



TROOP GUIDE

2025 Girl Scout Cookie Program

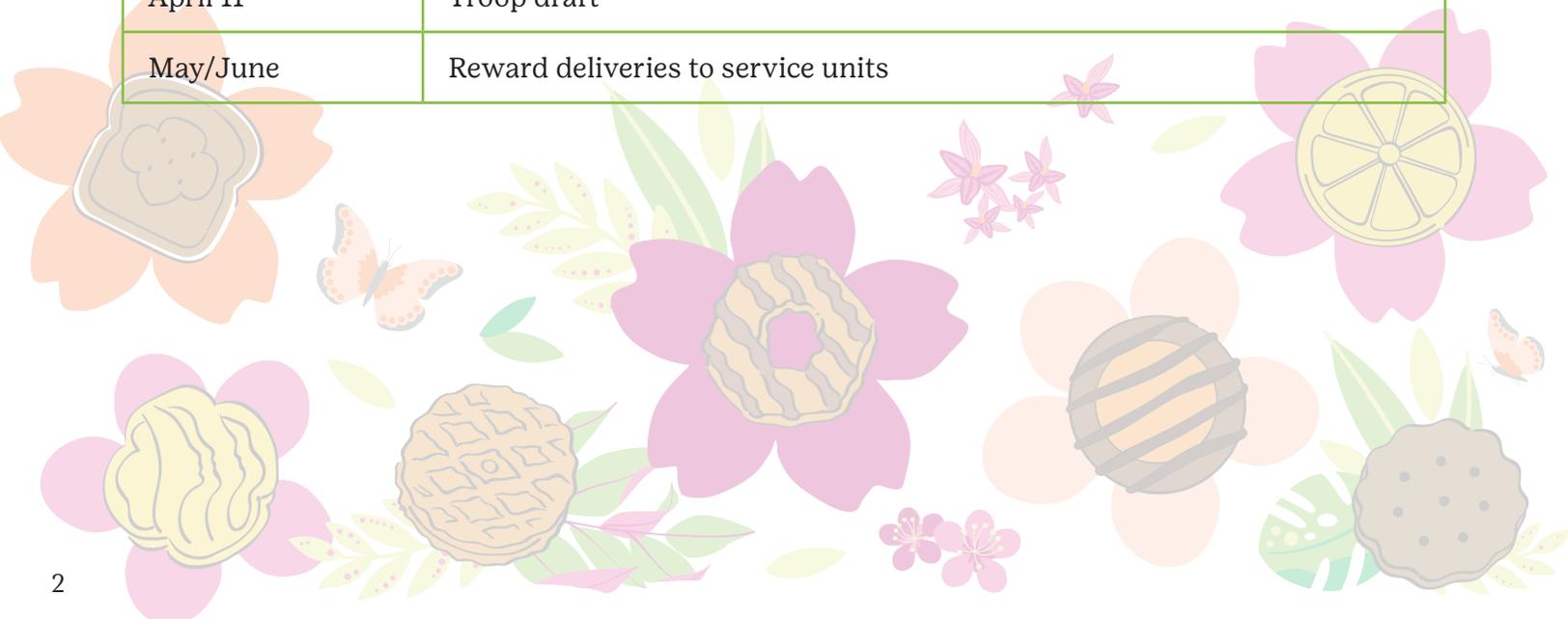


girl scouts 
diamonds of arkansas,
oklahoma and texas



COOKIE CALENDAR

December 5	Service unit product manager training
January 10	Cookie program begins (order card and online)
January 22	Caregiver deadline for Digital Cookie girl delivery orders to be in Initial Order (IO)
January 22	Troop banking information due in Smart Cookies
January 26	Order card sales end
January 27	Troop initial order due in Smart Cookies
January 28	Service unit initial order due in Smart Cookies
January 30	Council initial order due to ABC
February 14	Service unit deliveries begin
February 21	Service unit deliveries end Booths/stands begin Cupboards open
February 21-23	National Girl Scout Cookie Weekend
March 16	Booth and Digital Cookie sales end Girl Scout money due to troops
March 18	Troop final cookie allocations and rewards order due in Smart Cookies
March 20	Service unit final cookie allocations and rewards order due in Smart Cookies
March 21	Caregiver Outstanding Balance Forms due to product program staff
April 11	Troop draft
May/June	Reward deliveries to service units



IMPORTANT CONTACTS

Girl Scouts – Diamonds

General Customer Care

◆ info@girlscoutsdiamonds.org

◆ 800-632-6894

Product Program Team

◆ product@girlscoutsdiamonds.org

Service Unit Product Manager:

Phone: _____

Email: _____

FIND US ONLINE

Website

www.GirlScoutsDiamonds.org

Facebook

[@girlscoutsdiamonds](https://www.facebook.com/girlscoutsdiamonds)

[Girl Scouts – Diamonds Product Swap](#)

Instagram

[@girlscoutsdiamonds](https://www.instagram.com/girlscoutsdiamonds)



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Your Girl Scout Cookie favorites are back!



Adventurefuls®

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



Toast-Yay!®

made with
vegan
ingredients

French Toast-inspired cookies dipped in delicious icing



Lemonades®

made with
vegan
ingredients

Savory slices of shortbread with a refreshingly tangy lemon flavored icing



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe



Thin Mints®

made with
vegan
ingredients

Crispy chocolate wafers dipped in a mint chocolaty coating



Peanut Butter

Patties®

made with
vegan
ingredients

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



Caramel deLites®

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



Peanut Butter

Sandwich

Crisp and crunchy oatmeal cookies with creamy peanut butter filling



Caramel

Chocolate Chip

made with
vegan
ingredients

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

**Limited availability*



THE FIVE SKILLS

Through the Girl Scout Cookie Program®, Girl Scouts gain these 5 skills and learn to think like entrepreneurs!



Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.



Decision Making

Girl Scouts learn to make decisions on their own and as a team.



Money Management

Girl Scouts learn to create a budget and handle money.



People Skills

Girl Scouts find their voice and build confidence through customer interactions.



Business Ethics

Girl Scouts learn to act ethically – both in business and life.

Entrepreneurship Badges and Pins

When you sell Girl Scout Cookies, you practice-goal setting, decision making, money management, people skills, and business ethics—as you learn to think like an entrepreneur. You can earn badges and pins each year you run your own Girl Scout Cookie business. Then explore your own business idea by earning an Entrepreneur badge.

