

# 2024



girl scouts  
of western ohio

# Cookie Book

How-To Guide to Manage the  
Cookie Program Like a Pro!



OWN YOUR magic

## Service Unit Cookie Coordinator Info

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Service Unit: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Service Unit Number: \_\_\_\_\_ Best Time to Call: \_\_\_\_\_

Address: \_\_\_\_\_ Please Don't Call After: \_\_\_\_\_

# Welcome!

When you volunteer and help your troop through the Girl Scout Cookie Program, you're helping them gain confidence, skills, and everything they'll need to unbox the future! Your support makes it possible for Girl Scouts to shatter expectations, whether going to camp, sleeping over at a museum, or eventually reaching out-of-this-world goals. Because of you, the Cookie Program is the success it is! Thank you for breaking barriers with us; here's to more barrier-breaking cookie seasons and more unboxed futures as we welcome ABC Bakers!

ABC has baked Girl Scout Cookies since 1937. We are looking forward to sweet success with this new partnership. Along with the new baker comes a new cookie lineup and new software to manage your troop's participation in the 2024 Girl Scout Cookie Program.

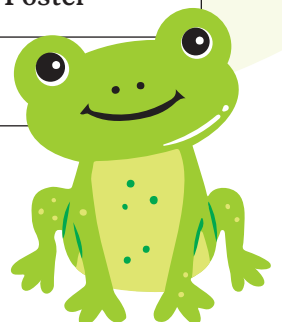
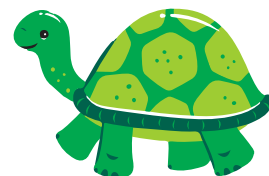
This Cookie Book is packed with all the step-by-step instructions to follow along through the season. Our [gswo.org/cookieresources](https://gswo.org/cookieresources) site has even more downloads and links to help you navigate the program like a pro. Happy Girl Scout Cookie Season, cookie managers!

Thank you for your time, commitment, and dedication to helping girls learn lifelong skills and create memories they'll cherish for a lifetime!

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*\* Information throughout the 2024 Cookie Book is subject to change.*



# Cookie Calendar

## Initial Order Phase

### **January 5**

Order taking begins, Digital Cookie opens, troops can begin soliciting troop-secured booths

### **January 9**

Cookie Rookie Webinar at 7 p.m.

### **January 16**

Initial Cookie Order phase Webinar at 7 p.m.

### **January 18**

Cookie Booth Essentials Webinar at 7 p.m.

### **January 23**

Keeping the Cookie Momentum Webinar at 7 p.m.

### **January 25**

Cookie Booth sign-up at 7 p.m. – two council locations

### **January 26**

Initial Orders and IO Rewards due in Smart Cookies by 11:59 p.m.

## Keeping the Cookie Momentum Phase

### **January 30**

Cookie Booth sign-up at 7 p.m. – three more locations

### **February 1**

Cookie Booth sign-up at 7 p.m. – four more locations

### **February 6**

Cookie Booth sign-up at 7 p.m. – unlimited locations

### **February 9-15**

Cookie Pickup Week

## Cookies in Hand Phase

### **February 13**

Cookies in Hand Phase Webinar at 7 p.m.

### **February 16-18**

National Cookie Weekend

### **February 16**

Troop-Secured booths open and ordering opens in Smart Cookies for cookie cupboard orders

### **February 21**

Cookie Cupboards begin opening

### **February 23**

Council-Secured Booths open.

Suggested date to collect initial order funds and deposit in troop bank account

## End of Cookie Program

### **March 7**

Girl Delivery option in Digital Cookie shuts off at 11:59 p.m.

### **March 12**

Finishing Out the Cookie Program Webinar at 7 p.m.

### **March 15**

Last Chance weekend

### **March 17**

Cupboards Close; Last Day for Council-Secured Booths; Digital Cookie closes for all ordering at 11:59 p.m.

### **March 22**

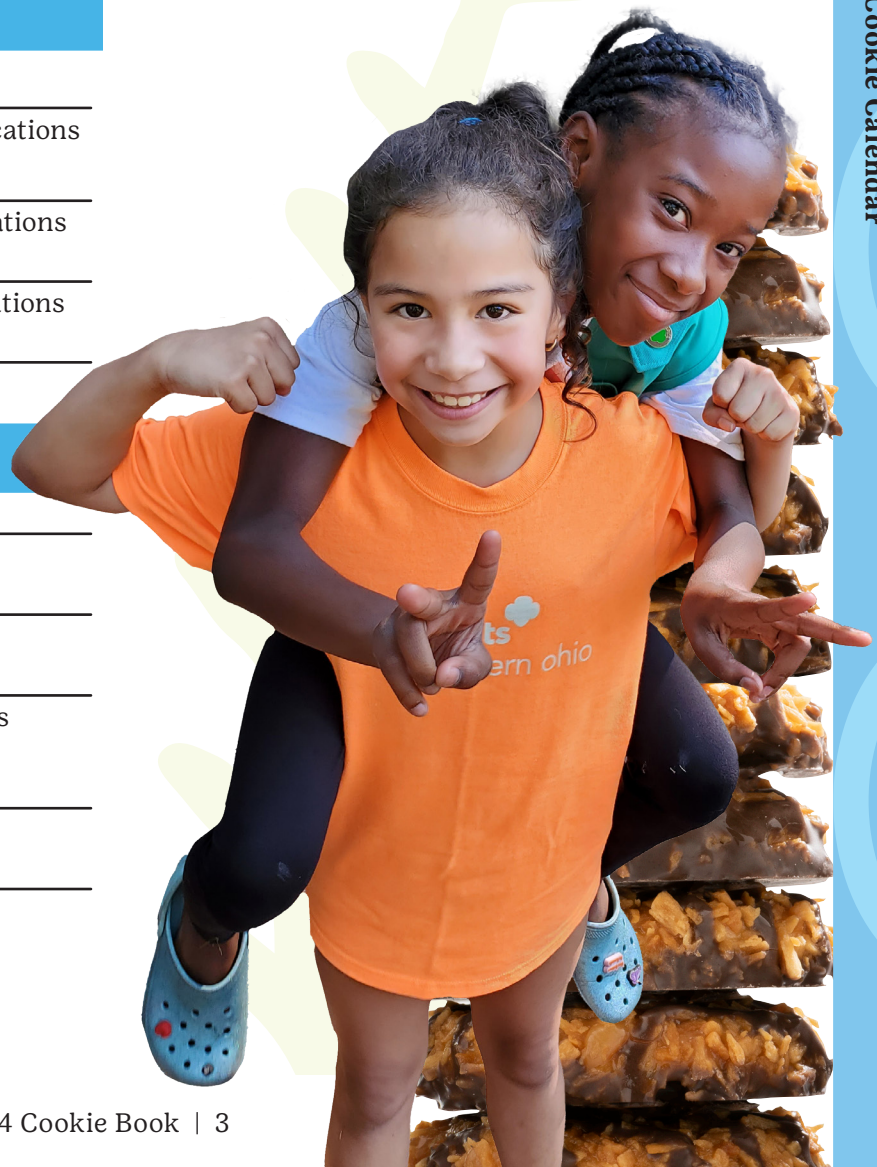
Troop cookie money must be deposited; final rewards chosen and submitted; financial concerns paperwork completed online, if needed

