




VOLUNTEER COOKIE GUIDE

2026 Girl Scout Cookie Program

BRAVE.
FIERCE.
FUN!



girlscouts 
diamonds of arkansas,
oklahoma and texas



IMPORTANT DATES

December 4	Service Unit Product Manager (SUPM) Training
January 5	Access to Digital Cookie
January 6	Direct shipped orders begin, allowing customers to place direct-shipped orders online before the full launch
January 9	Program begins (order card + online)
January 22	Banking info due in Smart Cookies
January 22	Caregiver deadline for Digital Cookie girl delivery orders to be in Initial Order (IO)
January 25	Order card sales end
January 27	Troop order entry
January 28	Service unit initial order due in Smart Cookies + service unit delivery station in Smart Cookies
February 13-20	Service Unit Deliveries
February 20	Booths begin + Cupboards begin
February 20-22	National Girl Scout Cookie Weekend
March 15	Cupboards end
March 15	Booths end 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 SmartCookie
March 21	Caregiver outstanding balance forms due
April 11	Troop draft
April/May	Reward deliveries to service units

A NOTE FROM THE CEO

Hello Volunteers!

Get ready—Cookie Season is almost here, and excitement is building across Girl Scouts – Diamonds! Soon, our girls will unleash their entrepreneurial spirit and master the five financial literacy skills that make the Cookie Program such a powerful learning experience. Selling cookies fuels creativity, determination, friendly competition, and a huge sense of pride.

Together, girls will plan their strategy, choose smart selling locations, set budgets, forecast their progress, and manage their goals. And in the process, they'll gain lifelong people skills and real-world money management experience.

*As a volunteer, you make this magic possible. Your support empowers girls to grow with confidence—and have a blast doing it! Let's be **BRAVE, FIERCE**, and have **FUN** as we kick off the 2026 Cookie Campaign. I can't wait to visit as many cookie booths as I can!*

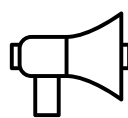
Thank you for everything you do for Girl Scouts – Diamonds!



Mary Grace Herrington, MPA



FOUR PILLARS OF GIRL SCOUTING



Life Skills



STEM



Outdoors



Entrepreneurship

BRAVE. FIERCE. FUN!



OTHER CONTACTS

COUNCIL SUPPORT

General Customer Care

- ▶ info@girlscoutsdiamonds.org
- ▶ 800-632-6894

Product Program Team

- ▶ product@girlscoutsdiamonds.org

FIND US ONLINE

GirlScoutsDiamonds.org

Facebook

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

Instagram

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

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Service Unit Product Manager Responsibilities Checklist

TRAIN & SUPPORT TROOP PRODUCT MANAGERS

- ☐ Review No Sell List before distributing materials.
- ☐ Notify leaders of ineligible caregivers.
- ☐ Host or record Troop Leader/Troop Product Manager Training.
- ☐ Encourage troop and Girl Scout participation.
- ☐ Remind troops about Fall Product & Cookie Program requirement for extra money-earning.
- ☐ Collect signed Troop Product Manager Agreements.
- ☐ Train caregivers of IRMs and collect signed forms.
- ☐ Distribute sales materials (order cards, envelopes, receipt booklets, flyer).
- ☐ Direct troops to online Troop Fall Product Guide.
- ☐ Act as first point of contact for questions; refer to product@girlscoutsdiamonds.org.

COORDINATE PRODUCT DELIVERY & REWARDS

- ☐ Secure delivery location for cookies.
- ☐ Schedule troop pickup and communicate process.
- ☐ Recruit volunteers for sorting.

ON DELIVERY DAY:

- ☐ Receive and verify delivery ticket.
- ☐ Note missing/damaged items with driver.

- ☐ Sign ticket and email copy to product@girlscoutsdiamonds.org.
- ☐ Distribute troop orders; confirm counts and sign receipts.
- ☐ Receive, sort, and distribute rewards promptly.
- ☐ Ensure receipts are written for all exchanges of products, money, and rewards.

