girl scouts
carolinas peaks
to piedmont

Troop Handbook
2027
Girl Scout Cookie Program



Girl Scouts Carolinas Peaks to Piedmont
www.girlscoutsp2p.org

Hickory Service Center
208 Union Square NW
Suite 101
Hickory, NC 28601

Asheville Service Center
37 College Place
Asheville, NC 28801

Triad Service Center
3300 Battleground Avenue
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Greensboro, NC 27410

Gastonia Service Center
3826 S New Hope Rd
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Gastonia, NC 28052

800-672-2148
info@girlscoutsp2p.org

Revised 10-12-26

2027 COOKIE DATES – A QUICK REFERENCE



October-November	Training for Troop Cookie Managers (TCM)
	SUCM collects TCM Agreements & launches registration emails
	New ACH Forms submitted to Council.
November 17	Troops can begin to enter initial cookie orders in Smart Cookies.
By November 30	TCM trains troop girls/parents.
December 4	Troop initial cookie order due in Smart Cookies (TCM locked out at 11:59 p.m.).
December 9	Digital Cookie e-mails launched to volunteers
December 14	Digital cookie sales and paper order-taking begins.
	Digital Cookie e-mailed launched to girls.
January 2-3	Smart Cookies Booth Lottery – Troop selections open.
January 4	Smart Cookies Booth Lottery – Lottery selections at 11 a.m.
January 5 - 9	Smart Cookies Booth Lottery - First come, first serve opens at 8 p.m.
January 6-9	Initial order cookie deliveries.
January 10	Smart Cookies Booth Lottery – Booth selections unlimited starting at 3 p.m.
	Planned order for pickup January 11-16 due in Smart Cookies at 11:30 p.m.
January 11	Cookie cupboards open (The only Monday they are open). City Transfer closed.
	Troops can begin entering troop-to-troop transfers in Smart Cookies.
January 15	Cookie booth sales begin.
February 1	Troops can begin changing proceeds/recognition plans in Smart Cookies.
February 6	Troop inventory cutoff for March 4 ACH withdrawal
February 15	Troop can begin creating recognition orders.
February 19 - 21	National Girl Scout Cookie Weekend.
February 21	Last day to get cookies from a SU/volunteer cupboard.
February 25	ACH e-mail sent for March 4 ACH withdrawal.
	Deadline to exchange damaged packages at a cookie cupboard.
February 26	Last day to get cookies from a council cupboard – Closing at 12 noon
February 28	Cookie program ends.
	Last day for online sales through Digital Cookie.
	Last day to accept credit cards through Digital Cookie for girl-delivered orders.
March 1	Deadline to notify the council of unavailable troop funds to cover March 4 ACH withdrawal.
March 4	ACH withdrawal from troop account.
March 8	Last day to change troop proceeds and recognition plans in Smart Cookies.
	Last day for transfers in Smart Cookies (troop-to-girl, troop-to-troop).
	Last day to order Cookies for a Cause cookies in Smart Cookies.
	Last day to create troop recognition orders in Smart Cookies.
	Sisters Working Together Patch order due (hyperlink on council website).
March 9	Buy 5 entries due to the council.
	Last day to report inventory discrepancies from cupboard transfers, Cookies for a Cause orders, troop transfers, etc. in Smart Cookies to the council.
March 11	Buy 5 drawings.
March 18	Cookies for a Cause – letters of encouragement to soldiers due to the council.
March 23	ACH e-mail sent for April 2 withdrawal.
March 25	Deadline to notify the council of unavailable troop funds to cover April 1 ACH withdrawal
March 31	Girl Unpaid Fund Forms (if needed) and documentation due to the council.
April 1	ACH withdrawal from troop account.
April 4	Last day for troop booth sales (without prior council approval).
April 8	ACH credits to troop accounts for any troop that overpaid the council or is due funds
June 1	Deadline for reporting recognition issues to the council.

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GENERAL INFORMATION

Training

Each troop needs one volunteer designated as the Troop Cookie Manager (TCM). All new TCMs should attend a Cookies 101 session to become familiar with the basics of the cookie program. All TCMs (new and returning) should attend Troop Cookie Manager training each year. Your SU Cookie Manager (SUCM) will distribute all program materials to troops within your service unit.

Each year, council-hosted virtual Troop Cookie Manager training and Cookies 101 sessions will be recorded and posted on GS Learn. Hyperlinks to other training videos and tip sheets will be posted on our council website. Videos and tip sheets can be found on our council website at www.girlscoutsp2p.org under Members, Volunteer Training & Program Resources, Cookie Resources and on www.abcsmartcookies.com.

Forms and paperwork

All information and materials for the cookie program come in two forms, either printed or online, on our council website at www.girlscoutsp2p.org. Weekly Just in Time cookie program newsletters are sent to Troop Cookie Managers on Fridays at 7 a.m. throughout the program with information relevant to the upcoming week of the sale, as well as being posted in Rallyhood.

Please review all resources prior to the start of the program, especially this handbook. Any questions can be directed to your SUCM, Engagement Manager or the council's Product Program department.

What is Smart Cookies?

Smart Cookies is the online cookie program management system from ABC Bakers and is located at www.abcsmartcookies.com. Login credentials can only be obtained through the Smart Cookies registration e-mail (initiated by your SUCM) sent to you prior to the start of your cookie program. You will use this platform to order cookies needed for your troop, keep track of how many packages of cookies each girl sells, order recognitions for your girls, and keep track of finances. Prior to the Smart Cookies registration e-mail being sent, the TCM must be a registered Girl Scout for the current membership year, submit a completed TCM Agreement to his/her SUCM and identify him/herself in his/her MyGS account as the Troop Cookie Manager (background check required).

It is recommended that only the Troop Cookie Manager (TCM, the volunteer who signs the Troop Cookie Manager Agreement) has access to make entries in Smart Cookies. However, if the TCM approves, access can be given to other registered volunteers on the Troop Leadership Team. Approval by the TCM must be provided in writing (an e-mail is acceptable and should be sent to the Director of Product Operations). If the TCM does not agree or does not give approval in writing, other volunteers on the Troop Leadership Team may be given access to the reporting feature only. If other troop volunteers need access to the reporting feature only, forward a request to the Director of Product Operations along with the troop number, volunteer name, and volunteer e-mail address.

What is Digital Cookie?



Digital Cookie is an online selling platform and cookie program management software designed for girls and their parents/caregiver. Girls can only gain access to Digital Cookie through a registration e-mail. All girls must be registered members for the current membership year (2026-2027) or the registration e-mail cannot be launched.

Troop Cookie Managers also gain access through a registration e-mail only after meeting the requirements to gain access to Smart Cookies. Following the account creation in Smart Cookies (or after December 16), an automatic registration e-mail will be triggered for Digital Cookie access. Troop Cookie Managers will use Digital Cookie to pull girl and troop online sale details and totals, recognition choices and assist girls with taking credit card payments at booth sales.

How-To: (Smart Cookies)
Throughout this document, you will see references such as How-To: 1. How-To: 1 is a reference to the step-by-step instructions on how to perform the various tasks in Smart Cookies. The step-by-step instructions are found on pages 30-33. The order of the step-by-step instructions are not necessarily the order the tasks should be performed in Smart Cookies, so reference them as noted in this handbook.

2026-2027 Cookie Suppliers/Vendors: Maker's Pride - ABC Bakers, Partake Foods, Inc. and BARK, Inc.

Varieties:

- Adventurefuls
- Caramel deLites
- Exploremores
- Lemonades
- Caramel Chocolate Chip
- BARK Patch Pals Dog Cookies
- Peanut Butter Patties
- Peanut Butter Sandwich
- Trefoils
- Thin Mints
- Girl Scout Sparkables

Selling Price



$6 per package for regular 8 varieties and Caramel Chocolate Chip. Girl Scout Sparkables retail for $7 per package and Patch Pals retail for $9 per package. Payment is collected for in-person sales when the cookies are delivered. If ordered online through Digital Cookie, payment is collected when the order is placed.

Troops and girls are not permitted to charge more than the retail price noted in prior paragraph under any circumstances. Troops/girls caught selling cookies for more than listed retail price will be prohibited from receiving any additional cookies from the cupboards and forfeit their opportunity to participate in the remainder of the 2027 cookie program and the 2028 cookie program.

Troop Profit



All troops earn at least $.85 per package. Troops that have a per girl average (PGA) selling of at least 115 packages can opt out of receiving some individual girl rewards and receive $.90 per package sold. In addition, troops who participated in the most recent Fall Products Program and sold at least 100 items, receive an additional $.05 per package.

Who can participate?
All registered girls may participate in the Girl Scout Cookie Program. Girls (and family members of those girls) with past due accounts may participate in booth sales only, unless special permission is granted by the Director of Product Operations and/or the council CEO. Participation is voluntary. Troops with debts to Girl Scouts Carolinas Peaks to Piedmont (GSCP2P) cannot participate without prior approval from GSCP2P's CEO and/or CFO.

Each participating troop must have a cookie program volunteer with a completed 2027 Troop Cookie Manager (TCM) Agreement on file with the council and the cookie program volunteer must identify themselves as the Troop Cookie Manager in their MyGS Account (identification contingent on completion of background check). Each troop must submit a new ACH Debit Authorization Form (yearly) to GSCP2P before it can participate. If a troop has a designated TCM, other than the troop leader, it is the responsibility of the troop leader to ensure GSCP2P has a signed TCM Agreement on file for the TCM and an ACH Form (with current banking information). If a current agreement form is not on file with GSCP2P and a troop participates, all unpaid financial obligations from the cookie program are incurred by the troop leader.



Do troops have to participate?
Troops are not required to participate. Even so, we encourage all troops to be a part of the cookie program because of the valuable life skills learned by the girls who participate. Also, troops must take part in the cookie program to receive permission for other troop money-earning activities. All troops and girls must be registered to participate.

Participation in the cookie program means taking part in the program to get the benefit of learning about salesmanship, safety, money handling, etc. A troop must complete the following to be considered a participating troop:

1) Provide cookie program training for both parents and girls.
2) Set a troop sales goal.
3) A or B – whichever tallies to a higher sales figure:
   A. Sell at least four cases (48 packages) of cookies.
   -OR-
   B. Have at least 50% (or half) of registered girls selling at least 12 packages each.
4) Follow all other guidelines/deadlines/policies, etc. set forth for the cookie program.

Different participation rules and definitions apply for girls working on their Girl Scout Bronze, Silver and Gold Award projects and additional money-earning activities. Please see the award information guides on our council website for these requirements.

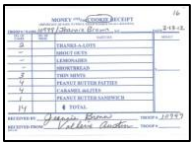


Can cookies be returned?
Troops are financially responsible for all cookies received. Cookies are not returnable and cannot be exchanged for another variety. Damaged packages can be exchanged at any cupboard, but they will be replaced with the same variety.

Girls/parents are financially responsible for all the cookies they sign for. However, the troop volunteer must set reasonable deadlines and guidelines for the exchange and return of unsold cookies. These guidelines must be clearly stated at the start of the program to parents. Use the Cookie Return & Exchange Example on our website to help you clearly define established dates with parents. Create your own or modify the example and have parents sign your form (give parents a copy after they sign). If a troop accepts cookies back from a girl or allows her to return them back to the troop, then the troop assumes liability for the cookies and is responsible for payment of them.

Do the cookies have an expiration date?
Yes. The expiration or Best By date can be found at the bottom of the package. Any girl or troop found selling cookies beyond their expiration date will forfeit their opportunity to participate in the current and next year's product programs.

Receipts



Issuing receipts is part of good business standards. It also proves who has received cookies and/or money. Receipts must be issued each time cookies or money changes hands. Cookies and money should be noted on separate receipts as they are separate transactions. They must be submitted to the council if a Girl Unpaid Funds Form is completed for a girl with a past due account or if there is a discrepancy among two troops who transfer cookies. If a troop does not have signed receipts, it assumes responsibility for all unpaid accounts and cookies received.



DETAILED COOKIE CALENDAR

October/November



- If a volunteer is new to the cookie program, the volunteer should attend a Cookies 101 session.
- Attend Troop Cookie Manager training provided by your Service Unit Cookie Manager (SUCM) or the council and receive cookie program materials.
- Complete and return a new ACH Debit Authorization Form to Council at info@girlscoutsp2p.org or in person at your local Service Center.
- Return your completed Troop Cookie Manager (TCM) Agreement to your SUCM. Your SUCM will initiate your Smart Cookies registration e-mail AFTER she/he receives this completed form and verifies your troop and you (the TCM) are registered and have identified yourself as the TCM in your MyGS account (background check required). TCM must sign (with pen) the TCM Agreement and return to their SUCM; although original copy is preferred, a scanned copy can be accepted.
- After receiving the registration e-mail from Smart Cookies (noreply@abcsmartcookies.com), create your Smart Cookies Profile. Then, log in using the login credentials you created in your profile at www.abcsmartcookies.com.
- Complete all troop-related information in Smart Cookies under My Troop (How-To: 1).
- Verify all girls in your troop are registered. You can view a list of girls in your MyGS Account. In late November, you can view a list of girls imported into Smart Cookies by clicking on My Troop, Troop Roster.
- Speak with parents of girls with past unpaid debts and let them know they can only participate in booth sales.
- Set a troop sales goal. Let your girls decide what they would like to do with part of their troop profit.
- Plan and set a date for parent/girl training and invite parents to attend. Training with parents should be completed prior to December 5 (if possible).
- Explore additional resources on the council website at www.girlscoutsp2p.org.
- Review Cookies for a Cause information found on pages 25-27 and on our council website. Explain the service project to your girls. Have each girl write a letter of encouragement to a soldier and begin making posters for your cookie booths.