### **April 3**

ACH bank withdrawal of balance due to council

### **May-June 2024**

Rewards begin shipping to service unit cookie coordinators





# Skills Development

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.

# Troop Cookie Manager (TCM) Responsibilities

## Before the Program Begins

- Read and complete the troop cookie manager agreement form online at [gswo.org/troopagreement](https://gswo.org/troopagreement).
- Complete the required “2024 Cookie Season and Smart Cookies” training in gsLearn.
- Attend your service unit cookie training and sign up for all cookie season webinars.
- Collect Caregiver Agreements from all participating families at [gswo.org/productagreement](https://gswo.org/productagreement).

## During the Program

- Collect signed receipts for any cookies or money exchanged with families.
- Use Smart Cookies and Digital Cookie to reconcile all cookie orders.
- Deposit all cookie funds into the troop bank account as you receive them.
- Follow all important dates and deadlines.
- Communicate with families regularly for any additional cookie orders or needs.

## After the Program Ends

- Ensure all funds are in the troop bank account prior to the end of the program ACH withdrawal from council.
- Distribute rewards within two weeks of receiving them from your Service Unit Cookie Chair.
- Have fun with your troop by celebrating your successes!

Girl Scouts is the most visible in our communities during the Girl Scout Cookie Program, and especially during cookie booth season. We want you to be prepared when asked, “Can my girl join your troop?” While we want every girl to have an opportunity to join Girl Scouts, we understand not every troop is able to welcome new girls. See the tear-out QR code flyer in the back of the book and offer the caregiver to scan the QR code. GSWO staff will work with the family to find the best opportunity for them.





# Ways to Participate in the Girl Scout Cookie Program!

Get ready for your Girl Scout to make (cookie) boss moves this year! No matter how she takes part in the Girl Scout Cookie Program, She'll grow her people skills, learn to set goals, make smart decisions, and so much more. Talk with her about which options she's excited to explore this year!

## Phone or Text Friends and Family

Is this your Girl Scout's first time running her own cookie business? Texting or phoning friends and family is a great way to help her feel comfortable connecting with cookie customers. And if your seasoned cookie boss's free time is limited—hello, school, sports, and extracurriculars!—this option has maximum flexibility.

## Digital Cookie

Is your Girl Scout ready to take her digital marketing skills to the next level? With the Digital Cookie® Platform, Girl Scouts can ship cookies straight to customers, accept orders for cookie donations, or have local customers schedule and in-person delivery. And she can reach her sales goals no matter what her schedule is like.  
[digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org)

## Door-to-door

This is the perfect way to hone her sales pitch! With door-to-door participation, Girl Scouts can stay local and sell in their neighborhoods—and even use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new people and neighbors (with the necessary adult supervision of course).

## Cookie Stands

Would your Girl Scout feel more comfortable on her own turf? Cookie stands, similar to lemonade stands, are set up in front of a residence on private property or a troop-secured location where you and your Girl Scout (girl and caregiver) can market her cookies to customers in the area. Cookie stands are a great way to ease more introverted girls into connecting with their communities. This can be fun for the whole family!

## Cookie Booths

This option has maximum customer interaction, teamwork, and all the fun! Troops can work together to market their cookies outside a pre-approved location (like a local business, bank, mall, or even a drive-thru 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 approved and appropriate locations; and must be legally open to, accessible, and safe for all girls and potential customers.

## Connecting with Her Community

The possibilities are endless! Girls can team up with their caregivers to sell cookies to employees and coworkers, at places of worship, and at community groups. They could prepare a corporate pitch to sell cookies in bulk to business like car dealerships, real estate agents, or financial institutions. When these budding entrepreneurs secure a large sale, they get a taste of sweet success!



Participating in the cookie program powers Girl Scouts' adventures throughout the year as they learn key business skills to excel in future careers and in life. By participating in different sales methods, girls gain more skills, including: goal setting, decision making, money management, people skills, and business ethics. Don't forget: adult supervision is required at all times.

# Talking to Your Troop About Cookies!

The Girl Scout Cookie Program is a team effort, and families play a major role! With the support, assistance, presence at cookie booths, and encouragement of their family, there's no stopping a Girl Scout!

## Caregiver Meeting/Training

Schedule a meeting with your troop and caregivers prior to the start of the cookie program to review the Cookie Family Guide (available for download on our Cookie Resources site), share important deadlines, and have caregivers sign the caregiver agreement to participate.

## Discuss Varieties and Costs

- There are two Girl Scout Cookie Bakers that serve the entire country, ABC Bakers and Little Brownie Bakers. New this year, Girl Scouts of Western Ohio has partnered with ABC Bakers, which is why you'll see different names and cookies than in years past.
- Review the cookie lineup with the girls and discuss the flavors, names, and more!
- Prices are \$6.00 for each individual package of cookies, regardless of flavor.

## Share What the Cookie Program Means for Girls

- The Girl Scout Cookie Program teaches girls life skills and provides them a fun opportunity to earn official financial literacy Girl Scout cookie badges.
- All proceeds earned from the GSWO Cookie Program stay local with troops and council!
- Girls decide how to spend their troop funds through adventurous trips, exciting projects, and important community service.

