girl scouts heart of central california

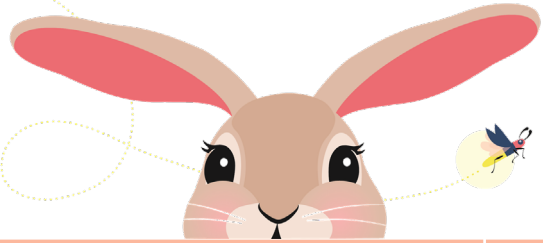
ABC BAKERS

READY TO EXPLORE

2027 Caregiver Cookie Guide



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Meet Sally the lop-eared rabbit!

Use these lop-earned rabbit fun facts to kick off your Girl Scout Cookie Program with some fun.

Did you know?

- Even though their ears hang down, they still have excellent hearing and can pick up a wide range of sounds.
- Many lop-eared rabbits have incredibly soft coats that make them extra cuddly.
- Rabbits sleep a lot—sometimes up to 8–12 hours a day—but are most active at dawn and dusk.
- Lop rabbits can learn routines, recognize their names, and even be trained to use a litter box.
- They love hay, leafy greens, and the occasional treat like carrots or fruit.
- They enjoy companionship and can form close bonds with humans or other rabbits.

2027 Cookie Calendar



Activity	Date
Ensure Girl Scout(s) are registered in correct troop	December 13
2027 Girl Scout Cookie Program Begins	**January 8**
Girl Initial Order Entry Deadline (in Digital Cookie)	January 19
Initial Order ends	January 24
Cookie Drops (Initial Order deliveries)	February 11–18
National Girl Scout Cookie Weekend	February 19-21
Booth Sales begin	February 19
2027 Girl Scout Cookie Program ends	**March 14**
Cookie Enterprise Program Forms due	March 17
Cookie Experiences	April–July
Rewards distributed to service units	Mid-May
Digital Cookie closes for the season	End of May



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

What's New



Girl Scout Sparkables™

What's inclusive, fun, and makes the world a better place? Girl Scouts, of course, and Girl Scout Sparkables, too!

Allergy-friendly and dotted with colorful sprinkles, these delicious oatmeal chocolate chip cookies—created in partnership with our baker besties at Partake—help more of us join in the yum.

This cookie is an online exclusive and free of the top nine allergens.



Patch Pals™

From earning badges about pet care to doing service projects focused on foster pups, Girl Scouts truly are a dog's best friend.

Now Patch Pals™, Girl Scouts' first cookie for dogs, offers a new way to share that love. Baked with blueberries and honey, they turn everyday moments into something special.

Created with BARK, the dog-obsessed creators of BarkBox, Patch Pals™ are the perfect reward for learning new tricks, playing fetch, or just brightening your day. These special treats are made to make dogs happy and bring extra joy to dog lovers everywhere.

This cookie is an online exclusive.

Simplified Participation

To remove barriers and simplify participation, Cookie Permission forms are no longer required, and ACH withdrawals have been reduced from three withdrawals in March to two.

Reward Changes

GSHCC has incorporated girl and volunteer feedback to change our girl and troop reward structures. The highest reward level was removed to prioritize lower levels. Membership was removed from the reward card and was replaced with increased Troop Treasure levels.

Troop Bonus Incentive

GSHCC met our council goal in 2026, and troops received additional funds. We have brought this bonus back for 2027! If council meets our goal of 1.49M packages, every troop receives an additional 5 cents per package sold. If the council meets 102% of our goal (1.52M packages), every troop receives an additional 10 cents per package sold.

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.

