



## 2026 Troop 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.

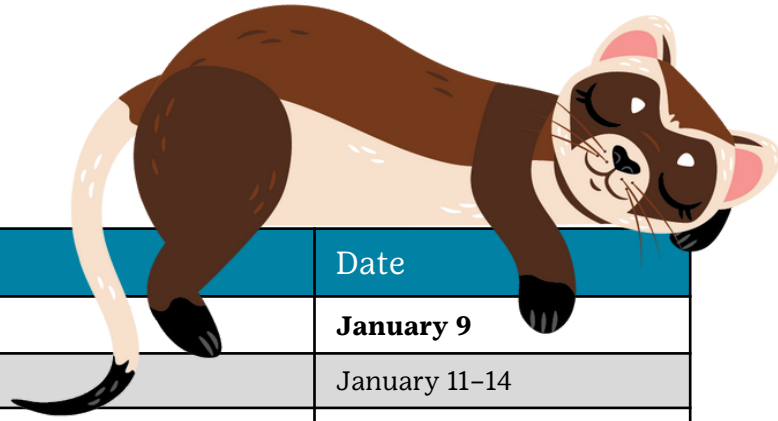
### Did you know?

- 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                  |
|-----------------------------------------------------------|-----------------------|
| <b>2026 Girl Scout Cookie Program Begins</b>              | <b>January 9</b>      |
| Booth Lottery                                             | January 11–14         |
| First-Come, First-Served Booth Reservation 1              | January 18–21         |
| Girl Initial Order Entry Deadline (in Digital Cookie)     | January 20            |
| Initial Order ends                                        | January 25            |
| ACH Authorization Forms due                               | January 26            |
| First-Come, First-Served Booth Reservation 2              | January 25–February 4 |
| Initial Order and Early Recognition Order due from troops | January 26            |
| Proceed Plan change deadline (if applicable)              | January 26            |
| ACH Pre-Authorization Charge                              | January 29            |
| First-Come, First-Served Booth Reservation 3              | February 5–March 15   |
| Cookie Drops (Initial Order deliveries)                   | February 12–19        |
| National Girl Scout Cookie Weekend                        | February 20–22        |
| Booth Sales begin                                         | February 20           |
| Cookie Cupboards Open                                     | February 20           |
| ACH Withdrawal #1                                         | March 5               |
| Inventory Exchange                                        | March 10–15           |
| <b>2026 Girl Scout Cookie Program ends</b>                | <b>March 15</b>       |
| Main and Troop Recognition Orders due from troops         | March 18              |
| Cookie Enterprise Program Forms due                       | March 18              |
| ACH Withdrawal #2                                         | March 19              |
| Cookie Collection Forms Due                               | March 22              |
| ACH Withdrawal #3                                         | March 26              |
| Rewards distributed to service units                      | Mid-May               |
| Troop Treasure distributed                                | End of May            |
| Cookie Experiences                                        | May–July              |

Volunteers 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.

## Troop Inventory Exchange

Troop inventory exchange has returned! Troops can exchange **full, unopened cases** of cookies (excluding the gluten free cookie) for other varieties. This option will be available at select Cupboards only. Check with your service unit cookie manager and in Rallyhood for a list of participating locations. Additional information can be found on page 17 of this guide.



## 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](http://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



**Total: \$7.00**

PER PACKAGE

- Cost of the Girl Scout Cookie Program
- Troop Proceeds and Girl Rewards
- Member Support
- Girl Programming and Experiences



# Troop Goals and Budget

## Help Your Troop Reach Its Financial Goals

As a volunteer, you facilitate girl-led financial planning, which should include the following steps for your troop:

- **Make a plan.** Troop activities should be girl-led decisions, and all funds should enhance the Girl Scout experience. Engage participants through the Girl Scout processes (girl-led, learning by doing, and cooperative learning) and consider the value of any potential activity.
- **Create a budget.** Use our Troop Budget Worksheet to help you with this.
- **Determine how much your troop needs to earn.** Subtract expenses from available income.
- **Set goals** for money-earning activities. Use a Goal Chart to write down each participant's goals as well as the troop's.
- **Write it out.** Once the group has decided on its financial plan, describe it in writing.

## Creating a Troop Budget

Below is a sample troop budget for a troop of 10 Junior Girl Scout with 4 adult leaders. Remember, funds earned through council-sponsored product programs (like cookies and fall product sales) must benefit the entire troop, regardless of individual participation. Using the Troop Budget Worksheet the troop has determined the following:

- Troop will pay for all girl and adult membership renewals.
- Troop will meet twice per month.
- Girl Scouts will work towards five badges each.
- Girls will work towards one additional Insignia.
- Three girls will bridge to Cadette and their bridging materials will be paid for by the troop.
- Troop will go on one trip and participate in two additional activities. Girl will also get one fun patch for each activity and trip.
- New booth supplies and cookie marketing materials are needed.
- Troop will budget for miscellaneous expenses.
- **Total Expenses = \$3,695**
- Troop earns \$1/package, so minimum per girl cookie sales to balance troop budget is 3,695 packages or 370 packages per girl.