November 17

- Volunteers can begin to enter initial cookie orders in Smart Cookies.

Prior to November 27

- Review your troop roster in Smart Cookies and your MyGS account. If you find you have girls on your roster who are not active in your troop, notify our Customer Care Team at info@girlscoutsp2p.org. Corrections to your troop roster should be made prior to November 27 so that when the data begins to flow from Smart Cookies to Digital Cookie, your troop roster is correct – this will help alleviate any issues with Digital Cookie account creation and registration e-mails not being received.

By December 4 - Troop Meeting



- Organize and conduct troop training for girls and parents/guardians.
- Emphasize safety, dates, cookie booths and money handling.
- Discuss and set troop and individual girl goals. Have the girls fill in their goal on their order card and start your troop goal poster (found on the council website).
- Share established deadlines for the return and exchange of cookies (see example of Cookie Return & Exchange Example on the council website, type up something similar with your troop due dates and give each parent a copy). Give parents a copy of the due dates.
- Discuss rewards structure and new Super Seller points-based rewards.
- Speak with your parents and girls about higher troop proceeds in lieu of some girl rewards and make sure your parents and girls are clear that if your troop chooses higher troop proceeds of $.90 per package, the girls will only receive the rewards on the side of the rewards flyer that states Rewards for All Girls. (Only girls in troops electing the base proceeds plan of $.85 per package receive the rewards on both sides of the rewards flyer) Review the rewards, emphasizing that the rewards are cumulative to the highest level of packages sold.

- Verify that each girl has a completed/signed Parent Permission & Responsibility Form. Retain this form for your troop records. You will need to submit this form to the council only in the event your troop does not receive full payment from a girl.
- Set your troop goal. Help girls set their individual goals.
- Don't forget to make your troop-level training fun! Role play and be enthusiastic!

Prior to December 4



- Discuss with your Troop Leadership Team about the number of cookies to order. If you participated in the cookie program the prior year, have the same number of girls, your high sellers are returning and you plan to be as active in booth sales as the prior year; a good order would be 60% of your 2026 total sales. To view your prior year sales in Smart Cookies, go to the Reports tab, Archived, Year 2025-2026, Next, select the Total Sales Summary Report, Go to Report – Total Sales Summary. If you are unsure, order conservatively as your troop is responsible for payment of all cookies received and there are no returns or exchanges from cupboards. You will be able to pick up additional cases, as needed, from cookie cupboards beginning January 11.
- If you are an existing troop and participated in the 2026 cookie program, use the Initial Order Worksheet (on the council website) to help you calculate your initial order, based on your troop sales goal. Remember the formulas in this spreadsheet are only recommendations; **it is up to you to decide the best order for your troop.** If your troop does not plan to be as active in the cookie program as last year and/or you do not have your "high sellers" returning, lower your order. If your troop plans to be more active and you have more girls selling, you may want to increase your order.
- If you are a new troop, see the Initial Order Recommendations located on page 13.
- If your troop is not participating in cookie booth sales and you only need individual packages and/or do not want to chance having leftover, unsold, cookies, consider getting the cookies needed from another troop in your service unit and enter a troop-to-troop transfer in Smart Cookies. (How-To: 0).

December 4

- Enter your troop's initial order (in cases, 12 packages per case) in Smart Cookies (How-To: 2). After you are 100% certain your order is correct, submit the order (How-To: 6). **If your cookie order is not entered, it will not be included with your service unit's initial order delivery.** You will, however, have the option of obtaining cookies from a cookie cupboard on or after January 11.
- E-mail your SUCM and let him/her know your order has been submitted. After 11:59 p.m., you will no longer be able to place your initial cookie order.

December 9



- Digital Cookie access e-mails launched to volunteers identified as the TCM in their MyGS account and have access to Smart Cookies.

December 14 - Digital sales & paper order-taking begins

Digital Cookie access e-mails launched to girls. Girls can begin taking in-person orders on paper order cards and sending e-mails and sharing their personal URLs for online orders through Digital Cookie. Remind your girls that "girl delivery" in Digital Cookie should only be offered to customers where she can deliver the cookies and that "shipped" or "ship only" orders are orders where the cookies are shipped directly to the customer (customer pays shipping costs).

- If a girl starts taking in-person orders on the paper order card prior to December 14, she will not be able to apply those sales toward her individual rewards.

January 2 – Smart Cookies booth lottery location request selection process begins.



January 4 – Smart Cookies booth lottery at 11 a.m.

January 5 – Smart Cookies first come, first served booth securing begins at 8 p.m.

Prior to initial cookie delivery. Deliveries take place January 6-9.

Your SUCM will let you know of the date and time to pick up your troop's initial order.

- Locate a distribution site where you can sort and distribute cookies to girls. (This should not be the same location you pick up your troop's initial order.)
- Locate enough vehicles to transport your entire troop order at once from your service unit delivery site and not make several trips back and forth with one or two vehicles. Each troop will have an appointment for pick-up – please have all your cookies picked up during your appointed time. All vehicles needed for your troop pick-up should arrive at your delivery location at the same time. (We suggest meeting at an alternate location and waiting until all vehicles arrive.)



- Notify parents (preferably in writing) of delivery/pick-up time and location for your troop. Allow plenty of time to pick up your order, transport, unload, and sort it. Stagger times for girls' parents to pick up orders, especially for larger troops.
- If you know the quantities/varieties of cookies you are going to distribute to each girl, make out a receipt for each girl. Complete all information on money envelopes and enter due dates.

January 6-9 – Initial cookie deliveries and gluten free Caramel Chocolate Chip cookies pre-ordered delivered.



Initial cookie orders are delivered to your service unit. Pick up your troop order at a specified time and location designated by your SUCM. Be prompt and patient. Every effort is made to adhere to the delivery schedule but sometimes snags happen and you may be delayed. Count your order carefully before signing your receipt. Once you sign for cookies, your troop is responsible for paying the quantity documented on your receipt. Retain your copy of the receipt.

- It is not your SUCM's responsibility to load your troop cookies into your vehicle. She/he is only responsible for ensuring ensure you receive the correct quantities. Please bring help to load your troop cookies.
- At your troop distribution site, sort and distribute cookies to the girls in your troop. Every time a girl picks up cookies, complete a receipt. You keep the white (top) copy of the receipt; the parent/guardian gets the yellow copy. Do not let an older sibling/cousin/aunt/uncle, etc. sign for the cookies- it must be a parent or guardian.
- When a girl picks up her cookies, she should receive:
  - ✓ A copy of the receipt signed by parent/guardian (yellow copy).
  - ✓ Money envelope filled out with name, troop number and date money is due.

January 10

- Smart Cookies booth lottery unlimited booth selection begins at 3 p.m.
- Planned orders for cupboard cookie pickup between January 11 and January 17 are due in Smart Cookies at 11:30 p.m.

January 11

- Most cupboards open
- Troops can begin entering troop-to-troop transfers in Smart Cookies.

January 11 – February 28

- Schedule troop meetings weekly.
- Encourage girls to turn in money as they collect it. (Large amounts of cash lying around can be tempting.) Write a money receipt for each payment. Give the girl or parent a copy of their receipt and return their envelope or issue a new one.
- Record all girl transfers (distribution of cookies from your troop inventory to a girl) in Smart Cookies (How-To: 8). If transfers are not made, girls will not get credit toward individual girl rewards at the end of the program.
- Record girl-delivery and in-person Cookies for a Cause sales in Smart Cookies by girl (this includes cookies sold online through Digital Cookie for girl delivery (when any of the regular eight varieties are ordered in addition to Cookies for a Cause), in-person, on the order card and at cookie booths (How-To: 11). Reminder – enter on the Virtual Cookie Share screen when a financial obligation should be connected to the girl and enter through the Smart Booth Divider when sold at a booth so there is no financial obligation connected. All cookies entered in Smart Cookies on the Virtual Cookie Share screen are considered Cookies for a Cause cookies sold and will be **added** to your troop and individual girl totals.

- Make deposits of money received into your troop bank account promptly and frequently.
- Optional, but highly recommended – Enter money turned in/collected by girls (How-To: 12).
- **Place a Planned Order for extra cookies needed by your troop in Smart Cookies by Sunday at 11:30 p.m. of the week you need your cookies.** You may place up to two (2) planned orders per week (How-To: 7). If you need more, call the cupboard manager and if he/she has the cookies you need, he/she will be happy to distribute them to you.
- Pick up extra cookies your troop needs for booths or additional girl orders from cupboards. See Cookie Cupboards & Planned Orders located on pages 13-14.

January 15 – Booth sales begin.

January 25 – Cookie Tycoon Program begins.

February 1 - Troops can begin changing troop proceeds and recognition plans in Smart Cookies. (How-To: 1)

February 6 – Troop inventory cutoff for March 4 ACH withdrawal.

February 15- Troops can begin creating recognition orders in Smart Cookies (How To: 4).

February 21 – Last day to get cookies from a volunteer-run cookie cupboard.
Cookies can still be obtained through February 26 at council cookie cupboards (located at each service center. Council cupboards close for the 2027 cookie program at 12 p.m. on February 26.

February 25
- ACH e-mail notification sent to the troop contact listed in Smart Cookies regarding withdrawal amount for March 4 ACH withdrawal.
- Deadline to exchange damaged packages at a cookie cupboard (for same variety).

February 26 – Last day to get cookies from a council cupboard.
- Cupboards close at 12 noon and will not reopen.
- Remind parents, in advance, of the deadline.

February 28 - Cookie program ends/Last day for online sales through Digital Cookie.



- Collect money due from girls. Girls and troops may continue to sell remaining cookies in troop or girl's inventory at booths through April 4; however, the final ACH withdrawal on April 1 will be for the full amount due to the council. Measures should be taken to keep the cookies cool and sold quickly while they are still fresh.
- Last day to sell and accept orders through Digital Cookie.

March 1
Deadline to notify the council if you do not have enough funds in your troop account to cover the March 4 ACH withdrawal. Remember, there is a fee charged for deferrals and ACH rejections. If needed, use the Troop Unavailable Funds Form located on our council website.

March 4 – First ACH withdrawal from troop account.

Before March 8
Double check Smart Cookies transfer orders from cupboards and other troops are accurate by running the Troop Balance Summary Report (How-To: 13).
- If your troop elects the $.90 higher troop proceeds option, be sure to let your girls know they may not receive all the rewards reflected in Digital Cookie (as only our base rewards plan of $.85 per package is reflective in Digital Cookie).



- All booth sales (including through the Troop Shipped Only link) should be divided evenly among girls working at booths and added to their personal sales totals (How-To: 8, 9 & 19).
- Be sure all Cookies for a Cause sales by girls (including Digital Cookie girl-delivery C4C cookies when regular varieties are ordered) are entered in Smart Cookies in the Virtual Cookie Share section of Smart Cookies (How-To: 11). Remember, orders entered here (Virtual Cookie Share screen) are added to a girl's individual sales totals and your overall troop sales totals. Your troop will be charged for all cookies entered in the Virtual Cookie Share area.
- You should have already discussed the girl recognition and troop proceeds plans with your girls/parents. Indicate your troop proceeds plan and correlating recognition plan choice on the My Troop screen (How-To: 1-Proceed Plan and illustration below and refer to Troop Profit on page 5). Remember, if your troop has a PGA selling of 115 or more packages and your troop chooses higher proceeds of $.90 per package, your girls will only receive the rewards reflected on the rewards flyer as Rewards for All Girls.
- If your troop has a 115 package or higher PGA selling, you will automatically receive $.85 per package proceeds and girl rewards unless the proceeds and recognition choices are changed on the Troop Information screen by March 8. If your troop desires higher proceeds AND you have at least a 115-package PGA selling, change **both** the Proceed Plan and Main Recognition Plans fields on the Troop Information screen THEN create your recognition order. If you create your recognition order prior to changing your proceed and recognition plans, you will need to update your recognition order.

Rewards on Girl Rewards Flyer

Rewards will be automatically populated in Smart Cookies based on the troop proceeds plan selected by the Troop Cookie Manager in Smart Cookies for the troop and the total number of packages credited to girls. Most rewards will be distributed by your SUCM/Engagement Manager at May service unit meetings or as quickly as possible after receiving them from our vendors. Some rewards at or above the 1,000-package sales level will be shipped directly to the girl earning the reward.

Caregivers must pay their Girl Scout's cookie balance in full by March 31, 2027, to be eligible for Top Seller recognition, Super Seller rewards and all rewards for selling 1,000 packages or more. Exact colors and brands of reward items, unless otherwise specified, may vary based on availability and price.

