



## 2026 Cupboard Manager Guide



# Table of Contents



## Meet your new BFF

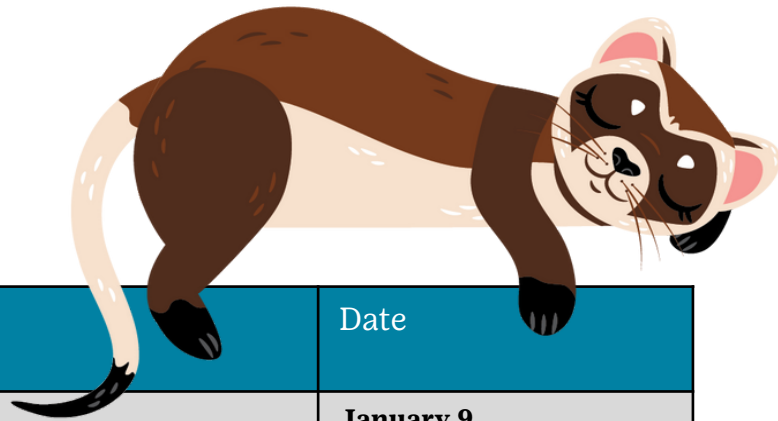
Use these black-footed ferret fun facts to kick off your Girl Scout Cookie rally with some fun.

### 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!

Cookie Calendar	3
What's New	4
How the Cookie Crumbles	5
Cupboard Manager Responsibilities	6
Cookie Cupboard Manager Role	7
Getting Organized	8
Setting Open Hours	9
Initial Order	10
Cupboard Reorders	11
Order Types	12
Damaged Inventory	13
Managing Inventory	14
Balancing Inventory	15
Wrapping up the Program	16
FAQs	17
Product Program Terminology	18
Notes	19
Cookie Lineup and Allergen Guide	20

# 2026 Cookie Calendar



Activity	Date
<b>2026 Girl Scout Cookie Program Begins</b>	<b>January 9</b>
Initial Order ends	January 25
Cookie Drops and Cupboard Deliveries	February 12-19
National Girl Scout Cookie Weekend	February 20-22
Booth Sales begin	February 20
Cookie Cupboards Open	February 20
Inventory Exchange	March 10-15
<b>2026 Girl Scout Cookie Program ends</b>	<b>March 15</b>
Cupboards Close	March 15
Donations due by (if applicable)	April 10
Inventory Forms due	Weekly (Sunday)
Cupboards Closed	Weekly (Monday)



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).







# 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?

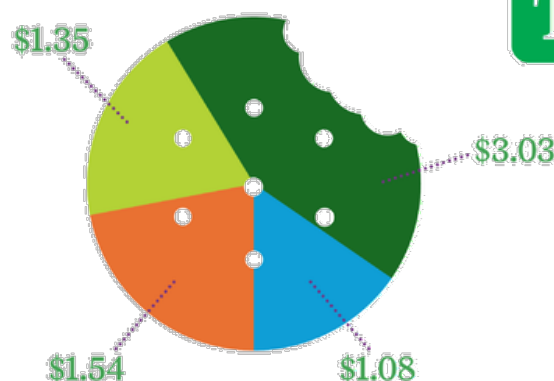
Membership fees are the main revenue source for GSUSA. GSHCC does not receive any of the funds paid for by members.

## 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

# Cupboard Manager Responsibilities



## Before the Program

- Confirm delivery appointment with delivery agent.
- Enter open hours in Smart Cookies.
- Begin preparing for your delivery.
- Ensure area is pest and smoke free, weatherproof, and clean.
- Ensure there is easy access to location and clear out space where necessary.
- Share your contact information and availability with neighboring service units.
- Familiarize yourself with the cookie specs (cases per layers, layer pattern, and cases per pallet).