## Sample Troop Goals

Using the budget above, the troop has set the following goals:

- All ten girls participated in the Girl Scout Fall Product Program at the \$350 level.
- All ten girls will participate in the Girl Scout Cookie Program. Each girl has set a goal of 600 packages to earn a 2027 membership. This will save the troop \$650.
- Troop will achieve 350+ PGA level and earn Troop Treasure.

## Sample Budget

### Expenses

| Item                  | Total          |
|-----------------------|----------------|
| Girl Memberships      | \$650          |
| Adult Memberships     | \$120          |
| Meeting Supplies      | \$240          |
| Badges                | \$175          |
| Insignia              | \$50           |
| Bridging Materials    | \$180          |
| Trips/Activities      | \$2,000        |
| Fun Patches           | \$60           |
| Cookie/Booth Supplies | \$100          |
| Miscellaneous         | \$100          |
| <b>Total Expenses</b> | <b>\$3,675</b> |

### Revenue

| Activity             | Proceeds       |
|----------------------|----------------|
| Fall Product Program | \$525          |
| Cookie Program       | \$6,000        |
| Troop Treasure       | \$500          |
| <b>Total Revenue</b> | <b>\$7,025</b> |

### Net Budget

| Item                                                                         | Proceeds       |
|------------------------------------------------------------------------------|----------------|
| Total Revenue                                                                | \$7,025        |
| Total Expenses                                                               | (\$3,675)      |
| Earned Memberships                                                           | \$650          |
| <b>Remaining funds for service, trips, &amp; other Girl Scout Activities</b> | <b>\$4,000</b> |



# Cookie Manager Responsibilities



## Before the Program

- Complete training for the 2026 cookie program. Provide your service unit cookie manager a copy of your completion certificate.
- Pick up program supplies upon training completion and prior to the start of the program.
- Ensure all participants complete a Cookie Permission Form. Hold on to these until the end of the program; you will not turn in unless you need to submit a Cookie Collection Report.
- Submit an ACH Authorization Form (if your troop didn't participate in the 2025 Girl Scout Cookie or Fall Product Program, or banking information has changed).
- Host a troop meeting to ensure participants and caregivers know important program information and deadlines.
- Share your contact information and availability with participants.
- Schedule a goal setting session; troop should set a goal, and so should each participant.

## During the Program

- Be the first point of contact for questions, showing best practices and helping with caregiver engagement.
- Keep up to date with cookie program emails, Rallyhood updates, and news on our website and send updates to your troop as necessary.

- Schedule and organize booths; communicate dates and ensure participants know when and where they are scheduled.
- Ensure all participants are following all program rules and safety guidelines.
- Maintain accurate troop inventory.
- Deposit funds regularly into the troop account. Total deposits throughout the program should total your troop's sales minus online payments received.
- Order additional inventory as necessary. Work with your service unit for help ordering if you need guidance.

## After the Program

- Ensure you assign sold inventory to girls in Smart Cookies to maximize rewards.
- Ensure troop balance is zero after the final ACH withdrawal.
- Save copies of recommended reports prior to cookie sales platforms closing for the season.
- Encourage participants to save their customer list for next year.
- Pick up and distribute rewards promptly.
- Count rewards upon receipt and report discrepancies within 24 hours.
  - Service units must report all discrepancies within one week; after this date, ABC Bakers is unable to replace rewards.
- Remind participants to thank their customers.





# 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](http://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](http://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                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br><b>Text or Call<br/>Friends and Family</b> | Girl Scouts get hands-on experience building people skills while interacting with customers they know and trust.                                                                             | Girl Scouts take orders, deliver cookies, and collect money from friends and family. The family submits the orders and money to the troop cookie manager.                                                             | The troop cookie manager picks up cookies to distribute to the troop and deposits money into the troop bank account throughout the season.                                              | Encourage families to use Digital Cookie to collect payments. This minimizes the amount of cash families, and the troop, must manage.                                                         |
| <br><b>Connect with<br/>Community</b>          | 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.                   | 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.                                   | The troop cookie manager fills Girl Scouts' cookie orders, regularly collects payments, and tracks progress in Digital Cookie and Smart Cookies.<br><b>Not for troops starting late</b> | 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. |
| <br><b>Shipped</b>                           | 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. | Families can support their budding entrepreneurs without handling cookies or money.                                                                                                                                   | This method requires the least action for troop leadership.<br><b>Recommended for troops starting late</b>                                                                              | Encourage Girl Scouts to use Digital Cookie to email their cookie link, send reminders, and thank their customers.                                                                            |
| <br><b>Girl Scout Delivered</b>              | Girl Scouts explore online sales and get to interact with customers as they deliver cookies, with help from their family.                                                                    | 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. | The troop cookie manager picks up cookies to fill online orders without having to collect and deposit money.<br><b>Recommended for troops starting late</b>                             | 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.                       |

## 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.

#### 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.

#### 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!

#### 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.

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

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 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.

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

#### **Not for troops starting late**

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

#### **Recommended for troops starting late**

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

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.

#### **Not for troops starting late**

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

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.

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.

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.



