

2026

BRAVE. FIERCE. FUN!

Girl Scout Cookie Program Guide for
Troop Coordinators, Service Unit Directors,
and Cupboard Managers

girl scouts 
of central california
south

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Girl Scouts of Central California South

Customer Care
 (800) 490 - 8653
customercare@girlscoutscs.org

ABC Smart Cookies

Customer Care
 (855) 444 - 6682
customercare@girlscoutscs.org

Digital Cookie

<https://digitalcookie.girlscouts.org/login>

For help click "Help" at the bottom of the page to submit a help ticket request.



Important Dates

November 2025

November 20 ————— Live Cookie Training for Cookie Coordinators

December 2025

December 27 ————— Troops can start creating the Initial Order

January 2026

January 5 ————— Initial order due by the Troop

January 6 ————— Online Start Date (NEW!)
Initial order due by the Service Unit

January 15 ————— Troop Secured Boothing Form Starts

January 15 - 27 ————— Lottery Booth Sign Up

January 28 at 8pm ————— Lottery Selection Awarded to Troops

January 31 ————— Mega Drop (Initial Orders)

February 2026

February 1 ————— In-person cookies in hand start

February 4 ————— First Come First Serve (FCFS)
Boothing Selection Opens in Smart Cookies

February 7 ————— Boothing Starts

February 13 - 15 ————— Girl Scout Cookie Weekend

February 18 ————— In Lieu of Form Due

February 20 ————— ACH 1 Withdrawal
(\$1.00 per package on Feb 9th)

March 2026

March 1 ————— Begin creating recognition orders

March 20 ————— ACH 2 Withdrawal
(\$3.00 per package on March 9th)

March 31 ————— Girl Scout Cookie Program Ends

April 2026

April 2 ————— Season End Date SU ABC/ Digital Cookie access ends

April 6 ————— Parent Delinquency Forms Due

April 6 at 11:59pm ————— Troop Reviews/ Confirms
Troop Recognition Orders in Smart Cookies

April 17 ————— ACH 3 Withdrawal (Balance Due)

April 7 ————— Season End Date SU ABC/Digital Cookie access ends

June / July 2026

Recognitions are first delivered to the Service Unit Director or Council Coordinator, who then distributes them to the Troop Coordinators. Troop Coordinators, in turn, deliver recognitions to the girls.

Product Programs are an intergral part of Girl Scouts' journey toward leadership, learning, and developing the five key skills in entrepreneurship through the Fall Product Program and the Girl Scout Cookie Program.



Decision Making: Girl Scouts help decide how to market their sales and what to do with their earnings. This matters because they must make many decisions, big and small in their lives. Learning this skill helps them make good ones.



Money Management: Girl Scouts develop a budget, take orders, and handle customers' money. This matters because they need to know how to handle money - from their lunch money to their allowance and to someday their paycheck.



People Skills: Girl Scouts learn how to talk and listen to their customers, as well as work in a team with others. This matters because it helps them do better in school (on group projects, on a sports team, and on the playground) and later, at work.



Goal Setting: Girl Scouts set goals and with their team, create a plan to reach them. This matters because they need to know how to set and reach goals to succeed in school, on the job and in life.



Business Ethics: Girl Scouts act honestly, and responsibly during every step of product program sales. This matters because employers want to hire ethical employees - and the world needs ethical leaders in every field.





Your Girl Scout Cookie favorites are back!



Adventurefuls®

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt



New!

Exploremores™

Rocky road ice cream-inspired cookies filled with flavors of chocolate, marshmallow and toasted almond crème



Lemonades®

made with
vegan
ingredients

Savory slices of shortbread with a refreshingly tangy lemon flavored icing



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe



Thin Mints®

made with
vegan
ingredients

Crispy chocolate wafers dipped in a mint chocolaty coating

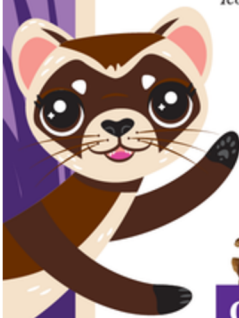


Peanut Butter

Patties®

made with
vegan
ingredients

Crispy cookies layered with peanut butter and covered with a chocolaty coating



Caramel deLites®

Crispy cookies topped with caramel, toasted coconut, and chocolaty stripes



Peanut Butter

Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Caramel

Chocolate Chip

*Caramel, semi-sweet chocolate chips, and a hint of sea salt in a delicious cookie**

**Limited availability*



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Journey of a Girl Scout Cookie



Network of Distributors



ABC's digital toolkits and online resources can all be found in one place - Smart Cookies! This is a snapshot of the resources designed for volunteers, girls, and parents!

- Everyone can access these tools, anytime, you don't need to log in for access.
- Simply go to Smart Cookies and click the tabs at the top of the website.
- On Flickr you will find our rally guide, booth poster, fun clip art, and creative social media posts for selling.
- ABC's Youtube channel holds Smart Cookies training videos, and other fun videos, while our Facebook page for volunteers is super helpful as well.



www.abcsmartcookies.com

- Theme clip art, certificates, etc.
- Selling safely video and tips
- Cookie information and calculators
- Activity tips and how-tos
- Standard forms
- Rally guide



Smart Cookies 7.0

Smart Cookies is a single sign-on and user-friendly responsive design platform across all devices (laptops, tablets, and smartphones) designed for Troop Coordinators.

