Cookie Program Troop Guide

Cookie Season Checklist

For Troop Resources, Visit
www.gsmw.org/cookieresources

Volunteer Cookie Manual
Cookie Kickoff Agenda
Caregiver Involvement Form
Caregiver Training

First Things First

☐ Ensure you and your girls are registered for the 2025-2026 Girl Scout year. Be sure the Product Manager is in the **Troop Product Sales - Cookie** role for your troop.

☐ Attend a Cookie Kickoff Webinar held January 13th-17th.

☐ First time leading the Cookie Program for your troop? Register for the New Troop Cookie Training on January 8th at 7:30pm.

Before the Program Begins

☐ Set a troop goal with the girls.

☐ Schedule a caregiver meeting to go over all the materials and have caregivers complete the Cookie Involvement Form.

☐ Access and set up Smart Cookies and Digital Cookie on January 20th.

☐ Enter/review the troop's information in Smart Cookies/Digital Cookie by January 29th.

☐ Remind and assist your caregivers in setting up their girl's Digital Cookie online sales platform.

When the Program Starts—Initial Order Phase

☐ Encourage girls to take pre-orders with Paper Order Cards and Digital Cookie.

☐ Plan for cookie booths—coordinate with volunteers and caregivers from your troop. Schedule your booths beginning February 9th.

☐ Run the Girl Cookie Order Details Report for February 12th-17th prior to entering the Initial Order and add any Girl Delivery cookies that did not auto-feed. Donation only orders require no action.

☐ Enter the troop's Initial Order by 11:59 PM on February 17th.

After Initial Order—Girl Delivery and Booths

☐ Pick up troop cookies from your Service Unit March 10th-18th.

☐ Distribute cookies to caregivers and get **SIGNED RECEIPTS**.

☐ Restock inventory as needed by placing a cupboard order.

☐ Continue to execute cookie booths and sell online.

☐ Collect money from caregivers, get **signed receipts**, log any non-Digital Cookie girl payments in Smart Cookies, and deposit money in the troop bank account early and often.

Wrapping Up the Program

☐ Assign any remaining cookie orders to girls in Smart Cookies and submit final reward selections by April 15th.

☐ Always complete and sign receipts for you and the caregivers for cookies and money. Log girl payments in Smart Cookies.

☐ Pick up and distribute girl rewards in May/June.

☐ Outstanding Balance Forms need to be submitted with receipts before the troop is paid in full by May 4th.

Before the Program Begins

Host a Caregiver Meeting

Host a caregiver meeting (by January 30th) to discuss deadlines, expectations, how caregivers can assist during cookies, and how you will communicate! Be sure to get everyone on the same page with this meeting.

You can find the Caregiver Meeting Agenda and the Caregiver Involvement Form to use at your meeting at www.gsmw.org/cookieresources.

Digital Cookie and Smart Cookies

Together, Smart Cookies and Digital Cookie will help your Girl Scouts meet and exceed their goals!

Through Digital Cookie, customers can purchase cookies for in-person delivery, direct ship, or place an order for cookie donations. Your Girl Scout can reach their sales goals no matter what their schedule is like!

With Smart Cookies, Troop Leaders and Product Managers have the tools to manage their troop's cookie program at their fingertips.

NEW COOKIE

Discover the new cookie added to the Girl Scout Cookie lineup, Exploremores!

Smart Cookies

You will receive a welcome email from noreply@abcsmartcookies.com on January 20th. Log in with your email address and create a password. Then, complete your volunteer profile and set up your troop. Verify girl info is correct by January 29th.

How To: Set Up a Troop in Smart Cookies
1. Go to the "My Troop" tab then select "Troop Information".
2. Enter the expected number of girls selling.
3. Click "Update Information" to save.
4. Go to the "My Troop" tab then "Troop Roster".
5. Confirm all girls in your troop are listed.
6. Select the "My Troop" tab, then "Troop Roster". Select the pencil icon next to each girl's name to confirm grade level, and sizes. Click "Save" after each edit.
7. Once you have entered the info, click "Save".