## Fun Facts

- The Girl Scout Cookie Program is the largest girl-led business in the world!
- Thin Mints have been around since 1939 and continue to be the #1 fan-favorite cookie (regardless of the baker) in the USA!
- Famous Girl Scouts include Taylor Swift, Queen Elizabeth II, Carrie Underwood, Venus Williams, Abigail Breslin, Queen Latifah, Sally Ride, and Michelle Obama, Sally Ride, Laura Bush, and Michelle Obama, just to name a few!
- Girl Scouts was founded by Juliette Gordon Low in 1912; the first cookie program was held in 1917!

## Resources for Families

- **2024 Cookie Family Guide**
- **Caregiver Agreement form:** [gswoweb.org/productagreement](https://gswoweb.org/productagreement)
- **Paper order card rewards listing**
- **Additional downloads and graphics** at [gswoweb.org/cookiresources](https://gswoweb.org/cookiresources)

**Note:** In divorced/separated family situations, cookie materials should be provided to each caregiver interested in participating with their Girl Scout. Due to financial responsibility, each should also complete a caregiver agreement form. Contact your service unit cookie coordinator if more Family Guides or order cards are needed.



## Visit our site to learn more:

[gswoweb.org/cookiresources](https://gswoweb.org/cookiresources)

[girlscouts.org/cookiebadges](https://girlscouts.org/cookiebadges)

[girlscoutcookies.org/entrepreneurfamily](https://girlscoutcookies.org/entrepreneurfamily)

# Cookies Making an Impact

**Virtual Cookie Share:** New name, same great program! Girl Scout cookie packages purchased through the council Virtual Cookie Share are donated to several charitable organizations that partner with GSWO. The Girl Scout will receive credit for the cookie donation purchase, as will the troop; the council will handle the delivery of those physical packages from council cookie inventory. The Virtual Cookie Share cookie donation program is a great way for Girl Scouts to support their community and for the community to support Girl Scouts!

## More About Virtual Cookie Share

- Virtual Cookie Share donations are part of the council's donation program and can be purchased through Digital Cookie or in-person and at Cookie Booths.
- Cookies directly benefit charitable partners through food banks and military organizations in western Ohio and southeast Indiana.
- The council manages the inventory and delivery of Virtual Cookie Share cookies. Troops will not need to do anything with packages other than accept the payment and track the donation in Smart Cookies under the Virtual Cookie Share column (pages 20 & 21).
- Girls and the troop **receive full credit** for all council Virtual Cookie Share donation sales.
- Girls who sell 50+ Virtual Cookie Share donations will earn the Virtual Cookie Share patch and Plush Axolotl Backpack Clip!
- See page 21 for instructions on tracking Virtual Cookie Share purchases in Smart Cookies.



## Troop Cookie Share

If your troop would like to participate in your own cookie donation program where you choose the charitable organization to donate cookies to, this would be considered Troop Cookie Share. This option is only available through in-person sales as all online Virtual Cookie Share donations purchased through Digital Cookie will automatically be credited to the council Virtual Cookie Share program. Troop Cookie Share donation purchases do not need to be tracked through Smart Cookies. See page 21 for more details.

## How the Cookie Crumbles

[gswo.org/supportgirlssuccess](https://gswo.org/supportgirlssuccess)



In 2023, Girl Scouts of Western Ohio troops earned \$2,607,660 in their troop proceeds.



# Digital Cookie

Digital Cookie allows girls to set up individual online storefronts to expand their cookie business. The features in Digital Cookie make selling cookies a fun, universal experience for all cookie entrepreneurs!

## Online Sales Guidelines

Product Program participation should always be led by a Girl Scout under caregiver supervision. While posting in community groups or neighborhood group pages on social media is permitted, girls should never share their last name or personal information. Families should always use caution when sharing links on public pages. Through Digital Cookie, caregivers can deny any girl delivery orders they do not feel comfortable personally delivering.

## For Troop Cookie Managers

- Orders made through girls' Digital Cookie storefronts during the initial order phase, do not need to be manually entered into Smart Cookies.
- Once you submit your troop's initial orders, caregivers must report any additional orders that come in after that to you.
- **Note:** If you submit your troop's initial order before the initial order deadline, any Digital Cookie orders after submission will not be included in your initial order totals.
- All orders for Girl Delivery placed after initial orders have been submitted must be manually transferred to girls in Smart Cookies.

## For Girl Scouts

- Customizable storefronts to share their sales pitch, photo, or even a cookie commercial 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 leadership experience.
- Girl Scouts can send "cheers" to one another with an encouraging message.
- Girl Scouts can make sales and collect payments while on the go during the cookies-in-hand phase of the program.

## For Caregivers

- Caregivers have the option to turn girl delivery off for customers based on family preferences and cookie availability. (This feature is only available to caregivers; troop cookie managers cannot do this from their volunteer login).
- The ability to turn cookie varieties on or off to match available inventory. (This also can only be done from the caregiver's login).
- Caregivers must approve or deny ALL girl delivery orders. If not approved within 10 days, the order will default to the customer's second choice.
- **NEW!** Caregivers can enter their paper order sales into Digital Cookie during the Initial Order phase and those sales will automatically populate in Smart Cookies! These orders can be edited by the troop cookie manager, if needed.

## For Cookie Consumers

- Customers can order cookies for direct shipping, donations, or pay for cookies online to be delivered by the girl or picked up from a booth.



# Digital Cookie

## Setting Up Your Volunteer Account

1. Watch for the registration email starting December 12.
2. Click “Register Now” (For best results, use the most up-to-date version of your web browser).
3. Create your password and then login using the same email address.
4. Read and accept the Terms and Conditions, and watch a safety video.

**Note:** Parent access opens at the start of the program. If you are also a caregiver of a girl, you will not see your Girl Scout's information or be able to access her site until January 5. Once parent access opens, you will see an option for the "role selector" screen.

## Assisting Caregivers with Setting Up Their Accounts

1. Caregivers should watch for an email (email@email.girlscouts.org) with the subject “It’s time to register your Girl Scout for Digital Cookie!” (Check spam/junk, too!) at the start of the program.
2. **Create a login using the same email address.**
3. Follow prompts.
4. Click the green “Activate” button. **Note:** Families have the option to activate all girls in their household as long as they are registered with Girl Scouts under the same caregiver.
5. Once the caregiver has registered, they should watch their inbox for a registration confirmation email and save this email where it can be found during cookie season!