# Initial Order

## Your Role

- Caregivers can enter each girl's Initial Order in Digital Cookie until January 20. This means less data entry for the cookie manager, but orders should still be reviewed by the troop.
- Collect the total packages sold by variety from each girl and submit your troop's order by January 26 if they were not entered by caregivers. Clarify orders with caregivers if you have questions.
- Ensure that all Girl Delivery orders are approved or declined by caregivers prior to Initial Order submission.
- Girl Delivery orders received by January 20 will show a green checkmark in Digital Cookie under the "Initial Order" column and should not be included in the "Inv" column of the Smart Cookies Initial order as this will duplicate inventory. Troops are responsible for verifying the order was included in the "presale" column.
- Direct Ship orders received during Initial Order do not show on Initial Order screen but will still count towards the Early Reward.
- Remind girls that money is collected at the time of delivery for in-person orders, except for Cookie Share.
- Initial Order should include order card sales plus the amount estimated for the troop's first 3-5 booth opportunities. Use the Booth Inventory page in this guide for the average booth inventory sold.
- Remind girls they can continue to take order card sales. You may want to order additional cookies in your Initial Order to cover these sales, otherwise you will need to pick up additional cookies from a Cookie Cupboard.
- Once you submit your order, you will not be able to edit.
- All cookies ordered are the financial responsibility of the troop and are non-refundable.
- Create and submit an Early Recognition Order after Initial Order is submitted.
- Your service unit and GSHCC are unable to modify orders after Tuesday, January 28.
- Gluten Free cookies cannot be entered in the Initial Order and do not count towards the Early Reward, unless ordered via Direct Ship. Gluten free cookies pre-ordered in October 2025 will be added to the troop's inventory after Initial Order submission. If a troop ordered gluten-free cookies, but does not place an Initial Order, these cookies cannot be assigned to the troop.
- Order is submitted in PACKAGES and will automatically be rounded to full cases (excluding Cookie Share) and will show in the "EXTRAS" section.
- Review our Initial Order Tip Sheet for more information.
- Please note: There will not be a Mega Drop Cupboard this year. Please ensure all cookies needed are entered in your Initial Order. Otherwise, additional inventory can be picked up at a local Cookie Cupboard.

| Order Type                                    | Transfer Needed                                 | Entry Method                       |
|-----------------------------------------------|-------------------------------------------------|------------------------------------|
| Shipped                                       | No                                              | N/A                                |
| In Person (Girl Delivery)<br>Until January 20 | No                                              | N/A (will show in Pre Sale Column) |
| In Person (Girl Delivery)<br>After January 20 | Yes                                             | Enter in Inv. Column               |
| Cash                                          | Yes                                             | Enter in Inv. Column               |
| Cookie Share                                  | Maybe                                           | See Cookie Share Tip Sheet         |
| Gluten Free (cash or Girl Delivery)           | Yes, after inventory is added to troop by GSHCC | Troop to Girl Transfer             |





# Cookie Drops

## What is a Cookie Drop? What is the difference between a Mega Drop and a Mini Drop?

A Cookie Drop is an event where troops pick up their Initial Order inventory. A Mega Drop is one of two large scale events managed by GSHCC for multiple service units. A Mini Drop is a smaller event hosted by one or a few service units.

## How do I know when and where my Cookie Drop event takes place?

If your service unit attends Mega Drop, more information will be available at [www.girlscoutshcc.org/MegaDrop](http://www.girlscoutshcc.org/MegaDrop) in February. Service Units coordinating Mini Drops are responsible for sharing event-specific information with troops. Event dates and locations are also shown in the Initial Order screen upon order submission. For either Mega Drop, you will be able to select your appointment time at time of submission as well.

## Picking Up Inventory

Troops must pick up their Initial Order at their scheduled location and date. See our Initial Order Pick Up Tip Sheet for more information.

## Inventory Discrepancies

Troops should count their inventory prior to distributing cookies to girls. Inventory received should match the inventory sheet provided at the Cookie Drop event. To resolve inventory discrepancies, troops must send an email to [customercare@girlscoutshcc.org](mailto:customercare@girlscoutshcc.org) no later than 24 hours after their cookie pick-up with the following information:

- Troops number
- Type of discrepancy (shortage, overage, or damage)
- Varieties and amounts (cases or packages)

Troops will receive an email with instructions. Emails must be printed and presented at a local Cupboard.

## Types of Discrepancies

- **Shortages:** Troop received less inventory than what was shown on their inventory sheet. Troops will receive a confirmation to pick up any shortages at a local Cupboard. Shortages must be picked up within one week; the troop is responsible for this inventory and cookies ordered cannot be removed from the troop's account.

- **Overages:** Troop received more inventory than what was shown on their inventory sheet. Troops will have the option of getting any extra inventory transferred to their troop or returning to a local Cupboard. Inventory being kept by the troop will be transferred within one week. For returns, an approval email will be sent to return inventory at a local Cupboard. Inventory must be returned within one week; otherwise, the troop agrees to take financial responsibility of the extra inventory.
- **Damages:** Inventory that has been damaged and can no longer be sold (e.g. packages are crushed, and cookies are crumbled). Damages must be exchanged at a Cupboard within one week; inventory cannot be removed from the troop's account.
- **Recommended:** contact your preferred Cupboard ahead of time to verify inventory availability.