MANAGE SMART COOKIES

- ☐ Set up account and verify contact info.
- ☐ Enter delivery and reward shipping addresses by deadlines.
- ☐ Review troop rosters for accuracy.
- ☐ Monitor troop banking info entry.
- ☐ Review and edit troop orders.
- ☐ Use reports to confirm product and reward accuracy.

ACT AS LIAISON

- ☐ Monitor email for updates and share with leaders.
- ☐ Follow all program dates and deadlines.
- ☐ Work with treasurer to ensure timely deposits for troop drafts.
- ☐ Organize and submit signed agreements to product program team.

Troop Product Manager Responsibilities Checklist

TRAIN & SUPPORT GIRL SCOUT FAMILIES

- ☐ Review No Sell List before distributing materials.
- ☐ Host or record Caregiver Training.
- ☐ Encourage troop and Girl Scout participation.
- ☐ Remind troops about Fall Product & Cookie Program requirement for extra money-earning.
- ☐ Collect signed Caregiver Agreements.
- ☐ Distribute sales materials (order cards, envelopes, receipt booklets, flyer).
- ☐ Direct troops to online Family Cookie Guide.
- ☐ Act as first point of contact for questions; refer to product@girlscoutsdiamonds.org.

COORDINATE PRODUCT DELIVERY & REWARDS

- ☐ Schedule a time to pick up cookies from the SUPM.
- ☐ Schedule girl pickup and communicate process.

ON DELIVERY DAY:

- ☐ Receive and verify delivery ticket.
- ☐ Note missing/damaged items with SUPM.
- ☐ Sign ticket.
- ☐ Distribute troop orders; confirm counts and sign receipts.
- ☐ Receive, sort, and distribute rewards promptly.
- ☐ Ensure receipts are written for all exchanges of products, money, and rewards.

MANAGE SMART COOKIES

- ☐ Set up account and verify contact info.
- ☐ Review troop rosters for accuracy.
- ☐ Review and edit troop orders.
- ☐ Use reports to confirm product and reward accuracy.

Why the cookie program matters for Girl Scouts.

When participating in the program, Girl Scouts...

- ▶ Set and strive for meaningful goals, strengthening their team-building skills and sense of self.
- ▶ Delight in watching each cookie sale bring them closer to their personal and troop goals.
- ▶ Set themselves up for a future of healthy relationships, as they hone their abilities to communicate directly, collaborate effectively, and resolve conflicts constructively.
- ▶ Level up their entrepreneurial skills, preparing them for so many potential career paths down the road.
- ▶ Build their critical-thinking capacity as they tackle problems thoughtfully, together.
- ▶ Learn what it means to do business honestly, responsibly, and aligned with their values.
- ▶ Get on-the-ground experience managing money—a practical and essential life skill—at a time when many schools don't teach financial literacy.
- ▶ Feel a glow of ownership and pride in knowing their hard work funds their Girl Scout experiences.
- ▶ Earn some pretty cool badges!
- ▶ Earn individual recognitions (see recognition insert for details or QR code).

The Five Skills



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.



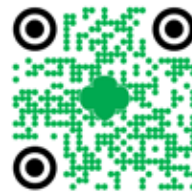
PEOPLE SKILLS

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

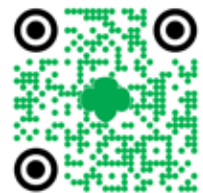


BUSINESS ETHICS

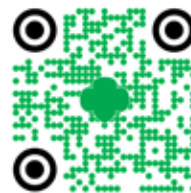
Girl Scouts learn to act ethically, both in business and life.



Recognition
Insert



Rewards
Highlights



Scan for details

Entrepreneurship Badges and Pins

When Girl Scouts sell Girl Scout Cookies, they practice goal setting,

decision making, money management, people skills and business ethics.

Girl Scouts can earn badges and pins each year they run their own business. Then they can explore their own business ideas by earning an Entrepreneur badge.

Why the cookie program matters for **Troops**.

With proceeds from their cookie business, troops...