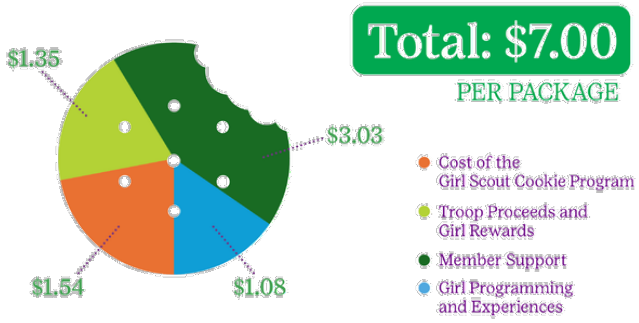
Where does the cookie money go?

100% of the proceeds remains local to support our council. 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.

How does the cookie crumble?

- 22% goes to baker costs, credit card fees, purchase promotions, etc.
- 19.3% goes to troop proceeds, girl rewards and experiences, and other rewards earned through the Girl Scout Cookie Program.
- 15.4% goes to experiences that support the Girl Scout Leadership Experience, Higher Awards, and other girl programs.
- 43.3% 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 $65 membership fee go?

All membership fees are paid to GSUSA, the national organization. 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

Every purchase powers big impact.

Help customers understand how their purchase supports your local council and your troop's individual goals. GSHCC has a customizable booth flyer that troops can use to show customers where cookie proceeds go and showcase their troop goals. Visit www.girlscoutshcc.org/resources to find our editable Canva template.





Participant and Caregiver Responsibilities

Before the Program

- Ensure your Girl Scout(s) are registered for the 2027 membership year and is registered to the correct troop in MyGS.
- GSHCC is unable to move Girl Scouts in our cookie platforms once they have been uploaded to Digital Cookie.
- Ensure you and your Girl Scout are familiar with all program guidelines and ask your cookie manager to clarify anything you do not understand.
- Set up your Digital Cookie account.
- Work with your Girl Scout(s) to set a goal and work with your troop to understand your troop's goal.
- Let your troop know your availability for booth sales, if you are participating in this manner.
- Review all cookie experience information online. If your Girl Scout has a cookie experience as a goal, ensure you mark the date on your calendar. Reward choices cannot be changed after deadlines have passed, and make-up dates are not available if your Girl Scout cannot attend the published dates.

During the Program

- Follow all program rules and guidelines.
- Notify customers of expected delivery timelines.
- Enter your Initial Order in Digital Cookie by January 19 or send orders to your cookie manager by January 24 and ensure all Girl Delivery orders are approved prior to Initial Order submission.
- Collect money for orders upon delivery and turn into your troop as soon as possible.
- Notify your cookie manager as soon as possible if you need additional cookie inventory.
- Review orders and refund customers if an order was not delivered. Customers will receive a confirmation email stating their order was delivered.
- Mark orders delivered once delivery is completed, not before.
- End your cookie sales by March 14.
- Submit all reward choices to your cookie manager by March 17.
- Find ways to thank your customers! This is an easy way for Girl Scouts to create relationships with their customers.

After the Program

- Turn in all money due.
- Ensure your Girl Scout's Digital Cookie order totals match what they have sold so rewards are earned correctly. Contact your cookie manager before March 17 if they are incorrect.
- Pick up all earned rewards as soon as possible.
- Complete all necessary information for cookie experiences (if earned).
- GSHCC will send earners emails with forms to complete.

Safety Guidelines

General Safety

- Always use the buddy system—it's safer and more fun!
- Only sell during daylight hours unless accompanied by an adult.
- Never enter a customer's home or vehicle.
- Avoid alleys and unfamiliar areas.
- Follow safe pedestrian practices.
- Be aware of traffic.
- Review the Volunteer Essentials and Safety Activity Checkpoints for more information.

