girl scouts heart of central california

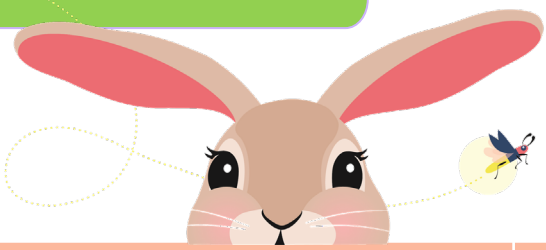
ABC BAKERS



2027 Troop 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
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
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
Cookie Collection Forms Due	March 21
ACH Withdrawal #2 (final)	March 25
Cookie Experiences	April–July
Rewards distributed to service units	Mid-May
Troop Treasure distributed	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 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.

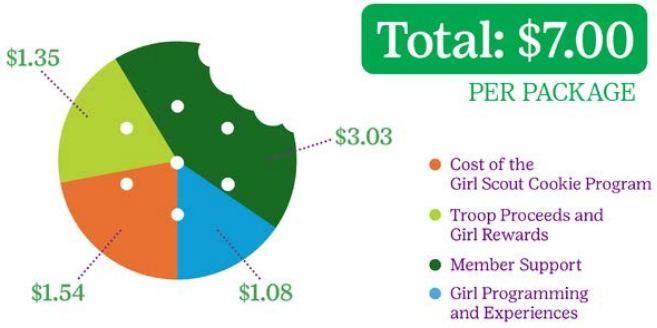
Where does the cookie money go?

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.


girl scouts heart of central california

Our Troop's Goals This Year

Ask us what Girl Scouting means to our troop!

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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.

Troop Goals and Budget

Help Your Troop Reach Its Financial Goals

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

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

Creating a Troop Budget

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

- Troop will pay for all girl and adult membership renewals.
- Troop will meet twice per month.
- Girl Scouts will work toward five badges each.
- Girls will work toward one additional Insignia.
- Three girls will bridge to Cadette, and their bridging materials will be paid for by the troop.
- Troop will go on one trip and participate in two additional activities. Girls will also get one fun patch for each activity and trip.
- New booth supplies and cookie marketing materials are needed.
- Troop will budget for miscellaneous expenses.
- **Total Expenses = $3,675**
- Troop earns $1/package, so minimum per girl cookie sales to balance troop budget is 3,675 packages or 368 packages per girl.

Sample Troop Goals

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

- All ten girls participated in the Girl Scout Fall Product Program at the $350 level.
- All ten girls will participate in the Girl Scout Cookie Program. Each girl has set a goal of 400 packages to ensure they can fund their troop goal minimum of 368 packages.
- Troop will achieve 350+ PGA level and earn $65/girl selling in Troop Treasure, in addition to their proceeds.

Sample Budget

Expenses

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

Revenue

Activity	Proceeds
Fall Product Program	$525
Cookie Program	$4,000
Troop Treasure	$650
Total Revenue	**$5,175**

Net Budget

Item	Proceeds
Total Revenue	$5,175
Total Expenses	($3,675)
Remaining funds for service, trips, & other Girl Scout Activities	**$1,500**



Cookie Manager Responsibilities

Before the Program

- Complete cookie training in gsLearn. Provide your service unit cookie manager a copy of your completion certificate.
- Pick up program supplies upon training completion and prior to the start of the program.
- Submit an ACH Authorization Form (if your troop didn't participate in the 2026 Girl Scout Cookie or Fall Product Program, or banking information has changed).
- Create a schedule for inventory pickup during the season. Share your contact information and availability with participants.
- Schedule a meeting to set your troop goal and have each participant set an individual goal. Use this time to inform everyone of guidelines, ensure they know how to use Digital Cookie, and set expectations.

