

2026 Girl Scout Cookie Program
SERVICE UNIT PLAN BOOK



Service Unit: _____ Troop #: _____

Volunteer Resources found on www.GSCookiesEtc.org/cookies Password: Bff2026

ABC Smart Cookies ID : _____ Password: _____

gscookiesetc.org/cookies

Check gscookiesetc.org/cookies daily for the latest information regarding the 2026 Cookie Program.

SU COOKIE TEAM ROLES

The role of the Service Unit Cookie Team is vital to the success of the Cookie Program! The relationships you build with each other and the Troop Cookie Coordinators will help to make the program efficient, successful, and most of all fun! Please take time to be fully informed of the duties and responsibilities of team members; complete training, read the plan book, and ask questions as needed. Troop Cookie Coordinators and leaders will look to the Service Unit Cookie Team for guidance throughout the program.

Service Unit Cookie Manager

- Appoints Troop Cookie Coordinators
- Coordinates, communicates and partners with Service Unit Cookie Team
- Supports and motivates Troop Cookie Coordinators
- Reviews Troop Reports
- Receives Materials
- Distributes and collates materials into Troop packets
- Secures location to distribute product
- Coordinates Troop pick-up of product

Service Unit Booth Sale Coordinator

- Secures Booth Sale Sites
- Runs Booth Sale Lottery
- Schedules Troops

Service Unit Girl Rewards Coordinator

- Receives Girl Reward items
- Sorts rewards for each Troop
- Arranges time for Troop pick-up
- Reports any shortages and requests damage replacements



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DATES & QUICK CHECKLIST

Before the Program Begins

Nov 5 - Jan 15... Select role in "MyGS" Member Profile
(page 9)... Review Service Unit Stretch Bonus Requirements
... Notify Troop Cookie Coordinators of training and create roster
... Update TCC roster with appointment steps completed
Remind SU Cookie Distributor to complete the online Cookie Delivery &
... Distribution Form
... Visit gscookiesetc.org/cookies for updates and links
... Access ABC Smart Cookies (our Cookie Program software)
Host a Cookie Rookie Session
... Complete SU Cookie Manager training online with GSLearn
... Adult Booth Sale Online Training Goes Live

Nov 16—and later... Receive email to access ABC Smart Cookies from noreply@abcsmartcookies.com
(pages 9-11)... Modify Service Unit information
... Update delivery information if not participating in mega deliveries
... Partner with Booth Sales Coordinator to secure booth sale sites
... Troop Cookie Coordinator trainings begin online **Nov. 24**
... Watch ABC Smart Cookies training videos
... Send ABC Smart Cookies registration emails to TCCs

November 20... Booth Sale Plan Due to GSOC

December 13 (page 17)... Contact troops with no initial order placed

December 15 by 11:59pm... Troops Initial Order Committed in ABC Smart Cookies
(pages 16-17)

December 16 by 11:59pm... SU initial order committed in ABC Smart Cookies by 11:59 pm
(pages 18-22)... Service Unit Initial Order Email due to GSOC
Deactivate TCCs in ABC Smart Cookies who have not completed the required
... steps to be appointed
... Service Unit Cookie Program Goals due for Stretch Bonus

December 17... Print Dot Sheets and give to SU Distributor for SU own deliveries

December 22—31... Girls receive *Cookie Guide for Girls* mailing

January 11... Cookie Kickoff

January 2... Watch for Girl Registration email for Digital Cookie

January 8 (page 22)... Troop Cookie Coordinator Roster due

... Dot Sheets for Mega Delivery due by 9:00AM

Send "Cannot Pick Up Cookies" email to non-appointed TCCs and Troop Leaders

By January 8... Upload of Troop bank information into ABC Smart Cookies

January 6 (page 24)... Cookie Pre-Order and Online Program Begins!

January 19... Super Booth Form & Booth Sale Spreadsheet due to GSOC

January 22 Troops run the *Booked Booth Sales, Available Booth Sales, and Booth Sale Location*
(pages 26-27)... *reports*

January 24 Mega Delivery

January 23-25

(page 23)... Delivery & Distribution of Cookies from initial order

... Late Initial Orders due, Planned Order feature opens

During the Program

January 25 (page 24)... In-hand cookie sales and girl deliveries begin!

January 27 *First Come, First Served Booth Sale Reservations opens in ABC Smart Cookies for*
(pages 26-27)... *troops who achieved the Initial Order Bonus*

January 28
(pages 26-27)... *First Come First Serve Booth Sale Reservations opens in ABC Smart Cookies*

January 29 (page 25)... Cupboards Begin to Open

February 6... Booth Sales Begin

February 26 Cookie Swap Site opens

March 15 Cookie Program Ends

After the Program

- March 15-18 (page 33)...** Troop End of Sale processing
- March 17 (page 29)...** Troops make final deposit into their bank account
... Payment Adjustment Form submitted by 3:00 PM (if needed)
- March 18 (page 33)...** Final troop report email due to Service Unit by **9:00 AM**
- March 19 (page 29)...** ACH debit of troop final balance begins
- March 18-22
(page 34-39)...** Service Unit End of Sale processing
- March 22 (pages 39)...** SU Final Report email due to Council by 11:59pm
... Complete SU Stretch Bonus and Cookie Program Evaluation online
... Final Troop Cookie Coordinator roster due to GSOC by 11:59pm
- May 1-15 (page 40)...** SU Reward Coordinators Receive & Distribute girl rewards to troops
- May 22 (page 40)...** Troop Final reward adjustments due
- May 26 (page 40)...** Service Unit reward adjustments due

Throughout the Program

- December - May ...** Resources
(pages 41-48)... Websites
... Additional Support
... Troop Cookie Coordinator Position Description

MEET THE COOKIES

Cookies are \$6.00 per package.

Gluten Free cookies are \$7.00 per package.

There are 12 PACKAGES in 1 CASE of cookies.

Food products are not returnable or exchangeable.*

\$6



Adventurefuls

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

\$6



Exploremores

Sweet and crunchy chocolate sandwich cookies, filled with flavors inspired by rocky road ice cream

\$6



Lemonades

Savory slices of shortbread with a tangy lemon flavored icing

\$6



Trefoils

Iconic shortbread cookies inspired by the original Girl Scout recipe

\$6



Thin Mints

Crispy chocolate wafers dipped in a mint chocolaty coating

\$6



Peanut Butter Patties

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

\$6



Caramel deLites

Crispy cookies topped with caramel toasted coconut, and chocolaty stripes

\$6



Peanut Butter Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling

\$7



Gluten Free

Caramel Chocolate Chip

Caramel, semi sweet chocolate chips and a hint of sea salt
Limited Availability



Donate to Cookie Share

Share a package of your favorite Girl Scout Cookie with military and food banks

Troops cannot return cookies after pick-up. Girls/Troops should always accept damaged exchange/returns from customers.
Troops exchange damaged/returned cookies at a Cookie Cupboard.*

Prop 65—Please see Council's FAQs located on Gscookiesetc.org about guidance around Prop 65.

COOKIE SHARE

January 6—March 15, 2026 Community Service Project

Our Cookie Share program allows girls to learn about philanthropy and giving back to the community, while earning proceeds for their troop and credit towards their rewards. Through the council's virtual Cookie Share Program, customers can purchase cookies to be distributed to our nation's military and local food banks. This makes it easy for customers to give back even if they don't want cookies for themselves. These purchases will be delivered directly from the council to our community partners.

The benefits to participate in the Council Virtual Cookie Share are:

- Girls receive credit towards their rewards for Virtual Cookie Share sales.
- Troops receive proceeds for each package of Virtual Cookie Share sold.
- Customers are given the chance to give to others while supporting Girl Scouts.
- Virtual Cookie Share donations are tax deductible.
- Cookie inventory is managed by the Council.
- Cookie Delivery is handled by the Council.

Virtual Cookie Share is simple and easy! Please refer to Troop Plan Book for this information (page 7).

Girls who sell 15+ packages of Virtual Cookie Share will earn a Cookie Share patch



Troop's Own Cookie Share

Girl Scout troops may choose their own organization to receive Cookie Share donations provided they follow the guidelines on the [Donation Agreement form](https://gscookiesetc.org/cookies/documents/) found on gscookiesetc.org/cookies/documents/. **Troops must submit an Intent to Donate form by January 6th.** Patches for Troop's Own Donation/Service Project can be ordered for purchase from our Girl Scout Shop.



The girls in the Troop make the decision if they would like to participate in the Council's virtual Cookie Share or host a Troop's Own Cookie Share project. Service Units who do their own Cookie Share project may invite Troops to participate, but **cannot** make it a requirement.



GETTING STARTED

November 5—January 15, 2026 Welcome to Training

- ☐ Complete the Service Unit Cookie Manager steps to appointment
 - ◆ Select role in “MyGS” Member Profile.
 - ◆ Registered Girl Scout Membership for **2026**
 - ◆ Background and Fingerprinting Screening complete
 - ◆ SUCM Trainings Complete (Part 1 online AND Part 2 in-person or virtual)
- ☐ Review the Service Unit Stretch Bonus requirements.
- ☐ Partner with your Service Unit Team on strategies to achieve the Service Unit Bonus.
- ☐ Work with your Service Unit Data Management Coordinator or Operations Lead to have the Troop Leader and Cookie Coordinator roster sent to you weekly to ensure you have the most current information for appointing Troop Cookie Coordinators. Be sure to collect accurate contact information and Global ID.
- ☐ Notify all troops of Cookie Program training.
- ☐ Update Troop Cookie Coordinator roster to record each step as completed:
 - ◆ Registered Girl Scout Membership for **2026**
 - ◆ Troop Cookie Coordinator role chosen on MyGS
 - ◆ Background screenings complete
 - ◆ Troop Banking form on file (see “Troop Banking Forms Received Report” list at gscookiesetc.org/cookies/service-unit-cookie-manager under Troop Reports).
 - ◆ Troop Cookie Coordinator Training
- ☐ Complete the online [Cookie Distribution Form](https://gscookiesetc.org/cookies/service-unit-cookie-distributor) located on the Cookie website (gscookiesetc.org/cookies/service-unit-cookie-distributor) under Service Unit Distributor Resources.
- ☐ Host a Cookie Rookie Session
- ☐ Registration email with the link to ABC Smart Cookies will be sent once training is completed. Make “noreply@abcsmartcookies.com” a safe sender.



**Cookie Program forms & flyers can be found under Service Unit Cookie manager
Resources on
gscookiesetc.org/cookies/service-unit-cookie-manager**



GETTING STARTED DATES

November - Troop Training Packets

Troop Training Packets will be handed out at the Service Unit Cookie Manager Training in-person on November 18th (one per troop). For those that cannot make in-person training, please pick up your troop packets at council headquarters (9500 Toledo Way, Irvine, 92618). **Troop Training Packets will not be mailed this year.** Training materials are also available for download on gsCookiesetc.org under the password protected section of Volunteer Resources ([Troop Resources](#)). Troops not receiving a training packet should email CustomerCare@GirlScoutsOC.org with “Cookies-Training Packet” in the subject line and one will be mailed to them.

Training Packet include: The Troop Plan Book, Family Guide and Parent Responsibility Form, and more

November 19 and Later - Getting Started in ABC Smart Cookies

- ☐ Receive registration email for ABC Smart Cookies and create an account.
 - ☐ Modify Service Unit information (**page 12**).
 - ☐ Update delivery station information if not participating in the mega deliveries. This will be printed on delivery tickets and must be accurate (**page 12**).
 - ☐ Add Troop Cookie Coordinators to ABC Smart Cookies and send registration email (**page 13**).
-  **Only** Service Units who are **NOT** participating in a Mega Delivery should modify their delivery information.

An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order.

Please note: Service Units will NOT be able to add, edit, or delete troops or girls in ABC Smart Cookies.

Mid-November and later - Booth Sale Coordinator Obtains Booth Sale Sites

Booth Sale Coordinator will obtain booth sale sites for the Service Unit. Partner with them by:

- ☐ Providing a Troop Cookie Coordinator roster
- ☐ Helping with and during the Booth Sale Lottery
- ☐ Helping with coaching the Troop Cookie Coordinators and Leaders on booth sales

November 20 - Booth Sale Plan Due

Remind Booth Sale Coordinators to send email to Customercare@girlscoutsoc.org with “SU Booth Sale Plan” in the subject line and attach completed booth sale plan.

December 10 - SU Cookie Program Goals Due

Send email to Customercare@girlscoutsoc.org with “SU Cookie Program Goals” in the subject line and attach completed cookie program goals.

December 22—31 - Girl Cookie Program Packets Arrive

Girls will receive a Cookie Program Packet (including The Family Guide, Cookie Order Card, Girl Rewards Flyer and more!) in the mail in late December. Girls who do not receive a packet will need to contact CustomerCare@GirlScoutsOC.org with the subject line “Cookies—Girl Packet”.

The Family Guide is there to support girls and their families through out the Cookie Program! Parents must complete a [Parent Responsibility Form](#) and send it to their Troop Cookie Coordinator before the start of the Cookie Program. A printer friendly and electronic version of the form can be found on gscookieetc.org/cookies/troops.

December 29 - Volunteers will Receive Registration Email for Digital Cookie

Digital Cookie is where you can monitor your service unit's digital sales. You can also run Order Data reports for troops and check if a Girl Scout has registered to use Digital Cookie.