Personal Safety

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

Online Safety

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

Booth Safety

- Determine if participating Girl Scouts are ready to booth. Consider things like the length of time for the booth shift, if they will be okay standing in the same area for the duration of the booth, and how they will react if rejected or ignored by customers.
- All cookie booths must take place in a designated, council-approved area within council jurisdiction and must be entered in Smart Cookies. Council maps can be found at www.girlscoutshcc.org (Discover -> Our Council).
- Have 1-4 girls and 2 adults present, including one female (at least one of whom is registered and background checked). Only registered Girl Scouts may attend booth sales. No tagalongs or pets.
- For booths that have all Girl Scouts under the direct supervision of their caregivers, adults do not need to be registered.
- A second adult is not required if a Girl Scout is under direct caregiver supervision. However, for safety, it is a best practice to have a second adult present.
- 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, such as bars, dispensaries, casinos, etc. 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.
- Only keep a small number of packages on display to decrease theft as a risk and simplify booth setup and cleanup.
- 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. Leave if you feel unsafe or call 911 if necessary.

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.
- Bring a first aid kit and hand sanitizer when appropriate.
- Encourage participants to decorate their cookie booths. Check the council shop or www.girlscoutshop.com for tablecloths, booth kits, and other cookie gear.
- Deposit cookie funds early and often. Avoid keeping cash at home, school, cars, etc.
- Have Girl Scouts practice their sales pitch and replies to potential customer responses. Have a practice day with your troop for booth setup, the process of running a booth sale, and cleanup.
- Girl Scouts always leave a place better than they found it.
- Always have fun!

girl scouts

Ways to Participate in the Girl Scout Cookie Program



Ready to help your Girl Scout get the most out of cookie season? No matter how they take part in the Girl Scout Cookie Program, they'll grow their people skills, learn to set goals, make smart decisions, and so much more. Talk with them about which options they're excited to explore this year!

Text or Call Friends and Family

Is this your Girl Scout's first time running their own cookie business? Texting or calling friends and family is a great way to help them feel comfortable connecting with cookie customers. If your Girl Scout has a busy schedule, this is a flexible option.

Digital Cookie®/ Smart Cookies™

Is your Girl Scout ready to take their digital marketing skills to the next level? With the Digital Cookie/Smart Cookies platform, Girl Scouts can ship cookies directly to customers, accept orders for cookie donations, or schedule an in-person delivery. And your Girl Scout can reach their sales goals no matter what their schedule is like.

Door-to-Door Deliveries

Going door-to-door is a great way for your Girl Scout to perfect their sales pitch! Get out in your community and sell in your own neighborhood. Use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course).

Cookie Stands

Would your Girl Scout feel more comfortable on their own turf? Cookie stands are set up in front of a residence on private property, where they'll market their cookies to customers in their neighborhood. They're a great way to ease more introverted girls into connecting with their communities. This can be fun for the whole family!

Cookie Booths

Cookie Booths are a great way to interact with new customers, develop teamwork, and have fun. Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, mall, bank, or even a drive-through booth in a parking lot) where they can practice their business skills with new customers.

Note: cookie booths must be coordinated by troop cookie managers; may only happen at council-approved locations; and must be legally open to, accessible, and safe for all girls and potential customers.

Connect With Your Community

The possibilities are endless! Girl Scouts team up with their parents/caregivers to sell cookies to their employees and coworkers, at places of worship, and at community groups. From preparing a corporate pitch to selling cookies in bulk to car dealerships, real estate agents, or financial institutions, there are so many ways to grow your cookie business.

Participating in the cookie program helps power Girl Scouts' adventures throughout the year. It's also a fun way to learn important skills for future careers and in life including goal setting, decision making, money management, people skills, and business ethics.

Participation Methods

How can my Girl Scout participate in the cookie program?

Girl Scouts can participate in several different channels: paper order card, Direct Ship, Girl Delivery, and Booths. It is not required to do all, so it is important to decide how your Girl Scout will participate based on their goals and the troop's goal,

Paper Order Card

- Each girl within a troop receives a paper order card to take orders from friends, family, or in-person door to door sales.
- Customers pay at the time of delivery for their cookies, not at the time of ordering.
- Girl Scouts communicate to their customers at the time of order when they will receive it. Consider when your troop will receive cookies, the time for the troop to distribute to all girls, and time for yourself to arrange for the cookie delivery. For example, do not tell your cookie customer that they will receive their order the same day as your troop's cookie drop.
- Girls can continue taking paper orders after the Troop Initial Order entry deadline. Caregivers are responsible for communicating to the cookie manager what cookies are needed to fulfill orders.

