason.
- Troops will receive an email from Smart Cookies within five business days letting them know if their booth request has been approved or denied (starting February 9).

Walkabouts and Wagon Sales

- Only allowed in residential areas. Girls cannot participate in roving wagon sales in commercial areas.
- Troops can post flyers or leave door hangers in their neighborhood.
- Personal information, such as addresses, cannot be posted on public pages.

Cookie Stands (formerly Lemonade Stands)

- Held on private, residential property only.
- Residential areas such as parks are considered public areas. Public areas and commercial/business areas require approval as Troop Secured Booths.
- Do not require approval and are not entered into Smart Cookies for safety, as locations are shared in the National Cookie Finder.
- Can have one adult if only one girl is present.
- If there are two to four girls present, must have two adults.

Cookie Drive-Thrus

- Work with service unit and local businesses to secure a safe location and collaborate on advertising these drive-thrus.
- Must be entered and approved in Smart Cookies prior to troops hosting the sale.
- Share drive-thru locations with your community and invite individuals to visit locations while keeping a safe distance.
- Booths must be set up in such a way that girls never approach vehicles in the line of traffic.

Virtual Booths and No-Contact Deliveries

- Tap into social networks and share cookie links following safety guidelines.
- For safety, links cannot be posted on sites/pages where selling is the primary focus. Includes but not limited to: Craigslist, eBay, Facebook Marketplace, Nextdoor for Sale, etc.
- Participants should communicate with customers to determine where they would like cookies dropped off.



Financials

Troops will deposit all monies (including checks) into their own bank account and the troop's balance due will be withdrawn via ACH withdrawals. Troop funds are not the property of any individual member.

Troop Proceeds and Girl Rewards

- Troops earn \$1.00 per package sold.
- Girls can earn patches, experiences, and reward items.

Optional Older Girl Proceeds and Rewards

- Troops comprised solely of Cadettes, Seniors, and/or Ambassadors may opt-out of rewards and will earn \$1.10 per package sold.
 - Troops with any registered Daisy, Brownie and/or Juniors do not qualify.
 - Girls must unanimously vote for Older Girl Proceeds Plan option.
- Troops earn \$1.10 per package sold.
- Girls can earn patches only.

Payments

- Collected at time of delivery; not at time of order except for Cookie Share, Direct Ship and Girl Delivery orders.
- Accepted payment methods:
 - Cash
 - Bills over \$20 not recommended.
 - Checks
 - Only accept from friends and family and not in amounts over \$60.
 - Do not accept checks at booths or Cookie Stands to limit liability.
 - Credit Cards
 - GSHCC will cover Digital Cookie fees for the 2026 cookie program.
 - Troops responsible for fees associated with other credit card payment systems used.

Financial Reconciliation

- Document all payments, transfer of funds, and deposits.
- Online payments: all online payments are automatically credited to girls and troops. No additional documentation is needed.
- Have your troop write a receipt or track all payments received from participants.

Cookie Collection

- If caregivers do not submit all funds due by end of program, troop will attempt to recover funds.
- If balances are not paid or contact attempts are ignored, troop will submit Cookie Collection Form for participant.
- GSHCC will work to recover funds on behalf of troop.
- If funds are not paid, balances will be sent to an external collection agency.
- Participants who had balances due will be unable to participate in in-person sales and caregivers will be unable to hold volunteer roles that manage finances (such as troop leader or cookie manager roles).

Theft/Loss

- Caregivers are responsible for funds and cookies in their possession.
- Notify troop immediately in the event of loss or theft.



Proceeds and Rewards

Troop Proceeds and Troop Treasure are a troop earned benefit and do not follow individual girls if they transfer to another troop. Rewards cannot be ordered for troops without Recognition Orders.

Rewards and Experiences

- Experience dates and information available on **www.girlscoutshcc.org/rewards**.
- Rewards experiences are designed to meet all Safety Activity Checkpoint guidelines, Volunteer Essentials requirements, and IRS guidelines.
- Unless otherwise stated, all experiences are for earners only and led by GSHCC staff and/or program partners.
- If a girl cannot attend an event date, the alternate experience/item must be selected. Due to IRS guidelines, GSHCC cannot offer tickets to an event. Girls must be present to receive the experience, and any swag items offered. Please plan accordingly and select the option that works for your Girl Scout. No make-up dates are available.