## Using Digital Cookie to Process Credit Card Payments

In-hand payment processing can be utilized when a Girl Scout has cookies physically on-hand and available to hand to the customer upon processing their credit card payment.

1. Once the Girl Scout's Digital Cookie site has been set up, caregivers should download the Digital Cookie Mobile App for free from the App Store or Google Play store.
2. Once installed, use the name and password used to access the desktop site. **Note:** the app will only work once the program has launched and the Girl Scouts' site has been set up.
3. Select either the girl's account or the troop to use for the transaction. (The troop account should be used when taking payments at booths. Sales credited to the troop will need to be later moved accordingly amongst those girls who worked the booth. See page 21 for instructions).
4. Select New Cookie Order and select the varieties the customer would like.
5. Select **Give Cookies to Customer Now** to process the in-hand, payment, and click **Continue**.
6. Review the order and enter payment by manually entering the credit card information or using the scan feature.
7. Click Place Order, wait for the confirmation, and hand cookies to the customer!



## Digital Cookie Shipping Rates

There's a 4-package minimum order for shipping. Donated cookies do not have a shipping cost and do not count towards the 4-package minimum.

For more tip sheets and step-by-step instructions, visit the **Digital Cookie** section of our **Cookie Resources** page at [gsw.org/cookieresources](https://gsw.org/cookieresources).

There's a 4 package minimum order for shipping. Donated cookies do not have a shipping cost and do not count towards the 4 package minimum.


4-8 packages <b>\$12.99</b> <b>A</b>	9-12 packages <b>\$14.99</b> <b>B</b>
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For orders of 13 package(s) or more, shipping is calculated as follows:

- \* 13 package(s) of cookies: tier B (12 packages) + tier A (1 more package) = 13 package(s) of cookies shipping cost
- \* 25 package(s) of cookies: tier B x 2 (24 packages) + tier A (1 more package) = 25 package(s) of cookies shipping cost

# Troop Proceeds

Troop Proceeds are based on the per girl average (PGA) of your participating Girl Scouts. At the end of the program, all cookies should be properly transferred to girls so that rewards can calculate accordingly.

<div>  <div> Total packages sold  Number of girls selling </div> </div> = Troop PGA	
PGA	Rate per Package
1 - 199	\$0.85
200 - 274	\$0.95
275 - 324	\$1.05
325+	\$1.15
Early Bird Bonus	J/C/S/A Opt Out
+\$0.05	+\$0.18

Proceeds tiers with a max of \$1.38!



## Early Bird Bonus Proceeds

Troops that registered with five girls (3 for CSA troops) with 2 adult leaders by May 31 and participated in the Fall Product Program (a 3-girl participation minimum with a 10 PGA) will earn an additional \$0.05 per package sold during the cookie program. If your troop qualifies to earn this bonus, it will reflect on your Troop Balance Summary Report under the "Proceeds Plan" column in Smart Cookies after February 1.

## J/C/S/A Opt-Out Bonus Proceeds

Girl Scout Junior, Cadette, Senior, and Ambassador troops can make a majority decision to opt out of rewards and instead earn an additional \$0.18 per package sold. When choosing to opt-out, girls will still earn all patches and troop PGA rewards.

## Rewards Card



### 2024 Cookie Program Rewards!

Personal Goal: \_\_\_\_\_ Packages!

#### Cumulative Rewards

\* styles may vary




















Learn more about all the rewards at [www.gswoweb.org/rewardslookbook](https://www.gswoweb.org/rewardslookbook)

## OWN YOUR magic

## 2024 Rewards Look Book



girlscouts of western ohio

### OWN YOUR magic

Check out full images and details about this year's rewards lineup in the 2024 GSWO Cookie Program Rewards Look Book: [gswo.org/rewardslookbook!](https://gswo.org/rewardslookbook!)




### 2024 Cookie Program Rewards Look Book



# Cookie Program Rewards



## What Girls Earn

Girls who participate in the cookie program will earn rewards that accumulate based on the number of packages they sell up to 800 packages sold. At the 180+ package level and above, girls may opt out of the reward and instead, choose Digital Dough that can be used in our GSWO shops, programs, or camps. At the 1000+ package levels, girls will choose their desired reward from the options listed. For example, a girl that sells 3000 packages will earn all cumulative rewards in the lineup, and then can choose any one reward listed from the non-cumulative section starting at the 1000+ levels. These higher-level rewards are non-cumulative, so girls who sell at the 1000-3000+ levels may select any one reward from a previous level and make up the difference with additional Digital Dough.



## Celebrating Sweet Success

Girls who sell 800+ packages will have the opportunity to choose between two exclusive event rewards! Camp Cookie is a fun day at one of our Girl Scout camps where girls will participate in classic camp activities, crafts, and more! New this year, is the Build-A-Bear Extravaganza Party! Girls will learn what it's like to be a Build-A-Bear Bear Builder and will even get to make their own Girl Scout Bear! If a Girl Scout in your troop selects either event, her primary caregiver will receive an email with more information and instructions. Both Camp Cookie and the Build-A-Bear Party will be offered on specific dates and locations that will be shared in the caregiver email. Check out the 2024 Look Book on our Cookie Resources site for more details regarding these opportunities.



## What Troops and Volunteers Earn

Troops with two or more girls participating in the cookie program can earn rewards for each cookie seller based on their troop per girl average. Troops with only one girl selling will not be eligible for troop PGA rewards. Troops that opt out of rewards will still earn troop PGA rewards accordingly.



- **210+ PGA** – Own your Magic T-Shirts for each participating girl plus 1 shirt for TCM and 1 for troop leader.



- **275+ PGA** – Troop Event Tickets to either Armstrong Air & Space Museum, Cincinnati Museum Center, or Imagination Station Toledo for each participating girl plus adult leaders, per ratio guidelines. (Earning troops will choose one location)



- **350+ PGA** – Troop Digital Dough (see chart below) plus troop cookie manager's Girl Scout membership paid for next membership year.