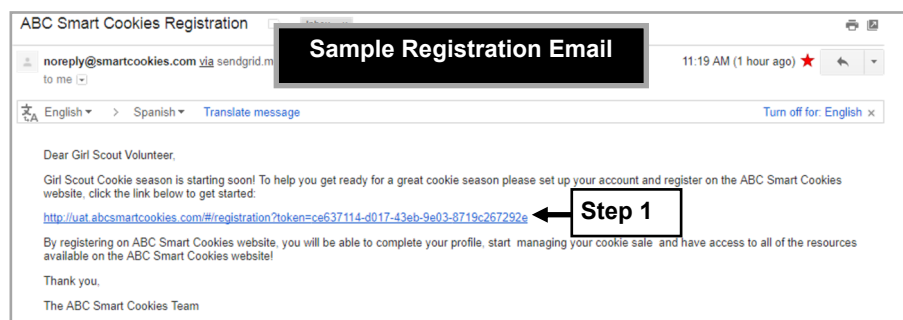
January 2 - Girls/Caregiver Receive Registration Email for Digital Cookie

For girls and caregivers Digital Cookie is where they will manage their cookie business. Troop Cookie Coordinators will use Digital Cookie to monitor the troop's progress, and more. Girls and their parent/guardian will receive a registration email from email@email.girlscouts.org with details about participating in the online selling of cookies including a registration link for ABC Smart Cookies.

Access To ABC Smart Cookies:

As a Service Unit Cookie Manager you will still need access to the baker's software, ABC Smart Cookies. An email with the link for registering as a volunteer will be sent to you in November. Click the registration link to create your account in ABC Smart Cookies.

Add NoReply@ABCSmartCookies.com to your contacts (safe sender) to ensure registration email is not blocked as spam.

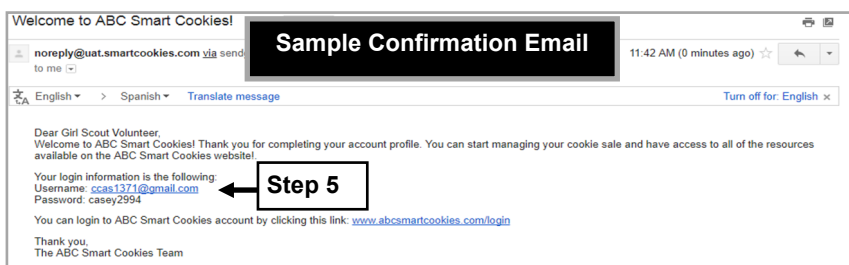


1. Click on your unique Registration Link.
2. Complete the *Contact Info* and *Profile Info* sections.
3. Click Submit.
4. A confirmation message will appear upon successful completion of the registration process.
5. You will also receive an email confirmation.

A screenshot of the ABC Smart Cookies registration form. It has sections for "Troop Info", "Contact Info", and "Profile Info". The "Contact Info" section has fields for "Area Office" (112234 Oak Lane), "City" (Richmond), "State" (Virginia), "Phone" (804.955.1234), and "Fax" (804.955.1234). The "Profile Info" section has fields for "First Name" (Catherine), "Last Name" (Smith), "Email" (ccas1371@gmail.com), and "Password" fields. A "Submit" button is at the bottom. A black box with "Step 2" points to the "Contact Info" section, and another black box with "Step 3" points to the "Submit" button.



IMPORTANT: Save this email since it will contain your username and password as well as the link to ABC Smart Cookies.



Modify Service Unit information:

The screenshot shows the 'Service Unit Dashboard' with a navigation bar. The 'My Service Unit' dropdown menu is open, showing options: Service Unit Info, Troops, Girls, User Management, Emails, and Messages. An arrow points to 'Service Unit Info' with the label 'Step 1'. Below the dashboard, the 'Service Unit Information' form is shown. It includes fields for SU Name (Lemonade SU), First Name (Connor), Address 1 (1900 Cookie Lane), City (Midlothian), State (VIRGINIA), Zip (23112), Phone (8046148700), and Troops Assigned (123). An arrow points to the 'Update Information' button with the label 'Step 3'. A text box with an arrow pointing to the 'Address 1' field contains the text: 'The Service Unit address is used for delivery of Rewards; do not use a P.O. box address.' This is labeled 'Step 2'.

1. Click Service Unit Info under *My Service Unit*
2. Enter and/or update the contact information for the **SU Cookie Rewards Coordinator**.

Note: ABC Bakers will deliver rewards for the Service Unit to this address.

3. Click on Update Information.



Changes to the address of the Service Unit Cookie Rewards Coordinator must be made in ABC Smart Cookies by the Service Unit Cookie Manager. Service Unit may be held financially responsible if rewards are lost due to incorrect address for the SU Cookie Rewards Coordinator in ABC Smart Cookies.

Manage Delivery Station:

*Only Service Units who are **NOT** participating in a Mega Delivery should add their delivery information*

The screenshot shows the 'Manage Delivery Stations' page. The 'Delivery' tab is selected, and the 'Manage Delivery Stations' link is highlighted with an arrow and the label 'Step 1'. Below the page title, there is a table with columns: Active, Delivery Station, Delivery Agent, and City. The table is empty, showing 'No data'. At the bottom left, there is a button labeled 'Add New Delivery Station' with an arrow pointing to it and the label 'Step 2'.

1. Click Manage Delivery Station under *Delivery*
2. Click Add New Delivery Station
3. Enter the delivery station information, be sure to scroll down to complete form
4. Click Save

The screenshot shows the 'Add Delivery Station' form. It includes fields for Delivery Station Name (SU000 Council), Delivery Station Address (Address 1: 9999 Street, City: Some City, State: CALIFORNIA, Zip: 00000), and Manager Contact Information (First Name: Lisa, Last Name: Nevares, Email: lnevares@girlscoutsoc.org). An arrow points to the 'Delivery Station Name' field with the label 'Step 3'. At the bottom right, there is a 'Save' button with an arrow pointing to it and the label 'Step 4'.

Note: Council will enter the delivery station for Service Units participating in a Mega Delivery.

To Add New User (Troop must be added to ABC Smart Cookies first):

An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order.

Service Unit Cookie Manager of Service Unit - Council in Training - Orange County

Dashboard Orders Delivery Finances Reports My Service Unit Tips & Tools Cookies Resources Help

Service Unit Info
Troops
Girls
User Management
Tasks
Emails
Messages

PER GIRL AVERAGE (Package per Girl Selling)
This Season: 72.00
Last Season: 77.33
\$360.00
\$386.67

INITIAL ORDER/TRANSFERS SOLD (Cans)
This Season: 6
Last Season: 15
\$360.00
\$900.00

DIRECT SHIP SOLD (Cans)
This Season: 0
Last Season: 0
\$0.00
\$0.00

TOTAL SOLD (Cans)
This Season: 6
Last Season: 19
\$360.00
\$1,160.00

Important Dates

Action Items Numbers Tasks

1. Click Troops under *My Service Unit*
2. Click the pencil icon on the troop line
3. Check Create User Account
4. Enter the Troop Cookie Coordinator's information

•**New**—be sure to enter correct User Global ID

5. Click Save

Manage Troops

Drag a column header here to group by that column

Active	District	Service Unit	Troop	First Name	Last Name	Email
✓	Q1	Coastal One	123	Michael	Straham	testerabc2381@outlook.com
✓		Coastal One	124	Carson	Daly	testerabc2381@outlook.com
✓		Coastal One	125	Sara	Gilbert	testerabc2381@outlook.com
✓		Coastal One	126	Americo	Hall	testerabc2381@outlook.com

Step 2

Update Troop

Girls Active* Girls Selling* Expected Number of Girls Selling (0-999)*

Troop Number* Level* Service Unit*

Proceed Plan* Proceed Plan Notes

Guaranteed Proceeds No Notes Available

Main Recognition Plan

Main Rewards Plan

No Recognition Plan

Step 3

Step 4

Step 5

Save

Create User Account

Email* First Name* Last Name*

Street Suite

City State Zip

Phone Fax Mobile

Alternate Contact

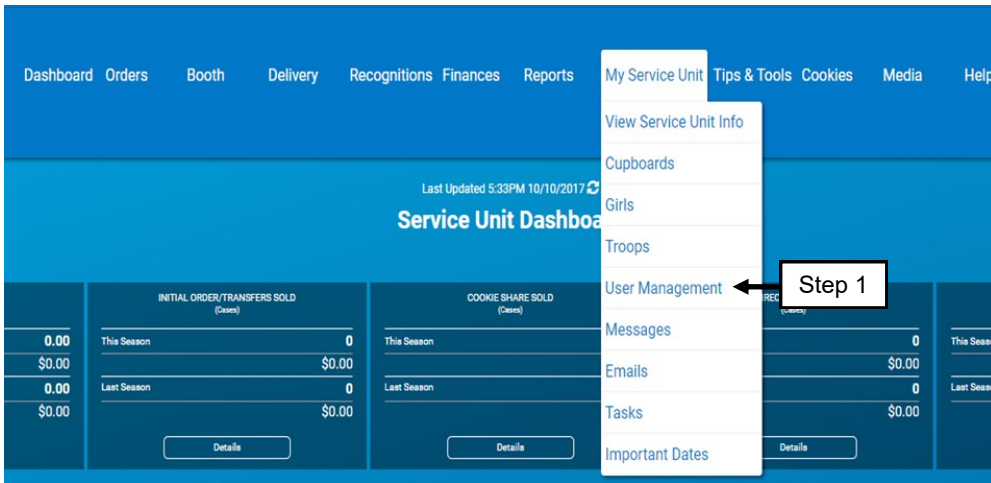
A user account will automatically be created and the Troop Cookie Coordinator will be sent a registration email.



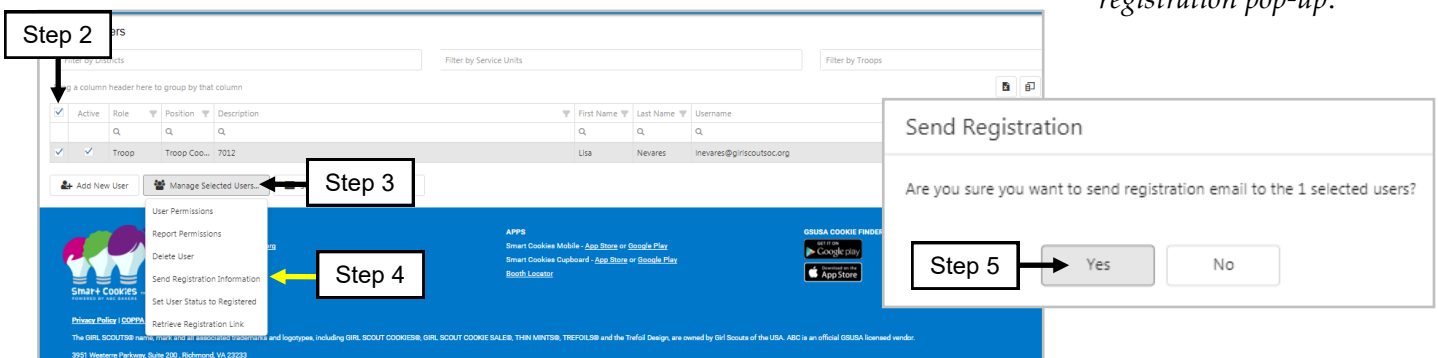
When entering Primary and Alternate Contacts, volunteers now require a User Global ID specific to each user. This ID is acquired through the Full Roster in Looker that is provided by the Service Unit Data Management Coordinator or Operations Lead. The Global ID entered in ABC Smart Cookies must match exactly.

Service Unit	Troop/Group	Program	Participation Type	Members	Role Name	First Name	Last Name	Global ID
--------------	-------------	---------	--------------------	---------	-----------	------------	-----------	-----------

To Resend Registration Notification:

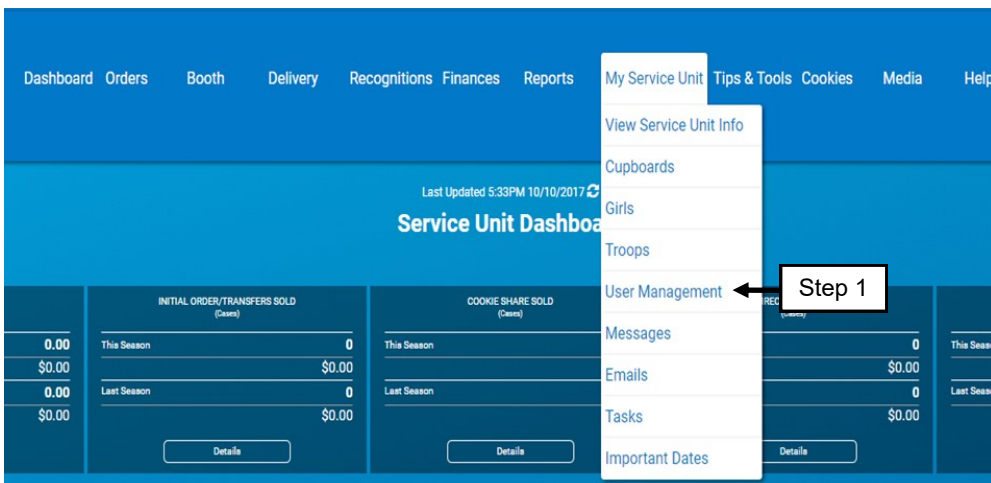


1. Click User Management under *My Service Unit*
2. Click the check box in the first column for the person to receive the registration email.
3. Click Managed Selected User.
4. Click Send Registration Information
5. Click Yes on the *Send registration pop-up*.



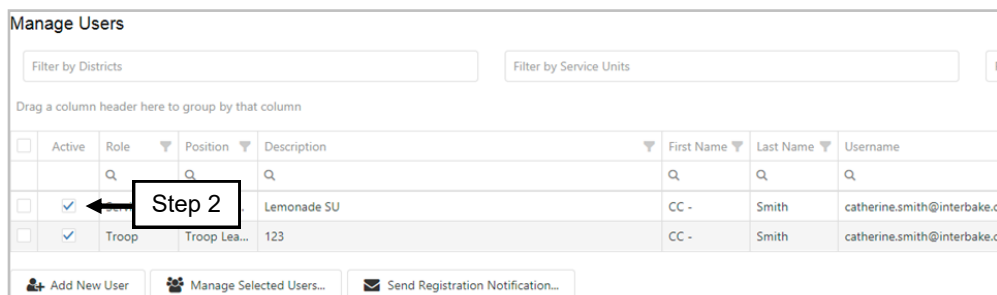
To Deactivate a User Account:

Use this feature if you need to deactivate a Troop Cookie Coordinator. Example: the Troop Cookie Coordinator changed.