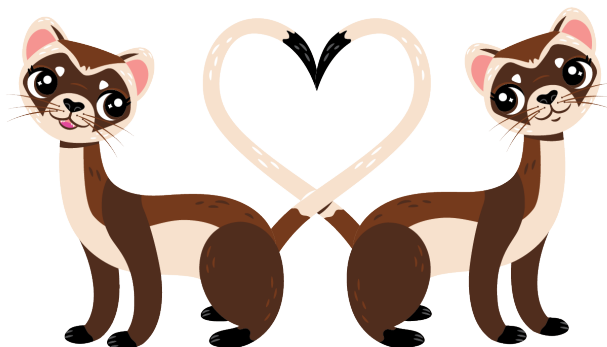
Early and Main Recognition Orders

- The Early Reward is available on all proceed plans.
- The Early Reward can be marked as achieved early in the program while the Main Reward plan is the main plan shown on the reward card and marked earned at the completion of the program.
- Early Recognition Order is submitted at the same time the Initial Order is due while the Main Recognition order is due at the end of the program.
- Most rewards are mailed to service unit teams for distribution. Some items, like experiences, are not mailed and earners will receive an email with information instead. Early rewards will ship at the same time as all other rewards.
- Review the Early Recognition Order and Main Recognition Order Tip Sheets for more information.

Troop Treasure

- Troop Treasure is an additional troop incentive earned based on each troop's per girl average (PGA) and awarded based on the number of girls selling. Refer to chart below for earning levels.
- Funds are for the whole troop regardless of participation.
- May be used towards GSHCC sponsored events listed in the Activities Calendar, membership fees, and in-store GSHCC shop purchases.
- Troops with outstanding cookie balances are not eligible to earn.
- Troop Treasure information will be emailed to troop leaders and cookie managers in late May.

PGA	\$/girl selling
250+	\$30
300+	\$40
350+	\$50



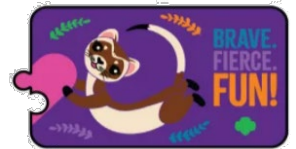
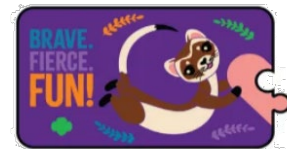


Cookie Share

Cookie Share is a great way for girls, troops, and customers to give back. GSHCC partners with Blue Star Moms, local food banks, blood drives, and other local organizations for Cookie Share donations. Blue Star Moms sends donations provided by GSHCC to active-duty military.

Why participate in Cookie Share?

- Great way to support members of active military and members in your community who might be experiencing food insecurity.
- Allows customers to support the Girl Scout Cookie Program even if they don't want to cookies for themselves.
- Participants who sell *15 packages* towards Cookie Share will earn the Cookie Share patch.
- Participants who sell *25 packages* towards Cookie Share will earn a set of BFF Backpack Patches—one to wear and one to share.
- All Cookie Share rewards can be earned on the Older Girl opt-out plan.
- Cookie Share donations are “virtual”. They will not be added or taken out of a troop's physical inventory. GSHCC handles distribution at the end of the cookie program.
- Troops cannot collect any donations that are not allocated towards Cookie Share (see Volunteer Essentials for more information).





Wrapping up the Program

Caregiver Role

- Ensure all packages of cookies are correctly assigned to your Girl Scout.
- Verify all selected rewards and sizes are correct and that you are aware of expiration dates (if earned). If your Girl Scout cannot attend the event, select the alternate reward as make-up dates are not available.
- Ensure your Girl Scout has turned in all funds due.
- Deliver all cookies to customers as soon as possible.
- Thank customers. This builds a relationship and helps your Girl Scout build a returning customer base.
- Download and save customer contact information from Digital Cookie.
- Download and save your Girl Scout's sales reports at the end of the season for record keeping. Digital Cookie closes for maintenance in the summer and these reports will not be accessible after the cookie season ends.