During the Program

- Be the first point of contact for questions, showing best practices and helping with caregiver engagement.
- Keep up to date with cookie program emails, Rallyhood updates, and news on our website and send updates to your troop as necessary.
- Schedule and organize booths; communicate dates and ensure participants know when and where they are scheduled.
- Ensure all participants are following all program rules and safety guidelines.
- Maintain accurate troop inventory and financial records by writing receipts anytime product and/or monies are exchanged.
- Document all inventory transfers and financials in Smart Cookies as soon as possible (immediately after each transaction is recommended).
- Deposit funds regularly into the troop account. Total deposits throughout the program should total your troop's sales minus online payments received.
- Order additional inventory as necessary. Work with your service unit for help ordering if you need guidance.

After the Program

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

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. Use the "What If?" scenarios sheet.
- 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!

Initial Order

Your Role

- Caregivers can enter each girl's Initial Order in Digital Cookie until January 19. This means less data entry for the cookie manager, but orders should still be reviewed by the troop.
- Collect the total packages sold by variety from each girl and submit your troop's order by January 25 if they were not entered by caregivers. Clarify orders with caregivers if you have questions.
- Ensure that all Girl Delivery orders are approved or declined by caregivers prior to Initial Order submission.
- Girl Delivery orders received by January 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.
- Remind girls that money is collected at the time of delivery for in-person orders, except for Cookie Share.
- Initial Order should include order card sales plus the amount estimated for the troop's first two weekends of booth sales. Use the Booth Inventory page in this guide for the average booth inventory sold.
- Remind girls they can continue to take order card sales. Consider rounding girl Initial Orders to full cases and including extras with your booth cookies to cover these orders. Otherwise you will need to pick up additional cookies from a Cookie Cupboard. Rounding girl orders to full cases will also help with order distribution.
- The Initial Order is submitted in PACKAGES and will automatically be rounded to full cases (excluding Cookie Share). The extras added for rounding will show in the "EXTRAS" section.
- Submit Initial Order then submit Initial Recognition Order. Order status should show as "T" in Smart Cookies; this means it was submitted at the troop level. You will not be able to edit once submitted.
- All cookies ordered are the financial responsibility of the troop and are non-refundable.
- Your service unit and GSHCC are unable to modify orders after January 26.
- Gluten-free cookies cannot be entered in the Initial Order and do not count toward the Initial Order Reward, unless ordered via Direct Ship. Gluten-free cookies pre-ordered in October 2026 will be added to the troop's inventory after Initial Order submission. If a troop ordered gluten-free cookies, but does not place an Initial Order, these cookies cannot be assigned to the troop.
- Review Initial Order Tip Sheet and Initial Recognition Order Tip Sheet for more information.
- **Troop Initial Order Reward:** Troops who achieve a per girl selling average of 200+ in the Initial Order will earn a $20 Amazon voucher (one per troop). Vouchers will be emailed to troop cookie managers in February and can be used toward a catalog of specially curated booth essentials.

Order Type	Smart Cookies Entry Needed?	Entry Method
Shipped	No	N/A
In Person (Girl Delivery) Until January 19	No	N/A (will show in Pre Sale Column)
In Person (Girl Delivery) After January 19	Yes	Enter in Inv. Column
Cash	Yes	Enter in Inv. Column
Cookie Share	Maybe	See Cookie Share Tip Sheet
Gluten-free (cash or Girl Delivery)	Yes, after inventory is added to troop by GSHCC	Troop to Girl Transfer

Cookie Drops

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

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

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

If your service unit attends Mega Drop, more information will be available at www.girlscoutshcc.org/resources in February. Service units coordinating Mini Drops are responsible for sharing event-specific information with troops. Event dates and locations are also shown in the Initial Order screen upon order submission. For either Mega Drop, you will be able to select your appointment time when you submit your Initial Order.

Picking Up Inventory

Troops must pick up their Initial Order at their scheduled location and date. Troops with an Initial Order of 350+ cases who are attending Mega Drop will pick up their order in the Staged Orders section of the event. See our Initial Order Pickup Tip Sheet for more information.