Rewards at 1,000+ Sales Levels

Girl choices in Digital Cookie DO NOT automatically transfer to Smart Cookies. DO NOT pick the rewards for the girls – get their choices from Digital Cookie or reach out to them. If you do not indicate a reward choice at a sales level in Smart Cookies, **the default choice will be Cookie Dough.** There are no substitutions for reward selections recorded in Smart Cookies and rewards cannot be exchanged after selections are submitted.

Cookie Crossover Patch



These patches will be ordered at the end of the cookie program by the council. Note: It takes several weeks for the patches to be produced. The patches will be mailed (postal mail) directly to the girl using the address she inputs in the M2 System.

Super Seller Rewards

This year, we're launching our new Super Seller pilot rewards program. Girls who sell at least 500 packages earn points they can redeem towards exciting rewards, regardless of the proceeds plan selected by the troop. More information on Super Seller rewards can be found on our Council website.

2027-2028 Girl Scout Membership Dues (Super Seller reward option)

Graduating seniors who want the annual dues amount of $65 paid towards their lifetime membership must notify the Director of Product Operations, in writing, no later than March 31, 2027. The target date to have annual renewals complete is May 1, 2027. Girls who earn their paid membership dues through Girl Scout Cookie sales do not qualify for early-bird incentives.

Cookie Dough

Cookie Dough will be e-mailed directly to the girl earning it. The council may "hold" Cookie Dough until troop debts are satisfied. Girls should be looking for Cookie Dough in their e-mail inbox by late April.

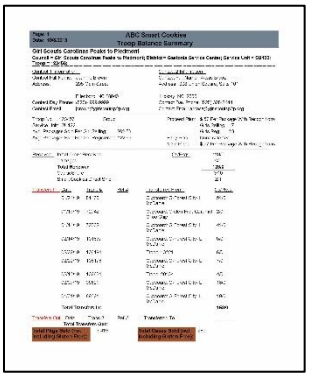


March 8 – Last day to make changes in Smart Cookies.

- Last day to change troop proceeds and recognition plans.
- Last day to enter Cookies for a Cause cookies sold by girls.
- Last day to enter/delete troop-to-girl transfers.
- Last day to enter troop-to-troop transfers.
- Last day to create your troop recognition order.
- Order any Sisters Working Together patches (hyperlink on council website).
- Double check or create your troop's main recognition order. If your main recognitions order is not created, no patches/recognitions will be ordered for your troop. **The recognition order must also be created for troops who elect higher proceeds in lieu of most girl rewards.** Once your recognitions order is committed, you cannot make any modifications to your proceeds and recognition plans! (How-To: 4 & 5).

IF TROOP-TO-GIRL TRANSFERS ARE NOT ENTERED FOR THE MAJORITY OF COOKIES YOUR TROOP RECEIVED IN SMART COOKIES, THE TOTAL NUMBER OF REMAINING PACKAGES REFLECTED IN YOUR TROOP INVENTORY IN SMART COOKIES WILL BE DIVIDED EVENLY AMONG ALL REGISTERED GIRLS IN YOUR TROOP BY THE COUNCIL PRODUCT PROGRAM DEPARTMENT. YOUR RECOGNITION ORDER WILL THEN BE CREATED BASED ON THE EQUALLY DISTRIBUTED PACKAGES.

Run these reports to assist you in ensuring that the information in Smart Cookies is correct.



1. **Troop Balance Summary Report**
   This is the main report GSCP2P uses to verify cookies that come in and go out of your troop inventory. The Troop Balance Summary Report (How To: 13) will show your troop's initial cookie order, cookie share (Cookies for a Cause) totals, Digital Cookie ship-only sales, cupboard pickups and troop transfers. It will reflect your troop's profit, credit for funds collected via Digital Cookie with credit cards, balance owed to the council, amount paid to the council through ACH withdrawals and troop per girl average (PGA) selling.

   You will use this report to verify if your troop is eligible for higher troop and bonus proceeds (refer to Troop Bonus Proceeds criteria on the website).

   If you are eligible and elect higher troop proceeds (in lieu of most girl rewards), update the proceeds and recognitions plan fields on the Troop Information screen (How To: 1), then rerun this report to get the exact balance owed to the council.

   On the Troop Balance Summary report check that:
   - The first contact (Contact 1) information is correct with a complete mailing address.
   - The Troop Proceed & Main (Recognition) Plan fields are correct with your troop selections.
   - The Cookie Share row accurately reflects the total number of Cookies for a Cause packages sold by your troop.
   - All transfers in and out of your troop are accurate.
   - The amount of your ACH withdrawals from your troop account have been correctly uploaded.
   - Your balance (due to the council) is correct.

2. **Girl Cookie Totals Summary Report**
   - CShare column reflects correct number of Cookies for a Cause packages sold by each girl.
   - Total Pkgs column reflects the TOTAL number of packages sold by each girl (including Cookies for a Cause).

3. **Recognition Order Summary by Girl**
   - Reflects correct recognitions earned by each girl.

After March 8

- You will be "locked out" from making any changes in Smart Cookies or creating/editing your troop recognition order. However, reports can still be run.

March 9



- If your troop participated in the Buy 5 promotion, entry slips (for the drawing) are due to your local service center. Faxes are not accepted. Entry slips must be cut and ready for placement in drawing.
- Review your Troop Balance Summary report in Smart Cookies to ensure you received all cookies charged to your troop. This is the last day to report any inventory discrepancies to the council for final ACH adjustments.

March 11

- Buy 5 drawings held at each service center.

March 18

- Cookies for a Cause letters of encouragement to soldiers due to your local service center.

March 22



- Email launched to girls who sell at least 500 packages of cookies with hyperlink to Super Seller rewards selection form.

March 23

- Final ACH e-mail notification sent to the troop contact(s) listed in Smart Cookies. The e-mail will include the exact amount to be withdrawn from your troop account on April 1.
-

March 25



- Deadline to notify the council if you do not have enough funds in your troop account to cover the April 1 ACH withdrawal. Remember, there is a fee charged for deferrals and ACH rejections. If needed, use the Troop Unavailable Funds Form located on the website.

March 31

- Deadline for girls to place order for Super Seller rewards.
- Girl Unpaid Funds Forms due to the council (if requesting council assistance on collection of the debt).
- Return completed Girl Debt Form(s) with attached cookie/money receipts and Parent/Guardian Permission Form for girls who have an unpaid balance to your troop. To be considered for troop reimbursement, all unpaid funds information must be turned in at this time. You can find this form and our Girl Unpaid Funds Reimbursement Procedures on our website. No faxes or e-mails accepted– we need originals!

April 1

- Final ACH withdrawal for final payment due to the council.

April 4 – Last day to hold booth sales to sell any remaining cookies without special permission from the Product Program Department.

April 8 – Troop refunds and/or additional $.05 package (if your troop met the Fall Products Program requirements) credits to troop account.

April/May - Rewards arrive; Distribute promptly to girls.



- Say "thank you" to all booth sale site managers, local supportive media or others who helped throughout your sale (with certificates, thank you notes, cookies, etc.).

June 1 – Deadline for reporting recognition issues to the council.

The council cannot guarantee fulfillment of recognition orders or shortages reported after June 1. Recognitions not picked up from your Service Unit Cookie Manager by June 14 will be returned to the Hickory or Triad Service Centers and can be picked up by appointment only. ***Keep copies of all records for at least six (6) months or until all debts are settled, and all Cookie Dough and rewards are distributed.***

*INITIAL ORDER RECOMMENDATIONS – FOR NEW TROOPS

**For troops that participated in the 2026 cookie program, use the Initial Order Worksheet on the council website.*

Here are some suggested initial orders appropriate for troops of **10-15 girls**. Be sure to order enough to distribute to girls and get you through the first busy weekend of the program.

* Percentage of mix based on sales history.

Percentage of Mix	6%	10%	12%	7%	23%	15%	18%	9%	
	Adventurefuls	Exploremores	Lemonades	Trefoils	Thin Mints	PB Patties	Caramel deLites	PB Sandwich	TOTAL CASES
Very Conservative	2	4	4	3	9	6	7	3	37
On the Safe Side	3	5	6	4	12	8	9	5	51
Reasonable	4	7	9	5	17	11	13	7	74
Committed to a gung-ho cookie sale!	6	10	11	7	22	14	17	9	95
Workspace to create your own order									

You are likely to sell far more cookies than you think you will!

COOKIE CUPBOARDS & PLANNED ORDERS
GETTING ADDITIONAL COOKIES NEEDED FOR YOUR TROOP



To help ensure cupboards have the cookies on hand you need for a booth sale, all troops should use the Planned Order function in Smart Cookies for ordering and receiving cookies from cupboards. Troops should place a Planned Order in Smart Cookies (How To: 7) **by 11:30 p.m. Sunday** of the week they plan to pick up cookies from a cupboard. The Planned Order will allow the cupboard manager to maintain adequate stock, so your order can be filled in a timely manner. Smart Cookies will not allow planned orders to be placed after Sunday at 11:30 p.m. for cookie pickups the same week. Two planned orders can be placed per week.

If a troop places a Planned Order and does not pick up the cookie order on the pickup date selected in Smart Cookies, the cookies will not be held unless the troop notifies the cupboard manager of the new date of the planned pickup and the new pickup time is within the same week. In addition, if a troop does not pick up their planned order, future planned orders may be forfeited to another troop if the cupboard is not adequately stocked to cover both orders. The same process will apply if a troop orders an excess of extra cookies and does not notify the cupboard manager regarding the cookies no longer needed prior to the pick-up date. (Excessive amounts vary by cupboard and will be determined by the cupboard manager.) Planned orders WILL NOT carry over to the next week. Please also note that often delivery issues occur, and your order may not be able to be filled on the requested date. If this happens, the cupboard manager will contact you with an alternate pickup date. Communication with your cupboard manager is key!

Cupboards will have <u>some</u> extra cookies on hand; however, if a Planned Order is not placed, the cupboard may or may not have the cookies you need.

Remember: Troops are responsible for payment to the council for all cookies received. No returns or exchanges. Cookies may not be "signed out" from a cupboard. Only pick up the cookies from cupboards that you are confident your troop can sell.



Troops can pick up cookies from any of the cookie cupboards located throughout the GSCP2P jurisdiction by showing the Cupboard Authorization Form. The link for this form will be shared by your SUCM. This form is your "authorization" to pick up cookies. **No Authorization Form - no cookies!** The cupboard manager will not keep this form when you obtain cookies; therefore, one form can be used throughout the entire program. We recommend completing the bottom section each time you pick up cookies for easy reconciliation against your Troop Balance Summary Report at the end of the program. You must know your troop and Service Unit number (fill in this information on the top section of your Cupboard Authorization Form prior to arriving at the cupboard) to pick up cookies.

All cookies will be distributed in full cases (12 packages per case) from the cupboards. Count the cases you receive with the cupboard manager. Sign his/her Inventory Control Sheet (M9) and an individual receipt (M3). You are responsible for the cases listed on the receipt you sign, and you should receive the yellow copy of the receipt.

The cupboard manager will ensure the transfer of cookies to your troop inventory is completed in Smart Cookies. Cookies picked up from a cupboard will be recorded as a cupboard-to-troop transfer.

Council Service Center Cookie Cupboards
All four Council service centers house a cookie cupboard. Cookie cupboard hours will be posted on our council's website (on the hidden cookie page) and in the weekly Just in Time cookie program newsletters.



In cases of inclement weather, all delays and cupboard closures will be noted on GSCP2P's social media channels, GSCP2P's website, and Rallyhood.

Because we cannot predict the planned orders that will be placed by Sunday at 11:30 p.m. for Monday pickup and our delivery agents need to have ample time to restock, Council service center cookie cupboards will be closed on Mondays (with the only exception being Monday, January 11) and Tuesdays. Keeping the cupboards closed early in the week should avoid any unnecessary trips only to find the cupboard empty or out of the variety you need.

Volunteer Service Unit Cupboards – Open January 11-February 21*
Service unit volunteer-run cupboards are located throughout the council's 40-county jurisdiction. Please be considerate when calling these volunteers and realize they may work odd hours or may have small children. Check with your SUCM or local service center for the cupboard locations nearest you. **Most service unit cupboards will remain open through February 21; however, those with little activity may close earlier.*

Service unit volunteer-run cookie cupboards will be closed on Mondays and Tuesdays (with the only exceptions being Monday and Tuesday, January 11 and 12) and other closed days vary by cupboard. Closing the cupboards on Monday and Tuesday should avoid any unnecessary trips only to find the cupboard empty or out of the variety you need.

Mobile Cookie Cupboards
Some of our rural areas may be served by a mobile cookie cupboard. Troops **must** use the Planned Ordering process to receive cookies from these mobile cupboards. Be at the designated pickup location at the designated time to receive your cookies – the driver will not wait for late troops! Due to the distance from our service centers to some of the more rural areas we serve, a minimum combined order is required for mobile cupboard deliveries. Check with the council's Product Program Team if you need more information.





DAMAGED COOKIES



Even with the quality control at ABC, there are instances when a case of cookies might be damaged, short a package, packages within a case damaged or a customer complains about the quality. These cookies can be replaced WITH THE SAME VARIETY. Replace the damaged package for the consumer with one from your troop inventory and then exchange the damaged package at a cupboard. You do not need to return the entire case, only the damaged package(s).