## How much can I pickup in my vehicle?

Mega Drop events limit vehicles to a maximum of 3 per troop. Ensure cookies will fit in your vehicle(s).

| Type of Car   | Number of Cases |
|---------------|-----------------|
| Compact car   | 23 cases        |
| Hatchback car | 30 cases        |
| Standard car  | 35 cases        |
| SUV           | 60 cases        |
| Station Wagon | 75 cases        |
| Minivan       | 75 cases        |
| Pickup truck  | 100 cases       |
| Cargo van     | 200 cases       |

Troops with 600+ cases in their Initial Order will be given the option of a Home Delivery instead of attending their Cookie Drop event. Deliveries are scheduled by the delivery agent between February 12-19 and they cannot confirm an appointment date/time until the first week of February.



# Booth Sales

Troops can only attend booth sales reserved in Smart Cookies. The booth sale schedule is shared in the national Girl Scout Cookie Finder for customers to find purchasing locations. Troops who cannot attend a scheduled booth sale are required to cancel the reservation at least 24 hours in advance. **Troops who do not cancel booth reservations in the system risk losing booth privileges.**

## How to Reserve Booth Appointments

### Lottery Reservations

- Troops will be able to pick from locations within your service unit boundaries only.
- January 11–14: Beginning at 7 pm on January 11, troops can select 10 booth preferences.
- January 15: Troops will be awarded at random up to two of the 10 requested booth opportunities and will be notified via Smart Cookies generated emails.
- Troops should vary their booth preferences by location, date, and time.
- Avoid selecting only premium booth sites; Troops will only be awarded up to one premium booth site, but is not guaranteed.

### First-Come, First-Served Reservations

- Locations and time slots are offered on a first-come, first-served basis and are available council-wide.
- Reservation 1: January 18 at 7 pm through Wednesday, January 21, troops can secure up to four booth appointments (only two premium).
- Reservation 2: January 25 at 7 pm through February 4, troops can secure up to 20 booth opportunities (only ten premium).
- Reservation 3: February 5 at 7 pm through March 15, troops can secure an unlimited amount of booth appointments, including premium.

## How to Prepare

- Review the booth safety guidelines in this guide and ensure all participants and adults are familiar with them.
- Reserve booths during lottery and FCFS reservations.
- Schedule and prepare participants and caregivers for booths.
- Arrive and depart booths on time to ensure other troops can set up for their reservations.
- Girl Scouts should approach customers when they are exiting establishments.
- Track inventory and funds using the Booth Sale Worksheet.
- Sell only Girl Scout cookies at booths. Raising funds for other organizations at booths is prohibited.
- Deposit money after the booth sale concludes.
- Transfer cookies in Smart Cookies using the Smart Booth Divider so girls get credit for sales.

### Troops should bring:

- Assortment of cookies
- Table, chairs (if allowed on property)
- A cash box or apron with change available
- A data-enabled device logged in to Digital Cookie to accept credit card payments
- Booth Sale Worksheet
- Copy of the booth sale guidelines
- Print out the booth confirmation in Smart Cookies
- First aid kit

## Premium Sites

Premium Sites are high-traffic locations and will be marked in Smart Cookies with a “P” when viewing booth options. These reservations are limited to make this opportunity available to more troops. It is the service unit cookie manager’s responsibility to identify premium locations and mark them as such in Smart Cookies when entering booth locations.



# 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.



# Booth Inventory

Keep in mind variables that could impact booth sales, such as, time and day of week, location, and weather. Check with your local service unit cookie team if you need additional help. Use the Smart Booth Divider so you can see your year over year trends to help you more accurately plan. Based on average sales (three-year trend), we recommend you order based on the below mixture. Please note, the Exploremores™ is a new cookie, so we do not have historical sales data. These numbers are projected based on baker data and new cookie trends.

| All Locations/<br>All Varieties | Avg packages<br>sold per 2-hour<br>booth | All Locations/<br>All Dates            | Avg percentages<br>sold per 2-hour<br>booth |
|---------------------------------|------------------------------------------|----------------------------------------|---------------------------------------------|
| First Friday                    | 118                                      | Exploremores™ (New, projected numbers) | 10%                                         |
| First Saturday                  | 107                                      | Adventurefuls                          | 7%                                          |
| First Sunday                    | 93                                       | Lemonades                              | 11%                                         |
| First Week (Mon-Fri)            | 93                                       | Trefoils                               | 6%                                          |
| Second Saturday                 | 93                                       | Thin Mints                             | 24%                                         |
| Second Sunday                   | 82                                       | Peanut Butter Patties                  | 13%                                         |
| Second Week (Mon-Fri)           | 82                                       | Caramel DeLites                        | 19%                                         |
| Third Saturday                  | 92                                       | Peanut Butter Sandwiches               | 7%                                          |
| Third Sunday                    | 73                                       | Caramel Chocolate Chip                 | 3%                                          |
| Third Week (Mon-Fri)            | 75                                       |                                        |                                             |
| Fourth Saturday                 | 87                                       |                                        |                                             |
| Fourth Sunday                   | 85                                       |                                        |                                             |



\$7 per package

12 cookie packages per case

The oven that bakes Trefoils® is as long as an American Football field.







