girl scouts heart of central california

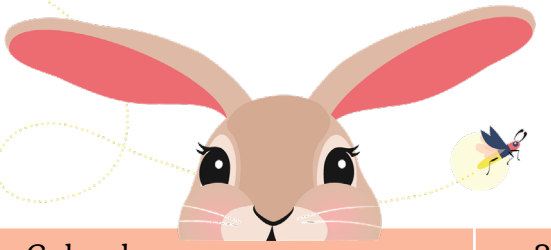
ABC BAKERS



2027 Service Unit Cookie Guide



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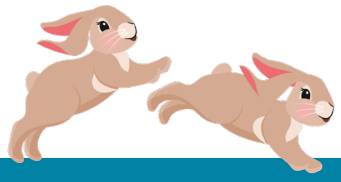
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Meet your new BFF

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

Did you know?

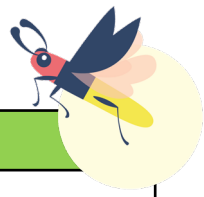
- Even though their ears hang down, they still have excellent hearing and can pick up a wide range of sounds.
- Many lop-eared rabbits have incredibly soft coats that make them extra cuddly.
- Rabbits sleep a lot—sometimes up to 8–12 hours a day—but are most active at dawn and dusk.
- Lop rabbits can 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.



Service Unit Training Guide Addendum

Use this guide addendum in conjunction with the Troop Cookie Guide to ensure a successful cookie program for your service unit.

2027 Cookie Calendar



Activity	Date
Service Unit Early Access to Smart Cookies	November 20
Mini Drop Request Forms Due	November 29
Mini Drop Appointments Confirmed	December 18
Booth Locations Entered in Smart Cookies	January 3
2027 Girl Scout Cookie Program Begins	**January 8**
Booth Lottery	January 10–13
First-Come, First-Served Booth Reservation 1	January 17–20
Girl Initial Order Entry Deadline (in Digital Cookie)	January 19
Initial Order ends	January 24
ACH Authorization Forms due	January 24
First-Come, First-Served Booth Reservation 2	January 24–February 3
Initial Order and Early Recognition Order due from troops	January 25
Proceed Plan change deadline (if applicable)	January 25
Initial Order and Early Recognition Order due from SU	January 26
ACH Pre-Authorization Charge	January 28
First-Come, First-Served Booth Reservation 3	February 4–March 14
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
ACH Withdrawal #1	March 4
Inventory Exchange	March 9–14
2027 Girl Scout Cookie Program ends	**March 14**
Main and Troop Recognition Orders due from troops	March 17
Cookie Enterprise Program forms due	March 17
Juliette Unsold Inventory Forms Due	March 17
Cookie Collection Forms Due	March 21
Main and Troop Recognition Orders due from SU	March 21
ACH Withdrawal #2 (final)	March 25
Cookie Experiences	April–July
Rewards distributed to service units	Mid-May
Last day for SU to report reward discrepancies to GSHCC	May 23
Troop Treasure distributed to troops	End of May
Digital Cookie and Smart Cookies closed for the season	End of May

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



Service Unit Cookie Manager Responsibilities

Before the Program

- Share your enthusiasm for the Girl Scout Cookie Program with your service unit and share your service unit's goal—hosting a cookie rally is a great way to do this!
- Share your contact information and availability with troop cookie managers.
- Recruit at least 10 volunteers for your Cookie Drop event. Begin preparing for your Mini Drop (if applicable) by identifying and securing a location. Submit the Mini Drop Request form by the deadline.
- Secure booth locations throughout your service unit and enter all appointments in Smart Cookies by the deadline.
- Ensure that troop cookie managers complete training for the 2027 cookie program in gsLearn and they submit a completion certificate to you.
- Distribute troop program supplies upon training completion and prior to the start of the program.
- Verify that all participating troops have submitted banking information via the ACH Authorization Form, if necessary.

During the Program

- Mentor and support participants and caregivers by answering questions, showing best practices, and helping with caregiver engagement.
- Keep up to date with cookie program emails, Rallyhood updates, and news on our website.
- Ensure troops are also staying up to date with communications sent. Send urgent notifications to troops right away.
- Set up a system for troops to communicate when they have extra cookies or need more cookies. Encourage troop to troop transfers before picking up more cookies from the Cookie Cupboards.

