girl scouts heart of central california

ABC BAKERS



2027 Juliette Cookie Guide



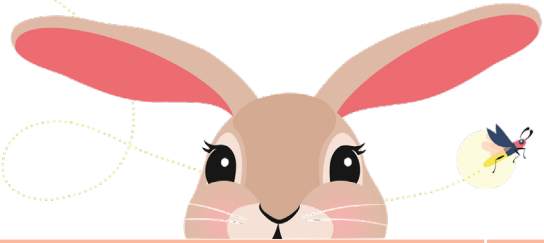
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Meet Sally the lop-eared rabbit!

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.



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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
Initial Order Due in Smart Cookies	January 25
Cookie Drops (Initial Order deliveries)	February 11–18
National Girl Scout Cookie Weekend	February 19-21
Booth Sales begin	February 19
Cookie Cupboards Open	February 19
Inventory Exchange	March 9-14
2027 Girl Scout Cookie Program ends	**March 14**
Main Recognition Orders due	March 17
Juliette Unsold Inventory Form Due	March 17
Cookie Enterprise Program Forms due	March 17
Cookie Experiences	April–July
Rewards distributed to service units	Mid-May
Pathway Credit distributed	Mid-May
Digital Cookie and Smart Cookies closed 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.



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.

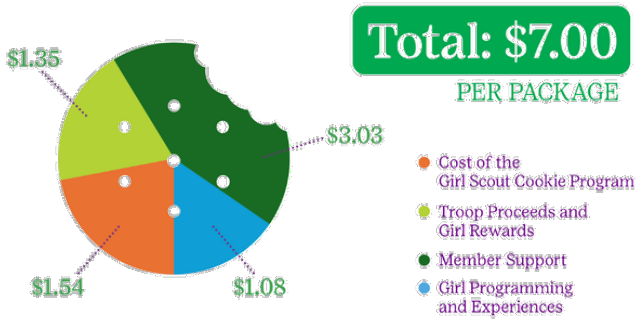
Where does the cookie money go?

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.





Caregiver and Participant 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.
- Complete a Cookie Permission Form online.
- Ensure you and your Girl Scout are familiar with all program guidelines and ask your cookie manager to clarify anything you do not understand.
- Set up your Digital Cookie account.
- Work with your Girl Scout(s) to set a goal and work with your troop to understand your troop's goal.
- Decide which participation pathways your Girl Scout will participate in. They do not need to participate in every available method, and you should work together to decide what makes the most sense for her.
- Review all cookie experience information online. If your Girl Scout has a cookie experience as a goal, ensure you mark the date on your calendar. Reward choices cannot be changed after deadlines and make-up dates are not available if your Girl Scout cannot attend the published dates.

During the Program

- Follow all program rules and guidelines.
- Notify customers of expected delivery timelines.
- Enter your Initial Order in Digital Cookie by January 19 and verify in Smart Cookies by January 25.
- Ensure all Girl Delivery orders are approved prior to Initial Order submission.
- Utilize Planned Orders at a local Cookie Cupboard if
- additional cookies are needed.
- End your cookie sales by March 14.
- Make all reward selections in Smart Cookies 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

- Ensure your Girl Scout's Digital Cookie order totals match what they have sold so rewards are earned correctly.
- Juliettes may return up to 24 packages of unsold cookies per girl at the end of the program. Cookies must remain in troop inventory, unassigned to girls and not counted toward rewards. Caregivers must complete the Juliette Unsold Inventory Form, available at girlscoutshcc.org/resources.
- Pick up all earned rewards as soon as possible from your service unit cookie t4eam.
- 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 can takeorders 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. Juliettes must collect all payments via Digital Cookie; no cash or checks.
- 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 acquiring cookies 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 Girl Scout 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
- 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

- Caregivers 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 and how do I get inventory after the Initial Order Period?

- Plan to order additional cookies in your Initital Order for booth sales and orders taken after the Initial Order.
- If your run out of inventory, visit a local Cupboard for more inventory or work with local troops for a troop to troop transfer. Cupboards can only distribute full cases. Troops can give you individual packages.