- The dashboards optimize inventory management at all levels and provide “at a glance” sales information.
- Volunteers can schedule booth sites and share those sites through social media.
- Comprehensive booth management with social sharing capabilities.
- Smart Booth Divider accessible.
- Extensive reports library users, orders, booths, rewards, finances, and inventory.
- Three year archive report access.
- Not a girl seller platform.



Virtual trainings and powerful online tools for volunteers!



Booth Basics



Booth activities and lemonade stands are an integral part of the Girl Scout Cookie Program! Cookie booths allow troops and girls the opportunity to engage in their community, earn troop proceeds, and work as a team. It is also an excellent opportunity for a girl to put her people skills into action.

While engaging with the public during boothing, all actions by adults and Girl Scouts must follow the Girl Scout Promise and Law, ensuring respect and kindness for customers, business partners, parents, volunteers, and Girl Scouts.

Lemonade Stand

A lemonade stand is an individual stand located on residential property that is owned by the parent/guardian or by someone they know. Lemonade stand booths are held on residential property and must have the consent of the property owner. Individual Girl Scouts may host a lemonade stand with adult supervision at all times.

- 1 adult accompanied at all times.
- Cookies assigned to the Girl Scout by the Troop Coordinator are used for lemonade stand activities.
- Juliettes/Council Ran Troops use their own cookie inventory and are replenished by the council.
- If at any time the Girl Scout needs to leave the lemonade stand, the stand must be shut down until she returns.

Booth Stand

A booth stand takes place in front of a business with the permission of the store owner. Drive-thru booth activities are permitted; however, only adults may approach vehicles. Booth activities may not take place in streets or medians, or BEFORE the booth activities' opening date.

- Verify locations IS NOT on the "Do Not Call" if Troop Securing the Booth, and submit the request form on the website.
- Assign designated duties for each participant
- Troops must have permission from the store property manager to set up a Drive-Thru booth
- All booth locations must be entered in Smart Cookies
- Girls should be instructed on safety and never be allowed to approach vehicles.

Location Restrictions

Locations that the council secured, including but not limited to Walmart's, Sam's Club, and Joann's stores. These locations are exclusively managed by the council. Locations are part of the "Do Not Call" list.

Booth Location Guidance

Booth activities are a privilege. Remember, we are guests when we set up a cookie booth at a business location.

- Council will secure all participating Walmart and Sam's Clubs locations within the five counties.
- Verify the locations with the "Do Not Call" list on the GSCCS website BEFORE requesting the location
- If a location is requesting a Certificate of Insurance (COI), contact Customer Care at 800-490-8653
- Booths must be safe for girls and adults at all times
- Booths must be away from traffic and cars, unless it is a Drive-Thru Booth
- NO booth activities in front of an establishment where minors are not allowed to enter
- NO booth activities in streets or medians
- NO siblings, tag-alongs, or pets at a booth
- Girls must be in uniform or in Girl Scout attire
- ALL booths must be marked with Girl Scout signage. ALL booth locations must be entered into Smart Cookies and approved by the council

Troop Booth Minimums

- 1 adult with a completed GSCCS Livescan background check and a GSCCS adult membership
- 1 adult with a completed GSCCS background check (does not need to be a GSCCS adult member), 2 Girl Scouts at all times

Booth Basics (end)

- 1 girl can be at a booth with 1 adult, if the other Girl Scout is using the restroom or if there are extenuating circumstances (i.e., late, car trouble, illness, etc.)
- Booth locations must be entered into Smart Cookies and approved by the council
- Single Scout Booth Team / Juliettes Booth Team. These “Single Scout” booths are at the discretion of the Troop Coordinator.
- 1 adult with a completed GSCCS Sterling background check and a GSCCS adult membership
- Booth locations must be entered into Smart Cookies and approved by the council
- Troop cookies must be used for booth Juliettes/Council Ran Troop use their own inventory and be replenished by the council
- If at any time the Girl Scout needs to leave the booth, the booth must be shut down until she can return

Note: Any adult who is participating at a booth must be background checked, as they are in direct contact with Girl Scouts.

Etiquette

- Do not block the flow of customers into the business.
- No eating or drinking while talking to customers. All food and drinks must be away from the booth table/area
- Girls are actively selling at a booth and not playing games, or on their phones- the same goes for volunteers
- Girls are never to be left alone at a booth; there must always be an adult with them at all times
- Girls are never to leave the booth with anyone other than their troop coordinator or their parent/ guardian
- Booth activities are not an adult activity; girls need to be the ones actively selling
- Adults are there to encourage and monitor the girls. Resolve any conflicts peacefully

Setting & Staging

On the day of the activity, check in with the store owner/ manager to inform them you have arrived and to receive any special instructions from store management.