# Inventory Management

Inventory management is a critical part of the Girl Scout Cookie Program for your troop and the girls involved and directly impacts your troop's bottom line. Anytime inventory is given to someone else, the transfer should be entered in Smart Cookies as soon as possible to facilitate inventory management.

## Cookie Manager Role

- Monitor troop inventory regularly.
- Verify all transfers have been entered accurately and in a timely manner.
- Smart Booth Divider is highly encouraged for booth sales; can be used after each booth sale or can divide all booth sale packages at the end of the program.
- Do not create negative inventory.
- Track all transfers done with Cupboards, troops, and girls. You can write receipts or track them digitally. Many troops keep a binder with all documentation. Enter all transfers in Smart Cookies as soon as possible and ensure they match your receipts.
- Document all funds collected at booths and from caregivers. Enter all girl financial transactions in Smart Cookies as soon as possible.
- Ensure you have enough cookies for your upcoming booth sales and to fill Girl Delivery orders. Caregivers should communicate with you regarding additional inventory needs. Set expectations on the best method for them to do this.
- If your troop runs out of cookie varieties and does not plan to get more, you can turn off that variety in Digital Cookie so customers cannot order those cookies via Girl Delivery. Review our Digital Cookie Tip Sheets for more information.

## What Is a Transfer Order?

Transfer Orders are how inventory gets assigned to troops and girls in Smart Cookies. Review our Transfer Order Tip Sheet for more information.

### Troop to Troop Transfer (T2T)

- Transfers inventory between troops and can be individual packages.
- Troop transferring *out* will process the transfer in the system.
- If you need just a few packages and don't want to take a full case from a Cupboard, this is a good option for your troop.

- If you have excess inventory, this is a good option to reduce your extras. Work with your service unit on the best way to find local troops that may want your inventory.

### Troop to Girl Transfer (T2G)

- Transfers inventory to participants within a troop.
- Reduces troop on-hand inventory and increases each girl's packages sold.
- Two types of T2G transfers:
  - With financial responsibility in the PACKAGES field: Girls will need to turn in money collected.
  - Without financial responsibility in the BOOTH field: Money was collected at a booth. Strongly recommended to use Smart Booth divider to distribute packages sold at a booth instead of transfer order.

### Girl to Troop Transfer (G2T)

- Transfers inventory back to troop.
- Some troops may not accept returns. Troop can choose to accept or decline excess inventory.

## What is negative inventory?

- When a troop's on hand inventory shows up as a negative number in Smart Cookies.
- Troop has *transferred out* more cookies than what was in troop inventory.
- Make sure all transfers were entered into the system correctly
  - Are Cupboard to Troop, Girl to Troop, and/or Troop to Troop transfers correct? Did your troop receive extra inventory at Mega Drop that was not reported?

## What happens with negative inventory?

- Troops will be contacted to correct their inventory transfers by GSHCC.
- If not corrected by March 22, GSHCC will process Girl to Troop transfers to correct the discrepancy. This may impact girl rewards.



# Cookie Cupboards

## What is a Cookie Cupboard?

- Warehouses of cookies operated by GSHCC staff or volunteers.
- All Cupboards are CLOSED on Mondays.
- Inventory cannot be returned. Exchanges are allowed at select Cupboards during the last week of the program only.
- Inventory restocks are based on the Planned Orders placed by troops.
- May not be restocked for all varieties toward the end of the program.
- Cupboard orders are in full cases only (12 packages).
- The Mega Drop Cupboard will not be available this year. Inventory needed after the Initial Order submission must be picked up at a local Cookie Cupboard.

## What is a Planned Order?

- Placed at a local Cookie Cupboard by Sundays for pick up Tuesday through the following Sunday.
  - An order placed on Monday, for example, would be available for pickup on Tuesday of the following week.
- Helps GSHCC accurately stock Cookie Cupboards based on community demand.
- Orders held for 48 hours.
- A list of Cookie Cupboards will be shown at the time the order is placed. Troops pick the location, day, and time most convenient for them.
- Due to transit times, Cupboards may not have inventory to fill Planned Orders scheduled for pick-up early in the week.
- Review our Planned Order Tip Sheet for more information.

## What is an Unplanned Order?

- Picked up at local Cookie Cupboard on a *first-come, first-served* basis.
- Open hours are at the discretion of the Cupboard manager. Contact them to check if they accept Unplanned Orders and available inventory.
- If Cupboard does not have the inventory needed, consider contacting another Cupboard or work with another troop to get inventory you need.
- Planned Orders take priority over Unplanned Orders.

## Inventory Exchange

- **Full, unopened cases** in sellable condition can be exchanged for equal amounts of inventory at select Cupboards; no returns. Cases cannot be damaged or written on.
- Exchanges accepted at discretion of the Cupboard Manager.
- Gluten-free cookies cannot be exchanged as they are a specialty cookie.
- Only available from March 10 to March 15.
- Inventory based on availability after Cupboard fills Planned Orders.
- Troops without cleared ACH pre-authorization are not eligible to participate in the inventory exchange.

## Cupboard to Troop Transfer (C2T)

- Planned Orders convert to C2T transfers once picked up from Cupboard and increases troop on hand inventory.
- Troops should verify C2T transfers are accurate and entered in timely manner.
- Only Cupboard managers can process these order types.