# of Girls Participating	Troop Digital Dough
2-5 girls	\$150
6-10 girls	\$200
11+ girls	\$250

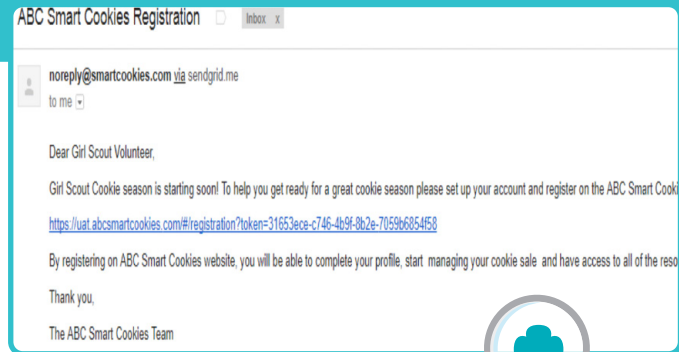


# Get to Know Smart Cookies

Welcome to Smart Cookies, ABC Baker's cookie program management software system. Through Smart Cookies, you'll be able to submit your troop's orders, add cookie booth locations or sign up for council booths, track all sales, and submit rewards. You'll even have direct access to ABC resources to help you navigate the cookie program with ease!

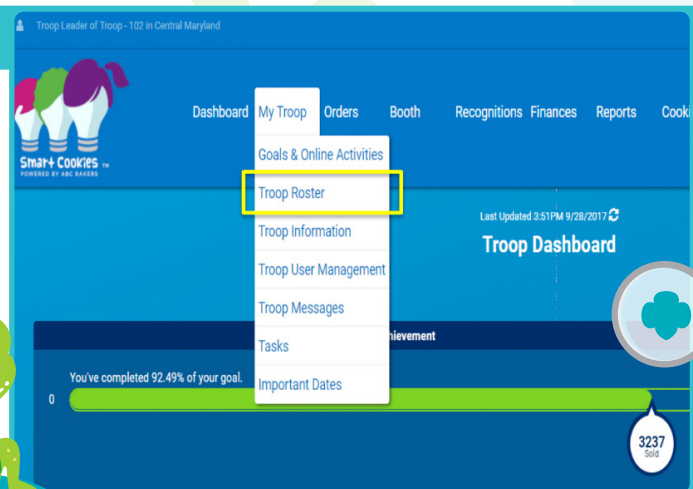
## Log-in at [abcsmartcookies.com](https://abcsmartcookies.com)

- Troop cookie managers will receive a registration link email from [noreply@abcsmartcookies.com](mailto:noreply@abcsmartcookies.com) starting December 12, if all requirements have been met (see page 4).
- **Note:** Troop cookie managers with newly signed agreements after December 12 and who have watched the training in gsLearn, will be uploaded into Smart Cookies twice a week throughout the program and will receive your registration email once uploaded.
- **Click the link within the email** (if you have completed your agreement and watched the mandatory training in gsLearn, but haven't received the email, check your junk folder!)
- **Enter username** (email address) **and create a password**.
- Complete your **volunteer profile**.



## Set Up Your Troop

- Go to 'My Troop' tab and **select 'Troop Roster'** to confirm all girls are showing properly in the system.
- **Recommended:** Select the pencil icon next to each girl's name to add a shirt size for tracking when entering rewards later in the program. **Click 'Save'** after each edit.
- Once you have entered and updated all necessary information, **click 'Save'**.





# Smart Cookies: Placing Initial Orders



Initial Order

## Important Date:

**January 26, 2024** - All Initial Orders are due in Smart Cookies by 11:59 p.m.

Collect girls' order cards a day or two before your deadline to allow time to enter the orders into Smart Cookies. All orders placed through Digital Cookie, until the time you submit your initial orders, will automatically be added to the Initial Orders for you. Confirm when girls provide their initial order cards, that they do not include Digital Cookie orders.



## 1. Placing Initial Orders

1. Navigate to Orders on the menu bar, select Troop Initial Order from the drop-down.
  2. Scroll down to the list of girls in your troop.
  3. For each girl, click the drop-down to the right and enter the number of packages to be ordered for each cookie flavor per girl.
  4. Close the window to move through each girl on the roster list to enter their numbers.
  5. Enter any extra cookies you would like for booths under the Booth Cookies row. Cupboards will open on February 21. If you have troop-secured booths planned prior to cupboard opening, add booth cookies to your initial order.
  6. Once all packages for each girl; and booths, have been entered, click Save.
- **Note:** the gluten-free Caramel Chocolate Chip cookies will ONLY be available through initial orders and will not be available in cookie cupboards. If you would like these cookies for booths or later sales, include them on your initial order.
  - Cookie cases come with 12 packages per case. You will only pick up full cases at delivery, so all cookies will round up to the full case for initial orders. These extras will show in the Extras row.
  - Caregivers can enter paper card orders from their initial order into Digital Cookie. Those will flow into Smart Cookies automatically during initial order only.
  - If you are entering paper orders for a girl, be sure they are not duplications of what the caregiver may have already entered.

## 2. Selecting your Delivery Station Location

- Once you save your initial order, your Delivery Appointment Detail option(s) will appear.
- If your service unit hosts a delivery, you will automatically be assigned to that location. If your area is part of a mega-drop location, more than one option will be available. Select the date, time, and location that works best for you to pick up your troop cookies.
- The map shown is interactive; click on it to view more details, such as driving directions or instructions, for the delivery locations.
- Scroll up to the SAVE button to save all selections.
- **Note:** if you make any changes to your troop order, you will need to reselect your delivery station again.

## 3. Placing Initial Reward Order

1. Navigate to the Rewards, select Recognition Order from the drop-down.
2. Click the drop-down in the Order Type box and select EARLY.
3. When finished selecting the reward for each girl, click save.
4. Go to Rewards>Manage Orders to confirm your order is complete!



# Keeping the Cookie Momentum

The next phase of the program occurs between the time when girls turn in their initial orders and when they physically receive cookies. Girls can continue to connect with customers to boost their cookie business with traditional or online orders.

## How to Keep the Momentum

- Encourage the girls in your troop to connect with customers they haven't yet been able to reach.
- Download door hangers from the Cookie Resources site for girls to easily use when going door-to-door in neighborhoods.
- Review each girl's goals, how close they are to them, and what other activities they can do to reach those goals during the remainder of the program.