- Arrive 15 minutes before your time slot begins to set up your booth
- Make sure you are identified as a Girl Scout, be in uniform or Girl Scout logoed attire
- Set up cookie booth in the area designated by the store and not in any other area
- Set up your own table, and hang signs on your table, not on the store property
- Count all beginning inventory
- Bring plenty of product
- Bring a secured cash storage (fanny bag, aprons, cash box, etc.)
- Bring enough change
- Do not ask the store for change during booth activities

Tear Down & Take Away

- Allow 15 minutes to clean and pack up for the next troop
 - Therefore, if your booth ends at 6:00 pm, the booth starts packing up cookies at 5:45 pm. Do not wait until 6:00pm to begin packing up the booth.
 - Count all inventory and record accurately
 - Secure all monies for deposit
 - Breakdown all empty cases and take with you
- Remove all trash and take it with you



Types of Sales Chart

Product	Sale Type	Money Collections	Delivery to Customers
Girl Scout Cookies	Digital Cookie Online Girl Delivered	Girls create a store in Digital Cookie and send emails to friends and family Customers pay ONLINE for GIRL DELIVERY Orders/payments are automatically credited to Girl Scouts	<ul style="list-style-type: none"> Delivered by Girl Scouts to customers Direct sale to customers <p><i>Girl to order cookies from Troop Coordinator when needed. Juliettes/Council Ran Troops to order cookies from Council when needed.</i></p>
	Digital Cookie Online Direct Ship	<ul style="list-style-type: none"> Girls create a store in Digital Cookie and send emails to friends and families Customers pay online for product and shipping Orders/payments are automatically credited to girls 	<ul style="list-style-type: none"> Shipped directly to customers <p><i>(1-2 weeks standard delivery after order processing)</i></p>
	In-Person <ul style="list-style-type: none"> Order Card Direct Sales Walkabouts Lemonade Stand Booths 	<ul style="list-style-type: none"> Girls collect orders on a cookie order card Girls collect money from customers Girls turn in money to Troop Coordinator <ul style="list-style-type: none"> Juliettes/Council Ran Troops turn in money to Council 	<ul style="list-style-type: none"> Delivered by girls to customers Direct sale to customers <p><i>Girl to order cookies from Troop Coordinator when needed. Juliettes/Council Ran Troops to order cookies from Council when needed.</i></p>



Types of Sales



Digital Cookie

The online platform used for the Girl Scout Cookie Program is called Digital Cookie. This platform allows girls to enter products ordered on the order card, set up a store, track online orders, and more. To take orders online, a girl must set up her own personalized online store. All orders and payments online will be automatically credited to the girl.

Girl Delivery:

- The customer orders, pays online, and the product is delivered by girls. Online girl delivery orders are automatically added to a girl's order in Digital Cookie.

Girls must adhere to the following guidelines when they open their Digital Cookie online store:

- May continue to take orders on their cookie order card
- May post their Digital Cookie URL link on social media personal sites, with parent discretion and appropriateness
- MAY NOT post their Digital Cookie URL link on 3rd-party resale sites, such as eBay, Facebook Marketplace, Offerup, Let it Go, Amazon, Mercari, etc.
- May advertise that their Girl Scouts are selling on resale sites, but they CANNOT process any payments through these resale sites
- Online customers will have the option to have cookies shipped directly to them or have them "girl delivered" by the Girl Scouts

Direct Delivery:

Using the girls' Digital Cookie direct link, customers can order and pay directly. The product is shipped directly to the customer's residence. Customer pays any shipping & handling costs accrued. Sign the girls' Digital Cookie direct link, and customers can order and pay directly. The product is shipped directly to the customer's residence. Customer pays any shipping & handling cost accrued.

In-Person

Order Card:

Girls receive an order card with pictures, descriptions, cost per item, and information, such as whether a cookie is gluten-free, kosher, etc.

- Record items that customers wish to order
- Explain that products will be delivered by the Girl Scouts. Be sure to fill out the order card completely
- Payment may be collected at the time of order (whenever possible) or at the time of delivery
- Girls can take orders on their cookie order card before the direct sale starts and must adhere to the following guidelines:
 - May advertise on public and private social media sites that they are taking orders
 - Parents/Guardians may take the cookie order card to their workplace and must include a message from the Girl Scout.
 - The message can state the Girl Scout's personal goal, her troop's goal, and what she is learning from the cookie program, and so forth.
- May collect customer money and turn in all monies to the Troop Coordinator

Direct Sale

Girls will have cookies on hand for "Direct" sale, and they may participate in walkabouts, lemonade stands, and booth activities.

Walkabouts

A Girl Scout may "walkabout" their neighborhood with cookies on hand and sell door-to-door. Cookies are "mobile" and not a stationary selling station.

Booths/Lemonade Stands

Booth activities/lemonade stands is an integral part of the Girl Scout Cookie Program! Cookie booths allow troops and girls the opportunity to engage in their community, earn troop proceeds, and work as a team. It is also an excellent opportunity for a girl to put her people skills into action.



Coordinating the Girl Scout Cookie Program

The role of the Troop Coordinator is to coordinate the Girl Scout Cookie Program and navigate the Smart Cookies Troop Dashboard throughout the cookie program.

Troop Coordinators must be

1. GSCCS registered adult member
2. Live Scanned background check
3. Mandated Reporter Certified
4. Complete all Girl Scout Cookie Program Training

Troops participating in the Girl Scout Cookie Program must have

1. Troop financials completed for the previous year
2. Submit the current year's Back to Troop Update
3. Be in good financial standing with GSCCS
4. Have a Troop Coordinator for the Girl Scout Cookie Program to receive troop proceeds

***Program Print Materials**

Service Unit Directors/Council Coordinators distribute program materials to troops. Troops distribute "Girl Seller Packet" to participating girls. Girls participating in product programs must have an Annual Permission Form on file with Troop.