Digital Cookie

You will receive a welcome email from email@email.girlscouts.org on January 20th. Log in to the Digital Cookie site. Then, set up your Troop Site Link so customers can support your entire troop.

How To: Set Up a Troop Digital Cookie Site
1. Under the "Troop Cookie Site" click "Get Started".
2. Select the volunteer that will serve as the Site Lead.
3. The troop links are now available to share and be viewed on "Cookie Finder".
4. If the Troop Cookie Site accepts girl delivery orders, the Troop Site Lead will need to approve those orders within 5 days.

Credit Card Tool: Digital Cookie App

Digital Cookie is a credit card processing app that can be used by troops or caregivers/girls to collect payments via credit cards from customers.

All caregivers will have access to the mobile app automatically for their own Girl Scout payments. Once the troop site is set up caregivers can begin accepting payments for the troop. All payments taken on the app are logged automatically in Smart Cookies and credited to the Girl Scout or the troop.

Please Note: Orders over $200 must be paid by cash or credit card. Council will not reimburse NSF checks in excess of $200 or checks that are deposited 30+ days from the check date.

Online Girl Delivery Orders

Here are some important reminders and info about Girl Delivery through Digital Cookie:

» Customer email lists previously entered in Digital Cookie are carried over year to year.

» Caregivers have 5 days to approve Girl Delivery orders before the order is cancelled or donated.

» Orders placed for Girl Delivery prior to February 12th will auto-feed to Smart Cookies.

» Run the Girl Cookie Order Details Report for February 12th - 17th to add to the Initial Order in the inventory column.

» Troops should order additional cookies at Initial Order for booth and Girl Delivery purchases that happen through April 12th.

Girl Cookie Order Details Report

The Girl Cookie Order Details Report tells you what cookies are needed for Girl Delivery and if they have been added to Smart Cookies. We recommend you run the Girl Cookie Order Details Report on these dates:

• February 17th: Prior to entering the Initial Order for orders Feb 12-17th
• March 10th-18th: Once you pickup your cookies from the Service Unit and are getting ready to distribute to caregivers
• April 13th: Prior to the end of Cookie Program when assigning final cookies

How To: Run this Report

1. Click the "Reports" tab.
2. Select "Current" and click the "Girl Cookie Order Details" from the "Orders" category.
3. Select the date range for which you want to view Girl Delivery Orders.
4. Select "Girl Delivery" from the "Order Type" dropdown.
5. This report will show all Girl Delivery Orders by girl, variety, and packages.

Check with caregivers if they need cookies for any orders showing "N" on the report. You will then transfer any extra cookies needed to the girl in Smart Cookies following the pickup of additional cookies for girl delivery orders. If you don't have enough product to fulfill orders, additional cookies can be picked up from the Cupboard as needed.
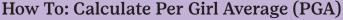
How To: Place the Inital Order

When placing the Initial Order for cookies, you can review our Help Clip at www.gsmw.org/cookieresources. Be sure caregivers turn in their girl's Paper Order Card totals to the troop by February 15th for entry in Smart Cookies. **Caregivers will not be entering Paper Order Card totals in Digital Cookie this year.**

Initial Order Rewards

BFF Trucker Hat

Reach an Initial Order Troop PGA of 375+ packages by February 17th - Girls AND Leaders receive a BFF Trucker Hat just in time for booths!

How To: Calculate Per Girl Average (PGA)

From your dashboard, take the total number of packages sold by the troop divided by the number of girls with orders in Smart Cookies.

Cookie Boss Charm

The top 25 girls from each state at Initial Order (February 17th), will receive a limited-edition charm!

What Varieties Should You Order?

Troops sell all different amounts of cookies at booths. Not sure how many to order? Go to our Cookie Booth Breakdown at www.gsmw.org/cookieresources or contact us at customercare@gsmw.org. Choosing is not an exact science, but here are some recommendations:

26%   24%   13%

Thin Mints®	26%
Caramel deLites®	24%
Peanut Butter Patties®	13%
Exploremores®	10%
Adventurefuls®	6%
Peanut Butter Sandwiches®	7%
Lemonades®	7%
Trefoils®	5%
Caramel Chocolate Chip®	2%

Caramel Chocolate Chip percentage only applicable if you placed a pre-order.