- ▶ Fund travel, field trips, and other events. From eye-opening, perspective-widening adventures overseas, to nature excursions full of joyful shrieks and outdoor skill building, to STEAM showcases that introduce the community to the troop's robotics feats.
- ▶ Pay for troop meeting supplies and snacks, as well as badges and materials for badge activities (think tree planting, paper making, stomp rocket building, app designing, business idea prototyping, social cause advocating, and so much more).
- ▶ Offset the cost of uniforms and membership for members in need of financial assistance, so money is never a barrier to participation.
- ▶ Fund impactful service projects, such as assembling hygiene kits for women's shelters, cleaning up local parks, and helping community members register to vote.

Follow these steps to help guide your troop in the discussion

- ▶ Decide what your troop plans are for next year and how much it will cost.
- ▶ Have girls review the rewards to help them set their personal goals.

(Troop Goal in Packages)
x \$0.80 (Proceeds per Box)
= \$ (Troop Proceeds)

Proceed Earnings

Troop Earnings per Package

Base Rate	\$0.80
Opt Out	+\$0.10
PGA of 350+	+\$0.10
Potential Total Amount	\$1.00

Reward Opt out vs. Opt in

Opting out of rewards 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 per girl average (PGA) rewards.

Service Unit Earnings per Package

Base Rate	\$0.04
Host a Cookie Cupboard or 60% of Troop participation in the Fall Product Program	+\$0.02
Potential Total Amount	\$0.06

Service Unit Bonus Criteria

All service units earn \$0.04 a package in proceeds. Service units that host a volunteer cookie cupboard or had 60% of troops participate in the Fall Product Program will earn an additional \$0.02 a package, bringing their final proceeds to \$0.06 a package. If you are interested in hosting a volunteer cookie cupboard, talk to your service unit team and please reach out to product@girlscoutsdiamonds.org.

Why the cookie program matters for **Councils**.

With proceeds from the cookie program, councils...

- ▶ Provide Girl Scout programs in STEAM, the outdoors, life skills, and entrepreneurship—plus camps!
- ▶ Offset the cost of camp and other council-wide events as needed, so all members are able to participate.
- ▶ Offer volunteer trainings on inclusive leadership, CPR, outdoor survival, and more.
- ▶ In many cases, maintain council properties and preserve outdoor spaces that benefit all Girl Scouts.
- ▶ Cover the cost of running the cookie program including cookies, distribution and logistics, promotional resources, facility rentals, credit card fees, and cookie seller rewards.

Where Cookie Money Goes

Girl Scout Cookie fans are especially eager to support Girl Scouts when they clearly understand where the money goes. Help them see how **100% of proceeds stay local**, powering amazing year-round experiences for local members and preparing them for a lifetime of success.



PHASES OF THE COOKIE PROGRAM

Initial Order (IO) January 9-25

Initial Order (IO) is also known as the presale 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. You will submit these orders into the Digital Cookie site by the deadline or submit to your troop leader/product manager for entry. It is council recommendation that payment for these orders is not collected until time of delivery.

Digital Cookie

Girls 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*
- ▶ *Shipped*
- ▶ *Donations*
- ▶ *Troop Sales Link*

Initial Order Rewards

Your Girl Scout will receive specific rewards based on their Initial Order sales. These rewards will arrive with final rewards (see recognition insert for details).

Notes:

- ▶ Digital Cookie girl-delivery orders received by January 19 are automatically included in the troop initial order. Caregivers do not submit these to the TPM.
- ▶ Digital Cookie girl-delivery orders received after January 19 will need to be reported to the leader to fulfill from troop extras/booth cookies or through a troop cupboard order.

Goal Getter January 25-February 13

The Goal Getter phase of the sale allows girls to continue working toward their sales goals while waiting for Initial Order cookies to arrive. This is also when Initial Order cookies are picked up by the troop leader/product manager.

Ways to sell during the Goal Getter phase:

Digital Cookie

- ▶ *Girl-delivered*
- ▶ *Shipped*
- ▶ *Donations*

Support your Girl Scout in not losing momentum in reaching her goals during this phase. Focus on Digital Cookie girl-delivered, shipped, and donation orders.