Troop Materials

- Money and/or Cookie Receipt booklets
- Cookie Order Cards
- Money Envelopes

Girl Seller Packet

- Cookie Order Card



Overview of the Smart Cookies online platform for the Girl Scout Cookie Program for volunteers.

Navigating the Smart Cookies Dashboard: Troop Coordinator

The Troop Dashboard shows the following information.

- Troop Package Goal: troop goal, manually entered and can be changed throughout the sale
- Per Girl Average: shows last year's PGA set in package quantity and will update the current year's PGA
- Inventory Total Ordered: shows last year's order amount in package quantity and will show this year's total
- Total Sold: shows what the troop sold last year and will update this year's volume sold throughout the season
- Total on Hand (Cases): inventory the troop has left to sell
- Important Dates: council-specific deadlines for the sale



My Troop

- Goals & Online Activities-view and create troop goals for all girls to view on their Girl Dashboard
- Troop Roster-verify all girl information is correct. Contact the council if there are discrepancies
- Troop Information-verify all Troop information. (Enter addresses, phone numbers, etc.)
- Troop User Management-permissions granted by the council may not be available
- Troop Messages-send direct messages to the whole troop in your Smart Cookies roster or to individual girls

Orders

- Manage Orders-displays all orders for your troop
- Troop Initial Order-Troop Coordinators will place their Troops' "Initial Order" into Smart Cookies
- Transfer Order-moves inventory within the troop or outside the troop
- Planned orders: order more cases of cookies from a cupboard
 - Submit a "planned order" to restock inventory for your troop
- Virtual Cookie Shares documents the packages for donations sold by each girl within the troop

Booth

- Schedule Booth-pre-populated lottery locations, and FCFS are listed
 - Make all your lottery selections here
- My Reservation-view troop secured booths, booth lottery, and FCFS selections
- Troop Secured Booths-complete the information for your booth
 - Select the Booth Permission box. This will allow the council to approve your booth
 - Add booth notes and additional details regarding your location/booth

Finances

- Payments collected are recorded throughout the sale. Enter girl payment transactions here.

Reports

- Obtain reports to view, download, and print for troop/girl-specific activity on Smart Cookies. Reports can be viewed, downloaded, and printed in various formats. Commonly used reports:
 - Troop Initial Order Summary
 - Girl Balance Summary
 - Recognition Order Summary by Girl
 - Troop Balance Summary

TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks. Available on Troop Dashboard-Safety and Training.

Getting Started

The Troop Coordinator will receive an email invitation to set up their administrative-level access to the Smart Cookies system.

- The registration email will come from “Noreply@abcsmartcookies.com”
- Click on the registration link to register
- Enter the user information, add a photo, address, and create a password
- Once complete, you will receive an official email from Smart Cookies

TIP: Write down your username and password on the Contact Page.

Booth Lottery - January 16 - January 27: Lottery Booth Sign Up

The lottery allows troops to select a location and time for a booth that is secured by the council to be entered in the lottery. ABC Cookie software program then takes all troops that selected a certain booth location and time, and randomly picks one troop for the booth location and time.

When the selections are made is irrelevant; what is important is that the troop makes their selections before the boothing end date and time. The lottery is designed for troops to select “premium” locations before the start of booth sales.

- Number of booth selections per troop: 50
- Number of awarded “Premium” selections per troop: 4 OR up to 4
- Troops will be notified through their registered email. Monday, January 28, at 8 PM

Log in to Smart Cookies-Booths-Schedule Booths

- “Premium” locations will be identified with a Purple “P.”
- Select Location-date-time
- Select Save
- Repeat for all locations
- Once completed, the maximum allowed number of lottery sections has been saved. Troop Coordinators will be notified by Smart Cookies of their lottery-awarded selections.

Review your selections in troop reservations.

- Booths My Reservation-Lottery
- Premium Wins
- Total Wins
- Requests
- Booths can be deleted.

NOTE: A LOTTERY BOOTH cannot be retrieved. ONCE DELETED, it may no longer be available to reselect.

Troop Secure Booths - January 15: Troop Secured Boothing Form Starts

A Troop may start scouting for locations to hold a troop booth. Troops adhere to the Booth Basics guidelines for Storefront Booth. Adhere to the “Do Not Call List”.

Troop Initial Order - January 5

The Troops' “initial order” is the first order received by the troop. It is ordered in full cases (12 packages), by each variety. The Initial Order deadline is highlighted on the calendar and also listed on the Important Dates on your Smart Cookies troop dashboard. The troops' initial order is received at “Mega Drop”. Service Units may host their own “Mega Drop”.

On Smart Cookies-Orders-Troop Initial Order

- Enter each flavor by full cases. (1 case-12 packages)
- ADD notes as necessary
- Select Ready for Review
- Select SAVE to complete
- Review your “initial order”

Review your “initial order”

- Go to Orders > Manage Orders > Initial Orders
- Select Edit and make changes by the deadline
- Select Ready for Review
- Select SAVE to complete

Booth Cancellation-

If you cannot make your assigned booth location, CANCEL/RELEASE the location in the Smart Cookies as soon as possible. Releasing the booth location will allow another troop to secure it and host a cookie booth.