Cookie Stands

- Girl Scouts can hold a cookie stand on residential private property to sell cookies, connecting her to her local neighbors. Like a lemonade stand.

Door-to-Door and Wagon Sales

- Accompanied by their caregiver, Girl Scouts can walk about their neighborhood to sell to residents.

Direct Ship

- Customers can choose to have their cookies shipped directly to their door with Direct Ship. Customers will pay shipping charges, but cookies can be delivered sooner.
- Online Exclusives are only available through the Direct Ship channel.
- If a troop runs out of certain varieties, customers can still purchase them through Direct Ship.
- A great option for events that happen before the Cookie Drops such as Superbowl parties or Valentine's Day!
- Girls receive credit for packages sold without setting aside physical inventory for these orders.

Girl Delivery

- Customers can order their Girl Scout cookie to be delivered by your Girl Scout
- Requires contacting your troop for physical inventory to fulfil if the order is received after the Troop Initial Order is Submitted.
- Customer order confirmation emails will show a delivery date of 7 days after GSHCC's last day of cookie deliveries. This is to allow troops to pick up and distribute cookies to their Gril Scouts.

Booths

- Troops can reserve booths in Smart Cookies secured by service units to sell cookies at local storefronts.
- Requires coordination with troop to reserve booths, ensure attendance of girls, and inventory to stock your cookie booth.

When do I ask my Troop Cookie Manager for inventory?

- When you receive Girl Delivery orders after the Troop Initial Order.
- If your Girl Scout takes paper orders after the Troop Initial Order.

What happens if I don't approve a Girl Delivery order?

- Caregivers have 5 days to approve a Girl Delivery order. Should their order not be approved for Girl Delivery, the order is refunded or converted to a donation based on customer selection. The default option when placing an order is to have the order refunded.
- After an order is approved, it is important to communicate with your customer when you plan to deliver their cookie order to ensure they are home to receive it.

What happens if a Girl Scout doesn't deliver a Girl Delivery order?

- It is important to communicate to customers if there are any delivery challenges. Caregivers have the option to refund an order if you find you are unable to fulfill the delivery.
- Caregivers will be responsible for the cost of undelivered cookies and shipping if GSHCC fulfills outstanding orders.

Cookie Business Tips

Ways your Girl Scout can promote their cookie business

Door-to-door

- Meet neighbors and share their goals with help from an adult.
- Add the QR code to a flyer to leave behind in case customers want to order more cookies, access the online-only products, or share them with a friend.
- Put a QR code for their Digital Cookie storefront on a door hanger to leave behind if no one is home.

Cookie Stands and Booth Sales

- Set up in your community and talk with customers face-to-face.
- Display a flyer with a QR code that guides customers to their Digital Cookie storefront. They can order online-only products now or save the code to order cookies and have them shipped later.
- Share a sticker with a QR code or insert a business card promoting their Digital Cookie storefront with each sold package to promote the online-only products and reorders.

Connect with your community

- Visit local businesses, events, or groups to share their cookie business and meet new customers.
- Visit local pet stores and shelters to leave behind business cards promoting the troop's Digital Cookie storefront.
- Set up a booth at a local farmer's market to sell cookies and promote the troop's Digital Cookie storefront.

You can find doorhangers, flyers, business cards, thank you stickers, and more on the GSUSA website under Cookie Business Tools.

What if my Girl Scout's troop runs out of a specific variety of cookies?