Direct Sales February 20-March 15

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 Sale phase:

- ▶ *Digital Cookie*
 - ◆ *Girl-delivered, shipped, donations, in-hand*
- ▶ *Booths*
- ▶ *Cookie stands*
- ▶ *Direct sales*

WAYS TO PARTICIPATE



Scan for details

Ways to Participate

Ready to help your Girl Scout get the most out of cookie season? No matter how they take part in the Girl Scout Cookie Program, they'll grow their people skills, learn to set goals, make smart decisions, and so much more. Talk with them about which options they're excited to explore this year!

Text or Call Friends and Family

Is this your Girl Scout's first time running their own cookie business? Texting or calling friends and family is a great way to help them feel comfortable connecting with cookie customers. If your Girl Scout has a busy schedule, this is a flexible option.

Digital Cookie

Is your Girl Scout ready to take their digital marketing skills to the next level? With the Digital Cookie platform, Girl Scouts can ship cookies directly to customers, accept orders for cookie donations, or schedule an in-person delivery. This way, your Girl Scout can reach their sales goals no matter what their schedule is like.

Door-to-Door Sales

Going door-to-door is a great way for your Girl Scout to perfect their sales pitch! Get out in your community and sell in your own neighborhood. Use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course).

Cookie Stands

Would your Girl Scout feel more comfortable on their own turf? Cookie stands, similar to lemonade stands, are set up in front of a residence on private property, where they'll market their cookies to customers in their neighborhood. They're a great way to ease more introverted Girl Scouts into connecting with their communities. This can be fun for the whole family!

Cookie Booths

Cookie Booths are a great way to interact with new customers, develop teamwork and have fun. Girl Scouts work together to market their cookies outside a pre-approved location (like a grocery store, mall, bank, or even a drive-through booth in a parking lot) where they can practice their business skills with new customers.

Note: *Cookie booths must be coordinated by troop cookie managers; may only happen at council-approved locations; and must be legally open to, accessible, and safe for all girls and potential customers.*

Connect With the Community

The possibilities are endless! Girl Scouts team up with their caregivers to sell cookies to their employees and coworkers, at places of worship, and at community groups. From preparing a corporate pitch to selling cookies in bulk to car dealerships, real estate agents, or financial institutions, there are so many ways to grow their cookie business.

SAFETY TIPS



Girl Scouts

- ▶ **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

- ▶ **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 daytime** – 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-through cookie booths.
- ▶ **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 unloading products and passengers from vehicles.

Digital

- ▶ **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.](#)**

Social Media Policy

Digital Cookie - Girl Scout Digital Cookie Pledge:

- ▶ I understand and agree that I will only sell online using my Digital Cookie site. Additionally, I will not post on any online resale sites (such as, for example, Craigslist, eBay or Facebook Marketplace).
- ▶ I will make sure that my Girl Scout does not post on any online resale sites (such as, for example, Craigslist, eBay or Facebook Marketplace). I will not regularly post to social media websites about my Girl Scout's participation in the Digital Cookie program.

DIGITAL COOKIE

Digital Cookie is a GSUSA approved web platform that girls use to sell cookies. Every registered girl and troop can set up their Digital Cookie account and participate online. Digital Cookie is the only nationally approved platform for online Girl Scout cookie sales, ensuring a secure, consistent, and mission aligned experience for all participants.

Customers can purchase cookies at a booth, in-person, or online and can have cookies handed to them, shipped, delivered later by the Girl Scout or donated to Girl Scouts Give Back.

All Digital Cookie orders are paid for with electronic payments by the customer, so there are no funds to collect, making participation super easy!



REGISTRATION EMAILS AND ACCESS IS JANUARY 5.

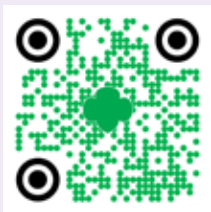
SET UP YOUR DIGITAL COOKIE TROOP SITE.