### Typical Planned Order Week

| Sunday                               | Monday                                                                                                                                                                                                     | Tuesday                                                                    | Wednesday     | Thursday                                                                                                                                                                                                                            | Friday                                                                                                                                                                                                                                                             |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Planned order deadline by 11:59 p.m. | Based on planned order volume, existing cupboard inventories and existing inventory at Master Cupboard (delivery agent), Product Program purchases additional inventory from ABC Bakers by noon on Monday. | Transit Time from ABC Bakers distribution center to GSHCC Master Cupboard. | Transit Time. | Transit Time.<br>Delivery Agent starts delivery routes to Cookie Cupboards council-wide, if inventory is available at their warehouse.<br>Cupboards are stocked based on existing inventory vs inventory needed for Planned Orders. | Monday's order arrives at GSHCC Master Cupboard (may arrive following week as transit time can be 5-7 days).<br>Delivery agent continues Cupboard deliveries, if inventory has arrived.<br>Cookies available for pick-up as early as Friday (check with Cupboard). |





# 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.

## ACH

- Bank account information automatically uploaded for troops who participated in 2025 Girl Scout Cookie or Fall Product Programs. Verify accuracy prior to first ACH withdrawal.
- New troops or troops with new banking information are required to submit ACH Authorization Form by **January 25**.
- Pre-authorization charge is a deposit of one cent and ensures accounts have been submitted and are valid. Troops who do not clear the pre-authorization will be contacted by GSHCC and will not be able to place Planned Orders.
- Payments received for online orders automatically credited to troops and Girl Scouts and reduce ACH balances. They are not deposited into troop accounts unless troop is due a refund at end of program.
- Troops are responsible for ensuring sufficient funds required for each ACH transaction.
- If an extension is needed, troops must send a request to **customer care@girlscoutshcc.org** a minimum of three business days prior to withdrawal date.
  - Requests must include troop number and reason for request to be considered.
  - Troops responsible for non-sufficient funds fees (NSF) if extension not requested by deadline.

| ACH               | Date     | Amount                                      |
|-------------------|----------|---------------------------------------------|
| Pre-Authorization | Jan 30   | \$0.01 deposit                              |
| ACH #1            | March 5  | 25% of balance due                          |
| ACH #2            | March 19 | 75% of balance due                          |
| ACH #3            | March 26 | Remaining balance due or deposit for refund |

## Payments

- Collected at time of delivery; not at time of order with the exception of Cookie Share, Direct Ship and Girl Delivery orders.
- Accepted payment methods:
  - Cash (deposit often to prevent loss and theft)
    - 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.
- Girl Scout payments: write a receipt or track all payments received from participants. Enter those transactions as Girl Financial Transactions in Smart Cookies promptly. See Girl Financial Transactions Tip Sheet for more information.
- Booth Payments: use the Booth Sale Worksheet to track all booth payments. This sheet tracks starting and ending inventory to calculate all packages sold. Packages sold should balance to payments received. Remember to track online vs cash payments.
- Troop deposits into bank account: these payments cannot be tracked in Smart Cookies as the system does not function as an account ledger. All payments deposited into the troop account should balance with the total money received from Girl Scouts and at booth sales.



# Financials

## continued

### Bounced Checks and Counterfeit Bills

- Troops must notify GSHCC no later than Sunday, March 22 if they receive counterfeit bills or bounced checks.
- Troops are responsible for fees associated with bounced checks or counterfeit bills.
- Steps to follow:
  1. Obtain bank letter showing proof of bounced check or counterfeit bill, deposit date, and amount.
  2. Send copy of letter, include service unit, troop number, cookie manager name, and troop leader name to **customer care@girlscoutshcc.org**.

### Loss

- If cookies are lost, the troop is financially responsible for those cookies.
- It is the caregiver's responsibility when cookies are in participant's possession.

### Theft

- Troops are responsible for safeguarding funds and cookies.
- Participants are responsible for funds and cookies in their possession.
- Troops must notify GSHCC no later than Sunday, March 22 if they experience theft.
- Steps to follow:
  1. Report theft to service unit cookie team and to local police department within 24 hours.
  2. Obtain a copy of police report. This must be an official report with case number, officer information, name of person reporting, and details of what occurred.
  3. Consider filing claim with insurance company. GSHCC is not responsible for any associated deductibles.
  4. Send supporting documentation to **customer care@girlscoutshcc.org** and include service unit, troop number, cookie manager name, and troop leader name.

### Outstanding Cookie Balances

- All efforts should be made to receive payments due by participants as the goal is to ensure troops receive all money earned and that it is used to enhance the Girl Scout experience.
- Troops who pay balances with troop proceeds are taking on participant's financial responsibility; GSHCC cannot help resolve once this is done.
- Troops having difficulty collecting funds should follow these steps:
  1. Contact caregiver to discuss situation. Document all interactions and attempts to collect.
  2. Submit Cookie Collection Report no later than Sunday, March 22. Report must include Cookie Permission Forms, receipts, log of interactions/attempts to collect.
- Once Cookie Collection Report is submitted, GSHCC will do the following:
  - Troop will receive credit in amount submitted on collection form, pending proof of balance due. This credit will be listed as **Collection** in Smart Cookies and ACH balance due will be adjusted.
  - GSHCC will work with caregivers directly for payment collection. No payment can be accepted by troop from caregivers after submission of collection report.
- GSHCC cannot help recover funds without a Cookie Collection Report with supporting documentation submitted by the deadline.
- Reports missing required documentation will not be accepted. Troop will not receive ACH credit and GSHCC will not attempt to collect from the caregiver.