First Come, First Serve Booth (FCFS) - February 4 at 7:00 pm

First-come, first-served booths are non-premium and premium booth locations offered to troops to acquire additional booth sale activities once the lottery has ended. FCFS booths may also include premium locations not selected during the lottery, and are now available

Girl Scout Cookie Drop (Mega Drop)- January 31 (Fresno & Bakersfield)

Troops' initial orders are received at the council mega drop. Troops participating in the council mega drops will be notified accordingly. Service Units that are doing a cupboard host their own mega drop.

- For everyone's safety, children must remain in vehicles at all times. Clear all vehicles used of any items, removing car seats and booster seats not in use. Fold down or remove seats (if applicable) and clear trunk space. Follow all directions given at pick-up.
 - Count all cases and sign the receipt
 - Verify "initial order" quantity matches in Smart Cookies
 - Contact Product Programs Dept. immediately for any discrepancies

In Lieu of Recognition Form - Pending Due Date

In Lieu of Form: This year, we are updating the process for our In Lieu of Recognition Form. All Girl Scout groups, from Daisies through Ambassadors, now have the option to complete and submit the form to opt in to the In Lieu of Recognition program. To ensure fairness and accuracy, Troops are required to hold a vote, document the results in meeting minutes, and complete the official voting form. These materials must then be submitted through Cognito for council review and approval.

Restocking-Troop Planned Orders - Weekly, Mondays by 8:00 am

Troops Coordinators place "Planned Orders" to restock cookies for the troop using Smart Cookies. Planned Orders are placed with coordinating cupboards in their area. Individual girls/parents cannot submit "planned orders" for the troop. Planned Orders are part of the Troop Coordinator platform in Smart Cookies.

- Planned Orders are limited to 4 orders per week
- Available for pick up at a Service Unit or Council cupboard
- All planned orders are in full cases (1 cs = 12 pkg)
- Verify the planned order received matches the Order Transfer Receipt (OTR) in Smart Cookies
 - For a service unit cupboard discrepancy, notify the Service Unit Cupboard Manager
 - For the council cupboard discrepancy, notice the Product Programs Dept
 -

Product Distribution

Troop Coordinators distribute cookies to each girl physically and electronically in Smart Cookies.

- Count all cases and packages being distributed.
- Parent/Guardian counts and inspects all cookies received.
- Provide a signed receipt of all cookies given.
- All parties must sign the cookie receipt or transfer order receipt.

*Note: Never distribute cookies without providing a signed receipt.
The cost of cookies remains consistent and should never be altered.*

Transfer Orders

Troop Transfers are used to Transfer Cookie Inventory from the Troop's main Inventory to the transferred party. Girl Scouts are financially responsible for all cookies transferred to them, with the exception of cookie booth sale-related transfers. Several types of transfers can be made in Smart Cookies. Make the appropriate transfers for all inventory. For the 2025 Cookie Season, we recommend that the Gluten Free Cookies not be included in the T2T transfer. The transfer is not an equal transfer because of the price difference.

At the end of the sale, the Troop Dashboard should show the amount of unsold cookies as "Cookies on Hand".

- Transfer Types
 - T2T - Troop to Troop
 - T2G - Troop to Girl Scout
 - G2T - Girl Scout to Troop

Note: Never transfer cookies without a corresponding signed receipt by all parties

Booth Transfers

Cookies sold at a Troop booth, including Cookie Share, are credited to the girls who participated at the cookie booth. Booth Sales will add to their overall individual rewards for total packages sold. It is important to keep accurate records of how many packages were sold and who participated at the booth.

- Download the Booth Inventory worksheet
- Track each booth activity
- Use the Smart Booth Divider on the Troop Dashboard to allocate cookies to girls
 - The booth divider will be evenly distributed among the girls selected and the cookies selected
 - Adjustments may be needed; adjust accordingly

Banking

All monies collected at a booth are deposited directly into the troop bank account and are not recorded in Smart Cookies.

- Deposit all money into your troop bank account frequently and keep all receipts
- Monies collected over **\$1,000+** must be deposited within **72 hours** into the troops' bank account
- Amount owed to GSCCS will be deducted via ACH withdrawal according to the calendar schedule

Girl Scout Payment Transactions

All girl payments are collected, deposited into the troop bank account, and are recorded in Smart Cookies

- Issue a parent/guardian receipt for all monies received
- Record all payments received in Smart Cookies > Finances
- Add "Financial Transaction" in Smart Cookies for **all GIRL SCOUT** payments received
- At the end of the sale. Girl Balance Summary should be at **\$0** balance

Note: Never accept a payment without providing the parent with a receipt

Automatic Clearing House (ACH)

Automatic Clearing House (ACH) processes electronic financial transactions -such as direct deposit and direct payments. Council uses this method for collecting payments from troops and service units for the finances owed. This process also operates as a payment to troops and service units for packages sold.

- ACH 1-Withdrawal- **February 20 (as of February 9th)**
 - Total packages include all transfers from Cupboards and Troops.
 - Minus credit card payments
 - \$1.00 per package, not to exceed the balance due
- ACH2- Withdrawal- **March 20 (as of March 9th)**
 - Total packages include all transfers from Cupboards and Troops.
 - Minus ACH 1, credit card payments, and cookie donor buyouts
 - \$3.00 per package, not to exceed the balance due
- ACH- Final Withdrawal Total packages sold- **April 17 (Balance Due)**
 - Total Minus ACH 1, ACH 2, credit card payments, and cookie donor buyouts
 - Total Balance Due
 -

Recognition Distribution and Expectations

Council places recognition orders once all data is finalized in Smart Cookies. Troops can expect delivery in late June to early July. Larger or experience-based recognitions may arrive later in the year.