Tips

- ▶ Girls must be registered for the current membership year with an accurate email address on file in order to receive the Digital Cookie registration email.
 - ◆ If you don't see the email, check your spam or promotions folder.
 - ◆ If you have not received the email, visit digitalcookie.girlscouts.org log in page and select "Need help to log in" to resend the registration email to the email on file with Girl Scouts.
- ▶ Setting up a Girl Scout site must be done on a web browser.
- ▶ On February 13, the app will be available for selling cookies.
 - ◆ A Girl Scout site must be approved and published by a caregiver for access on the app. Ensure you have the latest version downloaded.
- ▶ Girl-delivery orders must be approved by the caregiver in Digital Cookie within five days. If not approved, the order will convert to the customer's choice of cancel or donate.
- ▶ Cookie varieties can be toggled on/off as you have inventory. On a browser, under the 'My Cookies' tab, scroll to the Girl Scout Delivery Setting section.

Need help?

Scan QR code to access resources and videos to help with Digital Cookie: help center, getting started, app instructions, adjusting delivery settings, shipping information, and more!



**Caregiver
Tip Sheet**



**Volunteer
Tip Sheet**

COOKIE SALES

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 19).

- ▶ **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 Jan 27 at 11:59pm to enter orders.
- ▶ SUPMs will have until Jan 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.

Caramel deLites	22.5%
Thin Mints	21.6%
Peanut Butter Patties	13.5%
Peanut Butter Sandwich	8.4%
Trefoils	8.6%
Adventurefuls	5.9%
Explorermores	8%
Lemonades	8.5%
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?

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 Jan 27.
- ▶ This option is available for troops with a majority Cadettes, Seniors and Ambassadors who take a vote.

Cookie Delivery/Pickup

The SUPM solicits a delivery location and coordinates cookie delivery day with troop leaders and other designated volunteers.

A good delivery station meets the following criteria:

- ▶ Is not in a neighborhood. The cookies often arrive on very large trucks that need ample room to turn around.
- ▶ Has a driveway/roadway clear of any low hanging branches that may damage the trucks.
- ▶ Is a large building or has a large room for cookies to be safely unloaded into until troops pick up. Remember, chocolate varieties may melt in the sun even on a cool day!
- ▶ Has easy access for loading and unloading.
- ▶ After the delivery station is secured, enter the information into Smart Cookies.

Rules of Delivery:

- ▶ Be prepared and on time.
- ▶ Have your cell phone handy for calls from delivery agents and/or volunteers.
- ▶ Have a copy of your delivery ticket from the reports tab.
- ▶ Only accept what is listed on the delivery ticket. Do not request or accept additional cases.
- ▶ Always count and have another volunteer count with you.
- ▶ Address any issues about your delivery with product program staff immediately (product@girlscoutsdiamonds.org).
- ▶ Sign for your delivery and take your receipt and obtain a copy for your records.
- ▶ Organize trusted help for sorting. Make troop leaders count with you before leaving. Issue them a signed receipt.

Delivery Agent Expectations:

- ▶ The delivery agent should place a scheduling call prior to delivery.
- ▶ A delivery driver should call if the delivery is delayed or changed.
- ▶ All your cookies should come in one delivery on the trucks.
- ▶ The delivery agent should count the delivery and replace any damages.
- ▶ You should receive a delivery receipt of exactly what you signed for with any missing product noted.
- ▶ The delivery should be prompt and not extend throughout the day.
- ▶ You should not feel rushed when counting and feel satisfied with the count.
- ▶ The delivery agent should act in a manner that is respectful of the council and our volunteers.

These expectations are set with the delivery agents prior to cookie deliveries. If you feel there were challenges during your cookie delivery, please email product@girlscoutsdiamonds.org with a detailed description of your experience and attach any delivery tickets or receipts

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



Cookie Booths

Traditional Booths

Council-Secured Booth

- ▶ Location secured by council staff (e.g., Walmart).
- ▶ All council secured booths will be uploaded into Smart Cookies in 2 hour increments.
- ▶ SUPM coordinates troop signups once the Walmart manager approves the location.
- ▶ Troop signs up in Smart Cookies and shows up with proper adult/Girl Scout ratios and supplies.