1. Click on User Management located under *Council*.
2. Click the check box next to the name of the user to be made inactive.

Go back into User Management and click the check box next to the name of the user to re-activate their user account.



TROOP TRAININGS

The key to a successful cookie program is training. It is mandatory for every Troop Cookie Coordinator to participate in a training — even if it is not their first time doing the job. Training ensures Troop Cookie Coordinators have the most current cookie program information and are prepared to support their girls. Troop Cookie Coordinator training is online through GSLearn in addition to the in-person or live virtual training.

Before TCC Trainings, the Troop Cookie Coordinators will need to connect with you to receive their Troop Training Packet, receipt books and a package of our new cookie, the Exploremores. The council will post a report of Troop Cookie Coordinators who have completed their training on gscookiesetc.org/cookies/service-unit-cookie-manager/ under Troop Reports.

After TCC Training, the Troop Cookie Coordinators may need to connect with you to receive Service Unit specific info (including SU date for Booth Sale Lotter and Initial Order distribution information).

Enter Troop Cookie Coordinators into ABC Smart Cookies and send them the registration email (see page 13 for more information).*

**An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order.*



INITIAL COOKIE ORDER

By December 15, 2025 at 11:59 pm PST - Troops Place Initial Order

The only way to GUARANTEE troops have the cookies they want is for the troops to place an Initial Order. We encourage troops to **place an Initial Order for 85% of the cookies their troop plans to sell.** *There are no limits (minimum or maximum) on Initial Orders!*

- ☐ Monitor entries made by troops.
- ☐ Make sure Initial orders are entered as cases.
- ☐ Contact troops if it appears too many/not enough cookies have been ordered.

Initial Order Support

The SU Cookie Manager should assist troops in determining their Initial Order.

- ◆ **Refer troops to the [Initial Order Bonus Flyer](#)** for helpful information and a table showing the average number of packages sold per Girl Scout in **2025**. This flyer, and the [2025 Cookies Sales History Chart](#) containing Service Unit numbers by troop, is located on the Cookies website (GSCookiesETC.org/Cookies/troops) under Service Unit Cookie Manager Resources—Cookie Program Flyers.
- ◆ **Strongly encourage troops to conduct goal setting sessions** to set troop and individual girl goals for the cookie program prior to placing their Initial Order.
- ◆ **Promote the importance of family meetings** where the Troop and Girl goals are shared with families and written down on each girl's Family Guide for her parents to post in a visible place. Encourage troops to have their parents complete [Caregiver Training](#) before their family meeting.
- ◆ **Encourage Initial Orders of 85% of their Troop goal** so they don't run out of cookies in the first weeks. The Cupboards will be **VERY BUSY** and may occasionally run out of certain varieties.
- ◆ **Remind troops to include additional cookies** in their Initial Order to ensure they have all the cookie varieties.
- ◆ **Advise troops there are no minimum orders required.** Troops should not feel pressured to order more cookies than they feel comfortable, but it will likely mean more trips to pick-up additional cookies and a possibility that we may run out of a variety. A Cupboard garage only holds so many cookies and the delivery truck comes only once a day.
- ◆ **Help troops know the difference between cases and packages.** Troops must place their orders in cases. There are 12 packages to a case.
- ◆ **Remind troops Initial Order cookies are not ordered by girl.** Cookies are allocated to individual girls later, so troops can handout some cookies to each girl, and then collect money for cookies sold before handing more cookies.. Troops should deposit money frequently into their troop bank account.
- ◆ **Emphasize NO Initial Order means NO cookies the first days of cookies in-hand selling.** The Cupboards will not open until **January 29, 2026** and will be very busy the first week of the Cookie Program.

Helpful Hint: Hold an informal virtual meeting to help troops determine their Initial Orders.

See pages 13-15 in the Troop Plan Book for more information about Initial Cookie Orders.

December 10— Submit Service Unit Cookie Program Goals

Email copy of your Service Unit Cookie Program goals to customercare@girlscoutsoc.org with the subject line “Cookies—Service Unit Goals” to earn points towards the SU Stretch Bonus

Initial Order Bonus

Troops in your service unit can earn the Initial Order Bonus for every girl registered in ABC Smart Cookies by **11:59pm PST December 15, 2025** (Initial Order deadline) by meeting the requirements. Troops must maintain registered girls and PGA (Per-Girl Average) through the end of the Cookie Program. Registered girls and cookie transfers will be monitored to ensure all troops remain eligible for proceeds level chosen at Initial Order.

See [Initial Order Bonus flyer](https://gscookiesetc.org/cookies/2026-initial-order-bonus/) on gscookiesetc.org/cookies/2026-initial-order-bonus/ for more information.

December 13 - Contact Troops With No Initial Order Placed

Service Unit Cookie Managers should:

- ☐ Check if troops have created an Initial Order by running the Troops with no Initial Order report located on the Dashboard under *Action Items* (see below).
- ☐ Contact troops with no Initial Order and remind them that orders must be entered into ABC Smart Cookies by 11:59 pm on **December 15, 2025**.

To Run the Troops with No Initial Order report:

The screenshot shows the Service Unit Dashboard with the following data:

PER GIRL AVERAGE (Packages per Girl Selling)		INITIAL ORDER/TRANSFERS SOLD (Cases)		COOKIE SHARE SOLD (Cases)	
This Season	72.00	This Season	6	This Season	
	\$360.00		\$360.00		
Last Season	77.33	Last Season	15	Last Season	
	\$386.67		\$900.00		

Below the dashboard, the 'Action Items' section is visible with the following items:

Action Items	Numbers
<u>Troops with no Initial Order</u> ← Step 1	201
<u>Troops with no Early Recognition Orders</u>	202
<u>Troops with no Main Recognition Orders</u>	202
<u>Uncommitted Order</u>	1

1. Click Troops with no Initial Order located under *Action Items* on the Service Unit Dashboard.

Contact troops listed on the report and remind them their Initial Orders are due in ABC Smart Cookies by 11:59 pm on **December 15, 2025**.

December 15 -Initial Order Committed in ABC Smart Cookies by 11:59 pm

Troops must place their Initial Orders by 11:59 pm on **December 15, 2025**. After this time ABC Smart Cookies will not permit them to place an Initial Order, troops will not qualify for the Initial Order Bonus, and will not have cookies the first day of the program.

NO PAPERWORK is due to the Service Unit at this time.

Remind troops to:

- ☐ Print a copy of the Troop Initial Order report beginning December 18th to use when picking up cookies on distribution day.
 - ☐ Email CustomerCare@GirlScoutsOC.org with girl transfer requests.
- These requests must be submitted by **December 15, 2025** in order to count for the Initial Order Bonus.

December 16 - Service Unit Order Processing

- ☐ Run a Troop Order Summary report.
 - ☐ Check each Troop's order making sure they have not ordered too many cookies and that the order was placed by the case for each variety (1 cases = 12 packages of cookies).
 - ☐ Contact Troop Cookie Coordinator to resolve errors.
 - ☐ Make Initial Order corrections and submit orders under Manage Orders.
 - ☐ Create an Initial Order for troops who contacted you after the Initial Order deadline as necessary.
 - ☐ Print Troop Distribution "Dot Sheets" beginning **December 18** (see page 21) and give to Service Unit Cookie Distributor.
 - ☐ Check "Troops with no specific delivery station" report and update the delivery station for each Troop listed.
-  Any order placed in ABC Smart Cookies whether it is "Saved" or "Submitted" will be ordered and the troop will be financially responsible for the order.

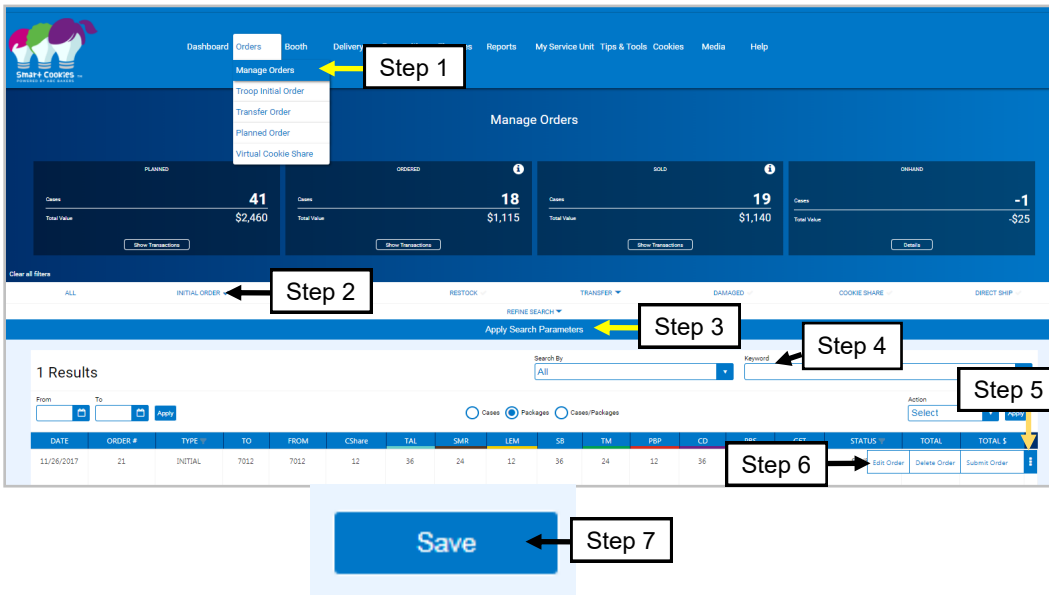


To Run the Troop Order Summary Report or Uncommitted Orders Listing Reports:

The screenshot shows the ABC Smart Cookies web application. The navigation bar at the top includes links for Dashboard, Orders, Delivery, Rewards, Finances, Reports, My Service Unit, Tips & Tools, Cookies, Resources, and Help. The 'Reports' tab is selected, showing a dropdown menu with 'Current' and 'Archived' options. A box labeled 'Step 1' points to the 'Current' option. Below the navigation bar, the 'Reports' section is displayed. Under 'Popular Reports', there is a list of reports including 'Booked Booth Sales Summary', 'Dot Sheets', 'Recognition Order Summary By Girl', 'Troop Listing', and 'Troop On Hand Inventory'. A box labeled 'Step 2' points to 'Troop Listing' and a box labeled 'Step 3' points to 'Troop On Hand Inventory'. Below this, the 'Report Categories' section is shown with a list of categories: Booths, Inventory & Delivery, Finance, Orders, Entity, and Rewards. The 'Reports' section below this lists various reports such as 'Available Booth Sale Summary', 'Booked Booth Sales Summary', 'Booth Sale Location', 'Delivery Station Order Detail', 'Dot Sheets', 'Girl Balance Summary', 'Girl Cookie Order Detail Summary', 'Girl Cookie Order Summary', 'Girl Cookie Totals Summary', 'Girl Deposit Summary', 'Girl Online Goal Report', 'Incomplete Recognition Orders', 'Mobile and Ecard Summary', 'No Orders Listing', and 'Recognition Order Summary By Girl'. A box labeled 'Step 4' points to the 'Go To Report' button, and a box labeled 'Step 5' points to the 'View Report' button. A box labeled 'Step 6' points to the 'Filter Troop Order Summary Report for Initial Order' text.

1. Click on Current located under *Reports*.
2. In the *Report Categories* field, click on:
Inventory & Delivery for the *Delivery Station Appointment Summary Report*
Orders for the *Uncommitted Orders Listing Report*
3. Click the name of report in the *Reports* field.
4. Click on Go To Report.
5. Click on View Report.
6. Filter Troop Order Summary Report for Initial Order

To Make Initial Order corrections and submitting orders:

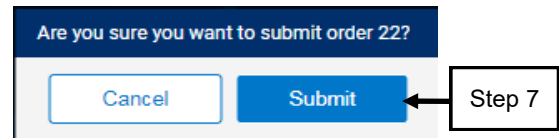
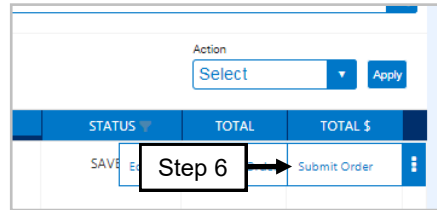


1. Click on Manage Orders located under Orders.
2. Click the Initial box.
3. Click Apply Search Parameters.
4. Enter troop number in the Keyword field and click enter.
5. Click the menu icon on the troop line.
6. Click Edit Order.
7. Make necessary changes and click Save when finished.

To submit orders only

Follow instructions one through five above:

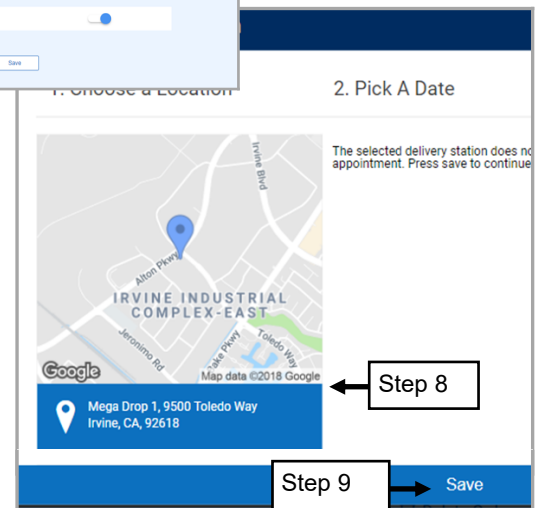
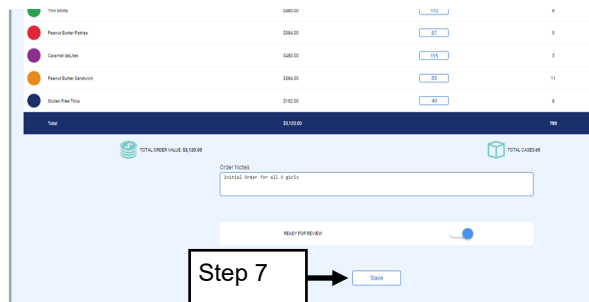
6. Click Submit Order to commit the Troop's orders.
7. A pop-up will asking if you are sure you want to submit the order. Click Submit.