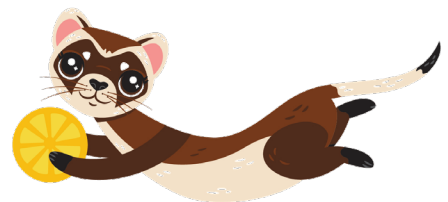
## During the Program

- Receive your Cupboard Initial Order. Count all cookies at time of delivery and ensure accuracy.
- Enter/approve all orders daily when orders are picked up.
- Submit weekly inventory sheets by Sunday night.
- Maintain accurate inventory. Audit receipts and orders if inventory is inaccurate.
  - Physical inventory counts should always match on hand inventory shown in Smart Cookies.
- Dispose of pallets and wrapping.
- Notify GSHCC if you need pallet removal.

- Keep damaged cookies separated from inventory. Do not dispose of them until approved by GSHCC at the end of the cookie program. Photos will need to be provided of damages.
- Keep up to date with GSHCC emails, Rallyhood updates, and news on our website.

## After the Program

- Submit final inventory and ensure it matches Smart Cookies totals.
- If you have leftover inventory, decide if you want GSHCC to pick up cookies or if you want to donate locally.
- Send pictures of all damages and receive approval prior to disposing of them.
- Notify GSHCC of your availability for inventory pick-up if you are not donating locally.
- Notify GSHCC if you are donating inventory locally.
- Submit copies of donation letters by deadline.





# Cookie Cupboard Manager Role

## Your Role

- Be a current, active Girl Scout member. This includes a current year membership, cleared Live Scan background check and completed Mandated Reporter. These requirements ensure compliance with California's AB506
- Maintain accurate inventory. This ensures GSHCC can restock varieties as best as possible.

## Best Practices

- Use Planned Orders as much as possible. This helps GSHCC track the number of cookies your Cupboard will need each week.
- Keep receipts organized. Receipts should be kept for all orders (Cupboard to Troop, damages, shortages, overage, and inventory exchanges if your Cupboard is participating).
- If you have the space, stage Planned Orders for the week. This allows you to see the inventory you have for Unplanned Orders while prioritizing all Planned Orders
- Use the Planned Order sheets to help you stage orders and place the sheet on top of the stack to quickly help you find orders.
- Planned Orders for future weeks should not be prioritized as these are considered Unplanned Orders for the current week.
- Delete all Planned Orders not picked up within 48 hours and move inventory back if order has been staged separately.
- Approve all Planned Orders and enter all Unplanned Orders daily.
- If Planned Orders exceed the inventory you have available or you will be receiving inventory late in the week, work with troops to reduce high volume orders and/or reduce them equally across all troops.

## Cupboard Advantages

We offer the option to receive your troop's Initial Order with your Cupboard delivery instead of attending a Mega Drop or Mini Drop. This does not mean you will receive your cookies early. To take advantage of this, you must take the following steps:

- Ensure you submitted your troop(s) information on the Cupboard confirmation form.
- Enter your troop's initial order by the troop deadline.

## Cupboard and Troop Cupboard Manager?

It is important to keep maintain accurate inventory for your troop and Cupboard, so never mix your inventory.

- Designate an area to store troop cookies separately from Cupboard inventory.
- Utilize Planned Orders for your troop to ensure Cupboard has sufficient inventory.
- Complete Transfer Orders and keep receipts for all your troop orders.
- Do not "borrow" cookies from your troop's inventory to help another troop in the Cupboard.
- You may use Troop to Troop transfers but do so right away in Smart Cookies.



# Getting Organized

We want to set you up for success, so it is important that you feel prepared and organized before cookies are delivered to you.