- Girl Scouts can recommend a similar variety or use their People Skills to help their customers find a new favorite.
- Digital Cookie includes several functions for caregivers, including disabling specific cookie varieties for delivery. This feature helps prevent customers from ordering cookies you cannot fulfill— avoiding the need to decline orders and disappoint customers.
- If your troop states they are out of variety, toggle it Off. Click Update Delivery Settings for the variety to no longer show as available for Girl Delivery orders.
- To make the variety available again, simply toggle the slider back to On and click Update Delivery Settings.
- Customers can still order that variety through Direct Ship to get their favorite cookies and support your Girl Scout.



Initial Order

Your Role

- Enter your Girl Scout's Initial Order in Digital Cookie by January 19 (optional) or provide orders to your cookie manager by January 24.
- **Important:** Remember to approve Girl Delivery orders prior to the Initial Order submission. Girl Delivery orders will stop flowing into the Initial Order once the troop submits, regardless of parent approval status.
- Girl Delivery orders included in the Initial Order will show a green checkmark in Digital Cookie under the "Initial Order" column .
- Direct Ship orders are not included in the Initial Order as they are shipped to customers directly and your troop does not receive this inventory.
- Order is submitted in PACKAGES .
- Remember that girls can continue to orders after the Initial Order period.
- You may want need additional inventory from your troop to cover these orders. Remember to connect with your cookie manager for additional inventory.
- Once you submit your order, you will not be able to edit.
- All cookies ordered are the financial responsibility of caregiver. Troops may accept returns from girls at their discretion.
- All cookies ordered by troops are the financial responsibility of the troop and are non-refundable.
- Your troop is unable to modify orders after Monday, January 25.
- Participants who sell 195+ packages at the time of the Initial Order qualify for the Initial Order Reward.
- Initial Order inventory will be available after your troop picks up inventory at their Cookie Drop date/location (February 11-18).



Financials

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

Troop Proceeds and Girl Rewards

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

Optional Older Girl Proceeds and Rewards

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

Payments

- Collected at time of delivery; not at time of order except for Cookie Share, Direct Ship and Girl Delivery orders.
- Accepted payment methods:
    - Cash
        - Bills over $20 not recommended.
    - Checks
        - Only accept from friends and family and not in amounts over $60.
        - Do not accept checks at booths or Cookie Stands to limit liability.
    - Credit Cards
        - GSHCC will cover Digital Cookie fees for the 2027 cookie program.
        - Troops responsible for fees associated with other credit card payment systems used.

Financial Reconciliation

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

Cookie Collection

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

Theft/Loss

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

Proceeds and Rewards

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

Rewards and Experiences

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

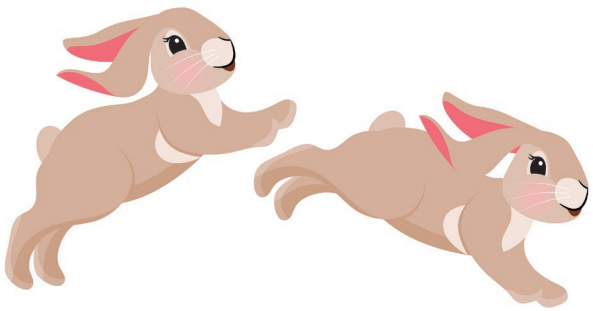
Initial Order and Main Recognition Orders

- The Initial Order Reward is available on all proceed plans.
- The Initial Order 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.
- Initial Order 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. Initial Order rewards will ship at the same time as all other rewards.
- Review the Initial Order Recognition Order and Main Recognition Order Tip Sheets for more information.

Troop Treasure

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

PGA	$/girl selling
250+	$35 (previously $30)
300+	$50 (previously $40)
350+	$65 (previously $50)



Cookie Share

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

Why participate in Cookie Share?



- Great way to support members of active military and members in your community who might be experiencing food insecurity.
- Allows customers to support the Girl Scout Cookie Program even if they don't want to cookies for themselves.
- Participants who sell *15 packages* towards Cookie Share will earn the Cookie Share patch.
- Participants who sell *25 packages* towards Cookie Share will earn a set of themed zipper pulls.
- 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).