	Cookie Business			Financial Literacy		Cookie Entrepreneur Family	Entrepreneur		
Daisy	 My First Cookie Business	 Cookie Goal Setter	 Money Explorer	 My Money Choices	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Toy Business Designer		
Brownie	 My Cookie Customers	 Cookie Decision Maker	 Budget Builder	 My Own Budget	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Budding Entrepreneur		
Junior	 My Cookie Team	 Cookie Collaborator	 Budget Maker	 My Money Plan	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Jumpstart		
Cadette	 My Cookie Venture	 Cookie Market Researcher	 Cookie Innovator	 Budget Manager	 My Money Habits	 My Dream Budget	 Year 1, 2, and 3 Cookie Entrepreneur Family Pins		 Business Creator
Senior	 My Cookie Network	 Cookie Boss	 Savvy Saver	 My Financial Power	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Business Startup		
Ambassador	 My Cookie Business Resume	 Cookie Influencer	 Financial Planner	 My Financial Independence	 Year 1 and 2 Cookie Entrepreneur Family Pins		 Entrepreneur Accelerator		

HOW THE COOKIE CRUMBLES

WHERE COOKIE MONEY GOES



26% Programs, training, and membership support



23% Cost of Girl Scout Cookies



21% Camp and property



17% Troop and service unit proceeds and girl recognition



13% Administrative costs

PROCEED EARNINGS

	Troop Earnings per Package	Service Unit Earnings per Package
Base Rate	\$0.80	\$0.04
Opt Out	\$0.10	NA
PGA of 350+	\$0.10	NA
Cookie Cupboard or Rally Hosting	NA	\$0.02
Total Amount	\$1.00	\$0.06

OPT OUT VS. OPT IN

This option is available for troops with a majority Cadettes, Seniors and Ambassadors who take a vote. Troops who opt out will receive Initial Order individual girl rewards and all level patches in exchange for more proceeds. They will not earn troop PGA rewards.

Troop product managers/leaders will need to select their rewards plan preference (traditional or opt out) in Smart Cookies by the designated deadline.



DIGITAL COOKIE

Digital Cookie allows Girl Scouts and troops to sell cookies to customers online, track progress toward a goal and manage sales. Girl Scouts and caregivers should refer to the back of the reward insert for the Digital Cookie 4-step quick guide.

Digital Cookie features make selling cookies a fun, universal experience for all entrepreneurs.



FOR GIRL SCOUTS/TROOPS:

- ◆ Customizable Girl Scout pages allow customers to read your story and sales pitch and view your profile image or video.
- ◆ Troops can customize their site with the same marketing tools available on a Girl Scout's site with stories, sales pitches, a photo or a video.
- ◆ Cookie Business Badges and Family Entrepreneur Pin requirements are integrated into the system to reinforce the importance of badge work and the Girl Scout experience within the cookie program.
- ◆ Girl Scouts can send “cheers” to one another by choosing from an assortment of encouraging and congratulatory images.
- ◆ Girl Scouts can assist with accepting digital payments at cookie booths with the Digital Cookie App.

FOR CAREGIVERS:

- ◆ The option to turn girl delivery off for customers based on family preferences.
- ◆ The ability to turn cookie varieties on or off to match available inventory.
- ◆ The option to submit paper order card sales for the initial order to the troop.

FOR CUSTOMERS:

- ◆ Customers can order and pay for cookies online and pick them up at a booth.
- ◆ All customers will have the same checkout process when using an individual Girl Scout or troop link, ensuring a unified experience across the Girl Scout brand.

BEFORE THE Sale

SALES MATERIAL

Sales materials will be mailed directly to the SUPM, who will disperse them to troop product managers. Materials will only be given after the troop product manager has been trained and a [Troop Product Manager Agreement](#) has been completed.

Troop Product Managers will receive the following:

- ◆ **Troop Guide** – This is the guide you are currently reading. It will help walk you through the season.
- ◆ **Troop Product Manager Agreement** – this form outlines the requirements and responsibilities a volunteer must follow when they agree to the role of Troop Product Manager.
- ◆ **Receipt Book** – Each troop should receive two receipt books. The receipt book is 2-ply so you can provide a copy to the other party. Receipts should be used every time money or product exchanges hands.
- ◆ **Family Guide with Caregiver Permission and Responsibility Form*** – Give this guide to your caregivers to help walk them through the season. Caregivers must sign and return the Caregiver Permission and Responsibility Form before giving their Girl Scout an order card.
- ◆ **Order Card and Recognition Insert*** – Girl Scouts use this card to take orders before the cookies arrive. The order card is turned in to their troop product manager to place their order. The order card will also include a recognition insert. This insert will show all the recognitions a Girl Scout will receive for her cookie sales. Order cards can ONLY be given to a Girl Scout by a troop product manager or SUPM. Girl Scouts – Diamonds staff members do not give out cards to Girl Scouts at the local office without express permission from the troop product manager or SUPM to ensure that Caregiver Permission forms have been signed BEFORE the Girl Scout receives her program order card.
- ◆ **Money Envelope*** – Have Girl Scouts bring their money to troop meetings in their money envelope. When money is turned in count it immediately with the caregiver and complete a receipt with signatures. The caregiver should be provided a copy. Troops should collect and deposit cookie money frequently, at least once per week.

Digital copies of most materials may be downloaded and/or printed from our [Cookie Seller Resources](#) page.

CAREGIVER/GIRL SCOUT COOKIE TRAININGS

Caregiver/Girl Scout Meeting

It's important to have a Girl Scout and caregiver cookie meeting before the sale begins. This will ensure everyone in the troop understands the basics of the cookie program.

Remind the Girl Scouts that the program starts on Friday, January 10, 2025, and there should be NO orders taken before this date.

SET-UP MATERIALS:

- ◆ Caregiver Permission and Responsibility Form
 - ◆ Money Envelope
 - ◆ Order Card and Recognition Insert
 - ◆ Family Cookie Guide
- *One per Girl Scout

SAMPLE KICK-OFF MEETING FOR GIRL SCOUTS AND CAREGIVERS

When speaking with the Girl Scouts in your troop, don't worry so much about dates and deadlines (unless they are older Girl Scouts), but focus on what they will do, why they are doing it, and how it will benefit them and their whole troop. Be sure to have extra help during this meeting to separate the Girl Scouts and caregivers.

MEETING AGENDA

Girl Scouts and caregivers arrive (15 min)

- a. Introduce the Cookie Program to the Girl Scouts
- b. Meet the Mascot! Introduce the panda and share fun facts.
- c. Review the order card, cookies, and recognitions.
- d. Discuss the different ways to sell Girl Scout Cookies, in-person and online.
- e. Review [safety guidelines](#).
- f. Discuss Digital Cookie setup.

Plan your Cookie program using the 5 skills

This can be done by the Girl Scouts and a volunteer while the caregiver meeting is taking place (20 min)

- a. Review the 5 Skills
 - i. Goal Setting
 - ii. Decision Making
 - iii. Money Management
 - iv. People Skills
 - v. Business Ethics
- b. Discuss and set a troop goal.
 - i. Have the Girl Scouts discuss their individual sales goals, then discuss some experiences that the troop could enjoy together using cookie proceeds money—include both fun adventures and meaningful community service projects.
 - ii. Help your troop brainstorm goals that are challenging while still being realistic. Take some time to let the Girl Scouts talk about how their

individual cookie goals can contribute to the entire troop's goals and encourage them to help and support each other's success.