## Fulfilling Additional Orders After Initial Order Submission

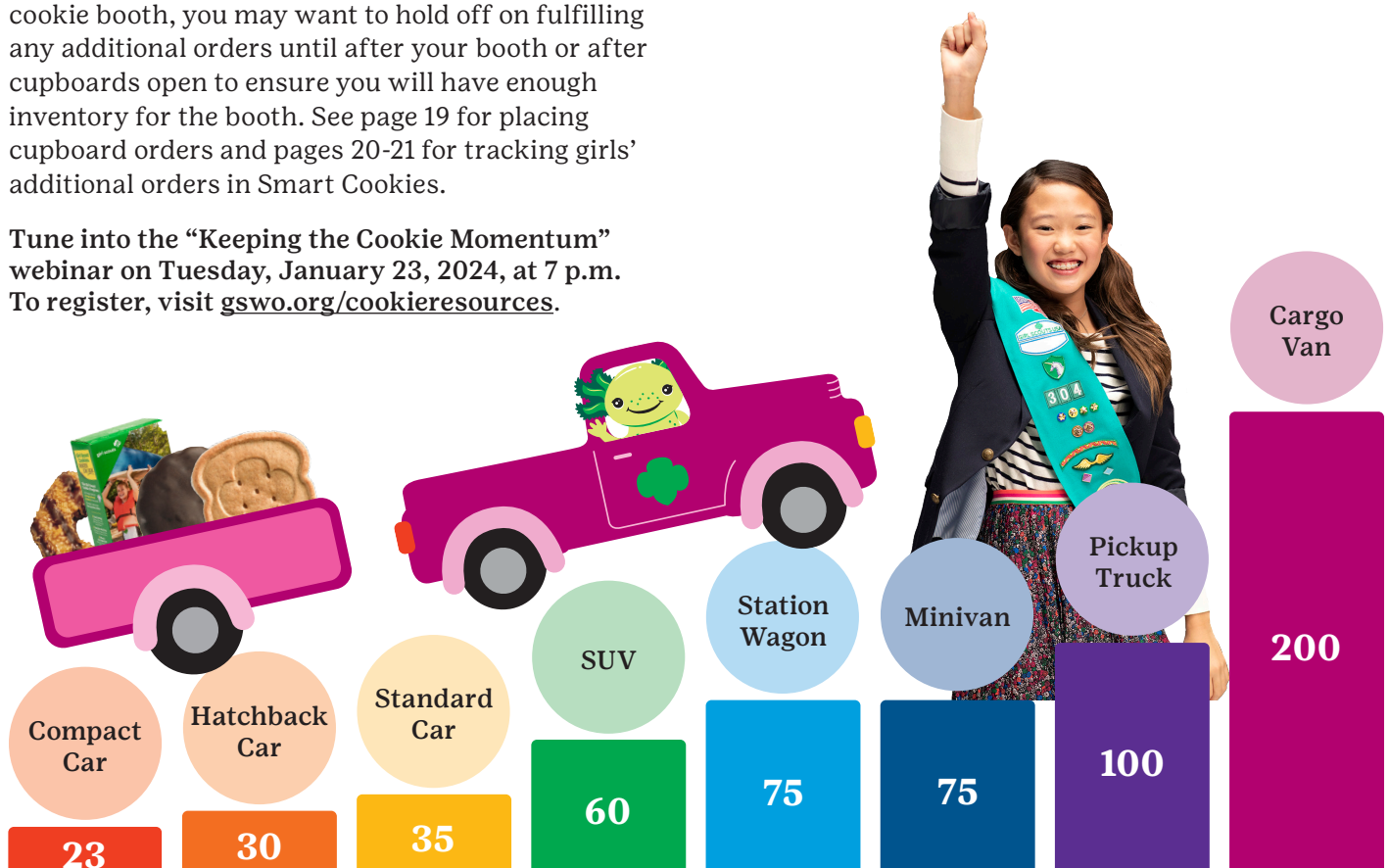
Traditional order card orders or online girl delivery orders placed through Digital Cookie that come in after you have submitted your troop's initial order, can be fulfilled from any extras your troop may have from the initial order; or by placing an order from an area Cookie Cupboard. If you have an early cookie booth, you may want to hold off on fulfilling any additional orders until after your booth or after cupboards open to ensure you will have enough inventory for the booth. See page 19 for placing cupboard orders and pages 20-21 for tracking girls' additional orders in Smart Cookies.

Tune into the "Keeping the Cookie Momentum" webinar on Tuesday, January 23, 2024, at 7 p.m. To register, visit [gswo.org/cookieresources](https://gswo.org/cookieresources).

## Preparing for Cookie Pickup

Each delivery site is different, but here are the basics.

- Print or screenshot your delivery assignment from Smart Cookies.
- Arrive exactly at your selected time and location.
- Follow the instructions given at your location's check-in.
- Be prepared with proper transportation. See the below chart as a guideline. Ensure all vehicles are cleared out and ready for cookie cases!
- Dress for the weather as you will be required to step out of your vehicle to verify counts – some locations are outdoors.
- COUNT all cookies before leaving the premise. If you have concerns about your counts, pull to a parking spot and recount before leaving. Shortage errors cannot be fixed once you leave the site.
- Contact Customer Care right away if you miss your scheduled pickup.



\*All suggested capacity numbers account for rear seats being folded down or removed and the vehicle cleared of any other items or people besides the driver.

# Cookie Pickup



Cookie Pickup

## Important Dates:

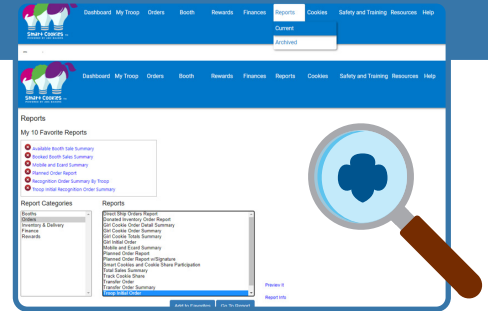
February 9-15, 2024 - Cookie pickup week begins, various dates in all regions

## Cookie Pickups

Most troops will participate in large-scale pickups known as “mega drops,” where multiple drive-up lanes are available for cookie managers to pull in and load their initial cookie order. Most Lima troops and some service units in the Toledo region will pick up cookies directly in their area from service unit volunteers. Connect with your service unit cookie coordinator for best practices to help you prepare for your pickup.