To update delivery station:

Follow instructions one through six above:

7. Click Save at the bottom of page.
8. Click the delivery station (there will only be one).
9. Click save.



Please note: If your service unit is participating in the council's Mega Delivery, you will need to select the pick-up date, the time of day for pick-up (morning, afternoon, evening), select the pick-up hour, select the pick-up time, and click save.

To Create a Troop Initial Order (if necessary):

The screenshot shows the Smart Cookies website interface. The 'Orders' menu is open, and 'Troop Initial Order' is selected. Step 1 points to the 'Troop Initial Order' link. Step 2 points to the 'Troop' field in the search bar. Step 3 points to the 'Apply' button at the bottom of the search results.

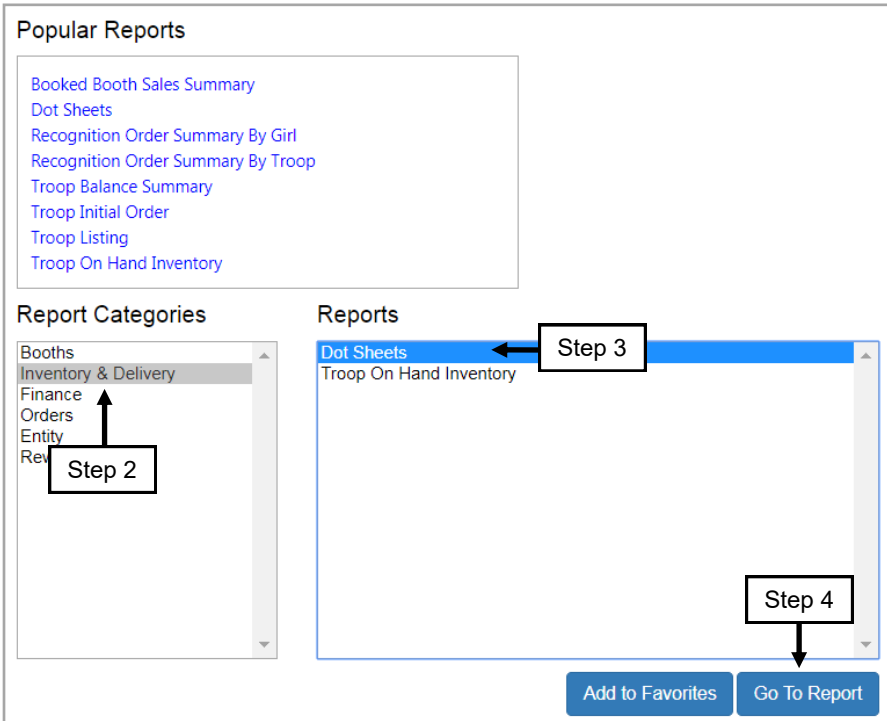
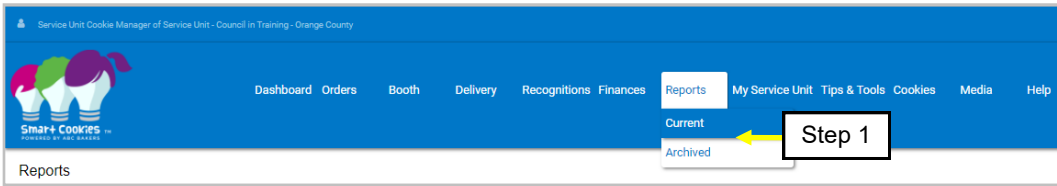
The screenshot shows the 'Initial Order' form for Troop 123. The form displays the total order value of \$3,120.00 and the total number of packages as 780. Step 4 points to the 'Troop Order' field. Step 5 points to the 'Save' button at the bottom of the form.

1. Click Troop Initial Order located under Orders.
2. Select the Troop number in the Troop field.
3. Click Apply.
4. Enter troop's Initial Order. Each cookie variety is ordered by the CASE .
5. Click on Save.
6. Select a Delivery Station.
7. Click Save.

The screenshot shows the 'Select Delivery Station' form. It includes a map of the Irvine Industrial Complex-East area. Step 6 points to the 'Save' button at the bottom of the map. Step 7 points to the 'Save' button at the bottom of the form.



To Print Dot Sheets:



1. Click on Current located under *Reports*.
2. Click Inventory & Delivery in the *Report Categories* field.
3. Click on Dot Sheets in the *Reports* field.
4. Click Go to Reports.
5. Click on delivery station in the *Delivery Station* field and choose your delivery station.
6. Click on View Report.
7. Print report using the colored dot sheets provided by ABC.

Printed dot sheets should be given to SU Distributor to use on delivery and distribution day.

Dot Sheets are due to Council by **January 13, 2026** from Service Units who are participating in the Council Mega Delivery.

Report Criteria
Dot Sheets

Council: Training - Orange County

District: [Unassigned]

Delivery Station: All ← Step 5

ServiceUnit: Council

Troop: All Troop Search:

Troop Level: All

Order Type: All

Begin Date:

End Date:

Unit Of Measure: Cases

Select View Type: PDF

Go to Report Listings Reset View Report ← Step 6

Helpful Hint: You will want to wait **until December 18th** to print to ensure the Gluten Free Cookie orders are included on the dot sheets .

Dot sheets are used to pull Troop orders on the day of delivery and distribution.



December 16 - SU Initial Order Committed in ABC Smart Cookies by 11:59 pm

All Troop Initial Order entries and/or corrections done by the Service Unit must be completed in ABC Smart Cookies prior to **December 16 at 11:59 pm**.



Send email to Customercare@girlscoutsoc.org with “Cookies—SU Initial Order Processing Complete” in the subject line and in the body of the email include a list of troops who have earned the Initial Order Bonus.

January 13 - Paperwork Due to Council

Service Units hosting their own delivery/distribution:

- ♦ Service Unit Cookie Manager retains Dot Sheets to be used on Service Unit distribution day.
- ♦ No paperwork is due to Council unless you are part of the Mega Delivery.

Print Dot Sheets after
December 18, 2025 to
include Gluten Free orders.

Mega Delivery Paperwork Due to Council by 9:00 am on **January 13, 2026**

- ❑ Dot Sheets are due from Service Units in the Council Mega Deliveries on **January 13, 2026** or sooner (**not later**). These may be placed in the after hours drop box in the GSOC parking lot adjacent to the basketball court.

All Service Units:

- ❑ Email the completed [Troop Cookie Coordinator \(TCC\) Roster](#) to GSOC at customercare@girlscoutsoc.org with the subject line “Cookies—TCC Roster”. Submit updated TCC Rosters as appointments are made. See the instruction tab on the *Troop Cookie Coordinator Roster* for more information.

January 19 - Bank Account Information Missing

If the troop does not have their troop banking account in send them an email should be sent to the Troop Leader and CC the TCC by January 19th letting them know that they will not be able to pick up their cookies, but your troop will be financially responsible for them. A sample email can be found under Service Unit Cookie Manager resources at gscookiesetc.org/cookies/service-unit-cookie-manager.

January 22— Initial Order Cannot Be Picked Up

Troops will not be able to pick up their initial order at the Mega Delivery or Service Unit Own Delivery without record of their troop banking form. In order to pick up the cookies the troop will need to show proof of the submission of their banking form at the time of pickup. A sample email to notify troops of this can be found under Service Unit Cookie Manager resources at gscookiesetc.org/cookies/service-unit-cookie-manager.



January 19 - Super Booth Form and Booth Sale Spreadsheet Due to GSOC

- ♦ SU Booth Sale Coordinator submits completed Super Booth form and Booth Sale Spreadsheet to GSOC with any updates being submitted as changes occur.

DELIVERY AND DISTRIBUTION

January 23—25 - Delivery of Product for Service Unit Deliveries

Service Unit should:

- ☐ Follow the [Service Unit Distribution Guidelines](https://gscookies.etc/cookies/service-unit-cookie-distributor) from gscookies.etc/cookies/service-unit-cookie-distributor under the Service Unit Distributor Resources section
- ☐ Select a cool, dry, sheltered area before the truck arrives.
- ☐ Have cases stacked by variety.
- ☐ Inspect cases for visible damage- have damaged cases replaced.
- ☐ Count cases by variety to ensure correct quantities.
- ☐ The delivery ticket should match your [Delivery Station Order Detail](#) report.
- ☐ If shorted any cookies at delivery, you must make appropriate corrections to the delivery ticket before signing. Email CustomerCare@GirlScoutsOC.org with the subject line “Cookies—Initial Order Shortage” to notify a shortage after your distribution is complete.
- ☐ Sign the delivery ticket for the actual amount received.

Only sign for actual
cookies received.

Be sure to sign delivery ticket against a hard surface and press firmly to make certain that the numbers and signature go through all copies. **Service Unit is financially responsible for cookies once the delivery ticket is signed.**

DO NOT distribute any product to troops until the delivery is completed to your satisfaction and the truck has gone. Under no circumstances is the truck driver to load from the truck to people’s cars.

Troops will not be able to pick up their initial order at the Mega Delivery or Service Unit Own Delivery without record of their troop banking form. In order to pick up the cookies the troop will need to show proof of the submission of their banking form at the time of pickup.

January 23—25 - Distributing Troop Orders

- ☐ Remind troops to bring a copy of their [Troop Initial Order](#) report and not to bring children.
- ☐ Pull the Troop’s entire order using the [Dot Sheets](#).
- ☐ Have troops carefully check and count their cookies. Cookies received should exactly match the [Troop Initial Order](#) report and [Dot Sheet](#).
- ☐ Do not allow the Troop to move any cookies to their car until they have verified their full order and have **signed** the [Dot Sheet](#).
- ☐ Remind troops to keep their copy of the [Troop Initial Order](#) report for their records.
- ☐ Troops wanting additional cookies may place an order with a Cupboard.

January 24 - Mega Delivery and Distribution of Cookies

- ◆ SU Cookie Manger follows Mega Delivery instructions found at gscookiesetc.org/cookies/service-unit-cookie-distributor/ under Mega Resources.

COOKIE PROGRAM BEGINS

Girls may begin selling cookies online via the Digital Cookie platform and take preorders using order cards on **Tuesday, January 6, 2026**. Girls can begin collecting online girl delivery and direct ship orders through emails on Digital Cookie and their online URL on social media.

Continuing this year is the online girl delivery with credit card payment option. This feature will be available from **January 25—March 15**.

A minimum of 4 packages is required for online purchases of Girl Scout Cookies. Girl Scouts of Orange County will run shipping promotions periodically throughout the Cookie Program. Emails will be sent to Troops announcing when a shipping promotion is taking place and promotion details.

On **Sunday, January 25, 2026**, girl delivery and in-person sales begin. Girls can start delivering cookies from online girl delivery and order card orders they received and can continue using the cookie order card to collect new orders.

Be A Cookie Cheerleader!

Be Friendly & Helpful This Cookie Season

Help us ensure our volunteers feel valued and respected for taking on the responsibilities of Troop Cookie Coordinator. Our goal is for everyone to have a safe and positive Girl Scout Cookie Program experience. Refocus your guidance so it comes across as helpful advice. **Be a Cookie Cheerleader**, not a Cookie Cop. Your actions and words can build community as you serve in this vital role.

Random Acts of Cookie Service

Here are some ideas on how to coach and cheer on your cookie volunteers:

- ◆ Proactively reach each out to your Cookie Rookies and ask if they need help determining their Initial Order.
- ◆ Check with your troops frequently.
- ◆ Surprise someone at a Service Unit meeting by presenting a gift because they have a TCC who is NOT a Girl Scout leader. You can contact Product Program by emailing customercare@girlscoutsoc.org add subject line “Cookies—small gift for service unit” for a possible small gift you can give away if needed.
- ◆ Send a personalized email to an experienced TCC and thank them for renewing their commitment.
- ◆ Help a new troop who didn’t place an Initial Order to get cookies right away by connecting them with an experienced troop willing to transfer them some cookies.
- ◆ Tell an adult at a booth sale all the amazing things they are doing to help the girl be successful.
- ◆ **Be a Booth Angel!** Cheer on girls & adults by visiting their booth sales to make them feel special. Email Customercare@girlscoutsoc.org with the subject line “Cookies—Booth Angel” for a packet of materials. Bonus—visit booths outside your Service Unit.
- ◆ Ask your Service Unit Data Management Coordinator to use Looker to help identify areas without Girl Scouts as great places to conduct a Walkabout. Share with your troops.
- ◆ Recruit someone in your Service Unit to be a Mystery House Host. See gscookiesetc.org/cookies/service-unit-cookie-manager/ for details.
- ◆ Add your own idea: _____
- ◆ Add your own idea: _____

CUPBOARDS

January 29 - Cupboards Open (see pages 20-22 of Troop Plan Book)

Additional product will be available from Cookie Cupboards.

Cookie Cupboards will:

- ♦ Accept Planned Orders in ABC Smart Cookies only.
- ♦ Close gradually throughout the sale to minimize excess inventory at the end of the program.

Locations of the Cookie Cupboards will be **posted on gscookiesetc.org under Volunteer Resources under Helpful Links** (password required) . This listing will be updated as locations close throughout the program to consolidate inventory.

Planned Orders

The only way for troops to order additional cookies is to place a Planned Order in ABC Smart Cookies with a Cupboard beginning **January 25, 2026**.



Cookie Cupboard Managers are Volunteers Too

Cookie Cupboards are run by VOLUNTEERS and they deserve courtesy and gratitude. All Girl Scout *Troop Helpers* who pick-up troop orders should always be kind and polite towards our Volunteer Cupboard Managers.