Credit for damaged packages cannot be given. Troops **must** exchange damaged packages at a cupboard for cookies of the same variety – no credit will be given in Smart Cookies. All damaged packages must be exchanged by February 25.

If you are short a package from a full case, notify the council's Product Program Team.

TOO MANY COOKIES – WHAT SHOULD I DO?



Don't wait until the last minute to ask for help or let others know you have an excess supply! If you have too many of a particular variety or varieties, you are encouraged to exchange or transfer them to another troop that needs them in your service unit **early** in the program. If you wait too late, you will have a difficult time finding a troop that needs them, and you will need to hold more booth sales. Your Engagement Manager, Service Unit Cookie Manager or Service Unit Specialist should have an e-mail list and be willing to assist you by e-mailing your excess inventory to others that may need them or posting the information on a service unit social media page. Some service units also have a Facebook page where this information can be shared. Remember – you are financially responsible for all the cookies your troop receives. No returns or exchanges.

If a transfer of cookies to another troop is made, it will be the responsibility of the troop who forfeits the cookies to enter the transfer in Smart Cookies (only one troop should enter the transfer, not both) (How To: 10). A receipt must be issued any time cookies change hands. No troop-to-troop transfers should be completed in Smart Cookies without a corresponding cookie receipt.

FINANCIAL PROCEDURES AND GUIDELINES



Handling funds within the troop

Because a large portion of cookies sold are paid via credit cards, troops are not authorized to request parents/guardians to pay for the cookies up front when they receive them from the troop inventory. Should a parent/guardian owe funds to the troop at the end of the cookie program, the Troop Cookie Manager should follow the Girl Unpaid Funds Procedures and submit the Girl Unpaid Funds Form, in addition to the requested paperwork, to the council by the established deadline. Following the Girl Unpaid Funds Procedures protects the Troop Cookie Manager (and the troop) from the liability of unpaid funds to the troop.

- Count all cash in the presence of a second person. Document money collected and always have two adults initial on the tally sheet. Smart Cookies does not allow the troop volunteer to enter money collected at booths or money deposited into the troop account to be entered in Smart Cookies, so record this information separately elsewhere.
- To easily keep track of money received and still owed by a girl, enter the amount she turns into the troop in Smart Cookies (How To: 12).
- Always complete a receipt (M3) anytime cookies or money changes hands between the troop and the caregiver. When the transaction occurs, give the caregiver the yellow copy and keep the white copy for the troop records. If a transaction occurs between two troop volunteers, the original white copy should be retained for troop records by the troop who forfeits the cookies. You will need these signed receipts if there is outstanding money due to the troop at the end of the sale or if you have cookies unaccounted for. Always ensure the receipts are clear, legible, and do not have any cross-outs (if you make a mistake, complete a new receipt).
- Plan to collect money from the girls each week. Remind the girls of your troop due dates. If caregiver cannot meet with troop volunteer to submit/collect funds, the troop volunteer should provide troop banking information to girl/caregiver to make the deposit directly into the troop account.
- Troops should make deposits **promptly and frequently** to the troop account to avoid holding large amounts of cash. Cookie program money should not be deposited into a personal account.

- If your troop elects to accept checks, don't "hold" any. Deposit checks into your troop account promptly as there will be less chance of them being returned.
- Do not allow cash/checks/proceeds from booth sales to accumulate in your home and roll over to subsequent booths- deposit funds into your troop account immediately after each booth.

Customer payments to troop for cookies
Troops can accept payment from customers for cookies in the form of cash, credit card (see details below) and, if troop leadership elects to do so, personal checks. All consumer payments for cookies (minus credit card payments through Digital Cookie) must be deposited directly into the troop checking account (not a personal or business account). Make deposits to your troop bank account **promptly and frequently**.

The troop leadership will decide if the troop will accept personal checks for products. In the event checks are accepted and a check is returned as worthless, Council will work with the Troop Leadership Team to assist the collection on the worthless check, but the troop assumes 100% liability.

If a troop accepts checks as payment for products, the troop should ensure they obtain the street address of the check maker and valid driver's license number or NC Identification number. If this information is not obtained, it is difficult to collect for a worthless check. We also recommend that the seller's name is written on the memo line to help in the dishonored check recovery process.

Credit card payments through Digital Cookie
Credit cards, Venmo and Pay Pal are accepted as payment methods through Digital Cookie from customers. The following credit cards are accepted: VISA, MasterCard, American Express and Discover. When the payment transaction is complete, the financial transaction is both tracked and posted to your Smart Cookies account and Digital Cookie. (Funds are <u>not</u> deposited in your troop bank account.) The council will absorb all of the transaction-related fees when collecting payments through Digital Cookie.



All payments accepted through Digital Cookie are automatically recorded in Smart Cookies (and Digital Cookie) and both the girl and her troop will receive automatic financial entries in both platforms to credit their accounts, minus "troop" booth sale financial transactions which are only credited to the troop account.

<u>For booth sales</u>: When using Digital Cookie, users should select the "troop" user option for credit card transactions. Selecting the "troop" will not tie the financial transaction to a specific girl.

Financials and Reporting
Funds collected online through Digital Cookie are <u>not</u> deposited into the troop account; however, the troop receives a financial credit entry in both Smart Cookies and Digital Cookie. When viewing your financial transactions in Smart Cookies, booth sale credit card transactions begin with a BT (booth transaction) and the "bank" is identified as Booth Payment Credit Card.

For online girl delivery (minus orders for cookie share only) and in-person girl-delivered orders and booth sales, the troop volunteer must enter any cookie package transfers to credit the girl for the sale towards her recognition totals since the cookies are received from the troop inventory. (Shipped orders and online girl-delivery cookie share only (when order <u>does not</u> include any of the regular eight varieties) are automatically credited to the girl account toward her recognitions and overall sale totals.)

Credit card declines
If your troop is trying to accept a credit card as payment and you receive a notice on your end that the credit card is declined, **the card has been declined. Do not make multiple attempts to try and get the transaction to go through** – simply tell the customer the transaction did not go through and that you cannot accept the card as payment.

We've often heard that a girl, when trying to process a credit card payment, states that a card was declined at a cookie booth. The customer shows them on their phone that the transaction "hit" their account. When this happens, most likely the bank is recording the attempts – some banks do this and then drop the attempts after 24 hours. DO NOT give them cash/money back. The customer can contact their bank to confirm if their account was actually charged (or

whether or not the charges were dropped) and your troop will not be out of money. If there is not a transaction posted on your Smart Cookies and/or Digital Cookie account, the transaction did not go through.

If the customer is persistent on a refund, write down the following and report it to the council's Product Program Team. Give them your name and troop number and the council phone number (800-672-2148) for them to follow up if needed.

- Name of customer
- Amount of transaction
- Date of transaction
- Location of transaction
- Troop number and your contact information
- Details of what happened

If a refund is due to the customer, the council (or you) can issue the refund after the transaction in question has been researched and confirmed that the customer is due a refund.

Credit card refunds
If a refund is due to a customer, the Troop Cookie Manager can issue a refund for the full amount (no partial refunds) from the Orders tab in Digital Cookie.

Square and other mobile credit card processing systems
Although the preferred method for collecting electronic payments is through Digital Cookie, other mobile credit card processing systems can be used, but are discouraged due to the fees incurred by the troop.

Some troops may prefer funds to be deposited directly into their troop bank account. So, in addition to the Digital Cookie credit card feature, troops have the option to select a mobile credit card processing system of their choice. Troops can sign up with any provider, but volunteers should read the company's agreement carefully before signing up.

When you sign up, you should link the mobile credit card processing account to the troop bank account. Use the name and mailing address associated with the troop bank account in the application. Do not link the mobile credit card account to a personal or business account. Do not use the council or GSUSA name or address in your application.

Most mobile credit card processing systems charge a "swipe" fee for each transaction, in addition to possible other fees. Your troop must absorb these fees, and they cannot be charged to the customer. The customer cannot pay any more or less for cookies than the per package price established by our council. However, your troop can require a certain minimum purchase to use credit cards. Some troops have set this at a minimum number of packages or a dollar amount.

Venmo and personal money payment apps
The transfer of funds to/from troop bank accounts to/from EFT (electronic funds transfer) apps such as Venmo, Zelle, CashApp or PayPal are not approved for troop banking due to the limitations of an audit trail within a personal account and lack of fund transparency. There is also additional risk that the person sending the money cancels their transaction before the funds are received, leaving the troop out of both the cookies and the money.

Venmo and PayPal are only authorized as payment methods for cookies when payments are processed through Digital Cookie, as there is no liability to the troop if the receiver decides to cancel their transaction.

Girl Scout cookie funds should never be deposited into a personal bank account, only in a troop/service unit bank account. If a volunteer and/or parent elects to ignore this policy, he/she could be subject to receiving a 1099K and opens themselves to sales tax liability if cookie funds collected via the EFT apps equals the IRS minimum threshold income level.

Electronic payments from parents
GSCP2P troops are authorized to use the GSUSA-approved online payment system, Cheddar Up, for internal troop financial transfers (such as parents paying the troop for cookies, troop trips, dues, etc.).

Bank fees and cash deposits
It's cookie season – which means there are lots of cash deposits happening. Most banks, including our banking partners at First Citizens and Truist, have a **$5,000 monthly cash deposit limit** before incurring fees. Deposits exceeding this amount may be subject to additional charges. While they're normally small amounts (like $.30 per $100 over limit), there may be a way to avoid paying the fees.

To avoid these fees, consider spreading your cash deposits. If your troop is approaching the $5,000 limit at the end of February, wait until March 1 to deposit any remaining cash funds. Deposits shouldn't be held for long but, if you are close, split up the deposit to plan ahead and save.

Troop payments to the council
GSCP2P will automatically make two (2) withdrawals from the troop's bank account during the cookie program.

The first amount withdrawn on March 4 will be equal to 60% of the balance due to the council for all orders through February 6 listed below. Note that Smart Cookies will account for funds collected via credit card sales through Digital Cookie through February 24.

- Your troop's initial order
- Gluten-free Caramel Chocolate Chip Cookies preordered by your troop or picked up at a cupboard
- Cupboard-to-troop transfers (cookies your troop picked up at a cupboard)
- Troop-to-troop transfers
- Cookies for a Cause sales entered in Smart Cookies through the Virtual Cookie Share screen

The second amount withdrawn on April 1 will be the full remaining balance owed by the troop. Please note that because of limitations in Smart Cookies, troops who participated in the Fall Product Program and sold at least 100 items, will receive the additional $.05 per package proceeds on April 8 – they will not be credited towards your March 4 or April 1 ACH withdrawals.

Because Smart Cookies uses entry transaction dates to pull ACH information (which may not be the actual pickup date), troops should use their cupboard receipts to calculate their cupboard pickup total through February 6 (as the transaction date in Smart Cookies may be a few days after February 6 on some cupboard-to-troop transfers).

A few days after the ACH withdrawals are complete, your ACH withdrawal amount will be uploaded to Smart Cookies by our finance team so that your Troop Balance Summary Report will accurately reflect your new balance due to the council. However, it can take up to 10 business days for our bank to notify us of ACH rejections. If your troop withdrawal was rejected, Smart Cookies adjustments will be posted as the information is provided to us, which may affect your reflected balance due.

Troop Unavailable Funds Form
If a troop does not or will not have sufficient funds to cover an ACH withdrawal, the troop must complete the Troop Unavailable Funds Form (located on the council website) and return it to our council finance department by March 1 (for March 4 withdrawal) and March 25 (for April 1 withdrawal). Because of the processing time and coordination with our financial institution, **no late forms can be accepted**.

There is a 2% deferral fee (or $20 minimum) that will be charged for any deferrals. The deferral fee will be collected as part of the final ACH withdrawal from the troop account. If the deferral is requested on the final withdrawal, the fee will be collected with the amount deferred as referenced below. A troop must submit a separate Troop Unavailable Funds Form for each ACH withdrawal if more than one deferral is requested.

There is a 2% rejection fee (or $35 minimum) that will be charged for any ACH rejections. The rejection fee will be collected as part of the final ACH withdrawal from the troop account. If the final ACH withdrawal is rejected, the fee will be collected with the amount rejected as referenced below. This fee may or may not be included in the total in the ACH e-mail notification.



If your troop requests a deferral on the final payment, the Troop Cookie Manager and Troop Leadership Team will be notified via e-mail of the troop balance including all fees. This e-mail will come approximately 10 days after the withdrawal date and will give you the next ACH date. The above referenced rejection fee will apply to any ACH that is returned.

The council will continue communication with the Troop Cookie Manager and Troop Leadership Team to collect any outstanding cookie balance and fees. The council may collect outstanding debt any time through ACH or any other collection process available.

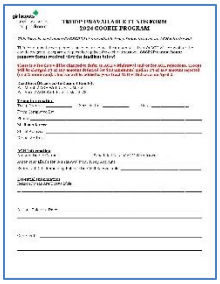
The troop is responsible for any NSF fees charged to their troop account.

Council payments to troops
Troops who are due a refund from the council for overpayment due to credit card sales or earned the additional $.05 for selling at least 100 Fall Product items will receive their refunds as a credit to their troop account on April 8.