After Initial Order

Need More Cookies?
If girls want to reach even higher goals—it's easy to get more cookies. Additional cookies are available by the case at a local Cookie Cupboard while supplies last.

Where to Find Cookie Cupboards
In Smart Cookies, the Planned Order screen shows your troop number, contact info, and list of Cupboards available to your troop on the dark blue bar.

How To: Place a Cupboard Order
1. In Smart Cookies, click on the "Orders" tab, and select "Planned Order".
2. Select the best Cupboard location and click "Continue".
3. Select the date and time when you'd like to pick up your order from your chosen Cupboard, and then click "Save" (please be mindful of hours of operation).
4. Enter your order by cases and click "Save".

How To: Edit a Cupboard Order
1. In Smart Cookies, go to the "Manage Orders" tab.
2. Filter for "Planned Orders".
3. Click "Apply Search Parameters".
4. To edit, scroll over to the far-right hand side of the screen, click the 3 dots, and click "Edit Order".
5. Repeat steps as shown above and save after making the necessary changes.
Please Note: Once a cupboard order has been picked up, it becomes a transfer in Smart Cookies and can be viewed from the "Manage Orders" page/grid.

Can Cookies Be Returned?
Cookies cannot be returned once they are picked up. Troops are responsible for counting and verifying the total number of cases at all product pickups.

Troops accept financial responsibility by signing the receipts. Once the receipts are signed, case counts are final. The cookies become the property of the troop. The individual signing for cookies is liable for them until they are signed for by caregivers.

How To: Log Girl Payments in Smart Cookies
1. Click the "Finance" tab, then "Financial Transactions".
2. Select the "Girl Transactions" tab.
3. Enter the required information: Girl Transaction Type, Payment Method, Transaction Date, and Amount. It is recommended to add notes. Press "Save".
4. For each payment you record, you should see a line item listed. You can edit or delete any payment in the right-hand column.
5. Once the payment is logged, the girl's balance and Balance Summary Report will adjust.

Wrapping Up

Distributing Final Cookie Sales
When girls sell additional packages beyond what was submitted with their Initial Order, including Digital Cookie Girl Delivery orders, the extra cookies will need to be transferred to the girl. This ensures the Girl Scout has the correct total number of packages for rewards.

Please Note: For Girl Delivery orders, the financials are already credited to the girl. Adding these packages will balance the financials.

How To: Transfer from Troop to Girl
1. Log into Smart Cookies, go to the "Orders" tab, and select "Transfer Order".
2. For "Type of Transfer", select "Troop to Girl".
3. The troop will auto populate in the "From" line. In the "To" line, select the girl by clicking the down arrow on the far right-hand side.
4. Select the girl's name and click "Apply".
5. Use the "Cases/Packages" column to enter the cookie amounts to transfer.
6. Click "Save". A confirmation box with a green check should appear saying the transfer order was successfully saved.
7. You can then print 2 receipts for troop and caregiver records.

Please Note: For booth cookies and other transfers, troops must use the Smart Booth Divider to record Booth Sales for girls to receive the Booth Patch.

How To: Order Girl Rewards
1. Log into Smart Cookies, under the "Rewards" tab, select "Recognition Order".
2. Click "Recognition Order" and choose the appropriate rewards selection:
   ▶ Early (Initial Rewards) - due by February 17th
   ▶ Main (Final Rewards) - due by April 15th
3. Any girl with a triangle flag by her name requires a selection of a reward or a size. Press the blue arrow to proceed.
4. Select the girl's choice for each reward level, then press "Save". Pro tip: To view all choices that need to be made for a girl, click on "Expand All".
5. Repeat this process for each girl in the troop that needs selections.
6. Click on the "Extras" tab to check for automatically rewarded items and patches.
7. To view or to make changes to rewards before the deadline, select "Manage Recognitions Orders" from the "Rewards" tab. **Note: Opt-out troops must still create a recognition order.**