Inventory Discrepancies

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

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

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

Types of Discrepancies

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

How much can I pick up in my vehicle?

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

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

Troops with 600+ cases in their Initial Order will be given the option of a Home Delivery instead of attending their Cookie Drop event. Deliveries are scheduled by the delivery agent between February 11–18 and they cannot confirm an appointment date/time until the first week of February.

Booth Sales

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

How to Reserve Booth Appointments

Lottery Reservations

- Troops will be able to pick from locations within your service unit boundaries only.
- January 10–13: Beginning at 7 pm on January 10, troops can select up to 10 booth preferences.
- January 14: Troops will be awarded at random up to two of the 10 requested booth opportunities and will be notified via Smart Cookies generated emails.
- Troops should vary their booth preferences by location, date, and time.
- If a troop selects only premium sites, they can only be awarded one reservation; however, premium site awards are not guaranteed and could result in no Lottery wins.

First-Come, First-Served (FCFS) 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 January 20, troops can secure up to four booth appointments (only two premium).
- Reservation 2: January 24 at 7 pm through February 3, troops can secure up to 20 booth opportunities (only ten premium).
- Reservation 3: February 4 at 7 pm through March 14, troops can secure an unlimited amount of booth appointments, including premium.

How to Prepare

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

Troops should bring:

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

Premium Sites

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

Alternative Booth Possibilities

In addition to booths, we recommend that troops explore alternative ways to get cookies to customers while teaching girls new skills, marketing strategies, and inventory management. **All alternative options must follow booth dates and guidelines listed on the Girl Scout Safety Guidelines page of this guide.**

Troop Secured Booths

- Held at public areas or commercial/business areas that are secured by a troop instead of a service unit.
- Limited to ten dates/times in two-hour blocks per location, for a total of 20 hours maximum. If a location would like to offer more dates/times than allowed for a troop, they will be asked to open the opportunity to all GSHCC troops.
- Locations must provide written permission via a Booth Approval Form, to be provided upon request.
- Contact your service unit cookie team and the service unit in which the desired booth is located. Troop Secured Booths cannot be within half a mile of a service unit secured site.
- GSHCC and service unit secured booths have priority if a troop secured booth is scheduled during the same time and/or near another location.
- Must be entered in Smart Cookies and be approved by GSHCC or a service unit cookie manager before a troop hosts a sale there.
- Submissions less than one week in advance of requested date may be denied due to insufficient approval time.
- Entries show as Pending under Troop Reservations section of Smart Cookies until it is reviewed. Once reviewed, status will change to Approved or Denied.
- If a booth submission is denied, the troop will receive an email stating denial reason.
- Troops will receive an email from Smart Cookies within five business days letting them know if their booth request has been approved or denied (starting February 8).

Walkabouts and Wagon Sales

- Only allowed in residential areas. Girls cannot participate in roving wagon sales in commercial areas.
- Troops can post flyers or leave door hangers in their neighborhood.
- Personal information, such as addresses, cannot be posted on public pages.

Cookie Stands

- Held on private, residential property only.
- Do not require approval and are not entered into Smart Cookies for safety, as locations are shared in the National Cookie Finder.
- Residential areas such as parks are considered public areas. Public areas and commercial/business areas require approval as Troop Secured Booths.

Cookie Drive-Thrus

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

Cookie Manager Role

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

What Is a Transfer Order?

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

Troop to Troop Transfer (T2T)

- Transfers inventory between troops and can be individual packages.
- Troop transferring *out* will process the transfer in the system.
- If you need just a few packages and don't want to take a full case from a Cupboard, this is a good option for your troop.
- If you have excess inventory, this is a good option to reduce your extras. Work with your service unit on the best way to find local troops that may want your inventory.

Troop to Girl Transfer (T2G)

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

Girl to Troop Transfer (G2T)

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

What is negative inventory?

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

What happens with negative inventory?