Girl rewards
Caregivers must pay their Girl Scout's cookie balance in full by March 31, 2027, to be eligible for Top Seller recognition, Super Seller rewards, and all rewards for selling 1,000 packages or more. In addition, girls with past-due accounts beyond March 31, 2027, forfeit all Super Seller rewards. The council has the right to hold individual girl rewards at its own discretion.

Discrepancies in troop inventory vs. Smart Cookies
Any discrepancies on Cookies for a Cause sales (Cookie Share/donations) and cupboard or troop transfers must be reported to the council's Product Program Team by March 9 so that your final ACH withdrawal can be adjusted. After March 9, the council has the right to refuse reimbursement for troop overpayment.

Girl unpaid funds to troop



If the troop has a girl with an outstanding balance due to the troop, the troop should complete and return the Girl Unpaid Funds Form to the council along with all requested documentation no later than March 31. This form and the Girl Unpaid Funds Procedures can be found on the council website. Troops that submit late information on girl unpaid funds will not be considered for reimbursement from the council, but the council will assist the troop in the collections process. We must have the original paperwork signed by the parent and not copies.

Girls/parents are financially responsible for all the cookies they sign for. If a troop accepts cookies back from a girl or allows her to return them after established deadlines, then the troop assumes liability for the cookies and is responsible for payment of them.

Counterfeit bills
Do not accept any bills larger than $20 as troops are financially responsible for any counterfeit bills received by the troop larger than $20. For counterfeit bills of $20 or less, the troop will be responsible for 25% of the value of the bill; the council will absorb the remainder of the loss (75% of the value). The council will deduct 75% of the value of the bill from the troop ACH withdrawal (or reimburse if after final withdrawal), but a copy of the police or bank teller report must be provided to the Director of Product Operations.



Credit card disputes & chargebacks
Adults should always supervise girls to ensure the correct amount is charged to each customer. If a customer notifies our merchant payment provider that an incorrect amount was charged to him/her and disputes a charge for a transaction made through Digital Cookie, the troop who made the sale will absorb 50% of the disputed amount and council will absorb the remaining 50% if the troop cannot confirm the disputed amount was in error. If the troop can/does confirm the disputed amount was in error, the troop will absorb 100% of the disputed amount.

Keep your cookie program receipts
It is important for Troop Cookie Managers to keep all receipts related to the cookie program for a period of six months after the sale. This is especially important if you have girls with an outstanding balance to your troop, your troop inventory of cookies is in question, or you have any troop-to-troop transfers with another troop. Even if you have no internal troop inventory or girl financial concerns, if you transferred any cookies to another troop who has an outstanding balance due to the council, copies of your receipts for the cookies you transferred to the troop may be requested by the council.

COOKIE BOOTHS

More information on cookie booths and the Smart Cookie lottery can be found in the document titled 2027 Cookie Booth Information for GSCP2P Troop Volunteers.

Selling Girl Scout Cookies is a privilege granted by local merchants. It is a fragile privilege and, if abused even unintentionally, could cause Girl Scouts to lose the opportunity permanently. Girls need to be careful and considerate of the merchant's property and customers. TCMs should review the *Safety Activity Checkpoints* for Product Sales with girls. All girls who participate must be registered Girl Scouts.

Cookie booths (direct sales) are a great way to help girls achieve their goals and develop skills in planning, handling money and working together as a team. The following suggestions will help make your troop's cookie booth a positive experience for you, your girls and everyone involved.

Remember, as you and the girls participate in the program, you are representing over three million Girl Scouts in the country. Good manners are always appropriate!

Begin planning early. When you attend your service unit training, your SUCM or SU Cookie Booth Coordinator should cover the details of how you can set up your own troop-secured booths. Hot spots, "prime" locations and some other booth locations will be secured by a volunteer from your area or council staff and will be part of the Smart Cookie Booth Lottery.

Your booth must be held within the council boundaries of Girl Scouts Carolinas Peaks to Piedmont. Troops can cross over county lines to hold booths and secure "troop-secured" locations beginning January 15 if the booth is within council boundaries. At no time are troops permitted to hold a booth outside our council boundaries or prior to January 15.



"Prime" booth locations and some locations that only want to communicate with one volunteer from your area or council (not all troops individually) will be secured for troops within our council both by council staff and volunteers from your area. Some hot spots/prime booth locations include Walmart, Sam's Club, Dunkin Donuts, Food Lion, Hanes Mall, Friendly Center, the Asheville Mall, all Lowes Foods locations and some Lowes Home Improvement locations. **Harris Teeter no longer authorizes booth sales.** These businesses should not be contacted directly by troop volunteers to hold a booth. Ask your Service Unit Booth Coordinator which locations will be entered in the Smart Cookie booth lottery from your area.

All locations secured by one person for all troops within our council (by volunteers or council staff) will be entered in Smart Cookies and all troops can participate in the council-wide lottery to secure them. Troop volunteers should refer to the document called 2027 Cookie Booth Information for GSCP2P Troop Volunteers for more information. Remember, some service units may not have a volunteer to secure booths so not all possible locations will be entered in the booth lottery.

Controversial cookie booth locations
Cookie booths should only be made in partnership with businesses, organizations or events that a girl can enter unaccompanied by an adult. If a location requires a customer or attendee to be 18 or older to enter (some bars, tobacco stores, vape shops, liquor stores, etc.), they should not be a Girl Scout Cookie booth partner. In other words, girls should not set up in front of establishments that they themselves cannot legally patronize. Instead, look for other partners nearby that may be a better fit for girls, but still give them access to the desired customer traffic. Do not set up at a location that may negatively impact our brand in your community or could be considered controversial (for example: gun show).

Restaurants
If cookie booths are held at a restaurant that has a bar, the cookie booth should not be set up in the bar area. The restaurant must also be "family friendly."

Bars, Breweries and Wine Shops
Such establishments must be "family friendly." If the environment of the establishment changes to an "adult" environment during evening hours, cookie booths are not permitted in such environments. In addition, booths can only be held at locations that will allow Girl Scout troops to sell cookies without promoting the sale of alcohol.

Our council does not promote, nor does it endorse any troop-level event related to the tasting of Girl Scout Cookies with alcoholic beverages. To protect our brand, no businesses or individuals within our council boundaries are authorized to use the Girl Scout logo or our Girl Scouts Carolinas Peaks to Piedmont council logo to promote a business without the prior consent of our council's Chief Marketing Officer or another member of our council's Executive Team.

Although tasting events do sometimes occur within our council jurisdiction, Girl Scout cookie booths can only be held in establishments that meet the same conditions as listed above. In addition, Girl Scouts holding booths at pairing events may need to obtain a Special Event Alcohol Permit and notify local law enforcement of the event. A fee is required to obtain the Special Event Alcohol Permit, and it must be applied for at least 14 days in advance of the event. Please note that we do not have any control over a business that might purchase Girl Scout Cookies and provide them as a dessert or for tasting their customers. Such businesses, however, do not have permission to use the Girl Scout name or Girl Scout logo and cannot resell the Girl Scout Cookies.

Questions on alcohol/cookie pairing events should be directed to our council's Resource Development Team.

Drive-Thru Cookie Booths



Drive-thru cookie booths are allowed in parking lots away from highways and where the lot is large enough to space out and keep girls away from traffic. The same rules as a normal cookie booth should be followed. Cones and tables or other physical barriers should be used to keep the girls and volunteers visible in the drive-thru area and away from passing cars. Cones and signage should be used to help customers know which way to drive.

Drive-thru booths must be listed as drive-through in Smart Cookies – i.e. Drive-Thru – Jeannie's Market. At least three adults MUST always be in attendance, and at least one adult must be registered for the current membership year and have a current approved background check on file.

Possible roles: Girls – Creating and marketing signage to encourage customers, relaying information between stations, putting cookie orders together. Adults – Money handling and transactions, transferring cookies to cars.

See Drive-Thru Cookie Booths flyer on our council website for more information.

Ordering cookies for a booth

When ordering cookies for your booth, plan on selling no more than 25 to 30 packages an hour or 12 to 15 cases a day. Popular varieties such as Thin Mints and Caramel deLites sell the best. As a general guideline for your first booth sale, stock up with percentages recommended in the chart to the right. After your first booth sale, fill in with the varieties that have sold the best for your troop.

As a general guideline for your first booth sale, stock:	
Thin Mint	23%
Caramel deLites	18%
PB Patties	15%
Lemonades	12%
Exploremores	10%
PB Sandwich	9%
Trefoils	7%
Adventurefuls	6%

If you arrive at a cookie booth and there is another troop there due to a scheduling conflict, please share the time and come to a fair compromise in a calm, courteous Girl Scout manner. Remember, you are being viewed as a role model by the girls and a representative of GSCP2P. If you need to cancel, notify the business, your SUCM or the council as soon as possible. There may be others waiting or wanting to use the location.

Mini Booths

Booths are a great way to build teamwork and have fun together, but some girls may opt to host individual booths based on their location, schedule or goals. One Girl Scout may host a Mini Booth (lemonade stand style booth) provided she is supervised by her own parent/guardian or another **registered** adult female who is registered and has a current background check on file. Sisters, or girls in the same household, may participate in this kind of booth together.

Girls must notify their Troop Cookie Manager of the date, time and location of their Mini Booth. This is to ensure there is an adequate supply of cookies for the booth, as well as address any safety concerns and issues that may arise from customers.

The same booth sale guidelines for holding a Mini Booth as a regular troop booth apply, with the exceptions noted below. In advance of holding the Mini Booth, the parent/guardian must get permission from the business/booth location sponsor. The booth can be listed in Smart Cookies, but the troop volunteer must enter the booth information.

Special guidelines for Mini Booths:

- The adult in attendance must be a parent/guardian or a registered adult member with a current background check on file. The parent/guardian is not required to be registered, but he/she is not covered by the Girl Scout Activity Insurance if he/she is not registered should an incident occur.
- Mini Booths can be listed in Smart Cookies, but they must be entered by the Troop Cookie Manager.
- If the parent/guardian obtains cookies for the Mini Booth from the troop inventory of cookies, the Troop Cookie Manager should review the troop's procedure on returning the unsold cookies prior to the cookies being removed.
- Cookies for the Mini Booth can be sold from the girl's inventory of cookies.
- Mini Booths cannot be held in the same location as a council- or service unit-secured booth. Locations that are in the council-wide booth lottery are not authorized. In addition, booths cannot be held within eyesight of a regular troop booth or, if the booth is held inside a mall or business, anywhere else within the mall or business.
- Mini Booths should only be held at smaller, local sole proprietorship businesses; Mini Booths may not be held at a large business that would normally hold a troop attended cookie booth. Here are a few examples:
    - Food Lion – No
    - Walmart – No
    - Lowes Foods – No
    - Rudicill Mini-Mart – Yes
    - Stan's Drycleaning Service– Yes
    - Reuse Consignment Shop – Yes
- If another girl from the troop participates in the booth, troop booth procedures apply and a minimum of two adults must be in attendance and at least one must have a current background check on file. This does not apply to a sister or another Girl Scout who lives in the same household.

- At no time should the Mini Booth or Girl Scout be left unattended by an adult. If, at any time the Girl Scout or adult should need to step away from the Mini Booth, cookies, money and anything of value should be taken to a secure location and locked up until both the adult and Girl Scout can return.
- Girls Scouts participating in Solo Sales are not eligible to hold a Mini Booth.

The purpose of Mini Booths is to give girls more opportunities to achieve their goals, not to replace the regular troop booth.

Troop Cookie Sales Link – Troop Ship Only Link

Troops (as a group) have a unique link for selling cookies online that girls can share throughout the cookie program to promote touchless ordering and curbside pickup of cookies. The link can be found in Digital Cookie. All orders placed via the Troop Ship Only Link are prepaid by credit card. The cookies ordered using this link will post in the Smart Cookies Booth Divider in Smart Cookies and troop volunteers should divide the packages sold through the link between all participating girls in the troop (How To: 16).

The Girl Scout Cookie Finder/cookie booth locator



The Girl Scout Cookie Finder (located at www.girlscoutcookies.org) is a web page visited by customers to find cookies by zip code. When customers enter their zip code, the Cookie Finder will locate in-person cookie booths within a 25-mile radius. If desired, customers can expand the radius. When troop-secured booths are entered (and approved) in Smart Cookies, or booths are secured via the council lottery, the booth information will be automatically sent to the Girl Scout Cookie Finder. It is critical to keep booth cancellations and additions up to date so customers have access to the correct booth information.

Troop-secured cookie booths and the Girl Scout Cookie Finder

If you secure your own troop booth and it is not one secured by the council or a volunteer in your service unit, be sure to enter your cookie booth date, time and location information in Smart Cookies. (Refer to the 2027 Cookie Booth Information for GSCP2P Troop Volunteers on the council website.) The information you enter here will be automatically uploaded to the Girl Scout Cookie Finder and your booth sale details can be viewed by anyone looking for Girl Scout Cookies.