A cookie season of Caramel deLites®  
needs as much coconut as  
6 blue whales weigh.





# 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.

## 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

- Only to troops with all members registered as Cadettes, Seniors and/or Ambassadors.
  - 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.
- Must be selected in Smart Cookies by deadline.

## Rewards and Experiences

- Experience dates and information available on **[www.girlscoutshcc.org/rewards](http://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 Recognition Order

- 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.
- Troops can view their PGA on their Smart Cookies dashboard and in their Troop Recognition Order.
- A Troop Recognition Order must be created for a troop to earn Troop Treasure.
- 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.
- How to calculate—total number of packages sold divided by number of girls selling.
- Troop Treasure earned in the 2025 Girl Scout Cookie Program expires April 30, 2026. Troop Treasure earned in the 2026 Girl Scout Cookie Program will expire April 30, 2027.
- Troop Treasure information will be emailed to troop leaders and cookie managers in late May.
- Review the Troop Recognition Order Tip Sheet for more information.

| 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?

- Allows customers to support the Girl Scout Cookie Program even if they don't want to buy 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).
- Review our Cookie Share Tip Sheet for more information.

| Donation Type                                            | Entry Needed | Transfer Method                     |
|----------------------------------------------------------|--------------|-------------------------------------|
| Shipped + Donation                                       | No           | N/A                                 |
| Booth                                                    | Yes          | Smart Booth Divider                 |
| In Person + Donation (Girl Delivery)<br>Until January 20 | No           | N/A                                 |
| In Person + Donation (Girl Delivery)<br>After January 20 | Yes          | Virtual Cookie Share                |
| Donation only (via Digital Cookie)                       | No           | N/A (NEW)                           |
| Cash During Initial Order                                | Yes          | Add to Inv. Column of Initial Order |
| Cash After Initial Order                                 | Yes          | Virtual Cookie Share                |



# Wrapping up the Program

## Cookie Manager Role

- Ensure troop successfully wraps up the cookie program. Communicate with families regarding troop sales and reward distribution.
- Assign all sold inventory to participants. Though it is not required to assign all on hand inventory, it is strongly recommended even if you have leftover inventory. This ensure your troop maximizes rewards earned. GSHCC will not assign leftover on hand inventory.
- Create and submit the Main and Troop Recognition Orders by the deadline.
  - Rewards cannot be ordered for troops without recognition orders.
  - Ensure correct reward choices and sizes are selected, as applicable.
  - Ensure caregivers of Girl Scouts who earned and selected experiences are aware of event dates prior to finalizing selections to avoid conflicts.

## Financials

- Ensure all ACH withdrawals have been processed. Review troop balance summary to ensure the balance due is zero. Review the Troop Balance Summary Tip Sheet for more information.
- Troops with outstanding cookie balances will go into collection process and will not receive Troop Treasure (if earned).
- Review Girl Balance Summary reports and ensure all funds have been turned in by participants. Submit a Cookie Collection Report, if necessary.

## Reward Distribution

- Troops are responsible for counting items upon pick up and prior to distribution.
- Rewards must be distributed to participants within one week of receipt.
- Use Recognition Order Summary by Troop when picking up rewards to ensure correct totals. Correct discrepancies at time of pick up.
- Use Recognition Order Summary by Girl when distributing to girls. Keep a signed copy for your records to verify pick up.
- Discrepancies should be communicated and corrected within 24 hours of pick up.

## Final Reports

Cookie managers are responsible for saving Smart Cookies and Digital Cookie reports at the end of the Girl Scout Cookie Program. Both platforms will shut down for maintenance at the end of May. Volunteers, GSHCC, GSUSA and ABC Bakers are unable to access data and reports once this happens. Recommended reports include:

- Girl Balance Summary
- Recognition Order Summary by Girl
- Recognition Order Summary by Troop
- Troop Balance Summary
- Any reports your troop frequently accessed during the program

## 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



# Conflict Resolution

These processes are meant to reduce stress and frustration when troops encounter conflicts.

## Misappropriation of Funds

Misappropriation of Girl Scout funds is strictly prohibited. GSHCC reserves the right to pursue collection efforts and/or remove a volunteer or member found to be misappropriating funds. GSHCC reserves the right to remove volunteers for non-compliance/no response to suspected misappropriation inquiries. GSHCC reserves the right to immediately suspend a volunteer if there is reason to suspect the misappropriation of Girl Scout funds.