- Council will email event and experience recognition details, including registration links, to qualifying Girl Scouts or caregivers.
- Event sign-ups must be completed by the stated deadline to confirm participation.
- Troop leaders should verify totals, distribute recognitions promptly, and report any missing or damaged items to Customer Care within **30** days.

Note: Recognitions are non-transferable and based on verified sales. They may ship separately or arrive later due to vendor timelines.

Directing the Girl Scout Cookie Program

The role of the Service Unit Director is to manage the Girl Scout Cookie Program for troops and girls, while navigating the Smart Cookies Service Unit Director Dashboard throughout the cookie program.

Service Unit Directors must be

1. GSCCS registered adult member
2. Live Scanned background check
3. Mandated Reporter Certified
4. Complete all Girl Scout Cookie Program Training

Service Units participating in the Girl Scout Cookie Program must have

1. Service Unit financials completed for the previous year
2. Complete this year's Back to Service Unit Update
3. Be in good financial standing with GSCCS
4. Have a Service Unit Director for the Girl Scout Cookie Program to receive service unit proceeds

*** Program Print Materials**

Service Unit Directors/Council Coordinators distribute program materials to troops. Troops distribute "Girl Seller Packet" to participating girls. Girls participating in product programs must have an Annual Permission Form on file with the troop.

Troop Materials- One per participating troop

- Girl Scout Cookie Program Guide for Volunteers
- Money and/or Cookie Receipt booklets
- Cookie Order Cards



Managing the Girl Scout Cookie Program for the Service Unit

Registration

Service Unit Directors will receive an email invitation to set up their administrative-level access to the Smart Cookies online system. The access email will prompt you to create a password to access the Smart Cookie Volunteer account. Service Unit Directors will be prompted to complete certain account information, as applicable. Troops will be pre-loaded into the Smart Cookies platform.

Service Unit Information

In Smart Cookies, on the "My Service Unit" tab, verify all the information. Enter addresses, phone numbers, etc.

Managing Initial Orders for Troops- **January 6**

Service Unit Directors will need to verify that the troop's "Initial Order" has been submitted to Smart Cookies. A list of troops who have not placed orders will generate in Smart Cookies.

Contact all troops with NO initial order

- Contact can be made by email, phone, or by Smart Cookies
- Create and submit an initial order on the troops' behalf

Service Unit Secure Booths - **Pending Date**

A service unit that has chosen to "opt out" of the council-secured lottery may start looking for locations to hold a service unit-specific lottery. Service Units adhere to the Booth Basics guidelines for Storefront Booths, including the "Do Not Call" list.

- ***New for 2026 Cookie Season:***

Service Units now have the option to add SU-Secured Booths that troops within their SU can book through a lottery or first-come, first-served (FCFS) system. Contact the Product Program Department for details on the process to secure SU Booth locations. Service Units do not need to opt out of the Council lottery system to host SU-Secured Booths.

Managing Booths for Troops

- Review troop secured booths in Smart Cookies
- Approve/cancel booths for troops
- Contact the Troop Coordinators for any cancellations and explain the reason
- Assist troops with the troop booth divider

Managing Transfer Orders

Make the appropriate transfers for the inventory for troops/girls. Types of transfers:

- T2T- troop to troop
- T2G- troop to girl

End of Sale- **March 31 at 11:59 pm**

- Verify troops' Total On Hand Inventory is the amount of unsold cookies. Please notify Council if a troop has excessive on-hand cookies.
- Verify that the troops' girl balance summary is accurately recorded in financial transactions
- Verify all recognition orders have been submitted
- Download all reports needed for End of Year Financials
- Download all reports needed for troop-recognition distribution
- Save/download necessary reports from Smart Cookies

Managing Recognitions Orders for Troops- **April 7 at 11:59 pm**

- Download the Incomplete Recognition Orders report from Smart Cookies
- Review all Troop orders
- Verify that troops placed the Recognition Order for each Girl and are receiving the correct item for cookies sold
- Submit the Recognitions Order for each Troop to the council in Smart Cookies
- Commit ALL troop orders for processing

Welcome to Smart Cookies, the online platform for the Girl Scout Cookie Program.



Navigating the Smart Cookies Dashboard Service Unit Dashboard

- The Service Unit Dashboard shows the following information.
- Per Girl Average (Packages): shows last year's PGA set in package quantity, and will update the current year's PGA
- Initial Order/Transfers Sold (Cases): shows troops' initial order/transfers last season and this season
- Cookie Share Sold (Cases): shows troops' cookie share total from last season and this season
- Direct Ship Sold (Cases): shows the troops' direct ship sold from last season and this season
- Total Sold: shows what the troop sold last year and will update this year's volume sold throughout the season
- Important Dates: Council-specific deadlines for the sale

Orders

- Manage Orders - displays all orders for your troop
- Troop Initial Order - Troop Coordinators will place their troops' "Initial Order" into Smart Cookies
- Transfer Order-moves Inventory within the troop or outside the troop
- Planned orders: order more cases of cookies from a cupboard
 - Submit a "planned order" to restock inventory for your troop
- Virtual Cookie Shares documents the packages for donations sold by each girl within the troop

Booth

- Schedule Booth-pre-populated lottery locations, and FCPS are listed. Make all your lottery selections here.
- My Reservation-view troop secured booths, booth lottery, and FCFS selections
- Troop Secured Booths-complete the information for your booth. Select the Booth Permission box; this will allow the council to approve your booth. Booth Notes: add additional details regarding your location/booth

Rewards

- Manage Recognition Orders-view troop recognition orders
- Recognition -view all recognitions that have been entered and have been reviewed
 - Click the checkbox on the right of each troop and click Commit All at the bottom

Finances

Can view and edit all troop and girl payments that are recorded throughout the sale.