## Materials

- Table and chair(s)
- Laptop or tablet
- Cupboard binder (provided by GSHCC)
- Cupboard guide
- Wi-Fi
- Receipt books
- Pens/permanent markers
- Scissors
- Signage
- Cupboard roster
- Folders/filing system for receipts
- Tape
- Carts
- Calculator
- Case/tub for damages
- Hand sanitizers
- Disinfecting wipes

## Storage Guidelines

Your site must be a safe environment for storage of all product:

- Clean and dry
- Well-lit area
- Animal/insect/pest free (including pets, animal dropping and litter boxes)
- Secure – locked area
- Non-smoking

A typical two car garage holds approximately 1,400 cases of cookies at maximum capacity with room to move around the pallets.

- Pallet dimensions are approximately 48” length by 40” width. 1 pallet = 16 sq ft
- If storing in a garage, keep cookies on pallets so they do not absorb fluids like oil and gas
- Table below shows the quantities by variety per layer and pallet

This is a Cookie Spec chart. This shows you how many cases per layer and per pallet. Layers are rows. Each variety has a specific layer pattern. These layer patterns are shown on the side of each case of cookies for easy reference.

Variety	Cases per layer	Layers per Pallet	Cases per Pallet	Overall Pallet Height (in.)
Adventurefuls (film)	18	10	180	90”
Exploremores	17	11	187	94”
Lemonades	18	10	180	95”
Trefoils	17	11	187	94”
Thin Mints	19	10	190	96”
Peanut Butter Patties	18	10	180	87”
Caramel DeLites	18	10	180	87”
Peanut Butter Sandwich	17	11	187	94”
GF Caramel Chocolate Chip	12	12	144	104”





# Setting Open Hours

## Your Role

- Entering accurate dates and hours lets troops know your availability.
- Troops cannot see your Cupboard or place Planned Orders if you do not enter open hours in Smart Cookies.
- If your Cupboard isn't showing in Smart Cookies for the week, you have not entered hours, or it is past the order deadline for the week (orders placed after Sundays can only be placed for the following week (e.g. a troop trying to enter an order on Monday, February 23 will only be shown times between Tuesday, March 3 – Sunday, March 8 even if you are open from February 24-March 3 because the deadline for the week was Sunday, February 22)).

## Entering Hours in Smart Cookies

Troops will be able to schedule Planned Orders based on the appointments you create in Smart Cookies.

1. Log in to Smart Cookies.
2. Go to the **My Cupboard** section and select **Cupboards**. This will display your Cupboard Information.
3. Click the pencil icon on the far right. This will show you the detailed information.
4. Verify address is correct. This is what will print on your delivery tickets. If information is not correct, delivery agent will have issues delivering to you.
5. In the **Notes** section, enter any information that will be useful to delivery agent, such as garage codes, identifying information, access information (e.g. on a big hill).
6. In the **Troop Planned Order Pick-up Limit** section, enter how many troops you can serve per hour. For example, entering 6 troops allowed per hour means an average of 1 troop every 10 minutes and 12 would be an average of 1 troop every 5 minutes.
  - Leaving this field blank allows an unlimited number of troops to schedule.
  - GSHCC highly recommends you set a limit to give yourself sufficient time between orders.
7. In the Available Times – Date, Start and End time section, enter your availability.
8. Each day must be entered separately. Select date from calendar, select start and end times from drop down, then click add time.
9. Times will appear in one-hour increments.
10. Dates/times can be deleted as needed by clicking the X next to the appointment times.
11. Add dates/times at least 2 weeks in advance.
12. Click Save. Appointment times will not register in the system if you do not click the save button.

## Unplanned Orders

Unplanned Orders are allowed at the discretion of each Cupboard Manager. Share your open availability with neighboring service units. The GSHCC Sacramento and Modesto Cupboards will not be accepting Unplanned Orders in February.





# Initial Order

## What to Expect

- Cupboard Initial Orders are based on current Planned Orders, past year's historical Cupboard to Troop transfer, and amount of storage space you have.
- GSHCC will decide additional inventory restocks based on troop Planned Orders placed for your Cupboard.