- iii. Review troop proceeds and facilitate a discussion on how many packages they will need to sell to achieve their goal.

Introduce the Cookie Program to the caregivers (15 min)

- a. Highlight start and end dates, money deadlines, product delivery and booths dates that are listed in this guide. The back of the family guide will also have important dates and a place for caregivers to fill out important troop deadlines.
- b. Introduce Digital Cookie and let caregivers know they will be receiving a registration email.
- c. Review the caregiver permission and responsibility form and have all caregivers sign and return before leaving!
 - i. This should be done for each Girl Scout in a family. For Girl Scouts in split households, it is best practice to have a signed form from each caregiver.
 - ii. Verify all information on the form is accurate and legible.
 - iii. Collect form before providing sales materials.
 - iv. Check that no one is on the No Sell list.

Distribute the sales materials (10 min)

- a. There is a checklist toward the end of this guide to help you keep track of membership, forms, and if the Girl Scouts have imported in the system.

COOKIE RALLIES

A Cookie Rally is a fun event that occurs each year toward the beginning of the cookie program. Service Units will host their own rallies if they choose.

Connect with your service unit team to gather details of when and where the rally will be hosted.

CHECKLIST

- Attend Service Unit hosted training
- Sign Troop Product Manager Agreement
- Receive sales materials
- Host Girl Scout and Caregiver Meeting
- Collect Caregiver Permission and Responsibility Forms
- Distribute sales materials to all eligible Girl Scouts/caregivers



DURING THE Sale

JANUARY 10-MARCH 16

INITIAL ORDER (IO)

January 10-26

Initial Order (IO) is also known as the pre-sale phase. Girl Scouts can take orders from customers and share their Digital Cookie site but will not have any cookies in hand.

WAYS TO SELL DURING IO

Order Card

- ◆ The order card portion of the sale can be thought of as pre-orders. These orders are usually taken in person with friends, family and neighbors. Caregivers will submit these orders into the Digital Cookie site by the deadline or submit to the troop leader/product manager for entry. It is council recommendation that payment for these orders is not collected until time of delivery.

Digital Cookie

Girl Scouts can set up their Digital Cookie site with the help of their caregivers at any time during the cookie program. Four types of orders can be made on Digital Cookie:

- ◆ **Girl-Delivered** – A customer places an order online and selects that they would like an in-person delivery and an email is sent to caregiver for approval or denial. After 3 days, the request times out and the sale will default to the backup option selected by the customer.
 - ▶ **IO phase orders** – During the IO phase, girl-delivered orders that are approved prior to the caregiver submission deadline will flow directly to Smart Cookies and be included in the initial order. It is best to keep a close eye on orders around the IO submission deadline so you can be aware of what is included in the IO delivery and what will need to be fulfilled from troop extras/booth cookies.
- ◆ **Shipped** – These orders can be made anytime during the cookie program and shipped directly to the customer
- ◆ **Donations** – Donations made through Digital Cookie support a Girl Scout's sales goals and the council's Girl Scouts Gives Back program. Although Girl Scouts and troops are responsible for collecting payments for donations, they do not handle the inventory. Please see the Girl Scouts Gives Back section for more details. The troop product manager is responsible for entering these sales into Smart Cookies as a Cookie Share order.
- ◆ **Troop Sales Link** – Troops can create a sales link that will populate in the Cookie Finder on February 21. This means people searching for cookies can enter their zip code to find a troop's link to order shipped cookies. These are super easy sales that require no extra work!



INITIAL COOKIE ORDER

- ◆ Like last year, caregivers will have an opportunity to submit order card sales in Digital Cookie where it will auto populate to Smart Cookies. The deadline for caregivers to complete this is 5 days prior to the troop submission deadline (Jan 22). **NOTE:** online girl-delivery orders placed and caregiver approved prior to this date will auto populate to Smart Cookies. Anything after will have to be manually added to the IO during the troop submission window or fulfilled as additional cookies (see goal getter phase for details).
- ◆ Troop product managers will need to log into Smart Cookies to review, enter and/or edit order card sales for each Girl Scout in the troop.
- ◆ In addition to girl orders, leaders/product managers can order cookies for their cookie booths on the booth line in Smart Cookies. This order is in packages, not cases! These cookies will be delivered to the troop as part of the IO delivery. Best practice is to order enough cookies for the troop's first two weeks of booth sales.

Not Sure how much to order?

Deciding how many packages to order for booth sales isn't an exact science, but here are average percent per cookie variety to give you an idea of how many to order:

- ◆ Order Card and booth packages will be automatically rounded up to full cases by the system. (1 case = 12 packages)
- ◆ Troop leaders/product managers will have until January 27 at 11:59pm to enter orders.
- ◆ SUPMs will have until January 28 at 11:59 pm to log in and review submissions for each troop. Any troop changes should be communicated with the SUPM before their deadline.
- ◆ Any missing or late orders will be handled as additional cookie sales and fulfilled through IO extras from rounded up cases, booth cookies from the booth order line, and/or cookie cupboard order (see more about cookie cupboards on pg. 15).



Caramel deLites	16%
Thin Mints	27%
Peanut Butter Patties	17%
Peanut Butter Sandwich	9%
Trefoils	7%
Adventurefuls	7%
Toast-Yay	7%
Lemonades	7%
Caramel Chocolate Chip	3%

ENTERING IO REWARDS

- ◆ Troop leaders/product managers must enter IO rewards for each girl in Smart Cookies. This needs to be completed by January 27 at 11:59 pm.
- ◆ SUPMs must verify selections and can adjust until January 28 at 11:59 pm.

How do I create and submit Early Recognition Plans (IO Rewards)?

1. Select rewards > Create reward order
2. Select the order type "Early"
3. After you select the order type, the system will generate the recognition order
4. If a red triangle appears in any of the rows, an action is required
5. Click the down arrow on the level indicated and complete the choice
6. Once all selections are completed, click save to finalize the Girl Scouts' recognition

Rewards Opt-Out

- ◆ The decision to opt out of rewards to receive additional proceeds must be sent to product@girlscoutsdiamonds.org by January 27.
- ◆ This option is available for troops with a majority Cadettes, Seniors and Ambassadors who take a vote.

CHECKLIST

- Enter troop details (proceeds and rewards plan and banking information) in Smart Cookies by deadline
- Enter IO cookies into Smart Cookies
- Enter IO rewards into Smart Cookies

GOAL GETTER PHASE

January 26-February 14

The Goal Getter phase of the sale allows girls to continue working toward their sales goals while waiting for Initial Order cookies to arrive.