Performance Management

When a performance issue is identified, inappropriate behavior is displayed or participant/caregiver does not follow program guidelines, GSHCC will bring it to the attention of the member as soon as possible. Concerns reported to GSHCC Customer Care will be addressed using the following steps:

- 1. Coaching:** An informal discussion with the caregiver is often sufficient to prompt voluntary corrective action by the volunteer. A summary of the discussion may be given to the volunteer in writing and will be documented in the corresponding caregiver and troop records. Cookie managers will be notified if concern is regarding a caregiver. Service unit will not receive copies.
- 2. Written Warning:** When a member's performance or behavior necessitates, a written warning will be addressed to the troop with copies to the service unit cookie manager and will be documented in the corresponding member and troop records. Individual may be required to meet with GSHCC for additional coaching, conflict resolution, or training.
- 3. Dismissal:** If the member's performance continues to deteriorate, an acceptable level of performance is not achieved, or the situation merits, the troop will no longer be allowed to participate in the cookie program and/or volunteer will be removed from their role.

Thanking Customers

Remind girls to find a special way to say "thank you!"—whether through a thank you video or a personalized note, Girl Scouts will want to show their customers some appreciation!



Service unit cookie teams and GSHCC are unable to make changes to Recognition Orders after March 22



Resources and Contact Information

Being organized and prepared lets the girls and caregivers in your troop know that you are ready to lead them in a successful cookie program. Their confidence in the troop cookie manager and troop leader allows the girls to focus on their goals.

Program Supplies

- Cookie Permission Form—found online at www.girlscoutshcc.org/resources
- Money envelope—one per participant
 - This item is while supplies last and may not be supplied by ABC Bakers
- Order card—one per participant

Online Resources

- Booth guidelines, worksheets, and additional resources
- Cookie Enterprise Packet
- Cookie Guides
- Cookie lineup and nutritional information
- Digital Cookie and Smart Cookies Tip Sheets designed to walk you through Digital Cookies and Smart Cookies
- Marketing Materials (thank you cards, door hangers, etc.)
- Reward experience dates and information



Who to Contact

Your first point of contact is your troop cookie manager(s) (TCM).

TCM Name: _____

TCM Email: _____

TCM Phone Number: _____

If they are unable to answer your question or provide support with your issues, use the below contact information. When reaching out for support, always include troop number, Girl Scout name(s), order numbers (if applicable), and a brief description of question/concern.

Smart Cookies Tech Support

- 855.444.6682 (9 am to 12 am EST)
- ABCSmartCookieTechSupport@makerspride.com

Digital Cookie Support

- Caregivers and Girls—
<https://digitalcookie.girlscouts.org/help/parent-girl>
- Volunteers—
<https://digitalcookie.girlscouts.org/help/volunteer>
- Direct Ship Order Issues—
<https://www.girlscouts.org/en/footer/contact-us/digital-cookie-support---order-issues.html>

GSHCC Customer Care

- 916.452.9181 or 800.322.4475
- customercare@girlscoutshcc.org

Product Complaints

- Complaint due to the overall quality of cookies
- www.abcbakers.com/contact-us
- 800.221.1002



Product Program Terminology

ABC Bakers: One of two bakers licensed by Girl Scouts of the USA to provide cookies for the Girl Scout Cookie Program.

Automated clearing house (ACH): The electronic transfer of money from one bank account to another via computer-based systems, without the direct intervention of bank staff.

Bakers: The licensed companies that supply Girl Scout Cookies to councils. There are two licensed bakers, ABC Bakers (ABC) and Little Brownie Bakers (LBB). Cookies with the same flavor profile may have different names depending on the baker of origin (eg. Samoas are from LBB and Carmel deLites are from ABC).

Booths: Public location of a stationary sale of Girl Scout Cookies.

Case: Term used for a container of 12 packages of Girl Scout Cookies.

Cookie Manager: A volunteer responsible for managing the cookie program for their troop. Ideally someone other than the troop leader.