Reports

Obtain reports to view, download, and print for Troop/Girl-specific activity on Smart Cookies. Reports can be viewed, downloaded, and printed in various formats.

My Service Unit

- Service Unit Info: Enter all information here
- Girls-verify all girl information is correct
 - Contact the council if there are discrepancies
- Troops-verify all troop information. Enter addresses, phone numbers, etc.
 - User Management- permissions granted council may not be available
- Emails-send emails to individual troops or bulk email to all troops
- Messages-send direct messages to troops, girls, and cupboards

*TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks.
Available on Service Unit Dashboard--Safety and Training.*

Managing Recognitions Distribution -

Note: These procedures may change with new system of distribution of recognitions.

- Recognitions will ship to the Service Unit Director's address that is entered into Smart Cookies
- Download the Recognitions Order Summary by troop from Smart Cookies
- Sort recognitions by troop and contact your troops with a delivery date, time, and location for pick up. Distribute all recognitions to troops in a timely manner
- Return any troop recognitions to the council
- Service Unit proceeds will be distributed by ACH

Reports- July 1 Archival Shutdown

Obtain reports to view, download, and print for Troop/Service Unit specific activity in Smart Cookies. Reports can be viewed, downloaded, and printed in various formats. Share these Smart Cookies reports with the Service Unit Treasurer to reconcile the proceeds the Service Unit receives from ACH proceeds.

*NOTE: Smart Cookies website shuts down for archiving, save all reports by June 29th
Any prior year information is available during the Cookie Season, and Council can assist with this information as needed.*

Recommended reports to save:

- Troops with no Initial Order
- Troops On Hand Inventory
- Total Sales and Finances by Troop View 1,2,3
- Available Booth Summary
- Booked Booth Summary
- Incomplete Recognitions Order Recognitions Summary by Service Unit
- Total Troop Sales and Finances- Condensed View
- Troop Balance Summary



Managing a Cookie Cupboard

The role of the Service Unit Cupboard Manager is to manage the Cookie Cupboard for the Troops. Troops will be able to pick up additional cookies throughout the cookie program from a cupboard assigned to them. Troop Coordinators will place planned orders against the cupboard and receive cookies. You will be the main point of contact for Troops and the Product Program Department.

Service Unit Cupboard Managers must be

- GSCCS registered adult member
- Live Scanned background check
- Mandated Reporter Certified
- Complete all Girl Scout Cookie Program Training



Service Unit Cupboard Manager (cont)

As of 10/10/2025

Navigating Smart Cookers-Cupboard Dashboard

The Cupboard Dashboard shows the following information.

- Total ordered (Cases): The total number of cases ordered from the cupboard in the current season, in both case quantity and dollar value
- Total Transferred (Cases): The net number of cases transferred to and from Troops that are assigned to that cupboard in case quantity and dollar value
- Total on Hand (Cases): The cupboard inventory in cases is available to be transferred out to the Troops
- Important Dates: Council-specific deadlines for the cupboard user
- Task: List of any specific instructions from Council
- Messages: Messages from Council will appear here

Orders

- Manage Orders-Displays all orders for your cupboard.
 - All
 - Initial
 - Order
 - Planned
 - Restock
 - Transfer
 - Damaged
 - Cookie Shares
 - Direct Ship
 - CS Donation
- Cupboard Initial Order-Place cupboard initial order
- Transfer Order-The transfer function is used to transfer the product from the cupboard. Make the appropriate transfers for all inventory.
- Types of transfers:
 - C2C-cupboard to cupboard
 - C2T-cupboard to Troop
 - T2C-troop to cupboard
 - Planned Order- Troops will place planned orders each week to indicate what they want to pick up from the cupboard.

Reports

- Reports can be viewed, downloaded, and printed in various formats.
- Report categories:
 - Entity
 - Troop Listing
 - Inventory & Delivery
 - Cupboard Inventory
 - Orders
 - Cupboard Activity Summary
 - Planned Order Report
 - Planned Order Report w/Signature
 - Transfer Order
 - Transfer Order Summary

*NOTE: Smart Cookies created step-by-step instructional videos and PowerPoint decks.
Available on Cupboard Manager Dashboard-Safety and Training*

Service Unit Cupboard Manager (end) ^{As of 10/10/2025}

Managing the Service Unit Cupboard

- Update cupboard info-verify all contact information is accurate, especially the email used for notification purposes
- Set planned orders dates-set cupboard dates of operation. This will allow troops to pick up their planned orders from your cupboard
- Select ALL days the cupboard will be open
 - Adhere to these times and keep the schedule updated
- Cupboards are CLOSED on Mondays for inventory; do not add Mondays to your availability
- Cupboards can be OPEN Tuesday through Sunday