WAYS TO SELL DURING GOAL GETTER PHASE

Digital Cookie

- ◆ Girl delivery orders can continue to be taken by Girl Scouts during the Goal Getter Phase. Unlike the IO phase, these orders do not automatically report to the troop in Smart Cookies. Caregivers must ensure they report these fulfillment needs to the troop directly.
- ▶ **Where do these cookies come from?** Troop product managers must fill these from IO extras, both cookies, or from a cookie cupboard. Additionally, they will need to manually allocate these cookies to the Girl Scout in Smart Cookies.
- ▶ **REMINDER!** These cookies are already paid for by customers, so products must be supplied to girls to fulfill customer orders.
- ◆ Shipped orders continue as usual during this phase.
- ◆ Donation orders continue as usual during this phase as well.

TROOP COOKIE PICK-UPS

February 14-21

Once Initial Order is delivered to the service unit, it's time for troops to pick up those cookies and distribute them to their Girl Scouts. Here are some action steps for a smooth pick-up day:

- ◆ Troop product managers should connect with their SUPM for location, date, time of cookie pickup and troop expectations at pickup.
- ◆ Troops need to pick up their entire order at once. Troop product managers may recruit caregivers to assist.
- ◆ Troops should arrive prepared and know exactly how many cases of each variety are in the troop order.
- ◆ Troop product managers should count their product with the SUPM (or designated volunteer) before it is loaded. Troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!
- ◆ Troop product manager signs for the troop order. SUPM provides a copy of the receipt.





How many cases can your vehicle carry?

These are safe estimates and may vary depending on your exact make/model.

Compact car.....	23 cases
Hatchback car.....	30 cases
Standard car.....	35 cases
SUV.....	60 cases
Station wagon.....	75 cases
Minivan.....	75 cases
Pickup truck.....	100 cases
Cargo van.....	200 cases

CAREGIVER/GIRL SCOUT COOKIE PICK UP

Once the IO has been picked up from the Service Unit, it is time for caregivers to pick up their Girl Scout’s cookie order from the troops. Here are some actions steps for a smooth pickup day:

- ◆ Troop product managers should communicate with caregivers regarding location, date, time of cookie pickup and expectations at pickup.
- ◆ Troop product managers should print delivery tickets for each Girl Scout.
- ◆ If space is available, pre-sort orders by Girl Scout.
- ◆ Caregivers need to pick up their entire order at one time.
- ◆ Caregivers should arrive prepared and know exactly how many packages of each variety they are picking up.
- ◆ Girl Scouts and/or caregivers should count their product with the troop product manager before it is loaded. Caregivers are responsible for counting and verifying the total number of cases received. When in doubt, recount!
- ◆ Caregivers sign a receipt for their order. The troop product manager provides a copy of the receipt.

DIRECT SALES PHASE

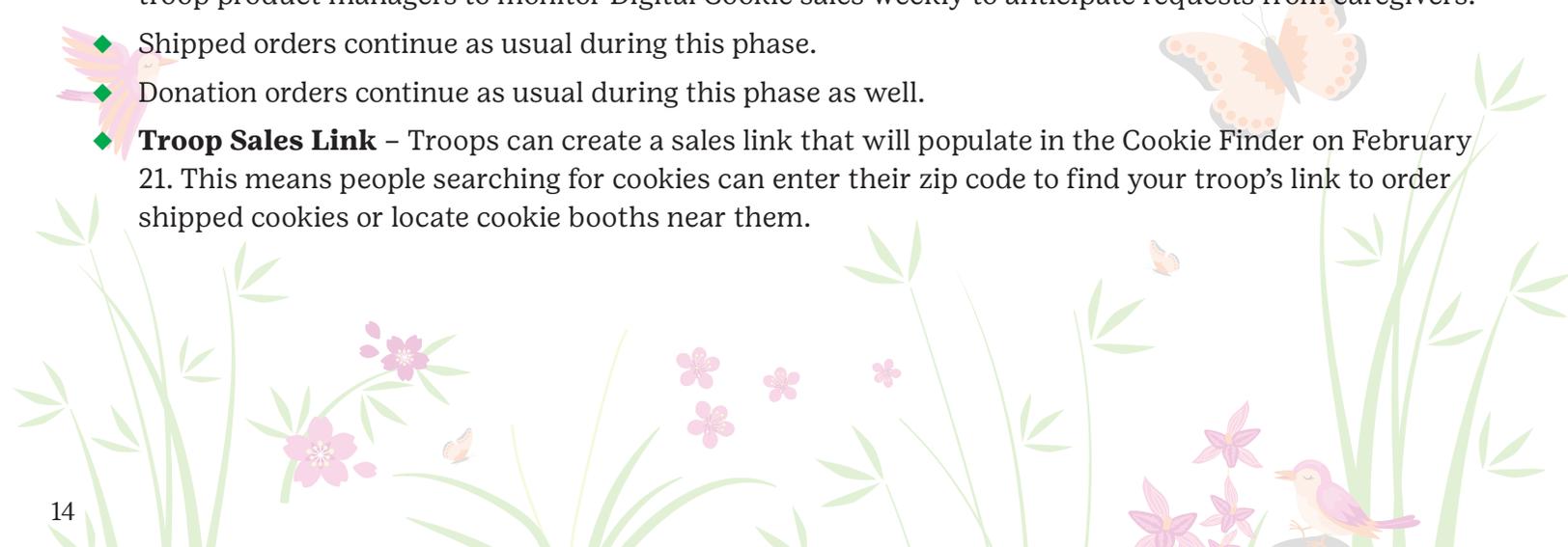
February 21–March 16

The Direct Sales phase is when Girl Scouts can host booths, conduct wagon sales in their neighborhood, and continue selling on Digital Cookie. The troop can get additional cookies from a council cookie cupboard.

WAYS TO SELL DURING THE DIRECT SALES PHASE

Digital Cookie

- ◆ Girl delivery orders can also be taken in the direct sales phase. Just as in the goal getter phase, caregivers will need to inform their troop product manager of these cookie needs. It is best practice for troop product managers to monitor Digital Cookie sales weekly to anticipate requests from caregivers.
- ◆ Shipped orders continue as usual during this phase.
- ◆ Donation orders continue as usual during this phase as well.
- ◆ **Troop Sales Link** – Troops can create a sales link that will populate in the Cookie Finder on February 21. This means people searching for cookies can enter their zip code to find your troop’s link to order shipped cookies or locate cookie booths near them.



COOKIE BOOTHS

TRADITIONAL BOOTHS

Council Secured Booth

- ◆ A location secured by a council staff member.
- ◆ Troop signs up for a date/time via Smart Cookies.
- ◆ Troop shows up with proper adult/Girl Scout ratios and supplies.

Service Unit Secured Booth

- ◆ A location secured by a service unit volunteer.
- ◆ The service unit will work with troops to coordinate troop sign ups.
- ◆ The SUPM will submit their service unit's troop sign up details to product program staff via the Booth Upload Template. Troops are responsible for canceling booths in Smart Cookies if their commitment status changes.
- ◆ All booths loaded into Smart Cookies with troop assignment will populate on GSUSA's Cookie Finder.
- ◆ Troop shows up with proper adult/Girl Scout ratios and supplies.