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

- **Important:** Remember to approve Girl Delivery orders by **January 19**. Girl Delivery orders will stop flowing into the Initial Order once the troop submits, regardless of parent approval status.
- In Smart Cookies, verify your Initial Ordre is correct by **January 24.** If you attend a Mega Drop, remember to select your pick-up appointment at this time.
- 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.
- Once you submit your order, you will not be able to edit.
- All cookies ordered are the financial responsibility of caregiver and are non-refundable. The only exception to this is the 24 packages Juliettes are allowed to return at the end of the program.
- Participants who sell 195+ packages at the time of the Initial Order qualify for the Initial Order Reward.

Where do I pick up my Juliette's Initial Order? What is a Cookie Drop?

- Initial Order inventory will be available after your troop picks up inventory at their Cookie Drop date/location (February 11-18).
- A Cookie Drop event is a delivery and distribution event where troops pick up their Initial Order.
- GSHCC hosts two Mega Drops for multiple service units. Some service units choose to host their own Mini Drop, which is a smaller scale event for one or a few service units.
- Mega Drop locations and dates are already established and can be found at www.girlscoutshcc.org/resources. Remember that you must select your appointment time and show up at that time.
- If your service unit hosts a Mini Drop, they are responsible for sharing event details with you.
- Check with your service unit cookie manager if you are unsure where your Cookie Drop event takes place.



Booth Sales

Juliettes 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. **Juliettes who do not cancel booth reservations in the system risk losing booth privileges.**

How to Reserve Booth Appointments

Lottery Reservations

- You will be able to pick from locations within your service unit boundaries only.
- January 10–13: Beginning at 7 pm on January 10, troops can select 10 booth preferences.
- January 14: You will be awarded at random up to two of the 10 requested booth opportunities and will be notified via Smart Cookies generated emails.
- You 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 it 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 17 at 7 pm through Wednesday, January 20, you can secure up to four booth appointments (only two premium).
- Reservation 2: January 24 at 7 pm through February 3, you can secure up to 20 booth opportunities (only ten premium).
- Reservation 3: February 4 at 7 pm through March 14, you 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.
- If cash is collected at a booth, create a transaction for your booth sale in Digital Cookie to collect the payment online. For example, if you collect $70 in cash at a booth, caregivers should process a payment in the amount of $70 via Digital Cookie to reconcile online.
- Transfer cookies in Smart Cookies using the Smart Booth Divider so girls get credit for sales.

Juliettes 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

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.
- Caregivers 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.
- Girl Scouts can post flyers or leave door hangers in their neighborhood.
- Personal information, such as addresses, cannot be posted on public pages.

Cookie 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.

All Locations/ All Varieties	Avg packages sold per 2-hour booth
First Friday	118
First Saturday	107
First Sunday	93
First Week (Mon-Fri)	93
Second Saturday	93
Second Sunday	82
Second Week (Mon-Fri)	82
Third Saturday	92
Third Sunday	73
Third Week (Mon-Fri)	75
Fourth Saturday	87
Fourth Sunday	85

All Locations/ All Dates	Avg percentages sold per 2-hour booth
Exploremores™	9%
Adventurefuls	7%
Lemonades	11%
Trefoils	6%
Thin Mints	24%
Peanut Butter Patties	14%
Caramel DeLites	20%
Peanut Butter Sandwiches	7%
Caramel Chocolate Chip	2%

Plan Ahead: Have enough inventory on-hand to cover booths and individual girl sales for the week ahead. Your local Cupboard may not always have inventory on hand, depending on delivery schedules.



Inventory Management

Inventory management is critical to the Girl Scout Cookie Program and directly impacts your Juliette's bottom line. Whenever cookie inventory is transferred to another person, enter the transfer in Smart Cookies as soon as possible to ensure accurate inventory tracking and management.

Caregiver Role

- Monitor inventory regularly.
- Verify all transfers have been entered accurately and in a timely manner.
- Do not create negative inventory.
- Track all transfers done with Cupboards, troops, and orders delivered. 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.
- Ensure you have enough cookies for your upcoming booth sales and to fill Girl Delivery orders.
- If your Girl Scout 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 Girl Scout.
- 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.

What is negative inventory?

- When a Juliette's on hand inventory shows up as a negative number in Smart Cookies.
- Caregiver has *transferred out* more cookies than what was in their 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?

- Caregivers will be contacted to correct their inventory transfers by GSHCC.
- If not corrected by March 21, 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).

What is a Planned Order?