Cookie Permission Form: A form giving permission for a girl to sell cookies and acknowledge the caregiver's responsibility to pay for all cookies ordered on their behalf.

Cookie Cupboards: Volunteer-staffed or council employee-staffed cookie storage locations (such as warehouses or council offices) where volunteers can pick up cookie restock orders.

Cookie Share: Packages of cookies purchased by customers that GSHCC will deliver to the military or other nonprofits on behalf of our troops. The girls collect the money but do not physically take possession of the cookies.

Delivery Agents: The transport companies that handle product delivery for Girl Scout councils.

Digital Cookie: Application used primarily by participants to sell cookies to customers online, track progress towards a goal, and manage sales.

Direct Ship: An online sales platform for Girl Scout Cookies, designed to supplement and enhance the traditional cookie program. Smart Cookies lets customers order cookies through an online system and have their cookies shipped directly to them.

Early Reward: Rewards girls or troops earn based on their first order (Initial Order) placed with their council.

GSHCC: Acronym for Girl Scouts Heart of Central California, which spans through 18 counties.

gsLearn: An online learning site. Learn at your own pace, access additional resources, and repeat info when needed.

Initial Order: This is the council's first order with its baker for cookies, which includes girls' and troops' orders.

Jurisdiction: The geographic area over which a Girl Scout council's authority extends.

National Cookie Finder: Found at www.girlscoutcookies.org; members of the public can type in their type in your zip code to locate a cookie booth nearby.

Package: Term for a single container of cookies.

Per Girl Average (PGA): The average number of packages girls sell. This could be determined for a troop. Calculated by taking total packages sold divided by total girls selling.

Registered member: A person who has paid annual dues to be a member of Girl Scouts or is a lifetime member of Girl Scouts.

Rewards: Merchandise or cookie credits given to acknowledge a girl's efforts in the cookie program. Rewards are based on the number of packages sold during the Girl Scout Cookie Program.

Retail Price: The price the customer pays for a single package of cookies.

Smart Cookies: Application used by troops for cookie business management tasks like sourcing additional cookies for the troop and allocating cookie sales.

The 5 Skills: Girls participating in the Girl Scout Cookie Program earn funds for their Girl Scout activities while learning key skills that will help them in business and life. Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.

Troop proceeds: The portion of cookie earnings that a troop keeps and spends on the items its members decide to fund, for example, trips or community service projects.