Did You Know? All active booths in Smart Cookies flow into GSUSA's Cookie Finder feature. Every year millions of customers use this feature to find Girl Scout Cookies near them.

Drive-thru Booths

- ◆ A drive-thru cookie booth is a booth hosted in a parking lot (with permission of the property owner) that allows customers to purchase cookies without getting out of their vehicle.
- ◆ Drive-thru cookie booths must follow all of the rules of a traditional booth.

Virtual Cookie Booths

- ◆ Virtual cookie booths can be a pre-recorded or live video where Girl Scouts solicit sales by pitching their cookie business to friends and family via social media. Girl Scouts can provide their personal link or troop link to accept cookie sales. Please be sure to follow the [Internet Safety Pledge](#) and [Digital Cookie Terms and Conditions](#).

Cookie Stands

- ◆ Would your Girl Scouts feel more comfortable on their own turf? Cookie stands, much like lemonade stands, are a great way for a Girl Scout to work with her caregiver to market her cookie business to her neighbors from her front lawn. **Reminder:** Cookie stands take place only on a Girl Scout'/Caregiver's private property.

COOKIE CUPBOARDS

Cookie cupboards are locations where volunteers can pick up additional cookies for booths or to fulfill post IO girl-delivery orders.

Cupboard Hours and Locations

Cookie cupboards can be run by council staff or volunteers so hours of operation vary by location. Locations, days and hours of operation can be found in Smart Cookies when placing a planned cookie order.

WHAT IS A PLANNED ORDER?

Planned orders are a method of securing more cookies from local cupboards after the initial order period. Planned orders are placed in Smart Cookies and must be in full cases.

How do I place an order?

1. Navigate to the orders tab then select planned orders.
2. Select the cupboard to pick up from in the first box (a clickable Google map is shown to provide more location details) and click continue.
3. In the second box select the date and click continue, in the third box select the time then click continue .
4. Enter the quantity desired for each variety of cookies by case in the table shown.
5. Check the order for accuracy and click save when finished.
6. Please note that all orders must be entered within 12- to 24-hour notice before the pickup time. The best practice is to submit orders by Sunday night for pick up the following week.



Can I edit my order once it is submitted?

- ◆ No, however, cupboard staff members/volunteers can alter the order when you arrive at the cupboard for pickup. If the edit is substantial, please email product@girlscoutsdiamonds.org so we can inform the cupboard staff members/volunteers of the change before your arrival. Orders not picked up within 24 hours of the scheduled time will be canceled.

Can I walk into the cupboard without an order?

- ◆ Yes, but troops that have placed their orders in advance are given priority; therefore, there may be a waiting period before a walk-in order can be filled, and cookie varieties may be unavailable.

What happens with damaged products?

- ◆ Damaged cookies can be replaced at a cookie cupboard during its hours of operation. Cookies will be swapped for same kind only. If a troop chooses not to swap the damaged cookies at a cupboard, product program staff can add an adjustment for the damaged product in Smart Cookies. This will remove the damaged product from the troops inventory and financial responsibility.

Can I return or exchange for a different variety?

- ◆ No. Girl Scout cookies cannot be returned or exchanged. Once taken, they are the property of the last person who signed them.

Picking up your cupboard order

- ◆ Please arrive on time to pick up your cupboard order and have adequate vehicle space. You and the cupboard staff member will count the cookies and sign off on a receipt.

Do I need to bring my printed receipt?

- ◆ No, you do not need to bring your printed receipt. The cupboard staff member will have record of your order and will have you sign a receipt.

EVENTS AND CONTESTS



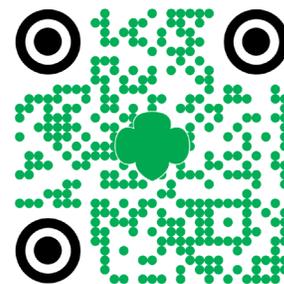
NATIONAL GIRL SCOUT COOKIE WEEKEND | FEBRUARY 21-23

Celebrate National Girl Scout Cookie Weekend with us! Bust out your uniform and let your friends and family know it's Girl Scout Cookie Weekend! Leave your cookie business cards at local businesses or leave door hangers for your neighbors to place orders. You can also choose to announce the arrival of Girl Scout Cookie season with a social media post. Visit the cookie pages on our website for door hangers, business cards and other marketing resources for girls. National Girl Scout Cookie Weekend patches are available at GirlScoutShop.com.

COOKIE BOOTH BINGO | FEBRUARY 21-MARCH 16

Join us in a fun game of Booth Bingo! Grab a Diamonds Booth Bingo Card from [the cookie sellers resource page](#) and see if you can get 5 in a row. Once you've got a bingo, snap a picture of your troop with the card and scan the QR code to submit by March 21. Everyone in the troop selling will earn a super cool Booth Bingo sticker.

SUBMIT HERE!



BLING YOUR BOOTH | FEBRUARY 21-MARCH 16

It's time to let your creativity shine with our Bling Your Booth Contest! This year's theme is "Pandamonium," so get ready to design a booth that's totally panda-tastic! This is open to both troops and IRMs.

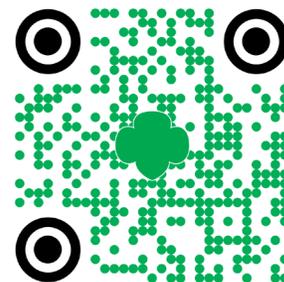
Here is what you need to do:

- ◆ Decorate your booth to match the "Pandamonium" theme.
- ◆ Make sure everyone in the photo is in uniform or Girl Scout gear.
- ◆ Snap a pic of your booth and scan the QR code to submit by March 21.

The Diamonds staff will pick the top three booths, and then you get to vote for your favorite on the Girl Scouts – Diamonds Facebook page!

The top three troops will score Bling Your Booth patches for all Girl Scouts selling in their troop, and the overall winner will earn a \$100 gift certificate for the Girl Scout online shop. Let's get decorating and show off your amazing booth designs!

SUBMIT HERE!



GIRL SCOUTS – DIAMONDS PANDA PAL, DUMPLING

Want a chance to win an adorable three-foot tall panda pal named Dumpling? Simply log into Digital Cookie to setup your online store front, send customer marketing emails and sell 375+ packages online. Every Girl Scout who completes these tasks will be entered into a drawing for a chance to win a cuddly panda pal! The drawing will take place the week of March 17.

ELITE ENTREPRENEURS

The Girl Scout Cookie Program is designed to encourage girls to build their business and entrepreneurship skills. Many girls go above and beyond in their efforts and this year our council will recognize three Girl Scouts with the most packages sold as our Elite Entrepreneurs. Each Elite Entrepreneur will be featured in our 2026 Cookie Family Guide, on our council's website/social media pages, and will receive a certificate.