## Printing Your Troop Order for Cookie Pickups

1. Navigate to 'Reports', select '**Current**' from the drop-down.
2. Under the Report Categories, click on 'Orders'.
3. Under Reports, click on 'Troop Initial Order'.
4. Click 'Go To Report' (cases and PDF should default).
5. Click 'View Report', print and take it to your cookie pickup.

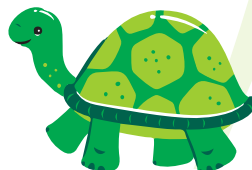


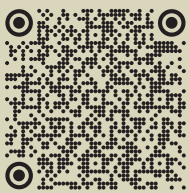
## Printing Girl Orders

1. Print Girl Tickets by navigating to '**Reports**', select '**Current**'.
2. Under Report Categories, click on 'Orders'.
3. Under Reports, click on 'Girl Initial Order'.
4. Click 'Go To Report', change the view option to Cases/Packages, and click 'View Report'.
5. Print 2 copies, one for your records and one for the caregiver; both parties should sign both receipts.

## After Cookie Pickup

1. Sort cookies by each girl's initial order total before distributing them to anyone.
2. Prepare receipts for both you and the caregivers with their cookie totals and the amount due (remember, payment for Digital Cookie orders is already credited to the troop; mark that amount as paid, and then the remaining balance for initial order cookies should only include paper card orders).
3. Notify caregivers and schedule cookie pickups with them.
4. Upon arrival, recount the order with the caregiver. Once verified, both sign the receipts; one remains with the troop and one with the family. Receipts should be signed every time cookies or money are exchanged with families, with no exceptions!
5. Provide each girl with a money envelope and write the amount due for paper card orders.
6. Discuss using Digital Cookie to accept credit card payments for in-hand deliveries.
7. Remind girls they can continue to collect orders throughout the remainder of the program! Additional orders can be fulfilled from planned orders through cookie cupboards.





Booth Transfers

# Smart Cookies Booth Transfer

## Important Dates:

**January 5, 2024** - Soliciting Troop-Secured booths begins

## Cookie Booth Basics

Cookie booths allow girls to connect with the public and customers outside of their own personal circle so they can reach their goals and make a difference in their community. Troops can order additional booth cookies on their initial order or place planned orders from a cookie cupboard for their cookie booth inventory. Booths are a troop opportunity to pop up your cookie business in front of high-traffic locations around town.

## Troop-Secured Cookie Booths

Troops can solicit locations at businesses not already listed in Smart Cookies as those locations have already been confirmed by council staff and should not be further contacted. Navigate to BOOTHs on the menu in Smart Cookies to view which locations have already been secured by the council and should not be contacted.

## How to Find and Solicit Troop-Secured Locations

- Contact community business owners to seek approval to set up at their location.
- Look for safe, well-lit parking lots and contact the property owner or leasing manager for approval to host a drive-thru booth.
- Booths set up outdoors have more visibility to those passing by, but indoor booths in busy locations are also a great option.
- Let businesses know that once their booth location has been approved and entered into the system, it will show in the national online Cookie Finder to help drive consumers to their location. Our council had over 140,000 searches last year alone – it's a win-win!
- Review locations where council booths aren't already scheduled so that troops aren't oversaturate one area.

## Setting Up a Troop-Secured Cookie Booth

1. Navigate to **Booth**, select **Troop Secured Booth** from the drop-down.
2. Complete the required booth info and any other details (the more specific, the better!) and **click Save**.
3. You'll be prompted then to enter the date, time, and **click Request Appointment Time**.
4. **Select the date and time**. If multiple dates for that location, **click Save after each date and time** are entered. Verify start times, and end times, and location information are all correct.
5. Once all times are entered, **click Request Troop Secured Booth** to submit to the council for approval. Please allow 48 hours for approvals. Your troop contact will receive an email when council approves or denies the requested booth.
6. **Requested booths will appear on the Booth> My Reservations tab**. The status will display as requested, approved, or denied. Troop contact will receive an email when council approved or denies the requested booth.





# Smart Cookies Booth Transfer

## Important Dates:

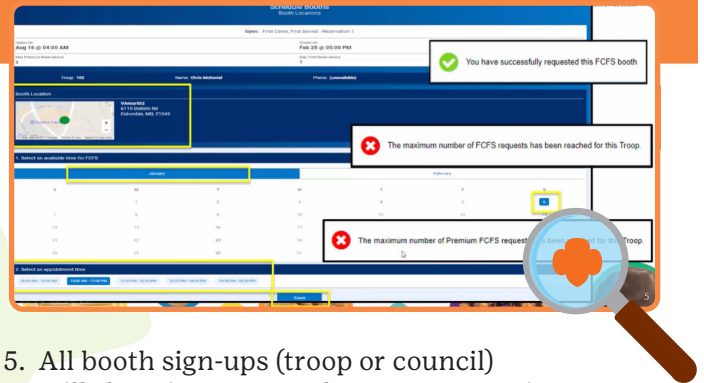
**February 16** - Troop-Secured Booths begin | **February 23** - Council-Secured Booths open  
**March 17, 2024** - Last day of Cookie Booths

## First Come, First Serve Council-Secured Booths

These booth locations are set up by council staff through large corporations or small community partners. All council booths listed within Smart Cookies, under the Booth menu are available for sign-up on a first-come, first-served basis during designated dates and times. Troops can sign up for slots with limits to allow for a fair sign-up process. Council booths cannot be booked for additional days or hours outside of the listing as extensive communication has already happened with the business. Locations contacted by council will show in Smart Cookies at the start of the program. As location booth dates and times are confirmed, details will be updated. Check back in Smart Cookies often as booths are confirmed and time-slots are added.

## Selecting Council-Secured Booths

1. Navigate to **Booth**, select **Schedule Booths** from the drop-down.
2. Review the map and available locations and click on the desired booth from the list on the left. Use the scroll bar to move the list up and down or the search function to narrow your search.
3. Once you have selected your desired location, select the date & time. Available dates are highlighted.
4. Click Save.



5. All booth sign-ups (troop or council) will show in your **Booths>My Reservations**.

## Releasing a Council-Secured Booth

As plans change or emergencies arise, the need to cancel a scheduled booth may come up. If this happens, always release or cancel the booth in Smart Cookies. This removes it from the Cookie Finder; and allows other troops to possibly sign up.