General information regarding planned orders:

- ♦ Troops are allowed five (5) Planned Orders per week (a week = Monday-Sunday).
- ♦ Troops place planned orders in ABC Smart Cookies using the Planned Order choice in the *Cookie* icon.
- ♦ **Troops enter orders for each cookie variety by the case** (1 case = 12 packages of cookies) **NO MIXED CASES!**
- ♦ Cookie Cupboard Managers will confirm order, pick-up date and time via email.



Remind troops to turn their spam controls off to allow Cupboard confirmation emails. Volunteer Cookie Cupboard Managers are **extremely** busy and do not have time to complete spam control forms.

Picking Up Planned Orders

It is important for troops to follow the Pick-Up Guidelines found on the Cupboard Locations document as well as the pick-up confirmation from the Cupboard Manager.

- ♦ Troops bring a copy of the Cupboard confirmation email when picking up orders.
- ♦ Only Troop adults who pass background screening are allowed to pick-up and sign for cookies. Troops must authorize another member of the Troop to pickup, they must be a registered and screened Troop Helper. The troop should give the Cupboard volunteer the person's name when replying to confirmation email. **Minors may not sign for product.**
- ♦ The Cookie Cupboard will confirm planned orders in ABC Smart Cookies within 48 hours of pick up.
- ♦ Troops should verify entries made by the Cookie Cupboard.
- ♦ Troop orders not picked up on confirmed pick up date will be deleted and troops will have to place a new planned order.

BOOTH SALES

January 20 - Troops Run Booked Booth Sales Summary Report (Page 26 in Troop Plan Book)

- ◆ Troops run the Booked Booth Sales Summary report in ABC Smart Cookies.
- ◆ Troops contact Booth Sale Coordinator to report and have corrected any booth sale entry errors immediately.
- ◆ Troops run the Available Booth Sales Summary report to see the most updated open Booth Sale locations.

January 27 at noon - Early Access to Booth Sale Reservations, Initial Order Bonus

- ☐ Troops who earned this Initial Order Bonus will be given access to the ABC Smart Cookies Booth Scheduler

January 28 at noon - First Come, First Serve Booth Sale Reservations Begin at Noon

- ☐ Remind all troops that the Booth Scheduler is open for reservations on a first come-first serve basis.

Partner with the Booth Sale Coordinator to remind troops:

- ◆ To complete Adult Booth Sale Training Online
- ◆ When booth sales begin (**February 6**)
- ◆ To run the *Booked Booth Sales Summary*, *Available Booth Sales Summary*, and *Booth Sale Location* reports
- ◆ About the first come-first served booth sale reservations in ABC Smart Cookies
- ◆ Of the importance of canceling booth sales at least 48 hours prior in ABC Smart Cookies to ensure the Online Booth Sale Locator has the most accurate information for potential customers
- ◆ About product displays for booth sales
- ◆ To have girls dress for success by wearing their Girl Scout Uniform or Girl Scout branded attire.
- ◆ To review Booth Sale Etiquette—remember we are guided by the Girl Scout Promise and Law
- ◆ To work with the Service Unit Booth Coordinator if they have a new booth location

During the Booth Sale Period

- ☐ Remind troops to go over the Booth Sale Etiquette section in the *Troop Plan Book* (**page 25**) with the troop girls and their parents.
- ☐ Remind troops about online adult booth sale training for every adult participating in a booth sale, even parent/daughter booth sales.
- ☐ Remind troops to collect product money from girls frequently throughout the booth sale period.
- ☐ Remind troops to deposit money frequently into their **TROOP** account.
- ☐ Assist those troops that need help in attaining additional product.



Check in with troops and provide coaching if a troop has excess inventory (**see page 32**) for more information regarding extra product).

- ☐ Remind troops of cutoff date and time for making entries, selecting rewards, and submitting reports. (prior to **March 17, 2026** at 11:59pm).

See pages 19, 24-27 in the *Troop Plan Book* for more information about the following:

- ◆ First Come-First Serve Booth Sale Reservations (**January 28**)
- ◆ Parent/Daughter and Troop Booth Sales
- ◆ Running booth sale reports (**January 20**)
- ◆ Door-to-door sales, Cookie Stands and Walkabouts

Cookie Finder

Cookie Finder is a tool brought to you by GSUSA, the national Girl Scout site and helps customers find active troops during the Cookie Program. Customers can use the Cookie Finder to help them find the closest Cookie Booth or troop that is selling Girl Scout Cookies. The Girl Scouts of Orange County site will have a link conveniently placed on the Council's Cookie page.

QR Code and Digital Cookie Link

QR Code— Troops and Girls will have their own unique QR code when they go to share their social links. Using the camera feature on either an Apple or Android smart device to scan the QR code, the consumer will link directly to the Troop or Girl's unique website to purchase cookies. The QR code will also scan directly from a smart phone screen, by another smart device.

Digital Cookie Link—Each Troop and Girl will have their own unique digital cookie link to link customers to her online store. This unique link will be available for print or to copy on the dashboard under "My Cookie Site" using Digital Cookie .

Troop Site Link

Troops can find their Troop Site Link on Digital Cookie. This link gives girls a way to achieve their sales goals and help others in their community without leaving home. This link gives customers the option to order cookies online through the direct ship option only, as well as donation cookies. The link can be used by troops and girls during virtual booth sales, on leave behind flyers, and will be posted on GSUSA's national cookie finder. Troop Cookie Coordinators evenly distribute all orders received from the Troop Site Link. See page 27 in the Troop Plan Book for step-by-step instructions.



TROOP PAYMENTS

March 15 - Girl Money Due to Troop

- ◆ Troops may not require payment from parents in advance.
- ◆ Troops collect money from girls frequently and before giving more cookies.
- ◆ Accepting checks is highly discouraged. Troops who choose to accept checks should refer to the **Checks or Cash** section on **page 28** of the *Troop Plan Book*.
- ◆ Troop Cookie Coordinators record girl payments in ABC Smart Cookies and issue receipts for any money received. Refer to **page 28** of the *Troop Plan Book*.
- ◆ Troops should deposit money frequently into their troop bank account.

See **page 31** in the *Troop Plan Book* for more information about Girl Payments

Troop Bank Account Information

- ◆ Troops complete the online Troop Banking form before being appointed.
- ◆ GSOC will upload troop banking information (e.g. bank name, routing number, and account number) into ABC Smart Cookies beginning **January 8, 2026**.
- ◆ Troops deposit all cookie money into their individual troop bank account promptly and frequently.

Troops will not have access to make changes to the banking information once it is uploaded into the system. **Please have troops complete a new online Troop Banking form immediately if their troop banking information has changed after the upload was completed on January 8, 2026.**



Failure to notify GSOC of bank account changes may result in a \$15 processing fee.

Troop Payments

All Council payments will be made via ACH Automatic Clearing House debit. Council will automatically withdraw the amount owed from the troop's account on each troop payment deadline beginning **Thursday, March 19, 2026**.

- ◆ Troops deposit all product money into their **TROOP** account no later than **March 17, 2026**.
- ◆ GSOC will upload the troop's payment in ABC Smart Cookies after the payment has cleared the bank.

March 17 - Troop Payment

- ◆ Troops deposit sufficient funds into **TROOP** accounts no later than Tuesday, **March 17, 2026**.
- ◆ Troop Payment– sales received through **Sunday, March 15, 2026** will be debited from troop accounts beginning Thursday, March 19, 2026.
- ◆ Troops can find their final balance owed on their Troop Balance Summary Report
- ◆ An email will be sent to the Troop email address in ABC Smart Cookies with the troop payment amount to be debited from their bank account.

Troops Unable to Make Full Payment

Instruct troops having difficulties making their final payment to:

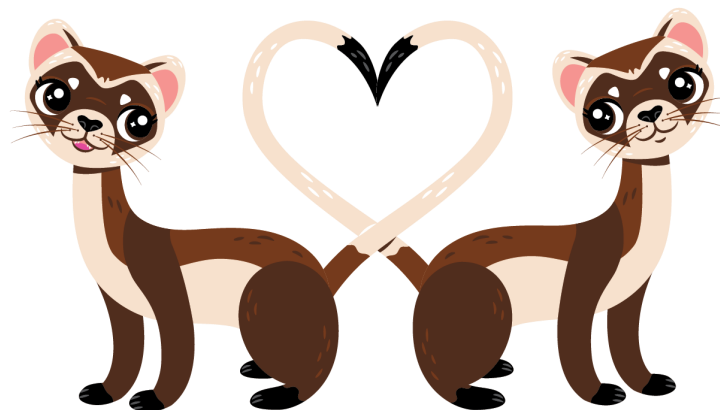
- ◆ Troops should run the “Troop Balance Summary” report in ABC Smart Cookies (see **page 39** in the *Troop Plan Book*). If the amount due is more than the balance in the troop bank account, complete the online [Payment Adjustment Form](#) to request a reduction of the troop payment amount due to insufficient funds. This form can be found on the gsCookies site under the forms section of Troop Cookie Coordinator Resources at gscookiesetc.org/cookies/troops.
- ◆ Completed form must be submitted by **3pm on March 17, 2026** for final payment. (see **pages 30-31** in the *Troop Plan Book* for more detailed information).
- ◆ Troops can complete and submit a delinquency report online if a delinquency is the reason the troop cannot make the full payment. See **page 31** for information regarding uncollected funds.

Troops with payment plans or NSF may be required to submit payment to GSOC via money order or cashiers check.

IMPORTANT! If troops do not notify us in time, and the ACH debit is not honored by their bank, the ACH debit will be rejected and the Troop will be charged for all NSF (Non Sufficient Funds) fees incurred by the rejected transaction.

- ◆ For end of sale adjustments, a late charge of \$15 a week will be assessed for late payments beyond the payment plan agreement

See **pages 30-31** in the *Troop Plan Book* for additional information regarding Troop Payments.



Troops will be charged for all NSF (Non Sufficient Funds) fees.



Credit Cards for In-Person Sales

If a customer wishes to pay by credit card for in-person sales, girls can process those payments through the Digital Cookie App or access Digital Cookie through their phone's browser to use the scan credit card feature.



Girl Scouts of Orange County will absorb all transaction fees when using the Digital Cookie credit card option.

Each time a credit card payment is made, the girl and the Troop will be credited with the full payment collected. Transactions at booth sales will be credited to troop only.

How to Issue a Refund for a Troop

Follow the instructions below in Digital Cookie if a refund needs to be issued to a customer.

girl scouts Step 1

My Account Log Out
You are viewing as:
Troop 1006 of Service Unit SU101

Dashboard **Orders** My Troop Link My Troop Orders Virtual Booths Troopcheers

Orders

Search for: Orders

Order # First Name Last Name Phone Email

Date Range: to

Order Status: Choose an option

Payment Status: Choose an option

Orders Pending Validation ☐

Step 2 → Search

Export to Excel

Step 3

Search

Export to Excel

Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

Showing 1 to 1 of 1 entries

First Previous Next Last

Step 4

Orders

Order Details

Order Number: 05119734
Order Date: 11/3/2021 10:34 PM CDT
Order Type: Pick Up
Order Status: Processing

Payment Status: Payment Captured
Delivery Status: Not Picked up
Baker Status: Order Sent - 11/6/2021 12:30 AM C
ID Status: Removed - 11/4/2021 12:30 AM CDT

Customer Details

Order Paid By: Rosario Ruiz
Email: dclst512-82@girlscouts.org
Billing Phone: 750-057-2087
Billing Address: Rosario Ruiz
1602 Keppner Dr
Anchorage, Alaska 99504-2428

Refund

Refund Reason: Choose an option

Responsible Party: Choose an option

Notes: Create New Note

Current Order Total: \$25.00
Amount Cancelled: -\$25.00
New Order Total: \$0.00

Step 5

Continue with refund? Yes No

Step 6

1. Start by navigating to the "Orders" tab on your troop dashboard. Locate the order on the *Manage Orders* grid
2. On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email Address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last)

3. Click on the green order # to bring up the order details to begin processing a refund.
4. At the top, next to payment status will be a Refund button. Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.
5. Select an option for refund reason. Add clear notes and details for why the order was refunded.
6. Once all the information has been completed, click Yes to continue with the refund.

Depending on the customer's bank, it can take a few weeks until their bank will show the refund on their account. To verify the refund went through, you can scroll to the bottom of their order details and see "refund follow on" in the "Payment Transactions" section and see the date the system processed it.

Counterfeit Bills

While it doesn't happen often, a troop may receive a counterfeit bill and not even know it. If a troop contacts you about receiving a counterfeit bill, please have them:

1. Complete the online Counterfeit Bill Form located on gscookiesetc.org/cookies/troops/.
2. Obtain a receipt from the bank for the counterfeit bill and attach it to the Counterfeit Bill Report
3. Completed Counterfeit Bill Report with the receipt attached must be submitted online no later than **9:00 AM on March 17, 2026**.

See page 29 of the *Troop Plan Book* for more information regarding counterfeit bills.

Uncollected Funds

Sometimes it happens...

- ◆ Offer to call the family to discuss the problem and try to arrange for payment.
- ◆ If the attempt to make payment arrangements fails, have the troop fill out and submit a delinquency report **online by 9a.m. Wednesday, March 18, 2026**. The Delinquency Report Form can be found at gscookiesetc.org/cookies/troops/. Be sure they include copies of all signed receipts, the signed Parent Responsibility form, and written record of the situation noting dates and contacts made regarding the delinquent funds.
- ◆ Upload the written record to the online Troop Delinquency Report and submit both to Council.
- ◆ **The Troop should not hold up payments to Council because of delinquencies.**
- ◆ Troop should note Delinquency Report submission in final report email to their Service Unit Cookie Manager.
- ◆ The Council office will follow up on Delinquency Reports. Unpaid accounts may result in collection procedures.



Delinquency Reports need to be completed and submitted online by above deadline otherwise Council will not be able to assist the troop with collection.