Service Unit–Secured Booth

- ▶ Location secured by a service unit volunteer.
- ▶ Service unit (SUPM) coordinates troop signups and submits them via the Booth Upload Template to product program staff.
- ▶ Troops must cancel their own booths in Smart Cookies if their status changes.
- ▶ Once approved, the booth appears on Cookie Finder.
- ▶ Troop shows up with proper adult/Girl Scout ratios and supplies.

Drive-Thru Booths

- ▶ Hosted in a parking lot with the property owner's permission.
- ▶ Customers purchase cookies without leaving their vehicles.
- ▶ Must follow all rules of a traditional booth.

Virtual Cookie Booths

- ▶ Live or pre-recorded video where Girl Scouts pitch their cookie business via social media.
- ▶ Girl Scouts share their personal or troop link to accept sales.
- ▶ Must follow the [Internet Safety Pledge](#) and [Digital Cookie Terms and Conditions](#).

Cookie Stands

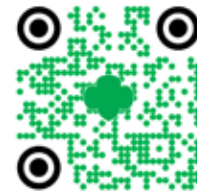
- ▶ Similar to a lemonade stand, run by a Girl Scout with their caregiver.
- ▶ Held only on the Girl Scout's or caregiver's private property.

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..

Cookie Booth Essentials



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.

Cookie Cupboards

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

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.

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 leaders/product managers 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

COOKIE MARKETING



Girl Scouts Give Back

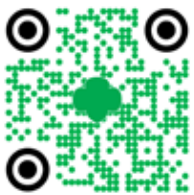
Girl Scouts Gives Back is the Girl Scouts - Diamonds cookie donation program that encourages girls to ask customers and businesses to donate \$6 for cookies to be donated. Cookies will go to food banks, first responders, military organizations and other nonprofit organizations. In 2025, Girl Scouts - Diamonds Girl Scouts collected over **7,744** packages of cookies for donation!

- ▶ Connect with your cookie customers and share about the cookie donation option.
- ▶ On the order card, mark the donation column, collect the funds and turn them in to the TPM.
- ▶ On Digital Cookie, customers can choose the Cookie Share option when making a purchase and pay electronically.
- ▶ Council will facilitate all deliveries of cookies donated through this program. Troops will not receive the cookies for donation, they only collect the funds.

Social Media Toolkit

The Social Media Toolkit gives girls (and caregivers) tools to highlight their businesses in creative ways and help them meet their goals. You'll have everything you need to have an amazing cookie season! Explore the toolkit online and click on the graphics to download the images. Get ready to have a ton of fun promoting Girl Scout Cookies this season!

Action steps to help you get started — and get sharing:



- ▶ Check out the ready-to-use graphics available for social media platforms.
- ▶ Create a social calendar that covers different phases of the cookie season, from rallies to booth events.
- ▶ Brainstorm ideas for customizing social posts that get the attention of cookie fans.
- ▶ Make it easy and save time by sharing posts from the Girl Scouts - Diamonds accounts!

Promotional Merchandise

Girl Scout Cookie gear is available to help promote your business whether walking in your neighborhood or at a cookie booth.

Email retail@girlscoutsdiamonds.org to learn how to purchase these items and more.



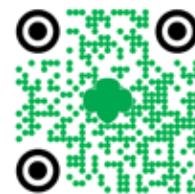
EVENTS AND CONTESTS

COOKIE PALOOZA | JANUARY 10

Join us in Cabot for a cookie-powered day of fun! Dive into badge workshops, explore exciting activity stations, and enjoy a ton of fun and learning. Earn three official badges plus an exclusive Cookie Palooza patch! Learn real-world skills through goal-setting sessions, money-management challenges, customer-care role-plays, and even marketing strategies.

BOOTH OF THE WEEK

Each week during cookie booth season, we're turning up the excitement with the Booth of the Week spotlight! One cookie booth will be randomly selected to showcase their sweet setup, cookie-selling spirit, and troop pride across our channels. The featured troop will also receive a special Booth Bundle Prize to keep the momentum going. Keep those booths buzzing and those cookie smiles shining—you could be next! Booths of the Week will be shared on 02/24, 03/03, 03/10 and 3/17.