Cookie Share/Donation Type	Communication to Cookie Manager Needed?
Direct Ship order including a Donation	No
Cookie Share order at a Booth	Yes
Girl Delivery order including a Donation Until January 19	No
Girl Delivery order including a Donation After January 19	Yes
Donation only order via Digital Cookie	No
Order paid with Cash *During* Initial Order	Yes
Order paid with Cash *After* Initial Order	Yes



Cookies
For a Cause

Wrapping up the Program

Caregiver Role

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

Performance Management

All members and participants are expected to follow the Girl Scout Promise and Law, GSHCC's Volunteer Policies and Standards, and cookie program guidelines. If a performance issue is identified, inappropriate behavior is displayed, or the members of a troop do not follow program guidelines, GSHCC retains sole discretion to suspend, limit, reassign, or remove a volunteer, caregiver, or Girl Scout from any role, position, or participation at any time.

Thanking Customers

Remind participants 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 21.

Resources and Contact Information

Being organized prepares your Girl Scout for a successful cookie program. Their confidence in you and the troop allows your girl to focus on their goals.

Program Supplies

- Order card—one per participant

Online Resources

Visit www.girlscoutshcc.org/resources to find the resources listed below. You can find additional GSUSA resources by visiting www.girlscouts.org/cookiebusinesstools.

- Booth guidelines, worksheets, and additional resources
- Coloring Pages
- Cookie Enterprise Packet
- Cookie Guides (caregiver/participant)
- Cookie lineup and nutritional information
- Digital Cookie and Smart Cookies Tip Sheets designed to walk you through Digital Cookies and Smart Cookies
- Goal Charts
- Marketing Materials (thank you cards, door hangers, etc.)
- Reward experience dates and information
- Safety Tips for Online Marketing



Who to Contact

Your first point of contact for your Girl Scout's sale is your troop cookie manager(s) (TCM).

TCM Name: _____

TCM Email: _____

TCM Phone Number: _____

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

Smart Cookies Tech Support

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

Digital Cookie Support

- Caregivers and Participants—**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**
    - Please Note: GSHCC is unable to answer Direct Ship Order questions, as these are fulfilled by ABC Bakers in partnership with GSUSA.

GSHCC Customer Care

- 916.452.9181 or 800.322.4475
- **customercare@girlscoutshcc.org**

Product Complaints

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



Product Program Terminology

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

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

Bakers: The licensed companies that supply Girl Scout Cookies to councils. There are two licensed bakers, ABC Bakers (ABC) and Little Brownie Bakers (LBB). Cookies with the same flavor profile may have different names depending on the baker of origin (e.g. Samoas are from LBB and Caramel 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. Only required for Juliettes; optional for all other Girl Scouts.

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. Girl Scouts 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 toward 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.

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.

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

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

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

Online Exclusive: An item that is sold exclusively through Direct Ship orders. Items are available while supplies last.

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.

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. The 5 Skills are: 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.