Extra Product

Sometimes a troop may end up with leftover product due to unforeseen circumstances: illness of girls, orders refused by customers, canceled booth sales, etc. Here are some proactive suggestions on how to avoid the problem.

- ◆ During booth sales, touch base occasionally with your troops to see how they are doing.
- ◆ Encourage them to schedule additional booth sales through the Booth Sale Scheduler.
- ◆ Suggest conducting a rolling sale or walkabout as a troop outing.
- ◆ Suggest that some members of the troops have a cookie stand in front of their home.
- ◆ Suggest they use the Cookie Swap Site to facilitate exchanges or transfers of their extra cookies with sister Girl Scout Troops. Troops should make the transfer in ABC Smart Cookies however the transfer should be made by the Service Unit if the Troop paperwork deadline has passed. **See page 32** for instruction on how to access the Cookie Swap Site and Troop to Troop Transfers.

Should a troop have an excessive amount of leftover product near the end of the program, notify the Product Program Team at customercare@girlscoutsoc.org with the subject line "Cookies— excessive leftover product" immediately. Do not wait until the Cookie Program has ended.

Cookie Swap Site:

The Cookie Swap Site is a password protected online site that allows troops to advertise extra cookies they do not need to other Girl Scout Troops. Troops can access the site by going to GSCookiesEtc.org/Cookies locating it on the sidebar and logging in using the ID and password emailed to them by GSOC on **February 26**. Instructions on how to post and remove extra cookies are located on the Cookie Swap site after they have logged in.



Troops who do **NOT** remove transferred cookies from the Swap Site will lose their Swap site privileges.

Cookie Swap

Fields marked with an * are required

First Name *

City *

Contact Email or Phone *

Have or Need *

How Many *

Boxes or Cases *

Cookies retail for \$6 per package,
Gluten Free are \$7 per package.

Protected: Cookie Swap List

Cookie

City

SEARCH

Name	City	Contact Info	Have or Need	How Many	Boxes or Cases	Cookie
Sarah	Newport		Need	1	Cases	Adventurefuls™
Benny	Fountain Valley		Have	5	Boxes	Caramel Chocolate Chip
lauren	Huntington beach		Have	20	Cases	Lemonades®

Transfer Product Between Troops by the Service Unit:

1. Click on Transfer Order in the Cookies icon.
2. Highlight Troop to Troop in the Type field.
3. Click the service unit and troop number transferring the product out and click Apply.
4. Click on the service unit and troop number for the transferring in troop and click Apply.
5. Enter the quantity for each variety to be transferred.
6. Click Save.

END OF SALE PROCESSING

March 15-18, 2026 - Troop End of Sale Processing

☐ Remind troops to:

- ♦ Collect girls' final balances and make final deposits to **troop** account no later than **March 17, 2026**.
- ♦ Make final entries for additional cookie sales, Cookie Share, and booth sales into ABC Smart Cookies.
- ♦ Allocate girl rewards and create recognition order (feature becomes available **March 1**).



Service Unit Cookie Managers should run the Troop on Hand Inventory report (see page 34) during the Troop end of sale processing to ensure cookies are being allocated by the troops to their girls. Follow up with troops to see if they need guidance on how to allocate cookies.

- ♦ Complete all entries in ABC Smart Cookies, Troop recognition order placed, and reports must be printed by 11:59 pm on **March 17, 2026**.
- ♦ Submit final report email to the Service Unit by **9:00 am on March 18, 2026**.
- ♦ Complete online evaluation survey.

See pages 28-38 of the *Troop Plan Book* for more information about the following:

- Girl Payments and Troop Payments
- Delinquencies and Extra Product
- Troop End of Sale Processing including allocating cookies to girls and entering Virtual Cookie Share
- Creating the Final Recognition Order (feature opens **Sunday, March 1**)
- Transferring Product Between Troops



Remind troops to retain a copy of all reports for their Troop records.

March 18, 2026 - Troop Final Report Email Due to Service Unit at 9:00 am

Troop final report email is due to the Service Unit. The troops should turn in the following reports:

- ☐ Email a copy of their Troop Balance Summary to their Service Unit Cookie Manager noting any unresolved issues in the body of the email.
- ☐ Troops must note if a Delinquency or Counterfeit Bill Form were submitted in the body of their email (if necessary).
- ☐ Remind troops to copy their Troop Leaders and Treasurer on email.
- ☐ Remind troops to print a copy of their Recognition Order Summary by Troop report to use when picking up their girl rewards.
- ☐ Contact any troops who have not met this deadline.

March 18—22, 2026 - Service Unit End of Sale Processing

All troop final order entries and/or corrections done by the service unit must be completed and Service Unit reports run by 11:59 pm on **March 22**.

- ❑ Verify that all product has been assigned using the Troop On Hand Inventory summary and allocate any unapplied units to the girls for each Troop. Make sure inventory has not been over allocated to any Girls.
- ❑ Make entries and changes for troops as necessary. Use the *Transfer Order or the Manage Order* features to access or make changes to orders and transfers already placed in ABC Smart Cookies.
- ❑ Verify a Recognition Order has been placed by each participating Troop using the No Order Listing report. **Note:** Some troops may not have sold enough to create a recognition order.
- ❑ Check for incomplete Recognition Orders listed on the dashboard and make updates as needed.
- ❑ Create a final recognition order for troops as needed. Contact the Troop Cookie Coordinator for girl rewards choices based on the Parent Responsibility form. Download Rewards Order Summary by Troop report and email to SU Rewards Coordinator.
- ❑ Contact Troop Cookie Coordinator to resolve any errors.
- ❑ Remind troops to reprint their reports if changes have been made (if necessary).

To run the Troop On Hand Inventory:

The screenshot shows the ABC Smart Cookies Reports interface. The top navigation bar includes links for Dashboard, Orders, Booth, Delivery, Recognitions, Finances, Reports, My Service Unit, Time & Tools, and Cookies. The Reports dropdown menu is open, showing 'Current' and 'Archived' options. A yellow arrow points to 'Current' with a box labeled 'Step 1'. Below the navigation bar, the 'Popular Reports' section lists various reports, including 'Troop On Hand Inventory'. The 'Report Categories' section on the left has a dropdown menu with 'Inventory & Delivery' selected, indicated by a yellow arrow and a box labeled 'Step 2'. The 'Reports' section on the right shows a list of reports, with 'Troop On Hand Inventory' selected, indicated by a yellow arrow and a box labeled 'Step 3'. Below the reports list, there are buttons for 'Add to Favorites' and 'Go To Report'. A yellow arrow points to the 'Go To Report' button with a box labeled 'Step 4'. The 'Go To Report' button leads to a form with fields for 'Troop' (set to 'All'), 'Unit Of Measure' (set to 'Packages'), and 'Select View Type' (set to 'PDF'). A yellow arrow points to the 'Unit Of Measure' field with a box labeled 'Step 5'. At the bottom of the form, there are buttons for 'Go to Report Listings', 'Reset', and 'View Report'. A yellow arrow points to the 'View Report' button with a box labeled 'Step 6'.

1. Click on Current located under *Reports*.
2. Click Inventory & Delivery in the *Report Categories* field.
3. Click on Troop On Hand Inventory in the *Reports* field.
4. Click Go To Report.
5. Click on Packages in the *Unit of Measure* field.
6. Click View Report.

Report will display the number of unallocated packages.

To allocate cookies to girls (Troop to Girl Transfers):

Cookie sales made using the direct ship link also need to be allocated to girls

Step 2: Click on **Transfer Order** in the **Orders** menu.

Step 3: Click on **Troop to Girl** in the **Type of Transfer** field.

Step 4: Click on **Service Unit** in the **From** field and click **Apply**.

Step 5: Click on **Troop** in the **From** field and click **Apply**.

Step 6: Click on **Girl** in the **To** field and click **Apply**.

Step 7: Click on **Save**.

1. Click on Transfer Order located under *Orders*.
2. Click on Troop to Girl Transfer in the *Type* field.
3. Click the Service Unit Name and the Troop Number in the *From* field and click Apply.
4. Click on Service Unit Name, the Troop Number and Girl in the *To* field and click Apply.
5. Select Troop to Girl in the *Type of Transfer* field.
6. Enter the number of packages to be allocated to the girl.
7. Click Save.

Enter additional girl orders in the *Packages* column and booth sale sales in the *Booth Packages* field.

To Correct a Transfer Order Already Placed:

Step 1: Click on **Transfer Order** in the **Orders** menu.

Step 2: Click on **Troop to Girl** in the **Type of Transfer** field.

Step 3: Click on **Service Unit** in the **From** field and click **Apply**.

Step 4: Click on **Troop** in the **From** field and click **Apply**.

Step 5: Click on **Girl** in the **To** field and click **Apply**.

Step 6: Click on **Save**.

1. Click on Transfer Order choice located under *Orders*.
2. Choose the type of transfer to be made in the *Type of Transfer* field.
3. Enter the information needed (Service Unit, Troop, Girl) for the transfer.
4. Make the transfer
5. Click Save.

Continue process until all corrections have been made.

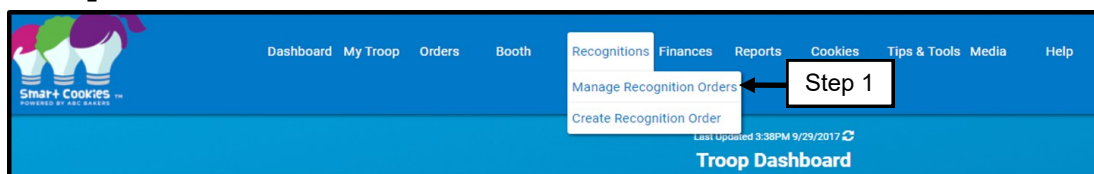
To Check for Incomplete Recognition Orders:

PER GIRL AVERAGE (Packages per Girl Selling)		INITIAL ORDER/TRANSFERS SOLD (Cases)		COOKIE SH (Cases)	
This Season	191.82	This Season	7,645	This Season	
	\$959.09		\$458,705.00		
Last Season	169.13	Last Season	7,551	Last Season	
	\$845.63		\$453,060.00		

Action Items	Numbers
Troops with no Initial Order	22
Troops with no Early Recognition Orders	80
Troops with no Main Recognition Orders	25
Uncommitted Recognition Order	55
Troops with no Girls	1
Incomplete Recognition Orders	4

1. Click on Incomplete Recognition Orders located under *Rewards*.
2. If any Incomplete Recognition Orders exist go to step 2 below.

To Update Girl Rewards:



4 Orders

Submit All Unsubmit All

	District	SU	Troop	Type	Date	Number	Status	
☐	No Specified District	450 Cuesta Del Norte	40010	Main	November 2, 2018	0000001	COMPLETE	
☐	No Specified District	450 Cuesta Del Norte	40017	Main	November 2, 2018	0000002	COMPLETE	
☐	No Specified District	450 Cuesta Del Norte	40022	Main	November 17, 2018	0000003	COMPLETE	
☐	No Specified District	450 Cuesta Del Norte	40024	Main	November 17, 2018	0000004	INCOMPLETE	

1. Click on Manage Recognition Orders located under *Rewards*.
2. Check for incomplete orders under the *Status* column.
3. Click the Pencil icon on the *Troop* line.

DEADLINE: November 24, 2018 @ 11:59 PM

LAST EDITED: Anne Lauzier ON: November 17, 2018

STATUS: INCOMPLETE

Sort By

	Amelia Lobo	Packages sold: 266	UNREAD		
	Aubrey Hellar	Packages sold: 118			
	Emma Marquart	Packages sold: 405	UNREAD		
	Madeline Blasingame	Packages sold: 270	UNREAD		

Girls with red triangles have choices to be made.

4. Click the Arrow next to the red triangle.
5. Click the Down Arrow next to the red triangle.

Items	Extras
1 - 12 Packages sold	
13 - 24 Packages sold	
25 - 99 Packages sold	
100 - 150 Packages sold	
151 - 300 Packages sold	

Continued on next page

100 - 150 Packages sold

Step 6

Group 1

Sunglasses

Narwal Plush Pillow

OR

Group 2

Drawstring Bag

Narwal Plush Pillow

6. Make the required selection.
7. Click Save.

Save **Step 7**

To Enter Cookie Share as needed:

Including Cookie Share ordered through online girl delivery, not needed for direct ship Cookie Share ordered.

Step 2

Step 1

Step 3

Step 4

1. Click on Virtual Cookie Share located under Orders.
2. Click on the Troop number in the Troop field.
3. Enter the number of Cookie Share packages sold for each girl.
4. Click Save when finished.

Use the *CShare* Column for **virtual** Cookie Share only. **DO NOT** use for troop's own Cookie Share.

To Run the Troops with No Initial Order report:

1. Click Troops with no Initial Main Recognition Orders located under Action Items on the Service Unit Dashboard.

Create recognition orders for troops who have participated listed on the report.