- Troops will be contacted to correct their inventory transfers by GSHCC.
- If not corrected by March 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

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

ACH

- Bank account information is automatically uploaded for troops who participated in 2026 Girl Scout Cookie or Fall Product Programs. Verify accuracy prior to ACH Pre-Authorization.
- New troops or troops with new banking information are required to submit ACH Authorization Form by **January 24**.
- Pre-authorization charge is a deposit of one cent and ensures accounts have been submitted and are valid. Troops who do not clear the pre-authorization will be contacted by GSHCC and will not be able to place Planned Orders.
- Online payments are automatically credited to troops and Girl Scouts and reduce ACH balances, not override them. They are not deposited into troop accounts unless the troop is due a refund at the end of program.
- Troops are responsible for ensuring sufficient funds required for each ACH transaction.
- If an extension is needed, troops must send a request to **customercare@girlscoutshcc.org** a minimum of three business days prior to withdrawal date.
    - Requests must include troop number and reason for request to be considered.
    - Troops are responsible for non-sufficient funds fees (NSF) if an extension is not requested by the deadline.
- **NEW!** For the 2027 cookie program, GSHCC will be conducting two ACH withdrawals instead of three to provide a more simplified troop experience.

ACH	Date	Amount
Pre-Authorization	Jan 28	$0.01 deposit
ACH #1	Mar 4	25% of balance due
ACH #2 (final)	Mar 25	Remaining balance due or deposit for refund

Payments

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

Financial Reconciliation

- Document all payments, transfer of funds, and deposits.
- Online payments: all online payments are automatically credited to girls and troops. No additional documentation is needed.
- Girl Scout payments: write a receipt to track all payments received from participants. Enter those transactions as Girl Financial Transactions in Smart Cookies promptly. See Girl Financial Transactions Tip Sheet for more information.
- Booth Payments: use the Booth Sale Worksheet to track all booth payments. This sheet tracks starting and ending inventory to calculate all packages sold. Packages sold should balance to payments received. Remember to track online vs. cash payments.
- Troop deposits into bank account: these payments cannot be tracked in Smart Cookies as the system does not function as an account ledger. All payments deposited into the troop account should balance with the total money received from Girl Scouts and at booth sales.

Financials
continued

Bounced Checks and Counterfeit Bills

- Troops must notify GSHCC no later than March 21 if they receive counterfeit bills or bounced checks.
- Troops are responsible for fees associated with bounced checks or counterfeit bills.
- Steps to follow:
    1. Obtain bank letter showing proof of bounced check or counterfeit bill, deposit date, and amount.
    2. Send copy of letter, include service unit number, troop number, cookie manager name, and troop leader name to **customercare@girlscoutshcc.org.**
    3. GSHCC will apply a credit to the troop's Smart Cookies account for the bounced check or counterfeit bill only, not any associated fees.

Loss

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

Theft

- Troops are responsible for safeguarding funds and cookies.
- Participants are responsible for funds and cookies in their possession.
- Troops must notify GSHCC no later than March 21 if they experience theft.
- Steps to follow:
    1. Report theft to service unit cookie team and to local police department within 24 hours.
    2. Obtain a copy of police report. This must be an official report with case number, officer information, name of person reporting, and details of what occurred.
    3. Consider filing claim with your insurance company. GSHCC is not responsible for any associated deductibles.
    4. Send supporting documentation to **customercare@girlscoutshcc.org** and include service unit, troop number, cookie manager name, and troop leader name.
    5. GSHCC will work with troop to identify if cookies can be credited or replaced.