GIRL SCOUTS GIVES BACK

When customers donate money to a troop or a Girl Scout, these funds go toward our Girl Scouts Give Back program via Cookie Share (council donation cookies) in Smart Cookies. Girl Scouts and their troop will have an opportunity to donate a portion of Cookie Share packages to their local community. The troop with the most donations in each region (Central, Midwest, Northwest, Northeast, Southeast, and Southwest) will receive up to 20 cases of cookies from the regional office closest to them to donate to a place of their choice. Troops who earn this opportunity will need to snap a picture of their troop donating the cookies and submit it to product@girlscoutsdiamonds.org to receive Girl Scouts Gives Back patches for all members who sold in their troop.

For all other remaining Cookie Share packages in council, staff will coordinate donation to local food banks or other non-profit organizations.

GIRL SCOUT REWARDS

Girl Scouts can earn many rewards by participating in the Girl Scout Cookie Program. Check the Girl Scout Cookie Recognition Insert on our [Cookie Resource page](#) for details.



BANKING AND PAYMENTS

Each troop should enter their bank account information into Smart Cookies by January 22.

Can I accept checks?

- ◆ Yes, but with caution. All checks should be made payable to the troop and deposited into the troop account. The customer's address, phone number, and driver's license number should be written on the check. Please review this document for additional guidelines on accepting checks.

Can I accept credit cards?

- ◆ Digital Cookie offers an opportunity for troops to accept debit and credit cards free of fees and risk. Girl Scouts can use the in-hand feature on the Digital Cookie App to collect digital payments from pre-order customers or to customers who are purchasing from a direct sale. Troops can also use the Digital Cookie App to accept digital payments from booth customers.

Can my troop use Venmo, Paypal, CashApp, Cheddar Up, etc.?

- ◆ Using these third-party payment services for payment of goods is against these platforms' terms of service. These platforms should only be used for volunteer and caregiver transactions. Please review the guidelines found on our website.



Safety

GIRL SCOUT SAFETY PRACTICES

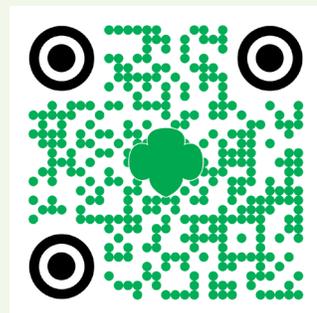
- ◆ Show you're a Girl Scout. Wear the Girl Scout membership pin, vest, sash or other Girl Scout clothing to identify yourself as a Girl Scout.
- ◆ Buddy up. Always use the buddy system. It's not just safe, it's more fun.
- ◆ Plan ahead. Be prepared for emergencies, and always have a plan for safeguarding money.
- ◆ Protect privacy. Girl Scout last names, home addresses, and email addresses should never be given to customers. Protect customer privacy by not sharing their information, except when necessary.

IN-PERSON SALES

- ◆ Partner with adults. Adults must accompany Girl Scout Daisies, Brownies and Juniors. Girl Scouts in grades 6-12 must be supervised by an adult and must never sell or deliver cookies alone.
- ◆ Sell in the day time. Sell during daylight hours, unless accompanied by an adult.
- ◆ Do not enter any homes or vehicles. Never enter someone's home or vehicle. Only approach vehicles at designated drive-thru cookie booths.
- ◆ Be streetwise. Become familiar with the areas and neighborhoods where you'll be selling and delivering cookies. Avoid alleys.
- ◆ Be safe on the road. Always follow safe pedestrian practices when crossing at intersections or walking along roadways. Be aware of traffic when loading/unloading products from vehicles.

DIGITAL SALES

- ◆ Be safe online. Girl Scouts must have their caregiver's permission to participate in all online activities.
- ◆ Participate in Digital Cookie. Read and abide by the [Girl Scout Digital Cookie Pledge](#).
- ◆ Read and agree to the [GSUSA Internet Safety Pledge](#).
- ◆ Read and abide by the [Digital Cookie Terms and Conditions for Parents/Guardians](#).



All forms can be found on the Cookie Resources Page.

WRAPPING UP THE Sale

FINAL PRODUCT MOVEMENT IN SMART COOKIES

Troops should distribute all packages to girls for them to receive credit for rewards.

Note these things when wrapping up in Smart Cookies:

- ◆ Ensure you are not over-allocating inventory. If your dashboard has a negative number you've over-allocated troop inventory and will need to make adjustments.
- ◆ Ensure Girl Scouts have proper credit for Cookie Share packages since not all sales auto flow from Digital Cookie to Smart Cookies.
- ◆ Use the Booth Divider to allocate cookie booth packages to Girl Scouts. This ensures they receive credit for the booth patch.

GIRL SCOUT REWARDS

Girl Scouts earn many rewards by participating in the Girl Scout Cookie Program. Details of this season's rewards can be found on the recognitions insert received with the order card or on [our council website](#).

Many reward levels have a choice between prize item(s) or Diamonds Dollars. Girl Scouts and caregivers should review the Diamonds Dollars descriptions thoroughly before making their final reward selections. Reward choices must be sent to troop product managers/leaders to enter in Smart Cookies by the deadline. Reward levels where a choice is not made will default to Online Diamonds Dollars.



SEND "THANKS!"

Thank everyone involved with your success, including service units, Girls Scout families, troop volunteers, and booth partners. Find card templates on [abcsmartcookies.com](#). Clip art is also available on the site to help you create your own messages of appreciation.

WHERE YOU'LL FIND IT:

- ◆ [abcsmartcookies.com](#)
 - ▶ Volunteers
 - ▶ Clip art
 - ▶ Social media sections
- ◆ [GirlScoutsDiamonds.org](#)

WHAT IT INCLUDES:

- ◆ Social posts
- ◆ Card templates
- ◆ Clip art

CHOOSING DIAMONDS DOLLARS

Diamonds Dollars are an electronic credit acknowledging a girl's hard work and entrepreneurial success that can be used to pay for a variety of Girl Scout related things. This credit is to be used as a girl wishes and at no time should there be pressure by a troop leader/product manager to share credit with another individual or group. If a Girl Scout wishes to donate her Diamonds Dollars to the troop, she must give written consent via the Diamonds Dollars Troop Donation Permission Form.

Things to Remember

- ◆ All Diamonds Dollars will be emailed to the caregiver after the program has ended.
- ◆ Diamonds Dollars issued this membership year will expire on June 30, 2026.