After the Program

- Recommend that troops assign all on-hand inventory to girls in Smart Cookies to maximize rewards, though not required.
- Ensure all troop balances are zero after the final ACH withdrawal.
- Ensure all troops save copies of recommended reports prior to cookie sales platforms closing for the season. Save records of the service unit reports.
- Count rewards upon receipt and report discrepancies within one week. After this date ABC Bakers is unable to replace rewards.
- Distribute rewards promptly to troops using the Recognition Reports in Smart Cookies.
- Remind participants to thank their customers.



Additional Service Unit Support Roles

Consider finding other service unit volunteers to support the service unit cookie manager role.

Cookie Booth Coordinator

- Secure booth site locations throughout the service unit and enter all locations, dates, and times in Smart Cookies by January 3.

Cookie Reward Coordinator

- Receive all reward items, distribute items to the troops in a timely manner, and return unclaimed reward items to the product program department.

Cookie Event Coordinator

- Assist the team with Cookie Rallies and service unit Cookie Drops (for service units not attending a Mega Drop).
- Cookie Rally—Recruit older girls to organize a Cookie Rally to teach younger girls about The 5 Skills, safety and fun.

Cookie Drops

- Service Unit Mini Drop
  - Secure Cookie Drop location, schedule event date, and recruit volunteers.
  - Count inventory with the delivery agent, using the Delivery reports in Smart Cookies, on the day of your event to ensure you have received the correct number of cookies.
  - Ensure troop volunteers have counted and signed for their troop's Initial Order.
  - See Mini Drop Planning Checklist for more information.
- Mega Drop
  - Recruit volunteers to help at your regional Mega Drop and have them registered by January 3 (only for those service units attending Mega Drops).
  - Volunteer registration instructions will be sent in December.

Securing Booth Sites

Tips for Securing Booth Sites

- Use the Booth Approval Form when requesting appointments.
- Secure booth sale locations within service unit boundaries only. Maps can be found on the GSHCC website (Discover -> Our Council).
- Review the archived booth reports in Smart Cookies. Only approach sites that are being utilized. For example, if a site is historically only booked on weekends, modify the Booth Approval Form and upload only weekend dates in Smart Cookies.
- Be creative and think outside the box.
- Always keep the safety of troops and girls in mind.
- Consider grocery stores, coffee shops, community clubs, shopping centers, retirement homes, colleges, office buildings, community centers, etc.
- Do not solicit booth sales locations where girls are prohibited without an adult. Participants should not sell in or in front of establishments that they themselves cannot legally patronize (i.e. bars, liquor stores, casinos, or medical marijuana dispensaries).
- Always introduce yourself as a Girl Scout service unit volunteer.
- Ask for information regarding the approval process, policies, procedures, and restrictions for solicitation outside of their establishment.
- Inform store personnel that a Certificate of Insurance is available upon request. This can be found on the GSHCC website. Once the form is submitted, please allow up to two weeks for processing.
- Provide site managers with a list of items that may be used at a site sale (tables, chairs, signs, posters, etc.) and confirm they are allowed at their location.
- Enter all booth appointments into Smart Cookies as you get approval from each location and no later than January 3. Locations can be added after this time but may not be available for the Lottery round.
- Upload all signed approval forms in Smart Cookies. This is especially important when working with large chain retail locations with multiple managers. GSHCC uses these forms to resolve any issues that may arise with locations.
- Use correct naming conventions when uploading booth appointments in Smart Cookies. This will prevent customer confusion as booth information will show in the National Cookie Finder exactly as you enter it. Review the Entering Booth Locations Tip Sheet for more information.
- Advise locations that they can find a list of appointments secured by troops on the National Cookie Finder by visiting www.girlscoutcookies.org.

Reviewing Troop Secured Booths

- Troops can secure their own booth locations by entering them as Troop Secured Booths.
- Troops should connect with the service unit cookie team in the area where their booth is located to minimize booth conflicts.
- GSHCC begins reviewing these locations in February. This is to allow service units to enter locations before they are approved for individual troops.
- Service unit cookie teams can also approve or deny these requests by using a general booth login provided by GSHCC during training. This login is for service unit use only and should not be shared with troops.
- Approvals and denials should only be done for booths within your service unit boundaries.
- Approvals should follow all booth guidelines. If a booth is approved in error, GSHCC reserves the right to cancel those booth appointments.
- Denials should only be done for appropriate reasons. When denying a booth, Smart Cookies requires the reviewer to enter a denial reason. This will be emailed to the person who submitted the request.

SU Booth Login Information:

Email: _____

Password: _____

Supporting Juliette Participants

As a service unit cookie manager, your role also includes supporting individually registered Girl Scouts (Juliettes) and their families who may wish to participate in the cookie program. Ensure that families are receiving regular communications and reminders. You will also distribute rewards to these families. The Girl Scout Cookie Program provides girls an opportunity to learn The 5 Skills and helps to fund their Girl Scout Leadership Experience (GSLE).