- Placed at a local Cookie Cupboard by Sunday for pick up Tuesday through the following Sunday.
  - **Example:** An order placed on Monday would be available for pickup on Tuesday of the following week.
- Orders are not guaranteed but are given priority for available inventory.
- Orders help GSHCC accurately stock Cupboards based on community demand. If a Cupboard has more cookies in stock than are requested in Planned Orders, they will not receive more inventory for the week.
- Orders are 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. They may contact you to make alternate arrangements.
- Review our Planned Order Tip Sheet for more information.

What is an Unplanned Order?

- Picked up at a 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 the 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 9 to March 14.
- 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 the Cupboard and increase troop on-hand inventory.
- Troops should verify C2T transfers are accurate and entered in a 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. 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).



Financials

Payments

- Collected at time of delivery; not at time of order except for Cookie Share, Direct Ship and Girl Delivery orders.
- Since Juliettes are not a troop entity and do not have a troop bank account to deposit funds into, cash and checks cannot be accepted as payments.
    - If cash/check payments are received, caregiver must place online order and pay with their own card.
- All payments must be received through Digital Cookie.
- Card payments can be accepted at booths as well. The Digital Cookie app makes it easy to take payments at a booth.
- If cash/check payments are received, caregiver must place online order and pay with their own card.
- Review the Digital Cookie Tip Sheets for help.
- Caregivers can set up booths in Digital Cookie for easier mobile payment acceptance.

Financial Reconciliation

- Online payments: all online payments are automatically credited to girls and troops. No additional documentation is needed.
- Track all payments received from customers and ensure all necessary transfer order are completed in Smart Cookies for inventory management.

Cookie Collection

- If balances are not paid or contact attempts are ignored, caregivers will go into a collection process.
- GSHCC will work to recover funds due from participants.
- 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 GSHCC immediately in the event of loss or theft.



Proceeds and Rewards

Proceeds and Girl Rewards

- Due to IRS guidelines, Juliettes cannot earn proceeds.
- Girls can earn patches, experiences, and reward items.

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.

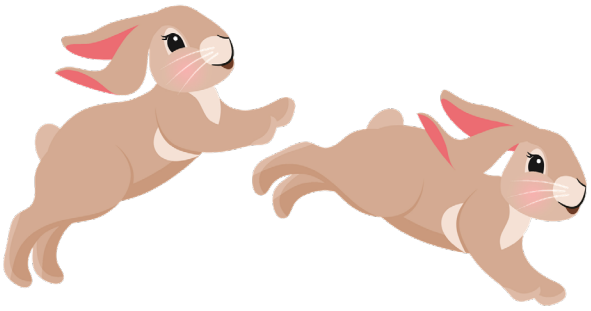
Initial Order and Main Recognition Orders

- 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.

Pathway Credits

- Juliettes can earn Pathway Credits based on the number of packages sold (see earning chart). These credits can be used within GSHCC to pay for events, uniforms, camp, and more.
- In accordance with the IRS, individual girls cannot earn proceeds on a per-package basis, and **Pathway Credits must be capped at $200 per product program.**
- Pathway Credits are not cumulative.
- Pathway Credits earned in the 2026 Girl Scout Cookie Program expire April 30, 2027. Pathway Credits earned in the 2027 Girl Scout Cookie Program expire April 30, 2028.

Packages Sold	Credit Earned
50–69	$50
70–89	$65
90–109	$80
110–129	$95
130–149	$110
150–169	$125
170–189	$140
190–209	$155
210–229	$170
230–249	$185
250–269	$200



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.
- Juliettes cannot collect any donations that are not allocated towards Cookie Share (see Volunteer Essentials for more information).

Donation Type	Smart Cookie Entry Needed?	Entry Method
Shipped + Donation	No	N/A
Booth	Yes	Smart Booth Divider
In Person + Donation (Girl Delivery) Until January 19	No	Will reflect in Pre Sale Pkgs Column of Initial Order
In Person + Donation (Girl Delivery) After January 19	Yes	Virtual Cookie Share
Donation only (via Digital Cookie)	No	N/A
Cash During Initial Order	Yes	Add to Inv. Column of Initial Order
Cash After Initial Order	Yes	Virtual Cookie Share

Wrapping up the Program

Caregiver Role

- Ensure all packages of cookies are correctly assigned to your Girl Scout.
- Submit a Juliette Unsold Inventory form is you have leftover inventory. Juliettes are allowed to return up to 24 packages of cookies once this form submission is reviewed and approved by GSHCC.
- 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.
- 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 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

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

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.

girl scouts | ABC BAKERS

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