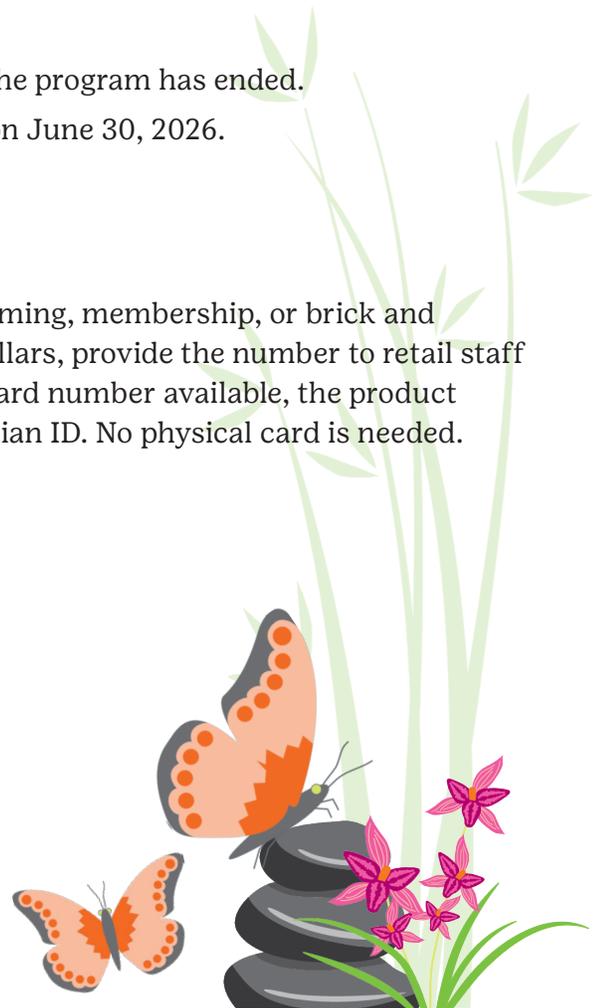
TYPES OF DIAMONDS DOLLARS

Traditional Diamonds Dollars

- ◆ These Diamonds Dollars can be used for in-council programming, membership, or brick and mortar shop purchases. To redeem traditional Diamonds Dollars, provide the number to retail staff (in store or over the phone). If girls do not readily have the card number available, the product program or retail staff can look up the number with a guardian ID. No physical card is needed.

Online Only Diamonds Dollars

- ◆ These Diamonds Dollars can only be used to make online shop purchases through www.girlscoutshop.com. This choice is default if a reward choice is not submitted by the caregiver or troop leader/product manager. To redeem these Diamonds Dollars, the code should be entered as a gift certificate during the payment step at checkout, not in the promo code field. Please note that online purchases will support Girl Scouts – Diamonds!



REWARDS HIGHLIGHTS



1000+ Packages | SNACK AND GO SET

The ultimate snacking buddy for all Girl Scouts. This set includes a custom Girl Scouts - Diamonds branded tumbler, straw topper, snack bowl, and a water bottle pouch - perfect for all your adventures! Whether you're at a meeting, on a camping trip, or just hanging out with friends, this set has everything you need to enjoy your favorite treats and stay hydrated in style. Perfect for every girl who loves to explore and have fun!

1000+ Packages | RESIN JEWELRY KIT

Unleash your creativity with a UV Resin Jewelry Kit! This all-in-one starter set includes crystal-clear resin, molds, and a UV light, making it perfect for crafting stunning keychains and earrings. Dive into the fun of DIY jewelry making and create unique pieces that sparkle and shine!

1500+ Packages | BABY BOGG BAG

Don't let the name fool you, the Baby Bogg Bag is far from tiny! This bag is the ideal size for individual use with dimensions of 5x13x5.25 inches. It also comes with a handy small insert ideal for stashing smaller items. The Baby Bogg Bag is washable, durable, and effortlessly stylish - making it perfect for your next adventure!

1500+ Packages | CUSTOM CONVERSE SNEAKERS

Get ready to customize a pair of Converse sneakers! Transform a classic pair of Converse into a unique expression of your style by adding vibrant colors, playful patterns, and personalized text that reflects your personality and creativity.

2025+ Packages | Me AND MY BUILD-A-BEAR

Earn a Girl Scout uniform and a coordinating Build-A-Bear to match! Imagine snuggling up with your very own cuddly bear, dressed in the iconic Girl Scout uniform just like you! Perfect for sleepovers, campouts, or just hanging out, your Build-A-Bear will be your new best friend as you explore, learn, and make memories. Your uniform will include a level sash/vest, troop number patches, council ID patch, and standard Girl Scout insignia.

3000+ Packages | WEEK OF CAMP NOARK

Spend a week at Girl Scout Camp! Girl Scout Camp is a fun-filled adventure where girls get to explore nature, make new friends and learn valuable skills. From hiking and horseback riding to crafting and campfire songs, it's a memorable experience that builds courage, confidence, and character. Please note there will be a \$50 deposit to reserve your session that is not included.

3000+ Packages | CUSTOM NEON SIGN

Want to make your room truly yours? Earn a 40 inch one-of-a-kind neon sign featuring your very own name! This unique sign will add a personal touch to your space, showcasing your individuality while celebrating your achievements. It's time to light up your room and make it a reflection of you!

Cookie Money

- ◆ The troop leader/product manager should collect cookie money from caregivers frequently through the program.
- ◆ Anytime money is turned in, it should be counted with the troop product manager to ensure both agree on the amount. If in doubt, recount!
- ◆ Caregivers should always receive a receipt when money is turned over to the troop.
- ◆ At the end of the program, ensure final cookie money is turned into the troop by the designated deadline.
- ◆ If an outstanding balance remains after the designated deadline, the troop product manager is responsible for turning in a Caregiver Outstanding Balance Form to council.



CAREGIVER OUTSTANDING BALANCES

If a caregiver has not paid their outstanding balance by March 16, the troop product manager will need to complete a Caregiver Outstanding Balance Form. Any rewards earned by the Girl Scout should be held by the troop product manager until the balance is paid in full by the designated deadline.

Follow these steps:

1. Contact the caregiver and discuss the amount owed, the completion of the form, and the possible repercussions of having an outstanding balance. A caregivers' Girl Scout(s) is not allowed to participate in the following year's product programs if they have an outstanding balance as of July 31, 2025.
2. Complete a Caregiver Outstanding Balance Form.
3. Attach the following to each form:
 - ▶ A copy of all cookie and money receipts
 - ▶ Logs of your interactions or attempts to contact the caregiver
 - ▶ Completed Caregiver Permission and Responsibility Form
 - ▶ Other information as needed
4. Scan and submit the Caregiver Outstanding Balance Form and supporting documentation to product@girlscoutsdiamonds.org
5. Product program staff will respond within 24-48 hours confirming receipt of the form. If a confirmation is not received within that time please call product program staff to ensure the email went through.
6. If a caregiver wants to submit money after you have turned in the Caregiver Outstanding Balance form, have them contact product program staff to make payment. Please do not take their money as this slows down the process of clearing their outstanding balance.
7. A council staff member will notify the troop product manager once the balance is paid by the caregiver so they can disperse rewards.

FINANCES AND TROOP DRAFT

What does the troop owe the council for cookies?