Participation

- Juliettes must submit a digital Cookie Permission Form, following form instructions, prior to participation. This is only required for Juliettes to notify GSHCC of their intent to participate.
- Caregivers will act as cookie manager for Juliettes and will receive access to Smart Cookies at the troop level and Digital Cookie at the girl level.
- Juliette "troop number" in both systems will be the caregiver's nine-digit GSUSA ID number. Families with more than one Juliette will be able to manage girls under one troop account.
- Juliette participants cannot accept cash or check payments. All payments must be collected via Digital Cookie, including booth payments.
- Families must abide by all program guidelines and deadlines and submit the same inventory and reward orders as troops do. The only exception to this is the Troop Recognition Order, as Juliettes are not eligible for troop-only rewards.
    - If a Juliette receives cash or check, the caregiver must process the order in Digital Cookie as a Girl Delivery order to process the payment online.
- After the Initial Order, Juliettes can place Planned Orders for additional inventory needs.
- Juliettes can participate in booths and alternatives to booths, following all guidelines.
- If Juliettes have unsold inventory at the end of the program, GSHCC will transfer out up to 24 packages of unsold cookies (any variety) per girl. Cookies must be in the troop on-hand inventory, meaning not assigned to girls and not counted toward rewards, then caregivers must complete a Juliette Unsold Inventory Form—which can be found at **www.girlscoutshcc.org/resources.**

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

Service Unit Initial Order Submission

Your role is to verify that all troops have created their Initial Order and Initial Recognition Order by their deadline. If edits need to be made, you can do so at the service unit level until your deadline.

Initial Order

- Review all Initial Orders for troops in your service unit and ensure that all participating troops have submitted their order.
- Girl Delivery orders received by January 19 will show a green checkmark in Digital Cookie under the "Initial Order" column and should not be included in the "Inv" column of the Smart Cookies Initial order as this will duplicate inventory. Troops are responsible for verifying the order was included in the "presale" column.
- Direct Ship and Donation Only orders received during Initial Order do not show on the Initial Order screen but will still count toward the Initial Order Reward.
- If you have concerns about a troop's Initial Order, please contact their troop cookie manager; the decision will ultimately be up to the troop. Orders are the financial responsibility of the troop and are non-refundable.
- Assist troops in determining the right number of packages needed for their first two weekends of booth sales.
- Ensure troops opting for the Older Girl Proceeds have changed their proceed plan. Download the Troop Balance Summary report for an easy way to view proceed plans selected.
- Verify that all troops have an Initial Recognition Order created. If applicable, remind troops to select correct sizes as no changes can be made after submission.
- Your Smart Cookies dashboard will have a hyperlink to show you which troops have not created an Initial Order or Initial Recognition Order. Be sure to review those lists before submitting orders at the service unit level.
- Submit Initial Orders and then submit Initial Recognition Orders. Order status should show as "S" in Smart Cookies; this means it was submitted at the service unit level. You will not be able to edit once submitted.
- GSHCC is unable to modify orders after January 26.
- Gluten-free cookies pre-ordered in October will be added to Initial Orders under booth cookies once orders have been submitted by GSHCC to ABC Bakers.
- Review Initial Order Tip Sheet and Initial Recognition Order Tip Sheet for more information.

Initial Order Pickup (Cookie Drops)

- Once orders are submitted, service units should ensure troops are prepared to pick up cookies at their designated Cookie Drop event.
- If your service unit attends a Mega Drop event:
    - Ensure your service unit has at least 10 volunteers signed up to support the event.
    - Ensure troops know what time they are scheduled to pick up cookies. They would have selected their appointment time upon order submission. If they are unsure, they can view their appointment time at the bottom of their Initial Order in Smart Cookies.
    - Review the Initial Order Pickup Tip Sheet for more information.
- If your service unit hosts a Mini Drop event:
    - Ensure your service unit has enough volunteers signed up to support the event.
    - Ensure troops know your event location, date, and time. The delivery agent confirms Mini Drop schedules in December.
    - Print Dot Sheets for the event using the Dot Sheet template and Dot Sheet report in Smart Cookies.
    - Review your Delivery Station Summary Report prior to your event so you are aware of how many cases you will be receiving by variety.
    - Review the Mini Drop Planning Checklist for more information.