## Deliveries

- Delivery agents will confirm delivery dates and times (in a two-hour window).
- Deliveries cannot be made if you do not confirm directly with agents.
- Delivery agent is responsible for letting you know if they will be late.
- Drivers will unload product.
- Drivers cannot break down pallets for you. If you would like varieties stacked in a different manner, you will need to do so after your delivery.
- Carefully count all cases by variety before signing delivery ticket. Use the cookie specs grid to help you count quickly. Each case of cookies also has the layer pattern and quantities printed on the side.
- You are required to sign a delivery ticket for all deliveries. Keep a copy in your Cupboard binder for your records.
- Notate any overages or shortages on your ticket prior to signing and notify GSHCC via email immediately. Order will be corrected in Smart cookies to reflect the exact number of cases you received, or the delivery agent will make another delivery to correct the discrepancy.
- Submit the online inventory form and enter all quantities received for your Initial Order.
  - If you receive your troop's Initial Order along with our Cupboard delivery, remember not to include those cases in the quantities received for your cupboard (e.g. if you receive 500 cases for your cupboard and 100 for your troop, you would enter 500 cases not the full 600).

## Gluten-Free Cookies

The troop gluten-free pre-order was due in October 2025. Cupboard will be given a limited quantity of this variety and troops can pick up on a first-come, first-served basis only. There will likely be no more Caramel Chocolate chip cookies delivered after your initial delivery.



Initial Cupboard deliveries  
will be made between  
February 12-19



# Cupboard Reorders

## What is a reorder?

- If your Cupboard does not have enough inventory to fulfill your Planned Orders for the week, GSHCC will place a reorder for your Cupboard.
- This will show as a cupboard-to-cupboard transfer from the delivery agent (Master Cupboard) into your Cupboard.
- Inventory is based on the Planned Orders placed by troops.
- You will receive an email confirmation from Smart Cookies on Monday with your order for the week. Your inventory in Smart Cookies will update to include your new inventory totals for the week.
- If you do not receive an email and you do not see a cupboard-to-cupboard transfer under Manage Orders in Smart Cookies, your Cupboard is not receiving a delivery for the week.
- Delivery agent will schedule appointment to deliver cookies to you.
- May not be restocked for all varieties towards end of cookie program.
- Delivery agent requires a minimum of 150 cases for a reorder.

## What if my Cupboard does not need 150 cases?

The Delivery agent cannot make a delivery for less than 150 cases. GSHCC may deliver cookies to you from another Cupboard based on needs and availability.

## Why is my Cupboard not receiving a reorder?

If your Cupboard is not receiving a reorder, you may have enough to fulfill Planned Orders or we did not receive your weekly inventory form and were not able to schedule a delivery to you.

## What if I do not have all the varieties, I need to fill Planned Orders or what if my delivery won't get to me in time for orders scheduled early in the week?

Notify troops of your scheduled delivery and see if they can pick up later in the week. Work with troops to reduce high volume orders. Reduce all orders equally for varieties you will be low on to maximize how many orders you can fill.

## 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. Delivery Agent starts delivery routes to Cookie Cupboards council-wide, if inventory is available at their warehouse. 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). Delivery agent continues Cupboard deliveries, if inventory has arrived. Cookies available for pick-up as early as Friday (check with Cupboard).





# Order Types

## Planned Orders

- Planned Orders allow troops to reorder cookies from a specific Cupboard.
- Troops can place up to three Planned Orders per week.
- Orders are in full cases – no mixed cases.
- If a troop would like packages, you can recommend a troop to troop (T2T) transfer.
- Occasionally troops will accidentally order by packages instead of cases. If you see multiples of 12, contact the troop to verify the order and edit as needed.
- Cancel any Planned Orders not picked up within 48 hours following the requested date.
- Do not distribute Planned Orders for future weeks, especially if you are low on inventory. These would be considered Unplanned Orders and may affect your ability to fill Planned Orders for the week (Tues-Sun).
- Go to Reports section of Smart Cookies and download the Planned Order Report with Signature to see your Planned Orders.
- Once orders are picked up and approved, the status will change to Cupboard to Transfer (C2T) and will no longer be listed as a Planned Order.