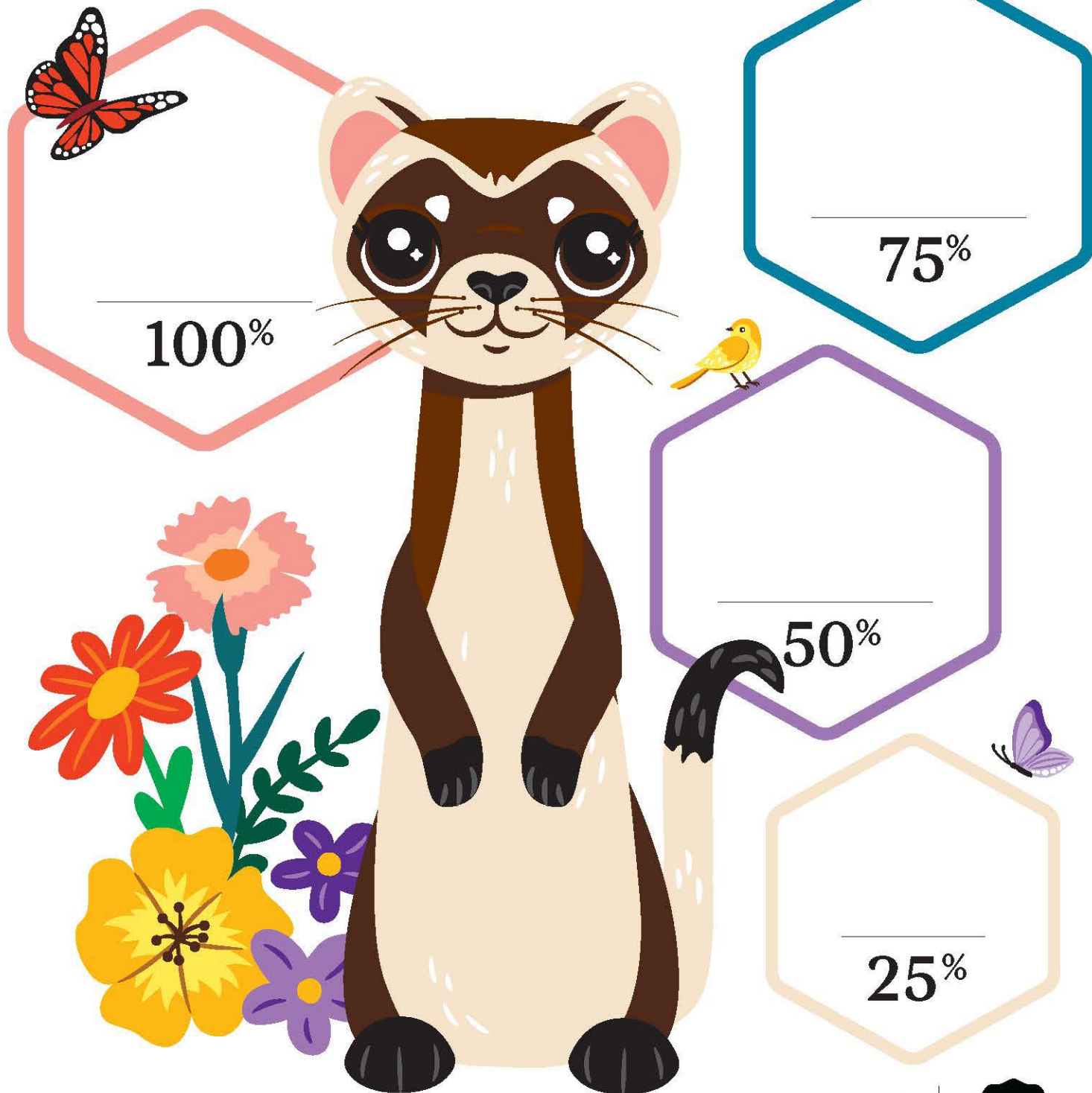
Troop Treasure: Earned rewards for girls participating in the cookie program, based on sales activity. Troop Treasure can be spent on Girl Scout programs and mission-related items and services such as camping and other events, troop activities, or Girl Scout merchandise.

Warehouse: A large facility that a council may use to store its cookies.

BRAVE. FUN! FIERCE. FUN!






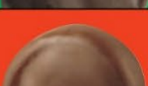



Troop#

Girl Scout Cookie Goal



Girl Scout Cookies[®] 2026 Food Allergens Guide



	CONTAINS (Y) OR MANUFACTURED IN A SHARED FACILITY WITH (M)					CONTAINS				CERTIFICATIONS		
	Wheat	Soy	Milk	Peanuts	Eggs	NO High Fructose Corn Syrup	ONLY Colors from Natural Sources	NO Preservatives	NO Trans Fat	Certified Gluten Free	Made with Vegan Ingredients	Certified Kosher OU-D and Halal
 Adventurefuls [®]	Y	Y	M	M		Y	Y	Y	Y			Y
 New! Exploremores [™]	Y	Y	Y	Y		Y	Y		Y			Y
 Lemonades [®]	Y	Y	M	M		Y	Y		Y		Y	Y
 Trefoils [®]	Y	Y	Y	M		Y		Y	Y			Y
 Thin Mints [®]	Y	Y	M	M		Y	Y	Y	Y		Y	Y
 Peanut Butter Patties [®]	Y	Y	M	Y	M	Y		Y	Y		Y	Y
 Caramel deLites [®]	Y	Y	Y	M		Y			Y			Y
 Peanut Butter Sandwich	Y	Y	Y	Y		Y		Y	Y			Y
 Caramel Chocolate Chip						Y		Y	Y	Y	Y	Y

For complete nutrition facts and ingredients, visit girlscoutcookies.org or www.abcbakers.com for more information.