Last Updated 1:54PM 11/21/20

Service Unit Dashb

PER GIRL AVERAGE (Packages per Girl Selling)		INITIAL ORDER/TRANSFERS SOLD (Cases)		COOKIE SHARE SOLD (Cases)	
This Season	72.00	This Season	6	This Season	
	\$360.00		\$360.00		
Last Season	77.33	Last Season	15	Last Season	
	\$386.67		\$900.00		\$

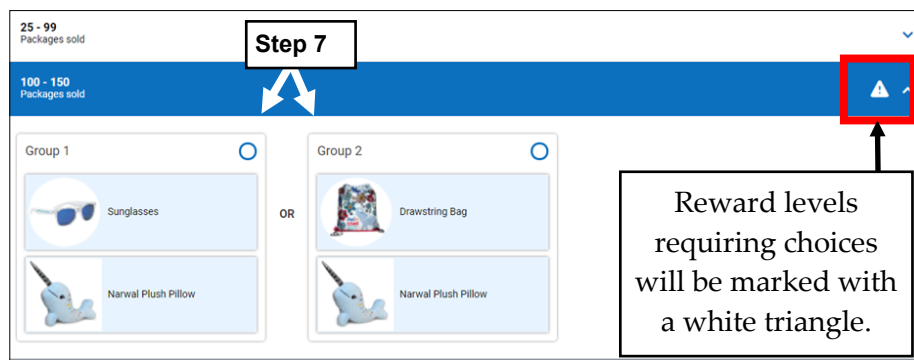
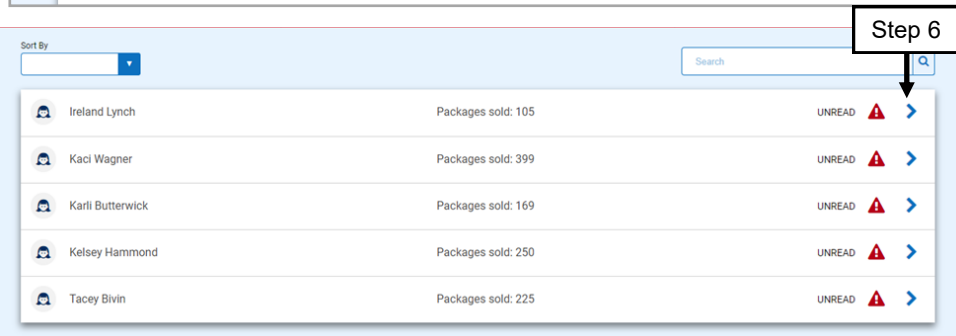
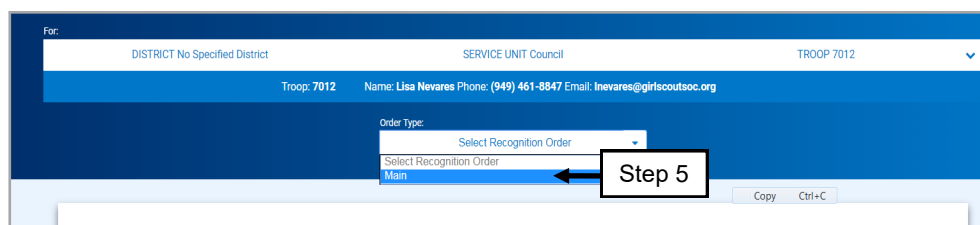
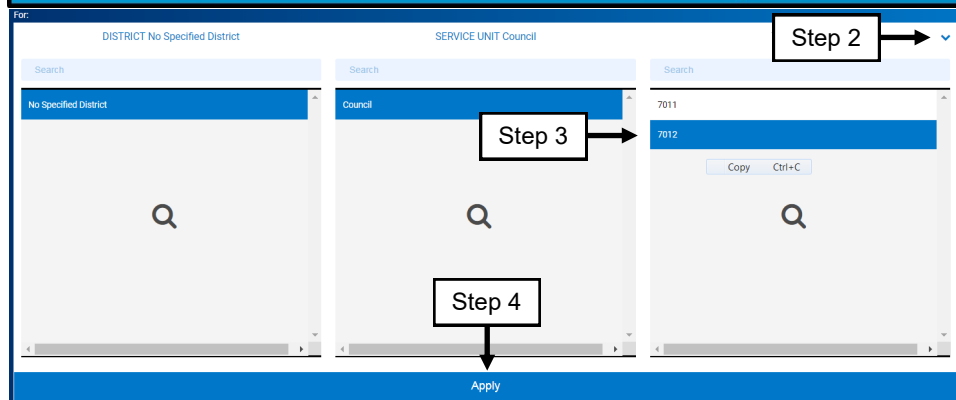
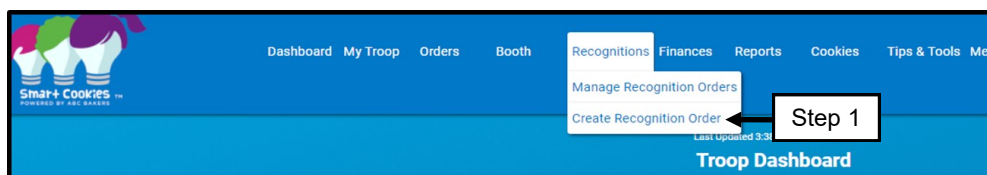
Important

Action Items	Numbers
<u>Troops with no Initial Order</u>	201
<u>Troops with no Early Recognition Orders</u>	202
<u>Troops with no Main Recognition Orders</u>	202
<u>Uncommitted Order</u>	1

Step 1

November 2018

To Create Final Recognition Order for Troops (as needed):



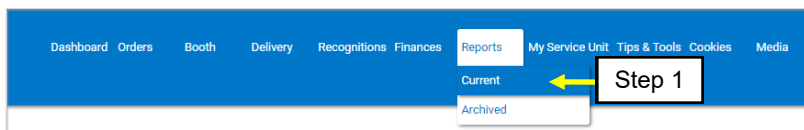
1. Click Create Recognition Order located under Rewards.
2. Click the arrow on the For line.
3. Select the Troop Number in the Troop field.
4. Click Apply.
5. Select Main for Order Type.
6. Click the arrow for the girl who's recognition order needs reviewing.
7. Make recognition choices.
8. Click save.

Continue process for each girl.



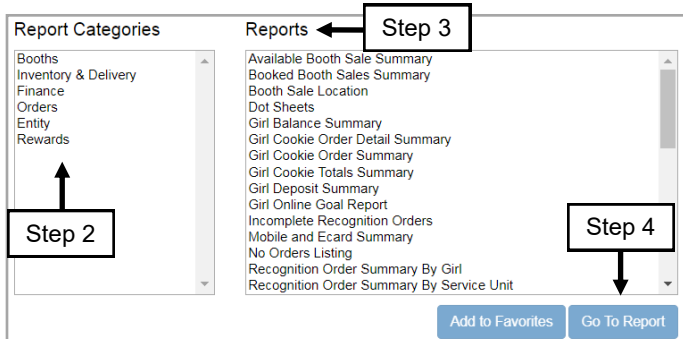
Note: Contact the Troop Cookie Coordinator to find out girl recognition choices made on the Parent Responsibility form. If you do not hear back from the TCC, default the recognition to the prize, not Cookie Dough.

Run the Recognition Order Summary by Troop and Troop Balance Summary Reports:



To run the *Recognition Order Summary by Troop*:

1. Click on Current located under *Reports*.
2. Click on Rewards under *Report Categories*.
3. Click on Recognition Order Summary by Troop in the *Reports* field.
4. Click Go to Report.
5. Search for Troop in the Troop Search field
6. Click on View Report.



To run the *Troop Balance Summary*:

1. Click on Current located under *Reports*.
2. Click on Finance under *Report Categories*.
3. Click on Troop Balance Summary in the *Reports* field.

Follow steps 4-6 from above.

Use the *Unit of Measure* field to view this report in Cases/ Packages or Packages.

March 19 - ACH Debit of Troop Final Balance Begins

GSOC withdrawals final payment to Council proceeds from troop accounts beginning Thursday, March 19, 2026.

March 22 - Service Unit Final Report Email Due to GSOC

The following is due to Council on or before **11:59 pm**:

- ☐ Send an email to Customercare@girlscoutsoc.org with the subject line "Cookies—Service Unit Processing is complete" in the subject line. In the body of the email, include information for troops with unresolved errors, delinquencies or Counterfeit bill reports if necessary. Note if a troop was unresponsive.
- ☐ Submit FINAL TCC roster to customerare@girlscoutsoc.org by **11:59 pm on March 22**. Troops will NOT earn proceeds unless Troop Cookie Coordinator has completed appointment steps as reflected on your TCC roster as submitted to GSOC.
- ☐ Complete online Service Unit Stretch Bonus form.
- ☐ Complete the online Cookie Program evaluation.

Service Units who miss the deadline will forfeit any Service Unit Stretch Bonus funds earned.

DO NOT hold up Service Unit paperwork for delinquent troops!

GIRL REWARDS

See pages 40-41 of the Troop Plan Book for more information about Girl Rewards, Troop Rewards, and Troop Proceeds.

SU Rewards Coordinator Receive and Distribute Rewards (April-May)

- Some of the girl rewards will be available for pick up in April./May
- Invitations to the girl reward experiences will be mailed directly in April and/or May.
- In May, Cookie Dough will be emailed directly to the girls who choose this reward.

Rewards Shipment

The Service Unit Cookie Rewards Coordinator will:

- ♦ Open each shipment immediately when it arrives.
- ♦ Verify the items and quantities received match the packing slip exactly (**do not distribute any items to troops before completing this step**). If more rewards are received than listed on report, the SU Cookie Rewards Coordinator will ask you to run a new Rewards Order Summary by Troop report. Sometimes errors are caught and fixed by GSOC which may change the number of recognition items received. Return any extras to GSOC.
- ♦ If shorted on delivery and/or additional items needed, complete Rewards Adjustment form online at [GSCookiesEtc.org](https://gscookiesetc.org). Upload a copy of the packing list(s) noting any extras or shortages. GSOC will notify SU Rewards Coordinator when ready for pick-up (please allow 2 weeks). All adjustments must be reported to GSOC no later than **May 26, 2026**.
- ♦ Count out Rewards for each troop using the Rewards Order Summary by Troop report.
- ♦ Contact the Troop Cookie Coordinators to arrange for the pick up of their rewards.
- ♦ Have the Troop count out items received in your presence, verifying against their Rewards Order Summary by Troop report.
- ♦ Obtain a signature on the Service Unit's copy of the Rewards Order Summary by Troop report.

May 22 - Troop Final Rewards Adjustments

- ♦ Troops submit any adjustments to their Service Unit Cookie Rewards Coordinator as soon as possible, but no later than **May 22, 2026**.

Reward Opt-Out Option for Older Girls

This is an opportunity **only for Older Girls** (Cadettes, Seniors, and Ambassadors) seeking to earn more troop proceeds to fund an event, excursion, or project. Troops that choose to opt out will receive an *additional 5¢ per package* in troop funds. Deadline to submit for this program is **January 5th, 2026**. Please see the Girl Rewards Opt-Out Option for Older Girls flyer on gscookiesetc.org for how to qualify for this program.

Troop Proceeds

Troops earn between **.70¢ - 85¢** per package of cookies sold to fund troop activities. See Initial Order Bonus flyer on [GSCookiesetc.org](https://gscookiesetc.org) for additional details. The proceeds troops earn by participating in the cookie program belongs to the troop and not to individual girls. It makes no difference if a girl sells 3 items or 300 items, the proceeds belong to the troop. See **page 5** of the Troop Financial Guidelines for more information.

RESOURCES

Customer Returns

There may be times when a customer decides to return product. Troops should follow these steps:

- ◆ Accept the returned product from the customer even if they did not sell to that customer.
- ◆ Offer the customer an **even exchange** for the same or other variety of product.
- ◆ If the customer does not want product replaced, give the customer a refund from the troop funds. **Do not give a refund without first getting the unwanted product from the customer** since you will need to exchange returned product for new at a Cupboard.
- ◆ Complete the *Damaged Product Report Form*, giving as much detail as possible. This form is available under Troop Cookie Coordinator Resources under Forms at gscookiesetc.org/cookies/troops/.
- ◆ Exchange product at a Cupboard.
- ◆ If a foreign object is found in the product, **immediately** contact Council Headquarters at 949-461-8800 and ask for someone in Product Program. For after hours or over the weekend, call 949-461-8800 and select the emergency option.
- ◆ In the case of an injury, **immediately** call Lisa Nevares at 949-461-8847.

Troops should accept returned product and make exchanges or issue refunds for any customer.

Damaged Product

Sometimes product received may be damaged (dented, crushed, etc.). Troops should place an order with a Cupboard via email for replacement of the damaged product. Remind troops to do the following:

- ◆ Email a Cupboard to make arrangement for a replacement.
- ◆ When placing their replacement order, Troops need to:
 - a. Type "Damaged Product" in the subject line of their email.
 - b. Enter the number of units needed, by variety to be replaced.
- ◆ Complete a [Damaged Product Report Form](http://gscookiesetc.org/cookies/troops/) located on gscookiesetc.org/cookies/troops/.
- ◆ Give the damaged product along with the completed *Damaged Product* report to the Cupboard when making the exchange.

Damage product replacement orders should be placed separately from other orders and must be replaced by **March 15th**.

Product should be kept off the floor on a pallet or shelf. This will help prevent damage from insects or water.

Please note: Troops should follow the Cupboard Manager's instructions for exchanging damages at the cupboard.

girl scouts
of orange county

5500 Toledo Way, Suite 100 • Irvine, CA 92618
949-461-8800 • 800-975-9444 • Fax 949-461-8804
Español 949-461-8834 • Tíling Voz 949-461-8835
www.GirlScoutsOC.org

Damaged Product Report

- Please retrieve product if at all possible.
- Take product and this report to a cupboard for exchange.
- Complete all information, including the type of products and number of damaged units.

Reporting Troop # _____ Association _____ Service Unit # _____
Troop Product Manager's name _____
Address _____ Phone _____
Date of this report _____ Time _____

Type of product(s) _____ Number of units _____
Code number(s) on product(s) _____
Who complained? _____
Address _____ Zip _____
Complaint: ☐ Damaged Container ☐ Other _____

If a foreign object was found in product or if the product has caused physical harm contact your Service Unit Product Manager right away and provide the following additional information:

Are there children in the household? ☐ Yes ☐ No What age(s)? _____
Name of parent/guardian if child is involved _____
Complaint: ☐ has product ☐ discarded product
Product has been picked up by _____ Date _____
Pick up notes _____
Troop who originally sold product _____
Who delivered the product/where was it purchased? _____
Where was the product stored before delivery? _____

Reported to: _____ Phone _____ Method _____ Date/Time _____
Service Unit Product Manager _____ ☐ Phone ☐ Email _____
Product Sales Director 949-461-8846 ☐ Phone ☐ Email _____

**Product damage caused by girl/parent negligence
(such as melting) will NOT be replaced.**

Online Marketing for Girls

Girls can use electronic marketing, social networking, and group web sites to gather sale commitments from family, friends, and previous customers. Please keep in mind that girls, volunteers, and/or parents:



- ◆ Must read, agree to, and abide by the [Girl Scout Internet Safety Pledge](#), the [Digital Cookie Pledge](#), and the [Supplemental Safety Tips for Online Marketing](#) before engaging in online marketing and sales efforts through the cookie program.
- ◆ Review Girl Scouts' [Safety Activity Checkpoints](#) for Computer and Internet Use and Cookie and Product Sales.
- ◆ Must not market or share a girl's contact information, sales links, or sales information on public-facing online sites such as Amazon, e-Bay, Craigslist, or Facebook Marketplace .
- ◆ Cannot expose a girl's email address, physical address, or phone number to the public.
- ◆ Must adhere to all terms and conditions on the Smart Cookie Platform.