## Unplanned Orders

- Available on a first-come, first-served basis.
- Planned Orders take priority.
- Use the Transfer Order function in Smart Cookies to enter an Unplanned Order.
- In the notes section, indicate unplanned order and date it was picked up.
- Not all Cupboards accept Unplanned Orders.

## Cupboard to Troop Transfer (C2T)

- Orders picked up by a troop from a Cupboard.
- Once Planned Orders are picked up, they change to this status.
- These orders can be seen under the **Manage Orders** section of Smart Cookies.
- Can be edited if there was an error by clicking the three dots on the right and selecting **Edit Order**.

## Cupboard to Cupboard Transfer (C2C)

- Initial Cupboard delivery and restock orders will show as cupboard-to-cupboard Transfers.
- Shortage/Overage transfers are entered as C2C using the Shortage-Overage Cupboard.
- This is how inventory will be moved in or out of your Cupboard.
- Inventory cannot be moved to or from a troop as this would assign or remove that inventory from that troop.
- Other Cupboard to Cupboard transfers are uncommon and must be approved by GSHCC prior to transfer.

## Returns and Exchanges

- Returns are not accepted.
- Exchanges can only be done in the event of damages or if your Cupboard has been approved for inventory exchanges.
- For damages, no transfer is needed in Smart Cookies as the inventory has already been assigned to the troop.
- It is important no Cupboard accepts returns or exchanges (unless your Cupboard is approved to participate in the inventory exchange ) to ensure a consistent troop experience.
- Cupboards who accept returns or exchanges without authorization may be removed from their roles.





# Damaged Inventory

## What is Damaged Inventory?

Damaged inventory indicates product that is damaged to the extent that it is not sellable. It is important to look around pallets and check cases when accepting a delivery. If you do find a damaged case in your delivery, you will accept the delivery as is and enter the damage in Smart Cookies by **cases**. Please note the unit of measure for Damage Orders in Smart Cookies is set to packages, so you will need to enter order in increments of 12 to damage out the whole case.

## How to Handle Damages

- Verify the case is truly damaged. This means there are packages that are no longer in sellable condition. This could be empty packages, sleeves that are opened, crushed cookies, etc. Sometimes cases will have creases or external damages, but all packages are intact. This would not be considered a true damage.
- Keep damages separate from the rest of your inventory to avoid confusion.
- Enter damages in Smart Cookies as soon as possible to maintain accurate inventory.
- Notate lot codes and enter in notes section.
- ABC Bakers requires pictures of damages at the end of the program. Do not dispose of damages until you have submitted images to GSHCC and received approval to discard at the end of the cookie program.
- If there are only a few damaged packages in a case, you may swap them out with undamaged packages from a case that has already been damaged out in Smart Cookie.
- This minimizes your damaged case count and will give you a full, undamaged case to offer troops.
- If a troop brings you damaged packages to exchange, you can use undamaged packages from a case that has already been damaged out in Smart Cookies.
- If you do not have damaged cases of a specific variety that is needed, you can damage out an intact case and swap out the packages needed. The rest of the case can be used for future damage exchanges. For example, you damage a case that has 2 damaged packages, but 10 packages are intact. A troop brings in 3 damaged packages of that same variety. You may swap out for 3 of the 10 intact packages. You now have 5 damaged packages and 7 intact packages.
- You do not need to create an additional damage order when exchanging from a case that has already been damaged out.
- Do not process a troop transaction for damages. The troop's inventory already reflects these cases; a Transfer Order will duplicate them.



Example of what ABC Bakers considers a true damage



# Managing Inventory

Inventory management is the most important part of your role. Maintaining correct and current inventory minimizes over and understocking. If you experience multiple and/or large discrepancies, we will work with you to find and correct those errors.