Submit photos here!

COOKIE INTELLIGENCE AGENCY (CIA)

Girl Scouts participating in the Cookie Program can earn the official CIA sticker if they are “caught in action” showing off Girl Scout Entrepreneur skills. Whether at a booth, going door-to-door, or anywhere cookies are sold, agents are always on the lookout!

CIA Agents are looking for the following:

- ▶ **Is the Girl Scout representing Girl Scouts well?** Wearing a Girl Scout uniform (strongly recommended) or Girl Scout shirt.
 - ▶ **Is she handling most of the customer transaction?** Helping with the table, greeting customers, asking if they'd like to purchase cookies, etc.
 - ▶ **Does she know her cookie flavors and prices?** Favorite cookie, price per box, and other cookie facts.
 - ▶ **Can she share her personal or troop cookie goal?** This might be a prize she's working toward or an activity her troop is saving for.
 - ▶ **Is she keeping the mission positive?** Showing kindness, respect, and a great attitude (no grumpy agents allowed!).
-

ELITE ENTREPRENEURS

Earn a feature in next year's family guide and a fun-filled day with the Diamonds CEO! The cookie program is all about building strong business and life skills in girls, so we want to recognize one hardworking Girl Scout from each of our Council regions for their outstanding sales. The Elite Entrepreneur reward for each region goes to the Girl Scout selling the most packages.

COOKIE FINANCES



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 15, 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, 2026.
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, 2026.
- ▶ 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).
- ▶ Girl Scouts – Diamonds is not responsible for lost or stolen product or money.

Troop 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.

SUPM Checklist

- ☐ Review that all troops allocate troop inventory to Girl Scouts by deadline
- ☐ Check that all girl final rewards are selected and submit SU final reward order
- ☐ Assist troop leaders in completing and submitting Caregiver Outstanding Balance Forms, if needed
- ☐ Check Sales Report for IRM troops and ensure all money owed to council is available in bank account at least 1 week before troop draft



COOKIE READINESS CHECKLIST

This checklist is designed to guide you through the key steps and responsibilities to ensure both you and your Girl Scout are prepared for a smooth, organized, and fun cookie season. From understanding the sales process to ensuring safety and promoting teamwork, these tips will help you stay informed and involved throughout the program.

Let's make this year's cookie program a rewarding adventure for everyone!

Getting Ready

- ☐ Ensure you, troop volunteers, and Girl Scouts are registered for the 2026 membership year
- ☐ Host/Attend service unit hosted training
- ☐ Complete/Receive signed Troop Product Manager Agreement
- ☐ Troop receives sales materials and disperses to Girl Scouts
- ☐ Host Caregiver/Girl Scout training/meeting
- ☐ Review guides, order card, girl recognitions, and other resources
- ☐ Log into Digital Cookie and setup up troop site as needed
- ☐ SUPM: Solicit service unit delivery station and update troops
- ☐ SUPMs: Solicit service unit booths
- ☐ SUPMs: Coordinate service unit booth sign ups
- ☐ Troops: Sign up for cookie booths

During the Program

- ☐ Monitor troop/Girl Scout sales in Digital Cookie and Smart Cookies
- ☐ Submit the initial cookie and rewards orders
- ☐ Monitor booth signups and edits in Smart Cookies - update as needed.
- ☐ Be booth ready! Review Cookie booth essentials resource
- ☐ Place cupboard orders as needed for booth cookies and additional girl orders (direct sales and online girl delivery sales)
- ☐ Use receipts anytime money and product is exchanged
- ☐ Deposit collected money frequently into troop account
- ☐ Manage inventory by variety. If one type isn't selling, coordinate with other troops within the service unit for swaps or transfers - do not wait until the last week!

Wrapping Up

- ☐ Collect final money from Girl Scouts
- ☐ Submit Caregiver Outstanding Balance forms, if needed
- ☐ Be prepared for draft - review balance summary report in Smart Cookies
- ☐ Be ready for troop draft; all deposits are made before the date of the draft
- ☐ Receive rewards and distribute to troops/girls