NOTE: IF NO cupboard dates/times are selected, Troops WILL NOT be able to place planned orders

Cupboard Distribution to Troops

- Print out the Planned Order Report with w/Signature
- Review all troops' planned orders
- Count all the cupboard inventory by cookie flavor to satisfy the order
- Count all cookies with the receiver upon pick-up, and have the receiver sign the Planned Order Report
- Make order adjustments as needed in Smart Cookies
- APPROVE all planned orders received in Smart Cookies
- Troops CANNOT pick up additional cookies without a planned order.”
- Troops have 48 hours to pick up their planned order; otherwise, it can be deleted
- All planned orders NOT received must be deleted in Smart Cookies to maintain accurate inventory

Inventory Management - **Due Mondays by 10:00 am**

- Verify planned orders have been approved
- Make inventory adjustments as needed in Smart Cookies, according to the receipt
- Download the Cupboard Inventory Report in Smart Cookies
- Count all inventory by cookie flavor, each pallet, each case, each single package
- Verify count matches the Smart Cookie system
- Submit the Inventory Report form to Customer Care EVERY Monday by 9:00 am

Restocking your Cupboard - **Due Mondays by 10:00 am**

To restock your cupboard, council will review your Smart Cookie cupboard inventory, your planned orders, and your Inventory Report form. Council will submit a planned order for your cupboard with the delivery agent for distribution.

- Submit an Inventory Report form to Customer Care EVERY Monday by 10:00 am
- Cupboard restock delivery days vary by distributors' availability

Damages

A product that is physically damaged and cannot be used for troop distribution is considered “damaged.”

- Do not accept/sign physically damaged cases upon pallet delivery; return to the distributor immediately
- Adjust the receipt for accuracy, and inform the council of the adjustment to your order transfer receipt
- Return ALL damaged cookie packages/cases to the council
- Council will remove the damage from the cupboard inventory.

End of Sale-Closing the Cupboard - **The amount of unsold cookies. Please notify Council if a troop has excessive on-hand cookies.**

- Download the Cupboard Inventory report in Smart Cookies
- Count all inventory by cookie flavor, each pallet. each case, each single package
- Verify count matches the Smart Cookie system
- Total on Hand: Return all inventory to the council, including damages not returned
- Return all Planned Order Reports with w/Signatures to the council
- Return all receipt booklets to the council

Glossary

ACH — Automatic Clearing House (ACH) processes electronic financial transactions as direct deposit and direct payments. Council uses this process for collecting and distributing payments from/to the troop and service unit bank accounts. All troops and service units participate in the ACH, and it is not optional. Troops/Service Units adhere to the scheduled dates and cannot alter dates or allocations set forth. The ACH is managed by the Finance Dept.

Cookie Dough—council-owned incentive reward, can be used for merchandise at the Goldmine Store and GSCCS program events. Cookie dough has no cash value and cannot be redeemed for cash.

Council Ran Troop—a troop that is managed by council staff.

Council Secured Locations—booth locations obtained by the council and managed by the council, and used for the lottery and FCFS. Council holds the contracts for these locations and is part of the “Location Restrictions.”

Direct Ship—online orders are shipped to the customer from the baker.

Do Not Call List — a list comprised of all council secured booth locations that cannot be approached by troops and service units to secure.

FCFS—First-come, first-served booths will allow a troop to pick a limited number of booths and receive ALL booths chosen. Booths may contain premium and non-premium locations.

Girl Delivery — orders placed on Digital Cookies and delivered by Girl and Guardians.

GSLearn—the online training system accessed by individuals MYGS account for volunteers.

Juliette—an individual Girl Scout who is not associated with a particular troop.

Location Restrictions—any locations that the council secured, including Walmart’s, Sam’s Club, and Joann’s stores. These locations are exclusively managed by the council. Locations are part of the “Do Not Call” list.

Lottery— a lottery is set to allow all troops who wish to participate an equal opportunity to receive booth slots. The lottery allows troops to choose a limited number of booth selections and receive a maximum number of booths from that group of chosen booths in which to participate. Booths may contain premium and non-premium locations. A service unit may choose to “opt out” of the lottery and secure its own locations, including Walmart’s and Sam’s Clubs in its service unit demographics, and may not encroach on other service unit areas. See Premium Locations, Opt-Out.

Opt Out—an action a troop or service unit may choose not to participate in an activity. A troop may choose to “opt out” of recognitions. A service unit may choose to “opt out” of the lottery.

Parent Delinquency Form— The Troop Coordinator must fill out this form when a parent/guardian has unpaid cookie debt at the end of the cookie program. All transaction receipts and summary reports are part of the documents used in submitting the Parent Delinquency form.

Premium Locations— a council secured a booth location in the Smart Cookie, identified with a purple “p” to indicate high traffic sales. Locations include, but are not limited to, Walmart’s, Neighborhood Walmart’s, and Sam’s Club. Premium locations are used in the booth lottery.

Smart Cookies—an online platform used for the sales of Girl Scout Cookies. This system is used to manage troop, service unit, and cupboard transfers, rosters, and track sales

Troop Secured Booth—storefront booth locations that troops secure independently using the Troop Booth Letter. All troop secured booths are entered in Smart Cookies for council approval. Troop secured booths may not take place on council secured locations and not part of the “Do Not Call” list.

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