## Daily

- Approve Planned Orders in Smart Cookies.
  - Print the Planned Order Report w/Signature from Smart Cookies for the week. Have troops sign for all orders at pick up and keep this report in your cupboard binder.
  - It is a best practice to notate order numbers next to the picked-up orders for easy inventory reconciliation.
- Enter any Unplanned Orders you accepted as Transfer Orders.
  - Keep receipts for all.
  - Write order numbers on the receipts once entered in Smart Cookies for easy inventory reconciliation.
- Enter any shortage/overage orders you accepted. These will be entered as a Cupboard to Cupboard transfer to the Shortages-Overages Cupboard.
- Enter any damage orders.
- Count inventory at the end of the night and ensure Smart Cookies shows the same amount you physically have available in your Cupboard.
  - If it doesn't match, review receipts and rectify errors. Smart Cookies should always match your physical inventory.

## Weekly

- Submit the online inventory form by Sunday night .
  - Link provided by GSHCC. Bookmark to your browser for the duration of the cookie program for easier submissions.
  - Use the storage guidelines to help count each variety.
  - If you have questions, concerns, or need guidance, please email GSHCC Customer Care at [customercare@girlscoutshcc.org](mailto:customercare@girlscoutshcc.org).
- Confirm your delivery appointment with delivery agent if you are being restocked.

## Low Inventory

- Since restocks are based on your available inventory and Planned Orders, it is important to approve Planned Orders and enter all other orders daily.
  - This ensures GSHCC can see accurate inventory and plan accordingly.
- Inventory for Unplanned Orders is not guaranteed, and these orders will not be prioritized by GSHCC when restocking Cupboards.
  - Remember: fulfill Planned Orders before you distribute inventory for Unplanned Orders.
- Towards the end of the cookie program, less popular varieties will not be restocked.
- If you are unexpectedly low on inventory, notify GSHCC immediately (e.g. expected delivery did not arrive, large number of damages were received, etc.)
- Work with troops to offer other varieties, suggest a neighboring Cupboard, or ask troops to place a Planned Order and pick up the following week.

Keep a folder or binder with all receipts and Planned Order signatures throughout the season. This will help you keep track of inventory. If inventory issues arise with troops, you will have proof of pick-up. GSHCC will ask you for copies of all receipts if your inventory does not balance.



# Balancing Inventory

As a Cupboard Manager, you are responsible for all inventory delivered to you until it is transferred to troops. It is important to ensure Smart Cookies inventory matches what you physically have on hand. Check inventory counts daily and submit your inventory sheet by Sunday of every week. Counting inventory daily makes resolving inventory discrepancies easier as you know inventory was accurate the day before. This means you will only need to review receipts for the day your inventory didn't balance as opposed to receipts for the whole week.

## How to Balance Inventory

- Review the Cupboard On Hand Inventory report in Smart Cookies.
- Count all cookies physically on hand.
- If you have more cookies on hand than shown in Smart Cookies:
  - Verify you did not duplicate transfer orders (Cupboard to Troop transfers).
  - Verify all deliveries received are in Smart Cookies and they are correct (Cupboard to Cupboard transfers).
  - Verify you entered all Overage transfers (cookies troops returned as a Cookie Drop overage).
  - Review the Planned Order report and all receipts to ensure orders were entered accurately.
- If you have less cookies on hand than shown in Smart Cookies:
  - Verify you approved all Planned Orders.
  - Verify you entered all Unplanned Orders.
  - Verify you entered all Shortage transfers (cookies given to troops as a Cookie Drop shortage).
  - Review the Planned Order report and all receipts to ensure orders were entered accurately.
- If you find an error, edit the order in Smart Cookies.
- If the error was on your restock order, contact GSHCC so the order can be edited as you will not be able to order these order types.