Notes

READY TO explore

Troop# _____

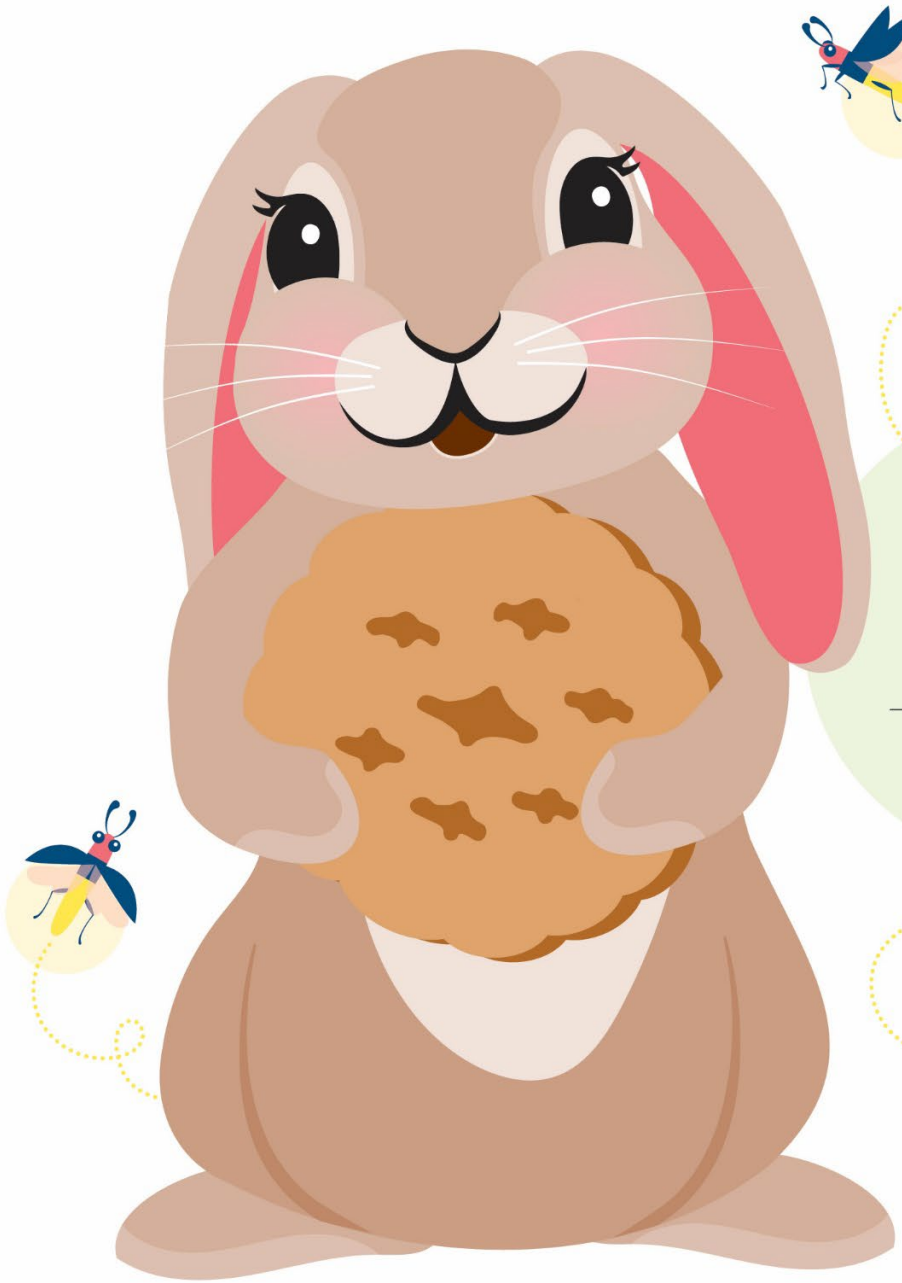
Girl Scout Cookie Goal _____

100% _____

75% _____

50% _____

25% _____



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Girl Scout Cookies®
2027 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	NO Artificial Colors	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
Exploremores®	Y	Y	Y	Y		Y	Y		Y			Y
Lemonades®	Y	Y	M	M		Y	Y		Y		Y	Y
Trefoils®	Y	Y	Y	M		Y		Y	Y			Y
Thin Mints®	Y	Y	M	M		Y	Y	Y	Y		Y	Y
Peanut Butter Patties®	Y	Y	M	Y	M	Y		Y	Y		Y	Y
Caramel deLites®	Y	Y	Y	M		Y			Y			Y
Peanut Butter Sandwich	Y	Y	Y	Y		Y		Y	Y			Y
Caramel Chocolate Chip	M	M	M	M	M	Y		Y	Y	Y	Y	Y

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

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