Excerpts are taken from the Volunteer Essentials Handbook.

Please note: Before participating in any money-earning Girl Scout activity, it's super important for girls and adults to review the materials mentioned above as well as the [Digital Marketing Tips for Cookie Entrepreneurs and Families](#), and [Girl Scout Cookie and Product Sales Safety Activity Checkpoint](#). These documents are located at gscookiesetc.org/cookies/family-resources.

Rewards Adjustment Form

This form is to be used if your delivery of rewards has been shorted, if a troop notifies you that they have damaged items or need additional items.

The [Rewards Adjustment form](#) is available on the Product Program website (gscookiesetc.org/cookies/service-unit-rewards-coordinator/)

Reward adjustments must be submitted to the Product Sales Department as soon as possible and no later than **May 26**.

Please note: If a troop is missing items because they lost them or made errors in ABC Smart Cookies that were not corrected by the end of the sale, the troop will be charged for these items.



If Service Unit Rewards Coordinator has not submitted confirmed packing lists, Service Unit will be responsible for cost of rewards ordered.



Burglary/Theft/Robbery

Products are insured against fire and theft through the point of delivery to the Service Units. Once the items have been delivered to the Troop, the items and related funds are the responsibility of the Troop, parents, and girls. Product must be distributed to the girls quickly, delivered to the customers immediately, and funds deposited frequently for their own protection.

In the event product or funds are stolen, the police must be called and a report taken within 48 hours of the incident. The number of packages and/or money stolen must be specified on the police report. **The police report number should be submitted with an explanation in writing in the troop's final reports email.** A copy of the police report is to be submitted to the Council office as soon as it is available. In some cases, homeowner's insurance will cover the loss.

Product that is damaged due to improper handling (such as melted chocolate left in a car) is the responsibility of the volunteer/parent.

What to Do About Selling Issues (Early Sellers, unauthorized booth sales, etc.)

Rules are in place for a reason, and during the Cookie Program, sometimes rules are not followed, but it's essential to remember to be a Girl Scout and uplift the values in our promise and law. Deal with the situation when it occurs. If problem is widespread in the Troop, a Court of Honor meeting might be held to discuss the incident.

- ◆ Please reference the [How to Manage Selling Issues](#) document under the Service Unit Cookie Manager Resources section at gscookiesetc.org/cookies/service-unit-cookie-manager

If the problem persists, please contact Council and provide details of the issue and documented conversations. Send details via email to CustomerCare@girlscoutsoc.org with the subject line "Cookies—Selling Issues"

Is the purchase of products tax-deductible?

Yes and No

No, if the customer keeps the product. Individuals who buy and take the product home or consume it have purchased a product at a fair market value. For this reason, no part of the price of a package of cookies used in this way is tax-deductible.

Yes, if the customer leaves the product with Girl Scouts. Many Girl Scouts ask customers to pay for one or more packages of cookies for use in their community service project such as Cookie Share. The customer who did not receive any Girl Scout products will not benefit directly from paying for them and may treat the purchase price of the donation as a charitable contribution. A receipt should be given for every Cookie Share purchase. [Cookie Share receipts](#) are available under the cookie booth resources at gscookiesetc.org/cookies/girl-scouts.

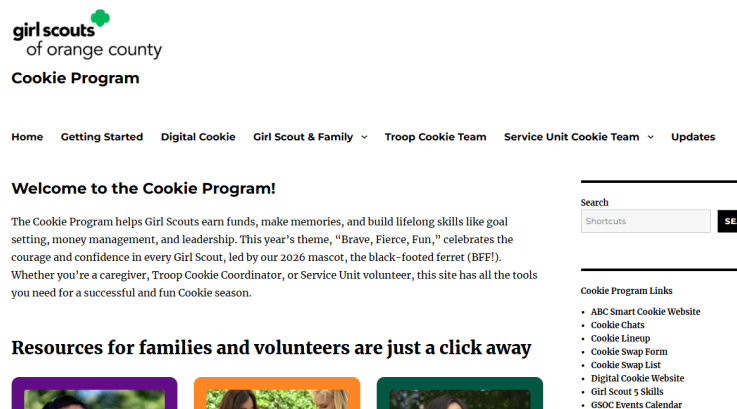


WEBSITES

Product Program Website (GSCookiesEtc.org/Cookies)

Find everything in one place! Check here often for the latest information regarding the Cookie program. Here is a list of some resources found on the Product Program website:

- 5 Skills
 - Cookie Program Family Guide
 - Cookie Troop Plan Book
 - Cookie Share Flyer
 - Cookie Share Receipts
 - City Permits
 - Counterfeit Bill Report
 - Delinquency Reports
 - Damaged Product Reports
 - Excerpt from chapter 5 of Volunteer Essentials handbook
 - Frequently Asked
 - Girl Activities
 - Girl Rewards Info
 - Girl Scout Internet Safety Pledge
 - Glossary of Terms
 - Information for Parents
 - Link to Volunteer Resources
 - Link to Cookie Booth Sale Locator
 - Product Info
 - Safety Activity Checkpoints for Entrepreneurship
 - Service Unit Cookie Team Rosters
- ...and more!



Digital Cookie - The online site used by girls to manage their cookie business. Troops have access to Digital Cookie as well to send cheers to girls, to access their troop's virtual cookie link, issue refunds, and more.



ABC Smart Cookies.com- The online site used by Troops to manage the Cookie Program and by girls to manage their cookie business. Girls and troops can find resources such as cookie related clip art (ABC Baker's Flickr), Rally Guide, Volunteer Success Guide, Digital Tools, Nutritional Facts, and more!



ABCBakers.com- Our baker's public online site where you can find recipes, cookie nutritional information, FAQs, and more!

ADDITIONAL SUPPORT

Who Do I Contact About...

Money

- For online [Troop Banking form](https://gscookiesetc.org/cookies/troops)- see gscookiesetc.org/cookies/troops.
- For Troop payment adjustments- complete the online [Payment Adjustment form](https://gscookiesetc.org/cookies/troops) located at gscookiesetc.org/cookies/troops.
- For parent non-payment- complete [Delinquency Report Form](https://gscookiesetc.org/cookies/troops) located at gscookiesetc.org/cookies/troops



Other

- Personality Conflicts– contact your Volunteer Manager— Troop Support at CustomerCare@GirlScoutsOC.org
- Rewards Shortages and/or adjustments– complete the online [Reward Adjustment Form](https://gscookiesetc.org/cookies/service-unit-rewards-coordinator) located at gscookiesetc.org/cookies/service-unit-rewards-coordinator

ABC Smart Cookies and Digital Cookie Resources

Check out the ABC Smart Cookies and Digital Cookie Resources on www.gscookiesetc.org/cookies on the Resources tab. There you will find instructions, tutorials, tip sheets, and much more!

SU Cookie Chats

Girl Scouts of Orange County will be offering Service Unit Cookie Manager Cookie Chats via Zoom throughout the cookie program. These sessions will give you the opportunity to ask cookie-related questions and share best practices with other Service Unit Cookie Managers. The link for each Cookie Chat will be emailed out. A list of SUCM Cookie Chat dates and topics can be found on gscookiesetc.org/cookies/service-unit/.

Troop Cookie Chats

Girl Scouts of Orange County will also be offering Troop Cookie Chats via Zoom throughout the cookie program. Service Unit Cookie Managers are welcome to attend, please register to receive the link for the zoom. More information including a list of Troop Cookie Chat dates and topics can be found on gscookiesetc.org.

Girl Scouts of Orange County:

Emailing CustomerCare@GirlScoutsOC.org is the fastest and most efficient way to connect with us.

POSITION DESCRIPTION

Service Unit Cookie Manager

PURPOSE OF POSITION: Support Cookie Program within the Service Unit by managing Troop Cookie volunteers.

TERM: Appointed by GSOC Product Program Director for duration of program.

TIME COMMITMENT: Approximately 5-8 hours per month during the cookie program season (December through March)

ACCOUNTABLE TO: GSOC Staff and Service Unit Operations Lead

SUPPORTED BY: Service Unit Operations Lead and Team, GSOC staff

RESPONSIBILITIES:

- Advise and support Troop Cookie Coordinator volunteers through consistent and clear communications.
- Manage roster of Troop Cookie volunteers and ensure volunteers have completed required training and background screening.
- Communicate with GSOC Product Program staff as primary point of contact for Cookie programming information.
- Receive and distribute program materials to troop volunteers upon request.
- Review Troop Cookie Coordinator reports to ensure they are completed fully and accurately.
- Ensure reporting deadlines are met.
- Coordinate cookie distribution to Troop Cookie Coordinators.
- Uses care in handling and storing cookies to prevent breakage, heat damage, water damage, loss, etc.
- Ensure troops are informed about cookie distribution date, location, and time.
- Provide positive, girl-focused support for the cookie program and operate within the product program guidelines defined by GSOC.
- Complete evaluation to provide feedback and make recommendations.
- Serve as part of the Service Unit Operations Team, supporting and participating in Operation Team initiatives. Attends Service Unit and Team meetings.
- Completes all GSOC registration requirements and training required for this role.

QUALITIES REQUIRED:

- **Commitment to Focus on Girls:** Understands that girls experience the Girl Scout Leadership model through using girl-led, cooperative-learning and learning-by-doing activities.
- **Confidentiality and Conflict Resolution:** Exercises discretion, integrity and impartiality in dealing with Service Unit personnel issues.
- **Ability to Foster Diversity:** Understands and embraces differences.
- **Communication Skills:** Expresses ideas clearly and concisely.
- **Model the Girl Scout Promise and Law:** Demonstrates personal integrity, credibility and dependability for girls and a commitment to the mission, goals, guidelines, policies and standards of GSUSA and GSOC

Cookie Program Etiquette

As Girl Scouts everything we do, including the Girl Scout Cookie Program, is guided by the principles of the Girl Scout Promise and Law. It is important to review this with the troop and parents and guardians and to reinforce that they are representing all Girl Scouts when selling Girl Scout Cookies.

Girl Scouts will:

- Follow the Girl Scout Promise and Law
 - Talk about how it applies for volunteers
- Be polite, friendly and helpful
 - This includes Girl Scouts, families and volunteers
- Remember my behavior reflects on Girl Scouts
 - Remind your volunteers that they represent Girl Scouts
- Follow the Cookie Booth sale start dates
 - Review all important program dates
- Arrive on time and give notice of cancellations
 - Let your volunteers know who to contact
- Wear Girl Scout uniform
 - Includes vest/sash, pins and Girl Scout attire.
- Say thank you to every customer even if they say no
- Clean up and take all trash home
 - This includes any broken down empty cases

Girl Scouts will not:

- Block entrances
 - Show volunteers how to review Booth Sale location notes
- Go into a host business without an accompanying adult
 - Remind volunteers of the Adult Booth Training
- Get in the way of customers
- Give out their full name, address or phone number
 - Review [Cookie Sales Safety Activity Checkpoints](#)
- Run around or play while selling at a booth
 - The Cookie Program should be fun! But we also want girls to be safe.
- Eat or chew gum while at a booth
 - There should not be any food/drink on your booth setup other than Girl Scout Cookies

Girl Scout Promise

On my honor, I will try:
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

DATES TO REMEMBER

November 5 — December 31	Complete Service Unit Cookie Manager training online
November 24— December 31	Troop Cookie Coordinator Training
November 12	Adult Booth Online Training Available
December 13	Contact troops with no Initial Order placed
December 15 by 11:59 pm	Troop deadline to submit initial cookie order in ABC Smart Cookies
December 16 by 11:59 pm	Service Unit Initial Order Due in ABC Smart Cookies, email Customercare@girlscoutsoc.org initial order complete & deactivate TCCs not yet appointed
January 6	Cookie Pre-Order and Online Program Begin
January 11	Cookie Kickoff
January 13	Troop Cookie Coordinator Roster and Dot Sheets due for Mega Delivery
January 19	Super Booth and Booth Sale Spreadsheet Due to GSOC
January 20	Troops run Booth Sale Reports to confirm assignments
January 23-25	Delivery and Distribution of Cookies
January 24	Mega Delivery
January 25	Girl Delivery and In-person Sales Begins, Planned Orders Open
January 27 at Noon	Booth Sale Reservations in ABC Smart Cookies opens for Initial Order Bonus Troops
January 28 at Noon	First Come-First Served Booth Sale Reservations in ABC Smart Cookies
January 29	Cookie Cupboards open
February 6— March 15	Booth Sales Begin and Door-To-Door Sales continue
March 1	Recognition Order Feature Active
March 15	Cookie Program Ends
March 15—18	Troop End of Sale Processing
By March 17	Final deposits made into Troop account
March 18 by 9:00 am	Troop final email due to Service Unit
March 18—22	Service Unit End of Sale Processing
March 19	Troop final payments to Council via ACH Debit begins
March 22	Last Day to Submit TCC Roster for Troop Adjustments in ABC Smart Cookies
March 22 by 11:59 pm	Service Unit Final Email Due to Council
May 1—15	Distribute Rewards to Troops
May 22	Troop Final Reward Adjustments to Service Unit
May 26	SU Final Reward Adjustments to GSOC