Examples of misappropriation of Girl Scout funds include, but are not limited to:

- Using funds for personal use
- Girl Scout account funds spent without group approval (troop, service unit, etc.)
- Self-reimbursement
- Funds not benefitting the whole troop/group
- Theft/embezzlement
- Non-Girl Scout related purchases
- Co-mingling Girl Scout funds with personal funds

## Troop Outstanding Cookie Balances

If a troop has not provided ACH information by the deadline or GSHCC has attempted to process an ACH transaction and the payment is returned, GSHCC will take steps to work with the troop for resolution. If this happens, GSHCC will contact troop to notify them of need to submit or update bank information or notify them of returned payment. If the troop still has an outstanding balance due by the final ACH withdrawal date, the troop will go into a collection process.

The collection process includes GSHCC doing the following:

1. Sending troop cookie manager an email notifying them that troop is in collections.
2. Calling troop cookie manager notifying them that troop is in collection.
3. Mailing a letter to troop cookie manager notifying them that payment has not been received.

If GSHCC is unable to collect funds due by deadline communicated with cookie manager, they will be ineligible to renew their role as leader or cookie manager. They will also be sent to an external collection company. Leader and cookie manager roles can be renewed one year after clearing balance due.

## Performance Management

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

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



Shirley and Dolly, the black footed ferrets,  
are wishing you a fun and successful  
Girl Scout Cookie® season!





# 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](http://www.girlscoutshcc.org/resources)**
- Cookie samples—one package per troop
- Money envelope—one per participant
  - This item is while supplies last and may not be supplied by ABC Bakers
- Order card—one per participant
- Receipt books—three per troop
- Troop Cookie Manager Guide—one per troop
- Troop envelope—one per troop
- Volunteer patch—one per troop

## Online Resources

- ACH Authorization Form
- Booth guidelines, worksheets, and additional resources
- Cookie Enterprise Packet
- Cookie Guides (troop and caregiver/participant)
- Cookie lineup and nutritional information
- Cookie Managers of GSHCC rally in Rallyhood: **[www.rallyhood.com/36401](http://www.rallyhood.com/36401)**
- 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.)
- Online training (accessed through gsLearn in MyGS)
- Reward experience dates and information
- Rally Guide
- Safety Tips for Online Marketing
- Troop Budget Worksheet

## Who to Contact

A troop's first point of contact is their service unit cookie manager(s) (SUCM).

**SUCM Name:** \_\_\_\_\_

**SUCM Email:** \_\_\_\_\_

**SUCM 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](mailto: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](mailto:customercare@girlscoutshcc.org)**

## Product Complaints

- Complaint due to the overall quality of cookies
- **[www.abcbakers.com/contact-us](http://www.abcbakers.com/contact-us)**
- 800.221.1002

Rallyhood is a great place for resources, collaboration, and general questions. Member or troop specific questions must be sent to Smart Cookies or GSHCC Customer Care as applicable.



# 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](http://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.

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# Get Cookie Booth Ready

Shop Your Booth Must-Haves at the gsShop!

TROOP 76072



Tabletop Riser  
\$30.00

Customizable Troop Banner  
OR Pennant Banner  
\$10.00



Table Runner  
2 styles to choose from  
\$18.00

Table Cloth  
60" square \$25.00  
72" x 108" rectangle \$35.00



Yard Sign  
\$19.00



Money Bag  
\$18.00



Zippered  
Money Pouch  
\$7.00



Handheld Signs  
\$15.00



Rolling Cart  
\$45.00

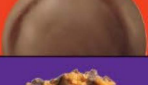
Interested in placing an order?  
Reach us by phone at 916-453-5220 or by email at [girlscoutshop@girlscoutshcc.org](mailto:girlscoutshop@girlscoutshcc.org)



# 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 |
|  <b>Adventurefuls®</b>           | Y                                                          | Y   | M    | M       |      | Y                           | Y                                | Y                | Y            |                       |                             | Y                               |
|  <b>ExploreMORES™</b>           | Y                                                          | Y   | Y    | Y       |      | Y                           | Y                                |                  | Y            |                       |                             | Y                               |
|  <b>Lemonades®</b>             | Y                                                          | Y   | M    | M       |      | Y                           | Y                                |                  | Y            |                       | Y                           | Y                               |
|  <b>Trefoils®</b>              | Y                                                          | Y   | Y    | M       |      | Y                           |                                  | Y                | Y            |                       |                             | Y                               |
|  <b>Thin Mints®</b>            | Y                                                          | Y   | M    | M       |      | Y                           | Y                                | Y                | Y            |                       | Y                           | Y                               |
|  <b>Peanut Butter Patties®</b> | Y                                                          | Y   | M    | Y       | M    | Y                           |                                  | Y                | Y            |                       | Y                           | Y                               |
|  <b>Caramel deLites®</b>       | Y                                                          | Y   | Y    | M       |      | Y                           |                                  |                  | Y            |                       |                             | Y                               |
|  <b>Peanut Butter Sandwich</b> | Y                                                          | Y   | Y    | Y       |      | Y                           |                                  | Y                | Y            |                       |                             | Y                               |
|  <b>Caramel Chocolate Chip</b> |                                                            |     |      |         |      | Y                           |                                  | Y                | Y            | Y                     | Y                           | Y                               |

For complete nutrition facts and ingredients, visit [girlscoutcookies.org](https://girlscoutcookies.org) or [www.abcbakers.com](https://www.abcbakers.com) for more information.

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