Outstanding Cookie Balances

- All efforts should be made to receive payments due by participants as the goal is to ensure troops receive all money earned and that it is used to enhance the Girl Scout experience.
- Troops who pay balances with troop proceeds are taking on participant's financial responsibility; GSHCC cannot help resolve once this is done.
- Troops having difficulty collecting funds should follow these steps:
    1. Contact the caregiver to discuss situation. Document all interactions and attempts to collect.
    2. Submit a Cookie Collection Report no later than March 21. Report must include the Girl Balance Summary report, receipts and log of interactions/attempts to collect.
- Once a Cookie Collection Report is submitted, GSHCC will do the following:
    1. Troop will receive a credit in the amount submitted on the collection form, pending proof of balance due. This credit will be listed as **Collection** in Smart Cookies and the troop's ACH balance due will be adjusted.
    2. GSHCC will work with the caregivers directly for payment collection. No payment can be accepted by the troop from the caregiver after a collection report is submitted.
- GSHCC cannot help recover funds without a Cookie Collection Report with supporting documentation submitted by the deadline.
- Reports missing required documentation will not be accepted. Troop will not receive ACH credit and GSHCC will not attempt to collect from the caregiver.

Best Practice: Count inventory and money every time it exchanges hands. Write a receipt for each of these transactions and have the caregiver sign it. Keep it until the end of the cookie program.

Proceeds and Rewards

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

Troop Proceeds and Girl Rewards

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

Optional Older Girl Proceeds and Rewards

- Only for troops with all members registered as Cadettes, Seniors, and/or Ambassadors.
  - Troops with any registered Daisies, Brownies, 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 special CEO dinner.
- Must be selected in Smart Cookies by deadline.

Rewards and Experiences

- Experience dates and information available on **www.girlscoutshcc.org/rewards.**
- Reward 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 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 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 Recognition Order and Main Recognition Order Tip Sheets for more information.

Troop Recognition Order

- Troop Treasure is an additional troop incentive earned based on each troop's per girl average (PGA) and awarded based on the number of girls selling. Refer to chart below for earning levels.
- Troops can view their PGA on their Smart Cookies dashboard and in their Troop Recognition Order.
- A Troop Recognition Order must be created for a troop to earn Troop Treasure.
- Funds are for the whole troop regardless of participation.
- May be used toward GSHCC sponsored events listed in the Activities Calendar, membership fees, and in-store GSHCC shop purchases.
- Troops with outstanding cookie balances are not eligible to earn.
- How to calculate: total number of packages sold divided by number of girls selling.
- Troop Treasure earned in the 2026 Girl Scout Cookie Program expires April 30, 2027. Troop Treasure earned in the 2027 Girl Scout Cookie Program will expire April 30, 2028.
- Troop Treasure information will be emailed to troop leaders and cookie managers in late May.
- Review the Troop Recognition Order Tip Sheet for more information.
- **NEW!** Troop Treasure levels have increased. By reaching the 350+ PGA level, troops will earn enough to cover girls' memberships.

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?

- Allows customers to support the Girl Scout Cookie Program even if they don't want to buy cookies for themselves.
- Participants who sell *15 packages* toward Cookie Share will earn the Cookie Share patch.
- Participants who sell *25 packages* toward Cookie Share will earn a zipper pull set.
- 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 toward Cookie Share (see Volunteer Essentials for more information).
- Use the Donation Cookie reports in Smart Cookies to help you reconcile Cookie Share donations.
- Review our Cookie Share Tip Sheet 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

Cookie Manager Role

- Ensure troop successfully wraps up the cookie program. Communicate with families regarding troop sales and reward distribution.
- Verify that all Girl Delivery orders have been delivered. If not, refund customers for their orders. If a customer does not receive their order and GSHCC mails them out, the troop will be responsible for the cost of cookies and shipping.
- Download the Troop On Hand Inventory report from Smart Cookies. Change the unit of measurement to packages.
- Assign all sold inventory to participants. Though it is not required to assign all on-hand inventory, it is strongly recommended even if you have leftover inventory. This ensures your troop maximizes rewards earned. GSHCC will not assign leftover on-hand inventory.
- Create and submit the Main and Troop Recognition Orders by the deadline.
    - Rewards cannot be ordered for troops without recognition orders submitted.
    - Ensure correct reward choices and sizes are selected, as applicable.
    - Ensure caregivers of Girl Scouts who earned and selected experiences are aware of event dates prior to finalizing selections to avoid conflicts.