A short time after entering your troop-secured booth information in the cookie booth section of Smart Cookies, you will get an "approved" or "denied" e-mail from noreply@abcsmartcookies.com. Approval means your booth is approved to be listed on the booth locator. (It does not mean the council has secured the booth location for you.) Denied means your booth information has already been entered, or there is an issue with the booth location. Remember- unless arranged by the council or a volunteer from your service unit, you are responsible for securing the locations for your booths (i.e. obtaining permission from the booth sponsor/merchant).

After entering your troop-secured booth information in Smart Cookies, it may take several days for your booth location to be listed on the booth locator at www.girlscoutcookies.org.

In the event financial consideration is given to troops whose booths are cancelled **by a member of the council's Product Program Team or the council's Executive Team** due to unplanned circumstances, financial credit will not be considered if the booth is not listed (or if troop-secured listed and approved) in Smart Cookies.

Cookie booth dates

Troops can begin having cookie booth sales on January 15 and go through April 4. Troops that have cookies remaining beyond April 4 can request special permission from the Director of Product Operations for an extension. Permission for extensions will be granted on a case-by-case basis. Under no circumstances should cookies be sold beyond their expiration date. Cookies should always be stored in a cool room to avoid excess heat and direct sunlight.

Even though troops can hold cookie booths through April 4, established ACH withdrawals from your troop account will occur as scheduled with the final withdrawal on April 1.

General guidelines



The troop is responsible for bringing change and equipment and they should not ask the merchant to furnish anything for the booth. Have a cash box and take change with you. Do not accept any bills larger than $20. If a bill looks counterfeit, do not accept it (see Counterfeit Bills information on page 19). Accept personal checks at troop risk. (The council will not assume liability for a worthless check.)

Schedule girls to staff the booth so all girls who want to participate have a chance to do so. Although the booth minimum is at least two adults and one Girl Scout, 3-4 girls are highly recommended. GSCP2P does not recommend having more than 3-4 girls at one time. *(The minimum of one Girl Scout in attendance at a troop booth should only occur in instances where other girls in the troop cannot attend the booth, such as inclement weather or after the end of the sale when the troop is trying to alleviate all excess inventory and other girls are not available.)* Ask the girls to come in shifts, so you won't have to be concerned for all of them at once or have them overwhelming customers. Selling Girl Scout Cookies is a program activity and money-earning activity for Girl Scout troops. The public needs to be aware that they are benefiting girls by purchasing Girl Scout Cookies. The best way to increase this awareness is by having girls at booth sales.

At a troop meeting, practice with girls on how to approach customers and ask them to buy them politely. Most businesses ask that you do not approach customers but instead let the customers come to you. Be courteous! Please remember that a cookie booth is a window through which the public views and judges Girl Scouts. Say "please" and "thank you" to all persons approached- never be pushy or rude! Always be on your best behavior. Remind girls that they are there to sell cookies, not to visit with each other or friends who pass by. Remain near booths. Do not approach cars in parking lots, block store entrances, or pursue customers into businesses. If a customer passes you without making eye contact, they may be avoiding being asked to purchase Girl Scout Cookies. Please do not engage in carnival type "barking," yelling or similar types of soliciting.

Girls should be identifiable as Girl Scouts. Appropriate dress is official Girl Scout apparel, Girl Scout pins or Girl Scout sash or vest. Girls and adults should dress neatly. Uniforms are always appropriate and encouraged and tend to increase sales. Also consider the weather when dressing, as most cookie booths are conducted outside.

Eating, drinking, and chewing gum should be avoided by girls and adults. Snacks off to the side are ok. Smoking is not permitted in the presence of girls at any Girl Scout event.

Girls should avoid using social media or playing on their mobile device at their cookie booth- they should always be attentive to the customers' needs. Girls should have constant interaction with customers.

The adult in charge of the cookie booth should check in with the merchant/booth sponsor before the booth is set up and the girls arrive. Put your booth in the area designated by the merchant. Do not allow your girls to block walkways, entrances or exits or stand in the way of the customers. Girls should never be allowed to run in and out of the place of business or to go off alone.

Adults must stay with the girls. They should never wait in the car and leave girls alone or without a responsible adult.

Advertise your booth by putting up posters ahead of time to let people know when and where you will be. Set up your booth in an attractive manner, using eye-catching signs and posters. Keep the area clean and orderly.

Protect the cookies! KEEP THEM OUT OF THE SUN. The chocolate varieties will melt, even when it is cold outside.

If your troop is participating in Cookies for a Cause, adhere to all promotion information.

If you secured your cookie booth through the Smart Cookies lottery or First Come, First Serve, refer to the Council and Service Unit Secured Booth Location Guidelines for specific rules regarding your booth location.

At the conclusion of the booth, clean up the area and dispose of any trash. Send a thank you note to your location sponsor, thanking both the business and its customers for buying Girl Scout Cookies. Evaluate the sale and write down what you need to remember for next year. Write down how many cookies you sold by variety so you can better stock for future booth sales.

Donations at cookie booths

Girls cannot solicit cash to fund troop activities or other organizations at a cookie booth. Troops can accept donations to purchase a package or a portion of a package of cookies for Cookies for a Cause. Other than Cookies for a Cause, the troop is not permitted to solicit any other gift of caring projects. If a donation "jar" is used, it should be clearly labeled that the donations will support Cookies for a Cause.

Pets at cookie booths



Pets, other than service animals, are not permitted at cookie booths due to the liability associated with them in a public place. Pets are sometimes included in Girl Scout activities that are intended to involve pets – i.e., pet care badges/activities, girls working with service animals as projects – but there is no activity for pets at a booth sale.

Adults assisting cookie booths should be registered.

Adult-to-girl ratios as required in *Safety Activity Checkpoints* must be maintained at cookie booths/cookie shops, with a minimum of two (2) unrelated adults, one of whom must be female. Additionally, one of the volunteers must have a current, approved background check through GSCP2P.

Can unregistered siblings attend cookie booths?

A cookie booth, just like any other Girl Scout program, is designed for Girl Scouts and is not intended for siblings (tag-a-longs) to participate. Siblings are not covered by Girl Scout activity insurance.

THE GIRL SCOUT COOKIE TRADEMARK

Girl Scouts of the USA (GSUSA) has contractual relationships with select companies to include Girl Scout Cookies and Girl Scout cookie-inspired flavors in their products and to use the Girl Scout name and trademarks in conjunction with those products. These rights are granted under national licensing agreements, and GSUSA is the only entity that may enter into such an agreement.

A restaurant or small business may use Girl Scout Cookies in its desserts, provided it buys the Girl Scout Cookies directly from a Girl Scout, but it cannot use the Girl Scout name or trademarks to brand and market the products. Examples of prohibited uses are "Thin Mint Shake," "Girl Scout Cupcake," "Trefoil Cake" and other similar constructions. Girl Scout Cookie names can be used in the list of ingredients on a menu or in-store signage, such as "Milkshake made with real THIN MINTS® pieces."

Businesses cannot use the Girl Scout logo or Girl Scout Cookie boxes in any way, including displays and on social media.

COOKIE SALES AND SOCIAL MEDIA SITES

Marketing on social media should be limited to personal pages, so that the cookies are being advertised to friends, family, and acquaintances only. Posting on any "yard sale" or open forum pages should be limited only to advertising that a troop is having a booth sale at a particular location. For safety reasons, there should be no postings encouraging one-on-one transactions. Girl Scouts should not post on eBay. Always remember that the Girl Scout Cookie Program is a girl activity, so the girl must be involved with the transaction. Arrangements should be made to deliver any cookies sold via the troop booth link in a public "safe" location during daylight hours.

As for girls vs. adults, most social media sites require an individual to be at least 13 years old to have an account. So, it is ok for a parent to post on their personal page that her daughter is selling cookies and to contact her if they would like

to make a purchase, but the Girl Scout must be involved in the transaction. It's not ok for either the girl or parent to make a post on a public, open forum selling site (i.e. no Craigslist, Facebook Marketplace, etc.) where there would be a one-on-one transaction.

Other relatives (grandparents, aunts/uncles, etc.) sharing a girl's cookie link on social media should adhere to the same guidelines as established for a girl and her parents/guardians. Cookie posts should be made only on a person's individual, personal Facebook page, and the girl must still be involved in the sale in some way. Posts requesting orders, sharing links or offering to meet in person for cookie sales should NOT be made in any open or public form including Facebook Marketplace, buy-sell-trade groups, Craigslist, eBay or any other similar site. The only information that should be posted publicly is the advertising of the date, time and location of a troop cookie booth.

Girls have a personal URL and troop booth URL (accessed through Digital Cookie) to share via e-mail, text or social media. When sharing personal URL's, direct ship is always an option for delivery. The option for a girl to make a delivery when sharing her personal URL will only be available to a customer if she opts in for girl delivery in Digital Cookie. Although we understand comments can be viewed and shared on social media by a larger audience, girls personal URLs should be posted on personal pages only.

Here are a few practices that should be followed for girl delivery of cookies to customers not known by the girl or her parent/guardian:

- Meet at a public pickup location only such as a local library or police department parking lot or the entrance of a neighborhood. Always use a safe location in a public place. Never enter the home of a stranger.
- Never share your home address online as a pickup location.

For orders placed via a troop booth URL:

- The day before the booth, girls work together to prepare the orders. Enclose a personal thank you note with each order.
- Consider sending e-mail reminders to customers about pickup hours and location.
- On the day of distribution, stage the cookies for pick up, assign roles and responsibilities. Use a safe, public pickup location and distribute only during daylight hours.
- When customers arrive, verify orders and place cookies in cars – contact free!

COOKIE TYCOON PROGRAM

Girl Scouts can take their cookie business to a new level- by empowering a business partner at their favorite local business to sell at their storefront (provided the below programming requirements are met and activities recording in Google Classroom). If a Girl Scout has a personal contact with a local sole proprietorship business, she may set up two remotely managed unattended booths (Tycoon booths) at those places of business, provided the booths are not at a large business or business that would normally hold a troop attended booth.

All registered Girl Scouts of all age levels can participate in the Cookie Tycoon Program. Girls must be registered in Google Classroom (prior to Tycoon booth setup) and activities recorded in Google Classroom. Tycoon booths can be set up between January 25 through February 28.

If girls meet the requirements, they will earn the 2027 bar patch reward.



See the Cookie Tycoon Program on our website for complete details.

COOKIES FOR A CAUSE



Girl Scouts Carolinas Peaks to Piedmont (GSCP2P) is once again supporting our council-wide service project and Gift of Caring program, Cookies for a Cause. Through this program, our goal is to support local "cause" agencies or groups each year. This year, we will also continue our tradition of showing and support of our U.S. military, both active-duty and retired, serving in the United States and aboard as well as providing cookie donations to our local food banks.

Cookies for a Cause are referred to as CShare, Cookie Share, Virtual Cookie Share or Donation in Smart Cookies. Cookies for a Cause is referred to as a "Donation" in Digital Cookie.

Each girl who sells at least 18 packages of cookies for Cookies for a Cause will receive a special patch (regardless of the troop proceed plan chosen). Other rewards can also be earned for participation and are listed on the rewards flyer.

TROOPS WILL NOT HANDLE/TRANSPORT COOKIES ORDERED FOR COOKIES FOR A CAUSE. COUNCIL STAFF WILL COORDINATE DELIVERY OF COOKIES SOLD FOR THIS SERVICE PROJECT (IN COORDINATION OF TOP-SELLING C4C TROOP IN EACH SERVICE UNIT) FROM WAREHOUSE TO THE RECEIVING AGENCY.

How can girls participate?
Explain the service project to your troop so that each girl understands and can explain to her customers why she is participating in the service project. When a girl takes a cookie order or makes a direct sale, she should ask her customer if they would like to purchase packages to support our Cookies for a Cause service project and/or write a letter of encouragement to a soldier. This is a good option for those customers who say they are on a diet, have diabetes, don't eat cookies, etc. With a donation to Cookies for a Cause, they can still support Girl Scouts. She should also ask her customers if they would like to write and contribute a letter of encouragement.

If a customer agrees to purchase cookies for Cookies for a Cause, she should write down the customer's order on her order card and put the number of packages they wish to purchase in the "Donate Cookie Packages" column. Girls should give the customer a receipt for the Cookies for a Cause cookie purchase (found on the hidden page of our council website). Periodically throughout the program, each girl should report her Cookies for a Cause sales to the troop volunteer to record in Smart Cookies (when necessary) and turn in money collected.

If the order is placed online through the Digital Cookie "ship" method or "girl delivery" and none of the regular eight varieties are ordered, both the girl and the troop will receive credit for the sale automatically (no entries need made in Smart Cookies by the troop volunteer). If the order is placed online through the Digital Cookie for "girl delivery" and the order includes any of the regular eight varieties, the girl must report the sale to her troop volunteer (or the troop volunteer must pull the girl orders from Digital Cookie) and the troop volunteer must enter the C4C cookies in Smart Cookies on the Virtual Cookie Share screen for the girl to receive credit for the sale.

Troop volunteers should read and distribute the Cookies for a Cause Parent Information sheet to the parent/guardian of each girl. This is found on our council website.