Service Unit Wrap Up

Main and Troop Recognition Orders

- Download the Troop On Hand Inventory report from Smart Cookies. Change the unit of measure to packages.
- Encourage troops to assign all inventory to participants, even if they have unsold inventory. This way, rewards earned by Girl Scouts are maximized. This is not a requirement, however.
- If a troop has negative inventory, work with them to correct any errors. This is a requirement. If this is not corrected by the troop or service unit, GSHCC will correct it by processing girl-to-troop transfers, which could impact earned rewards.
- Ensure all troops create the Main and Troop Recognition Orders, regardless of proceed plan selected. Rewards cannot be ordered for troops without recognition orders.
- Juliettes submit a Main Recognition Order only as they do not qualify for Troop Treasure.
- Troops with outstanding cookie balances will go into the collection process and will not receive Troop Treasure (if earned).
- Submit all Main and Troop Recognition Orders at the service unit level. Order status should show as “S” in Smart Cookies; this means it was submitted at the service unit level.

Reward Distribution

- Most rewards are shipped to the designated service unit volunteer in May. Some rewards are mailed to earners directly. Experience information is emailed to earners directly and can be found in their MyGS accounts.
- Upon receipt of rewards, print a copy of the Recognition Order Summary Report by SU. This will show you totals for your service unit and should match the number of physical items you receive. This report can be filtered by reward type (Initial, Main, and Troop).
- If the number of rewards you receive does not match the report in Smart Cookies, complete a reward discrepancy form within five days of receipt. All discrepancies must be reported to GSHCC prior to May 23, as we cannot order replacements from ABC after this date.
- Print copies of the Recognition Order Report by Troop for each troop to facilitate distribution.
  - Count items with troops at the time of pickup.
  - Save a signed copy of the report for your records as confirmation that the troop received the correct quantities from you.
- Remind troops to count rewards prior to distribution to participants. If there are any discrepancies, they must notify you within 24 hours and must resolve with you directly.
- GSHCC does not receive extra rewards from ABC Bakers to fill discrepancies. All rewards are shipped to the service unit in exact quantities needed, so the service unit is responsible for getting all rewards to troops.

Final Reports

Cookie managers are responsible for saving Smart Cookies and Digital Cookie reports at the end of the Girl Scout Cookie Program. Both platforms will shut down for maintenance at the end of May. Volunteers, GSHCC, GSUSA and ABC Bakers are unable to access data and reports once this happens. Service unit cookie teams should download and save copies of reports in case troops need copies after the platforms close. Recommended reports include:

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





Notes

Digital Cookie® Troop Success!

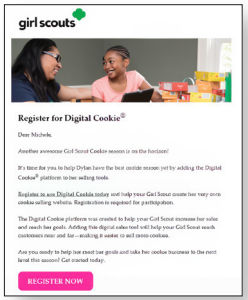
Support Girl Scouts in your troop and their families with visibility into their online activities.

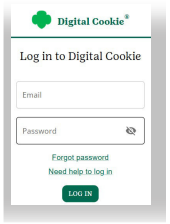
girl scouts

STEP 1

Register for Digital Cookie

Look for the Digital Cookie registration email in your inbox. If you can't find it, contact your council or visit **digitalcookie.girlscouts.org** and click the "Need help to log in" link.





STEP 2



Set Up Your Troop's Site

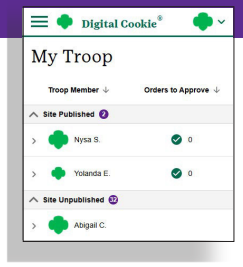
Have the troop decide what message they want to share with customers and add it to their site.

The troop site must be set up before you can share your shipped-only link on the Cookie Finder or use the mobile app for booth sales.

STEP 3

Monitor Girl Scout's activity

On the My Troop page, you can see which Girl Scouts have set their goal and published their site. Then track to see which Girl Scouts have orders to approve and what cookies they will need.



In Season

Download the Digital Cookie app to help Girl Scouts process payments at cookie booths.

Your troop's site must be published before girls can use the mobile app for troop sales.



Download on the App Store

GET IT ON Google Play



Monitor your troop's online activity

Depending on your council's settings you can:

- View/approve orders placed on the troop site.
- Run reports for orders and rewards.
- View specific order details.

Send Cheers

Send encouraging messages to the Girl Scouts in your troop to keep them motivated and working together to reach your troop's goals.



Need Help?

Look for the Digital Cookie Support button for step-by-step instructions, tutorials, videos, tip sheets, and more.

Need 1:1 help? Click the customer support button to chat live with a representative or submit a support request for additional assistance.

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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