Financials

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

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!

Reward Distribution

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

Final Reports

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

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



Service unit cookie teams and GSHCC are unable to make changes to Recognition Orders after March 21.

Conflict Resolution

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

Misappropriation of Funds

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

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

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

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.

Troop Outstanding Cookie Balances

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

The collection process includes GSHCC doing the following:

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

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



Sally the lop-eared rabbit is wishing you a fun and successful Girl Scout Cookie® season!

Contact Information and Resources

Being organized and prepared lets the participants and caregivers in your troop know that you are ready to lead them in a successful cookie program. Their confidence in the troop cookie manager and troop leader allows the girls to focus on their goals.

Program Supplies

- Order card—one per participant
- Receipt books—three per troop
- Troop Cookie Manager Guide—one per troop
- Troop envelope—one per troop
- Volunteer patch—one per troop
- **Note:** Money envelopes are no longer provided by ABC Bakers.
- There are no troop cookie samples provided in 2027.

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.

- ACH Authorization Form
- Booth guidelines, worksheets, and additional resources
- Cookie Enterprise Packet
- Cookie Guides (troop and caregiver/participant)
- Cookie lineup and nutritional information
- Cookie Managers of GSHCC rally in Rallyhood: **www.rallyhood.com/36401** (includes service unit cookie manager roster & weekly eligibility reports)
- Digital Cookie and Smart Cookies Tip Sheets designed to walk you through the platforms
- Marketing Materials (thank you cards, door hangers, etc.)
- Online training (accessed through gsLearn in MyGS)
- Reward experience dates and information
- Rally Guide
- Safety Tips for Online Marketing
- Troop Budget Worksheet

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

Who to Contact

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

SUCM Name: _____

SUCM Email: _____

SUCM Phone Number: _____

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

Smart Cookies Tech Support

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

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

Digital Cookie® Troop Success!

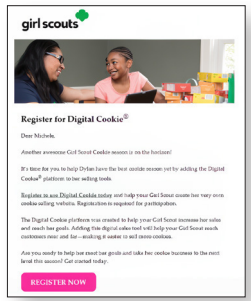
Support Girl Scouts in your troop and their families with visibility into their online activities.

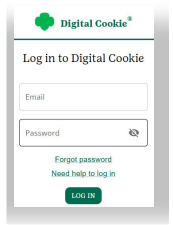
girl scouts

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

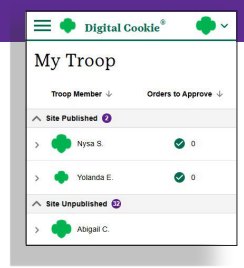
Have the troop decide what message they want to share with customers and add it to their site.

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.

Get Cookie Booth Ready

Shop Your Booth Must-Haves at the gsShop!

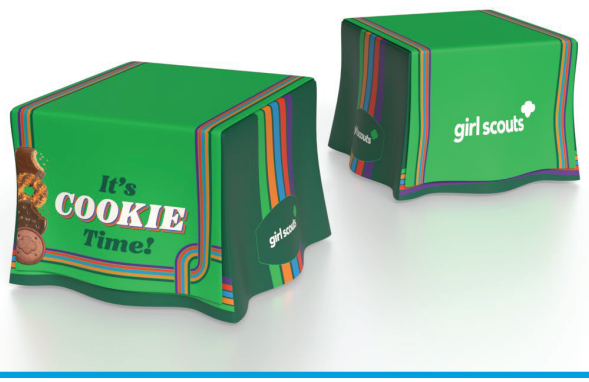
Banner
$20



Tablecloths
60" Square $20
72" x 108" Rectangle $30



Table Runner
$25



Money Pouch
$8



Belt Bag
$7



Handheld Signs
$10



Tote Bag
$7



Yard Sign
$18



To purchase items shown, call 916.453.5220 or email girlscoutshop@girlscoutshcc.org

gshcc

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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