How can troops participate?
Troops wishing to participate in Cookies for a Cause:

1) Can print out the Cookies for a Cause poster located on our website for display at booths or create their own with similar information.
2) When customers approach your booth, your girls may ask them politely if they would like to purchase a package of cookies or write a letter of encouragement to show support for Cookies for a Cause.
3) Anyone can write letters. The letters of encouragement should:
   a. Have a message of support and encouragement to a soldier.
   b. Contain messages that make the soldier feel good about his/her mission and that he/she is being supported at home.
4) You can use your own cards, stationary, large post-it notes or, if you prefer, GSCP2P message templates (located on council website). Last names, addresses, phone numbers, and e-mail addresses should not be included in any

letters. Girls can include their troop number. Letters and cards should be dropped off or delivered to your local service center by March 18. If a customer purchases a package of cookies for Cookies for a Cause, record the number of packages the customer purchases and give them a Cookies for a Cause receipt (found on the hidden page of council website).

Entering Cookies for a Cause sales in Smart Cookies

All Cookies for a Cause cookies sold in-person on the order card and orders for girl delivery through Digital Cookie (when the order includes any of the regular eight varieties) must be entered individually by girl in Smart Cookies on the Virtual Cookie Share screen (SEE SC 11). Cookies sold for C4C at a booth, should be entered in Smart Cookies through the Smart Booth Divider. Cookies designated as C4C sales (recorded through these methods) will calculate in girls' individual recognition totals. (Troop-to-girl transfers should not be made for Cookies for a Cause sales.)



Cookies for a Cause "shipped" and for "girl delivery" when no other varieties have been ordered sold through Digital Cookie will be automatically uploaded to Smart Cookies. These sales will automatically be reflected on each individual girl's totals, your troop inventory and in the finances section on your Troop Balance Summary report.

Cookies sold for Cookies for a Cause will remain at our warehouse and delivered directly to local cause agencies (via the top-selling troop in each service unit), our military agencies and local food banks. They will be added to your troop inventory totals (even though you don't physically receive them) after being entered by the troop volunteer on the Virtual Cookie Share screen in Smart Cookies.

Cookies for a Cause reports in Smart Cookies

The Pending Manual Cookie Share Report in Smart Cookies reflects the balance of how many cookie share entries still need made in Smart Cookies for online girl-delivery C4C orders. Look for girls who have a negative number in the Balance column and transfer this number on the Virtual Cookie Share screen in Smart Cookies. *Since making these entries changes the girl financials, specifically the balance due from the girl to the troop and the girl's financials are displayed in her Digital Cookie account, we recommend running this report and making the Virtual Cookie Share entries at least weekly! To further explain, when online girl-delivery orders are placed they are paid for at the time the order is placed; however, the cookies required to fill those girl-delivery orders are not charged against her account until the necessary entries are made in Smart Cookies by the Troop Cookie Manager, this includes both orders for the regular 8 varieties (via troop-to-girl transfers) and cookie share orders (via the Virtual Cookie Share screen). Girl accounts in Digital Cookie reflect a financial credit in advance of the girl-delivery cookie share orders being recorded in Smart Cookies so waiting until the end of the sale to make the Virtual Cookie Share entries all at once could cause conflict between you and the caregiver over the girl's balance due to her troop.*

After you are finished recording your in-person Cookies for a Cause sales in Smart Cookies, run the Girl Cookie Totals Summary report (SEE SC 14). The number of packages listed in the Cookie Share column should be reflective of the actual number of packages each girl sold for Cookies for a Cause. Remember, Cookies for a Cause cookies sold through Smart Cookies Direct are also included in the CShare column. The first column shows a girl's final sales totals that will be used to calculate your troop's main recognition order.

The Track Cookie Share report will include the orders from Virtual Cookie Share entries and Cookies for a Cause cookies "shipped" through Digital Cookie.

Cookies for a Cause receipts

Keep a separate receipt book for Cookies for a Cause cookies sold in-person on the order cards as each girl picks up physical cookies have her parent/caregiver sign the receipt acknowledging the C4C cookie order. Even though she does not actually receive physical C4C cookies, she is still responsible for collecting payment for them. Write Cookies for a Cause cookies on the margin of the receipt. Payment for Cookies for a Cause cookies sold at booth sales will be collected by the troop at the booth sale so there is no need for a receipt.

Can my troop distribute its own supply of cookies to the military?
GSCP2P only supports and recognizes donations to military organizations/units, local cause agencies and food banks distributed through the council's Cookies for a Cause Program, in which sales/donations are recorded in Smart Cookies. Other donations made by troops or service units to military organizations/units, local cause agencies and food banks will not be promoted and will not be counted toward girl Cookies for a Cause rewards. If troops solicit donations for Cookies for a Cause, the sales must be recorded in Smart Cookies and cookies will be distributed from the council's inventory of cookies (not the troop inventory).

Other Cookies for a Cause information

- Keep a running tally (other than in Smart Cookies) for all Cookies for a Cause cookies sold at booth sales. On your tally sheet, also keep a list of all girls who participated in the booth and divide the Cookies for a Cause packages sold evenly by girl and enter them by girl name on the Virtual Cookie Share screen in Smart Cookies after each booth sale.
- Make sure your girls/parents know that they are responsible for collecting money for all in-person cookies sold by their daughters for Cookies for a Cause. Each package costs $6.
- Customers are not purchasing a specific variety, only a package.
- Make copies of the Cookies for a Cause receipt located on the hidden page of our council website for girls to give to customers for tax purposes.
- Troops are responsible for paying the council for Cookies for a Cause cookie sales entered in Smart Cookies (Virtual Cookie Share).
- Troop retains troop proceeds and girls earn credit for individual sales.

COOKIE DOUGH AND DAISY DOLLARS

Cookie Dough – What is it?



Cookie Dough is a credit/coupon that can be redeemed by girls from selling cookies. The credit can be used to pay for council programs, GS membership dues, summer camp fees, *Destinations* event fees, GSUSA-sponsored getaways, council-sponsored pathway trips, purchases at council shops and camp trading posts and camp reservation fees.

Girls who earn a minimum of $100 Cookie Dough can redeem it for troop-level Girl Scout programmatic and mission-related items and services, such as a Girl Scout camping trip, Girl Scout activities and Girl Scout events, to cover fees/expenses for the girl who earned it (not other members of the troop, family members or friends). It cannot be used to purchase items for the private benefit of the girl or her family. Girls and their troop leaders should complete the Cookie Dough Redemption Form (located in the cookie program section of our council website). A minimum of $100 Cookie Dough (per girl) must be used on each activity or trip.

Daisy Dollars – What are they?
Daisy Dollars are a credit/coupon earned by Juliettes (Individually Registered Girls) from selling cookies in lieu of troop proceeds. The credit can be used to pay for purchases in GSCP2P council shops and camp trading posts, program and summer resident camp fees, Girl Scout programmatic and mission-related items and services, such as camping, Girl Scout activities and Girl Scout events. With proper documentation and prior approval, they can be used for event and travel expenses for GSUSA *Destinations*/Getaways & International Events, Outward Bound Programs, the NC Page Program, council-approved travel pathways, and Gold, Silver and Bronze Award expenses. Daisy Dollars cannot be used to purchase items for the private benefit of the girl or her family.

How do you receive Cookie Dough and Daisy Dollars?
Cookie Dough and Daisy Dollars will be e-mailed directly to each girl who earns it following completion of the Girl Scout Cookie Program. The e-mail will include: the Girl Scout's name, her Cookie Dough or Daisy Dollars identification number, the amount earned, and the expiration date. If a girl who earned Cookie Dough or Daisy Dollars has not received the e-mail by the end of April, she should contact a member of the council's Product Program Team at info@girlscoutsp2p.org.

How do you redeem Cookie Dough and Daisy Dollars?
Girls can redeem their Cookie Dough or Daisy Dollars by providing their name and Cookie Dough/Daisy Dollars identification number to the respective staff member who is responsible for program registration or purchases. Cookie Dough and Daisy Dollar balances are tracked within GSCP2P's financial system so that select staff members can keep track of girl balances.

To redeem Cookie Dough towards Girl Scout membership, girls/caregivers should e-mail info@girlscoutsp2p.org with their request to use Cookie Dough. A Business Operations staff member will contact them to process their membership.

More Cookie Dough and Daisy Dollars information
More information on banking Cookie Dough and redeeming Cookie Dough and Daisy Dollars for *Destination* events can be found on our council's website, in the cookie section, "How to Redeem Cookie Dough."

SPECIALTY COOKIES

Sales of all specialty cookies, including BARK Patch Pals, will count toward troop and girl totals. Troops will retain the regular troop proceeds of $.85 or $.90 per package.

ABC Bakers Gluten-Free Caramel Chocolate Chips



By October 20, 2026, some troops pre-ordered gluten-free Caramel Chocolate Chip cookies. In addition to the preordered cookies, a very limited quantity of extra cases will be available on a first-come, first-served basis at council cupboards beginning Monday, January 11. City Transfer & Storage will have a limited quantity of extras beginning Tuesday, January 12. All cases pre-ordered will be delivered with a troop's initial cookie order, January 6-9.

The transfer of these cookies to the troop's inventory, excluding "shipped" cookies sold through Digital Cookie, will be entered in Smart Cookies as a cupboard-to-troop transfer by the council's Product Program department prior to January 6.

All sales made by girls in your troop should be entered by the troop cookie volunteer as a troop-to-girl transfer. Payment will be included as part of the ACH withdrawals from the troop account.

Partake Girl Scout Sparkables



This new variety is available exclusively through Digital Cookie. This product adds variety to the selling experience and provides girls with more ways to connect with customers. Expanding the online sales channel also allows for products that meet a variety of customer needs. Because quantities are limited, girls should encourage customers to purchase early in the season to ensure availability.

BARK Patch Pals



Girl Scouts first cookie for dogs is available exclusively through Digital Cookie. Baked with blueberries and honey, BARK Patch Pals turns everyday moments into something special. Each dog cookie has been baked into one of four cute "patch" shapes representing Girl Scouts, community, exploration, and play-all central to how Girl Scouts grow together and shape their world with joy. Because quantities are limited, girls should encourage customers to purchase early in the season to ensure availability.



COOKIE PROGRAM AND JULIETTES (INDIVIDUALLY REGISTERED GIRLS)

GSCP2P welcomes Juliettes (Individually Registered Girls) to participate in the Girl Scout Cookie Program.

There are two ways a Girl Scout Juliette can participate in the cookie program. We encourage girls to participate using Option 1 below. If Option 1 is not viable, she may elect Option 2. Before participating in Option 2, a girl must submit a signed Individual Girl Parent Permission & Responsibility Form to the Product Program Team, attend a virtual training session (or listen to the recorded session) and become a registered Girl Scout with GSCP2P for the 2026-2027 membership year.

Option 1 – Partner with a Troop

With this option, a girl finds a troop to participate in the cookie program with, and she participates just like any other troop member throughout the cookie program. The girl is trained, receives program materials and pays for cookies through the Troop Cookie Manager by established deadlines. She completes her Parent Permission & Responsibility Form through the troop. The funds earned by the Juliette girl remain with the troop to support troop activities. It is a joint decision between the girl/parent and troop about the girl's participation in troop activities, and the decision about participation should be decided before the cookie program begins. The Juliette girl can earn girl rewards if the troop she participates with elects the base troop proceeds plan.

The Product Program Team must be notified if a girl is participating outside the troop, so her name can be added to the troop roster in Smart Cookies.

Option 2 – Selling as an Individual

Any girl wanting to participate as an individual should notify the Product Program Team of her interest. After notification, the Product Program Team will send her an Individual Girl Parent Permission Form to complete. After the completed form is returned to the council, the Assistant Director of Product Operations will train, issue forms and follow up with all aspects of the cookie program. The girl can earn individual girl rewards and can earn Daisy Dollars in lieu of troop proceeds. See the IRG handout for redemption information and all other pertinent details on GSCP2P's Juliette program.

ADULTS & THE COOKIE PROGRAM

Q: Who can sell Girl Scout Cookies?

A: All registered girls may participate in the Girl Scout Cookie Program. Although parents and Girl Scout adults may assist girls, it is the girl who closes the sale, sets learning and sales goals and learns the business and leadership skills that are part of the program. **Adults cannot earn girl recognitions from selling cookies.**

Adults assisting at cookie booths.

Adult-to-girl ratios as required in *Safety Activity Checkpoints* must be maintained at cookie booths/cookie shops, with a minimum of two (2) unrelated adults, one of whom must be female. Additionally, both volunteers must have a current, approved background check through GSCP2P.

CONSUMER RELATIONS



If a consumer contacts you to express concern about a package of cookies, accept the package back and give them another of the same variety from your troop inventory. Return the opened package to a cupboard manager who will replace the open package. The council is not able to give a refund. Customers can also call ABC at 1-800-221-1002 or at www.abcbakers.com (Contact Us tab) for replacement of damaged product. Please refer all media questions to the GSCP2P Director of Marketing at 336-274-8491.

SMART COOKIES STEP-BY-STEP

This section is a reference to previous information in this handbook.

How-To: 1 – Updating/entering troop information

Go to My Troop tab, Troop Information.