# Wrapping up the Program

## Remaining Inventory

- Submit your final inventory by Sunday, March 15 using the inventory sheet.
- GSHCC will coordinate the best time to remove cookies from your Cupboard on or before the first week of April.
- Inventory left in Cupboards helps fulfill Cookie Share donations.
  - Donations are made to Blue Star moms, local food banks and other local nonprofits.
- If you would like to donate to a local organization to you, please notify GSHCC for approval. You will be responsible for making the donation by the first week of April. GSHCC will provide you with a donation letter.
  - Donations can made to nonprofits that align with GSHCC values.
  - Cupboard who donate locally greatly help GSHCC ensure donations get spread out as best as possible throughout our council.
- Submit all your receipts to GSHCC along with any donations letter (if applicable).
- You are not financially liable for remaining cases in your Cupboard, unless cookies cannot be recovered from your Cupboard or donations are not completed by the deadline.
- Pallets leftover can be used by you or donated. If you are having trouble disposing of them, please reach out to GSHCC for support.

## Thanking Your Community

A great way to thank the community for their support of local troops and the cookie program is to deliver your left over inventory to a local non-profit as part of our Cookie Share program. Contact GSHCC for approval before making donations.







# FAQs

## Can I exchange troop inventory or accept returns?

Exchanges are not accepted, except in the event of damaged inventory that is not sellable or if your Cupboard has been approved to participate in the inventory exchange pilot. Returns are not accepted; once troops receive and accept inventory, they are financially responsible for that inventory.

## How can I be approved to be part of the inventory exchange program?

Cupboards selected for the inventory exchange program cannot be new, must have a history of balanced cupboard inventory, and good communication with GSHCC. We also look at factors such as inventory capacity and history of orders at your cupboard.

## Can a troop change/add/reduce what they pick up as part of their Planned Order?

Yes, Planned Orders can be changed prior to the troop signing for the inventory. Once an order is approved in Smart Cookies and the troop has accepted the inventory, it can no longer be changed.

## What happens if a troops comes to pick up their Planned Order after the 48-hour window has passed?

Orders that are not picked up within 48-hours should be deleted in Smart Cookies. After this window, troops can pick up these orders as Unplanned Orders, pending inventory availability.

## Why does a Planned Order state “blocked” on the Planned Order report? Can I give this inventory to the troop?

If a troop did not clear their ACH Pre-Authorization or has a returned ACH withdrawal, they will be unable to place Planned Orders. Any orders previously placed will show as “blocked” on the Planned Order report and should not be distributed to those troops.

## Can a troop pick up any inventory from my Cupboard if they can’t place a Planned Order?

Troops who do not clear the ACH process cannot pick up any additional inventory until this has been resolved.

## I entered an order wrong. Can I change it?

Yes, please review our Tip Sheet for information on how to edit an order.

## How will I know if I am receiving a restock order for the week?

When GSHCC creates a restock order for you, you will receive an email from Smart Cookies. This will tell you how many cookies you are receiving. The delivery agent will then call you to confirm your delivery appointment. You will also be able to see the reorder as a Cupboard to Cupboard transfer. If you do not see a transfer order to your Cupboard, you are not receiving a delivery for the week.

## What should I do with the leftover pallets?

Pallets can be disposed of at your discretion. If you need removal, please notify GSHCC prior to your restock order for the week.

## What if I do not submit the inventory form by Sunday?

Inventory forms are required weekly. If it is not submitted in time, we may not be able to get a delivery to you in time for your Planned Orders but it is still required to ensure your inventory is up-to-date.



# 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.





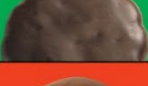
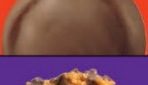



**Troop Treasure:** Earned rewards for girls participating in the cookie program, based on sales activity. Troop Treasure can be spent on Girl Scout programs and mission-related items and services such as camping and other events, troop activities, or Girl Scout merchandise.

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

19

# 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
 Exploreables™	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](https://girlscoutcookies.org)  
or [www.abcbakers.com](https://www.abcbakers.com) for more information.

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