- ◆ Troops can see the amount owed to council by reviewing the troop balance summary report in Smart Cookies.
- ◆ The council staff performs two drafts. The first draft is for a single penny. This helps council staff verify that troop banking information is accurately entered into Smart Cookies and ready for the main cookie draft. The second draft is for 100% of remaining funds owed according to the Troop Balance Summary report in Smart Cookies.
- ◆ Submitted and product program staff-approved Caregiver Outstanding Balance Forms are subtracted from the amount that the troop owes the council. The troop and service unit do not keep the proceeds related to outstanding balances during their main draft. Proceeds are sent to both if the caregiver's outstanding balance is paid by September 30, 2025.
- ◆ After each successful draft, a deposit for the draft amount is placed against the troop balance in Smart Cookies. This marks the draft's success and will reduce the amount owed to council on the Sales Report to \$0.
- ◆ If the troop's main draft is unsuccessful, product program staff will contact the troop product manager/leader to resolve the issue. If the troop product manager/leader is unresponsive about the outstanding balance due, a draft(s) for a portion of the amount due will be processed (2nd draft attempt: 80%; 3rd draft attempt: 60%) in attempt to collect. Keep in mind that fees incurred by the bank for insufficient funds is the responsibility of the troop and that unpaid funds to the council could become volunteer debt.
- ◆ Households with an outstanding balance may not participate in future product programs until the outstanding balance is paid in full. Households will have until July 31 to pay their balance to keep from being disqualified from the following product program season (Fall and Cookies).

CHECKLIST

- Allocate troop inventory to Girl Scouts by the deadline.
- Select rewards for Girl Scouts at all levels needed.
- Submit the Caregiver Outstanding Balance Form for any Girl Scout Family with unpaid money to the troop.
- Ensure all monies are deposited in anticipation for the troop draft.



Embrace Possibility and show your Girl Scout spirit this cookie season!

Wear your uniform, sell cookies, strike a pose, share your photo and tag @girlscoutsdiamonds

For over a century, Girl Scouts have proudly worn distinctive uniforms that symbolize the high ideals for which the organization stands. From visibility and trust in the community to a symbol of belonging, the uniform is a visual reminder of milestones and accomplishments.



Need a UNIFORM OR COOKIE SWAG? VISIT GIRLSCOUTSHOP.COM

DO YOU KNOW YOUR UNIFORM?

1. What year were Girl Scout uniforms first manufactured?

- A. 1914
- B. 1924
- C. 2024
- D. 1934

2. What Fashion Hall of Fame designer created new uniforms that incorporated the color kelly green in the 1980s?

- A. Gloria Vanderbilt
- B. Bill Blass
- C. Ralph Lauren
- D. Anne Klein

3. How many badges and fun patches are in the Little Rock store?

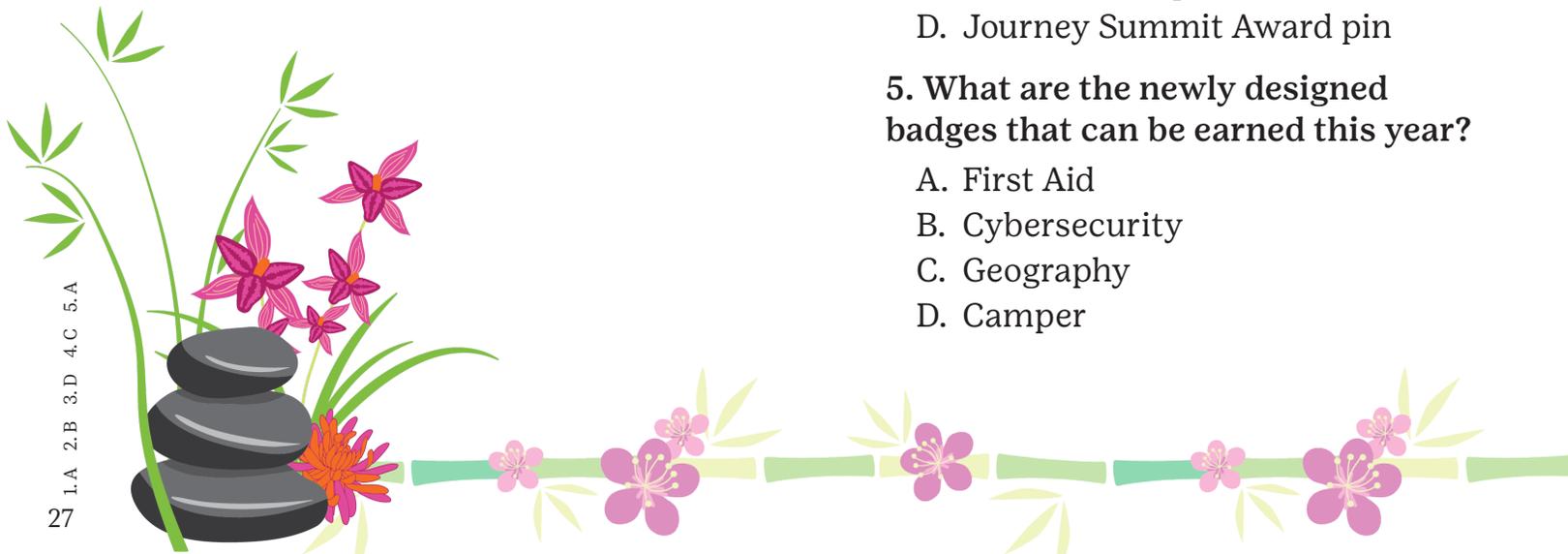
- A. 120
- B. 120,000
- C. 1,200
- D. 12,000

4. What pin symbolizes membership in the World Association of Girl Guides and Girl Scouts, of which the Girl Scouts of the USA are a part?

- A. Service to Girl Scouting Bar
- B. Girl Scout membership pin
- C. World Trefoil pin
- D. Journey Summit Award pin

5. What are the newly designed badges that can be earned this year?

- A. First Aid
- B. Cybersecurity
- C. Geography
- D. Camper





RESOURCES

ABC Bakers Facebook	Excite and energize volunteers and troops about cookie sales with sales strategies, success stories, technology tips and more	www.facebook.com/abcbakers
Lemonades Facebook	Product sale and marketing tool	www.facebook.com/LemonadeCookie
Lemonades Instagram	Product sale and marketing tool	@Lemonadescookie
Cookie Calculator	Calculate package sales goals based on number of packages sold last year and the desired percentage increase this year	www.abcsmartcookies.com/resources
Cookie theme information	Gallery of images, clip art, certificates	www.flickr.com/photos/abcbakersvolunteergallery/albums
Cookie varieties	Product descriptions and recipes	www.abcbakers.com www.abcsmartcookies.com
Rally guide	Fun ideas for troop rallies	www.abcsmartcookies.com/resources
Standard forms	Parent permission slip, count it up activity	www.abcsmartcookies.com/resources
Troop goal poster	Poster	www.flickr.com/photos/abcbakersvolunteergallery/albums www.abcsmartcookies.com/resources
Volunteer and girl videos	How-to videos on a variety of topics	www.youtube.com/user/abccouncil