- Level – Use drop-down box to select age level of troop. If you have a multi-level troop, select Group.
- Proceed Plan – Use drop-down box to select desired troop proceed plan. You can keep at $.85 Per Package – All Girl Rewards when sale starts and change when sale is over after viewing your PGA selling (must make changes by March 9). If you choose higher proceeds of $.90 per package, your girls will not receive rewards other than earned patches and pins plus Cookies for a Cause rewards. If you do not have a PGA selling of 115 packages or more, make sure $.85 Per Package – All Girl Rewards is selected. To find out your PGA selling – run the Troop Balance Summary report. Refer to page 5 to view troop proceeds options.
- Main Recognition Plan – Choose $.85 Per Package – All Girl Rewards if your troop elects to receive all girl rewards or your PGA selling is 114 packages or less. Choose $.90 Per Package - Higher Proceeds Option if your troop elects higher troop proceeds of $.90 per package in lieu of most girl rewards.
- Troop Proceed Plan – Leave the default of (None available).
- Bank Account and Bank Routing – The council finance department will upload this information in January. After the upload, verify that the last four numbers of your troop bank account and routing numbers are correct. If they are not, notify our council Product Program Manager.

If changes are required for the Primary Contact information, it can be changed by editing your profile.

To edit your Primary Contact profile:

- Locate the person icon located in the extreme far top left corner of the Smart Cookies screen and click on it.
- Click on Edit Profile.
- Edit information as needed.
- Click Save.

How-To: 2 – Entering your initial cookie order

Go to the Orders tab, Troop Initial Order.

- Fill in quantities with variety. This order is entered in full cases (12 packages per case).
- Order Notes – Leave blank or enter notes for you. These are comments for <u>your</u> reference.
- Click Save.
- Smart Cookies will then ask you to Select a (Delivery) Location – this is where you will pick up your initial supply of cookies and then click Save. Click on the name and address of your delivery location and then click Save.

How-To: 3 – Modifying your initial cookie order

If you need to make a change to your initial order, you can do so until you submit it or until the deadline.

Go to the Orders tab, Troop Initial Order.

- Make any necessary changes and click Save.

How-To: 4 – Creating the main recognition order

This report must be created by all troops, regardless of the troop proceed plan selected.

To create your troop's recognition order:

Go to the Rewards tab, Recognition Order.

- Click on the Order Type box and select Main from the dropdown box. The system will populate girl names and rewards earned or reward choices.
- The system will show girl names on the left and the total number of packages sold. Click on the blue arrow > on far right to view the reward levels reached for each girl. Girls who have a red triangle/exclamation mark on the far right, have reward choices that need to be selected.

- Next, click the down arrow at each level to select a reward choice (if choice is available). Levels with a red triangle/ exclamation mark need choices selected. Click inside the circle of the reward choice and the outline color will change from white to blue. Repeat as needed. Save order when finished.
  - For shirts, you will need to select the size.
  - Note – Most rewards earned are under the Items tab. If the achievement bar and online patches are earned, they will appear under the Extras tab.

How-To: 5 – Modifying (or deleting) your recognition order

Go to the Rewards tab.

- To edit, Click on Recognition Order and make necessary changes.

  -OR-
- Click on Manage Recognition Orders.
  - To edit, click the pencil on far right of your recognition order information in the grid and make necessary changes.
  - To delete, click the trash can on the far right of your recognition order information in the grid.
- Click Save.

How-To: 6 – Submitting your initial cookie order

Submitting finalizes your troop orders and signifies to the SU Cookie Manager you have verified and are finished with your order. After reviewing and you are 100% certain your initial cookie order is complete, you should submit it.

If you did not slide the Ready for Review, scroll bar to the right after entering your initial order and before saving. (Sliding to the right submits the order.)

To submit your initial cookie order:

- Go to the Orders tab, Manage Orders.
- In the middle of the screen, click beside Initial Order in the filters row and then Apply Search Parameters.
- When the order totals are reflected, look for the order with "Initial" in the "Type" column then click on the 3 vertical circles on the far right of the row (beside GFC) and click on the circles.
- Click edit order when the popup appears.
- On the initial order screen, scroll down to Ready for Review field and scroll to right.
- Click Save.

How-To: 7 – Entering planned orders

Go to the Orders tab, Planned Order.

- Select the cupboard location you will pick up your cookies from the Cupboard box.
- Click continue.
- Select the date you plan to pick up your order in the Date box.
- Click continue.
- Click the time you plan to pick up your order in the Time box.
- Click Save.
- Enter the quantities by varieties (in cases, 12 packages per case) you plan to pick up.
- Order Notes – Leave blank or enter notes you will understand. These comments are for <u>your</u> reference.
- Click Save.

How-To: 8 – Transferring cookies from your troop's inventory to a girl's inventory

Go to the Order tab, Transfer Order.

- Use the Type drop-down box and select Troop to Girl.
- Click on the white box under To.
- Select the girl's name who should receive the cookies in the Girl box.
- Click on Apply.
- Enter the number of packages to transfer:
  - If the girl is responsible for collecting payment of the cookies, enter the number of packages in the Packages column.

    -OR
  - If the cookies were sold at a cookie booth and the funds were collected at the cookie booth (and the girl does not need to turn in payment to the troop), enter the number of packages in the Booths Packages column.
- Order Notes – Leave blank or enter notes you will understand. These are comments for <u>your</u> reference.
- Click Save.

Repeat for each girl as necessary.

NOTE – The Smart Booth Divider can also be used to transfer cookies to a girl's inventory from booth sales.

How-To: 9 – Transferring cookies from girl to girl

Go to the Order tab, Transfer Order.

- Use the Type drop-down box and select Girl to Girl.
- Click on the white box under From.
- Select the girl forfeiting the cookies.
- Scroll down and select the white box under To.
- Select the girl gaining the cookies.
- Click Apply.
- Enter the packages to transfer by variety.
- Order Notes – Leave blank or enter notes you will understand. These are comments for <u>your</u> reference.
- Click Save.

Repeat for each girl as necessary.

How-To: 10 – Transferring cookies from one troop to another troop

Go to the Orders tab, Transfer Order.

- Use the Type drop-down box and select Troop to Troop.
- Click on the white drop-down box under From.
- Select your troop in the Troop box.
- Scroll down to To: box and select the troop to receive the cookies.
- Click Apply.
- Enter the cookies by variety (in packages) to transfer to gaining troop.
- Enter any notes for your reference in the Notes field.
- Click Save.

How-To: 11 – Entering girl delivery or in-person cookies sold for Cookies for a Cause

Go to the Orders tab, Virtual Cookie Share.

- Enter Cookies for a Cause cookies sold by girls (in packages). These cookies will be added to the girl's sales totals and your troop total. Your troop will be responsible for payment of these cookies. These cookies are "in addition" to the cookies your troop receives on their initial order and at cupboards.
- Click Save.

How-To: 12 – Entering money collected from girls
Do not enter deposits you made in your troop account.
Go to Finances tab, Financial Transactions.

- Click on the Girl Transactions tab in the Manage Financial Transactions box.
- Click Add Girl Transaction.
- Select the girl who turned in money to the troop.
- Select payment in the Type drop-down box.
- Select the payment method.
- Select the date the money was turned into the troop.
- Enter the amount of funds submitted.
- Enter any information you choose in the reference field or leave blank.
- Enter any notes for your reference.
- Click Save.

How-To: 13 – Running the Troop Balance Summary report
Go to the Reports tab, Current.

- Locate the Troop Balance Summary report in the Reports box and click on it.
- Click Go To Report.
- Keep the default values of All on the Proceed Plan and Troop Level fields.
- Check the unit of measure drop-down box– the report can be run in Cases/Packages or Packages.
- Click View Report.

How-To: 14 – Running the Girl Cookie Totals Summary report
Go to the Reports tab, Current.

- Locate the Girl Cookie Totals Summary report in the Reports box and click on it.
- Click Go To Report.
- Keep the default values and click View Report.

How-To: 16 - Troop Ship Only Link – Package Transfers to Girls

- Orders tab.
- Troop Ship Orders. Any orders for direct shipment to customers will be listed in a grid and say Pending Distribution.
- Find and click on Distribute Orders to Girls at the bottom of that same screen (you may have to scroll down).
- Use the Troop Direct Ship Order Divider and distribute the packages.

GLOSSARY OF TERMS/COOKIE PROGRAM LINGO

- **ABC BAKERS/MAKER'S PRIDE (ABC):** The baker who makes and supplies our Girl Scout cookies.
- **ABCSMARTCOOKIES.COM**: Hyperlink to the online cookie sale management platform for volunteers (Smart Cookies).
- **ACH CREDIT/WITHDRAWAL (ACH):** Abbreviation that stands for Automated Clearing House. For reference, it is when funds are credited or drafted from the troop bank account to/from the council to pay/refund for cookies received/overpayments.
- **BOOTH SALE (COOKIE BOOTH):** When business managers give advance permission for Girl Scouts to sell cookies at their business. Girls sell directly to customers.
- **BUY 5 PROMOTION (BUY 5):** Promotion to help girls reach their sales goal where customers have the chance to win a year's supply of Girl Scout Cookies.
- **CASE:** 12 packages of cookies packed together.
- **COOKIES FOR A CAUSE/ COOKIE SHARE/CSHARE/DONATION/VIRTUAL COOKIE SHARE:** The name of our council-wide service project to support our local first responders, U.S. military members and food banks.

- **COOKIE BOOTH LOCATOR:** A tool where cookie booth information is entered in Smart Cookies for export to GSUSA's national cookie booth locator. This allows the public to type in their zip code and retrieve cookie booths closest to them.
- **COOKIE DOUGH:** A credit earned by girls used for council programs and purchases.
- **COOKIE FINDER:** A web page visited by customers to find cookies by zip code.
- **CUPBOARDS (COOKIE CUPBOARDS):** A place to pick up extra cookies needed for your troop after you receive your initial cookie order. Cupboards can be located at a GSCP2P service center or in a designated location within a specific service unit. Service Unit cupboards are operated and managed by a volunteer.
- **CUPBOARD AUTHORIZATION FORM:** Form you need to present to the cupboard manager each time you pick up cookies from a cupboard.
- **CUPBOARD MANAGER:** Person who manages a cupboard.
- **DAISY DOLLARS:** A credit, like Cookie Dough, earned by Juliettes (Individually Registered Girls) from the cookie program.
- **DELIVERY STATION:** The location you pick up your troop cookies ordered on your initial order.
- **DIGITAL COOKIE:** The online cookie platform that allows girls to sell cookies online, set goals and accept credit cards for the payment of cookies.
- **DIRECT SALE:** Having the cookies in-hand and selling them directly to a customer.
- ***Destinations:*** A program event for older girls that offers travel experiences that range from two days to three weeks.
- **GIRL-DELIVERY ORDER:** A cookie order placed where the girl is responsible for delivering the cookies to the customer. Some girl-delivery orders are paid for online, while others are not. All orders taken on the order card are orders for girl delivery.
- **GIRL UNPAID FUNDS:** A shortage of money that has not been collected from a parent/guardian for cookies their daughter received for the cookie program.
- **GIRL SCOUTS CAROLINAS PEAKS TO PIEDMONT (GSCP2P):** The name of our Girl Scout Council.
- **GIRL SCOUTS OF THE U.S.A. (GSUSA):** The name given to our entire organization.
- **INITIAL ORDER (INITIAL COOKIE ORDER):** The first cookie order your troop places.
- **JULIETTE/IRG:** A girl who is registered independently and does girl program activities on her own (not with a troop).
- **PER GIRL AVERAGE SELLING (PGA):** The average number of cookies each participating girl sells during the cookie program.
- **PLANNED ORDER:** An order used to estimate what cookies a troop will need for any given week. Cookie cupboards use the information received from the planned orders to guarantee the availability of the cookie varieties.
- **RECOGNITIONS (REWARDS/GIRL REWARDS/INCENTIVES):** Rewards earned by girls from participating in the cookie program.
- **RECOGNITION ORDER – MAIN (MAIN RECOGNITION ORDER):** The name of the recognition order that is placed at the end of the program to order earned patches, Cookie Dough, merchandise items, etc. All troops must place a main recognition order.
- **SMART COOKIES:** Online program used to record all cookie program activities by the troop volunteer.
- **SERVICE UNIT (SU): A** geographic subdivision within our council, a group of troops in a geographic subdivision.
- **SERVICE UNIT COOKIE MANAGER (SUCM):** The volunteer who oversees the cookie program for a service unit. He/she is a good source of support during the cookie program.
- **SHIP ORDER/DIRECT SHIP:** Cookies are ordered online through an e-mail or social media link; the cookies are paid for online, and the cookies are shipped directly to the customer.
- **TROOP COOKIE LINK:** A unique URL that girls in a troop can share on social media, text or through e-mail and accept cookie orders for girl delivery.
- **TROOP COOKIE MANAGER (TCM):** The volunteer(s) that oversees the cookie program for a troop.
- **TROOP PROCEEDS:** Troop profit from the cookie program. Depending on the recognition plan of choice, troops can receive $.85 or $.90 in proceeds per package of cookies sold by the girls in the troop.
- **TROOP SHIP ONLY LINK/SHIP ONLY LINK:** A unique URL that girls in a troop can share on social media, text or through e-mail and accept cookie orders for direct shipping.