1. Navigate to Booth and select My Reservations from the drop-down.
2. Find the booth you need to change from your sign-up listing and click on the 3 dots to the right.
3. Click Remove Reservation.
4. A confirmation message will appear. Click accordingly.

## Drive-thru Booths

These booths are convenient locations generally held in the parking lot of a business, church or other organization where customers have easy access in and out so troops can safely take convenient drive-up orders from customers in their cars. Drive-thru booths can be council or troop-secured locations and may utilize more volunteers and girls to help assist with directional signs and traffic control. Drive-thru booths should be in a well-lit area with plenty of space for cars to safely navigate through.

## Cookie Stands

These booths are run by a girl and her caregiver, many times in their front yard or at a business that is not a council-secured location. Any cookie stands held on personal property do not need to be submitted to Smart Cookies for approval. Girls and their families will work with the troop cookie manager regarding inventory for cookie stands.

**Pro Tip:** Check out the items available to reserve, for FREE, from our GSWO Resource Centers to help make your booth and drive-thrus a success! Visit [gsw.org/resourcecenter](https://gsw.org/resourcecenter).

# Cookie Booths

## Cookie Booth Guidelines

- Minimum of 2 registered and background checked adults and 2 girls with a maximum of 4 girls during a time-slot. (Exceptions to this rule are cookie stands and drive-thru booths).
- Print booth details from My Reservations in Smart Cookies.
- Dress appropriately for the weather and in Girl Scout gear, when possible.
- Bring a table and chairs unless specifically noted in Smart Cookies for your booth location.
- Do not block doorways or harass people by yelling or running. Always be respectful and attentive to the customers and employees.
- No smoking, vaping, or alcohol at the booth – no exceptions! Girls should also not be eating, drinking, looking at their phones, or engaging in activities distracting them from customers.
- Leave the space nicer than you found it by cleaning up empty boxes and trash.
- If another troop happens to be set up at a booth within eyesight, be respectful of one another.

## Cookie Booth Do's and Don'ts

### Do's

- Count your cookie inventory and cash before and after every booth time. Check out the Cookie Resources website for a downloadable tracker.
- Carry a cash box to make change. Keep roughly \$30-\$60 in mixed bills on hand for cash-carrying customers.
- Ask for cookie donations through your troop donation program or Virtual Cookie Share.
- Set up your booth so that it's visible with great signage – signs made by the girls are always the best! Keep the booth organized and give each girl a specific role to manage.
- Work the entire booth time-slot scheduled unless unforeseen circumstances arise such as inclement weather, illness, or cookies sellout!
- Transfer booth cookies sold equally to the girls who participated in that particular booth. See page 21 for instructions on how to do this in Smart Cookies.
- Keep a record of cookie inventory if volunteers need to switch out during the booth. Write a receipt to account for everything during the switch.
- **Have Fun!**

### Don'ts

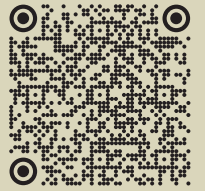
- Leave early just because.
- Forget to communicate so that each volunteer knows what is happening with the inventory during that booth.
- Forget to keep track of the number of cookies sold at each booth and which girls participated.
- Ask the booth location business to make change for you.
- Hide your booth or inventory where customers can't see you or know what you're selling.
- Directly solicit funds with a donation jar or verbal ask.
- Pick and choose what to credit girls for. If they worked the booth the entire time, they should get equal credit for cookies sold.

	1 Hour	2 Hour	3 Hours
	Packages	Packages	Packages
Adventurefuls	9	13	17
Toast-Yay!	5	6	9
Lemonades	8	11	14
Trefoils	6	9	11
Thin Mints	17	25	33
Peanut Butter Patties	11	16	21
Caramel deLites	13	18	24
Peanut Butter Sandwich	5	8	10
Carmel Chocolate Chip	2	3	5

## Cookie Booth Inventory

Booths can be stocked with inventory from your troop's extras after the initial order or by placing a planned cookie cupboard order from a nearby cupboard location. See page 19 for more details on placing planned orders.

# Cookie Cupboard Basics



Planned  
Orders

## Important Dates:

**February 16** - Planned orders for cupboards open in Smart Cookies

**February 21** - Some Cupboards open

**February 19 & 26, March 4 & 11** - Cupboard orders placed by noon

## Cookie Cupboard Basics

- **Planned orders from a cupboard must be placed on Mondays by noon to ensure adequate inventory at the desired cupboard location.**
- Cookies can be picked up from any area GSWO cupboard location.
- Cupboard locations include warehouses, council offices, and volunteer's homes or businesses. Each location has its own schedule and rules for the space. Please see the detailed notes in the map shown in Smart Cookies.
- Troop cookie managers or another designated adult can pick up cookies from cupboards. Caregivers should not be sent to cupboards for their own orders.
- Cookies picked up from a cupboard are the responsibility of the troop and troop cookie manager until transferred to the girl and a receipt is signed by the caregiver.
- Most cupboards allow for single package pickups, but all warehouse cupboards and some volunteer cupboards are full cases only; these details are noted in Smart Cookies.
- All cookies received from a cupboard become the property of the troop and cannot be returned or exchanged. (Exception is damaged packages as they can be exchanged for a good package of the same flavor).
- **Note:** Gluten Free Caramel Chocolate Chip cookies will not be stocked in cupboards orders due to limitations placed by ABC Bakers.

## Placing a Planned Cupboard Order

1. Navigate to **Orders** and select **Planned Order** from the drop-down.
2. Select the **desired cupboard location** from the available options, **click Continue**.
3. Select the **date**, **click Continue**, then the time window, **and Save**.
4. **Enter quantities next to each cookie flavor** (note at the top of the screen if in cases or packages).
5. Enter any notes for your own purposes, and **click Save**.

## Editing a Cupboard Order

You may edit a planned order until the cut off time of noon on Mondays. After that, edits cannot be made to your order. Cookies added to a planned order are not guaranteed and will depend on inventory availability. If changes or additions are needed, and you are unable to update in Smart Cookies, contact the Cupboard Manager directly for assistance.

1. Navigate to **Orders** and select **Manage Orders** from the drop-down.
2. Filter for Planned Orders.
3. Click **Apply Search Parameters**.
4. To edit, scroll over to the far right and **click Edit Order**.
5. Repeat the steps as shown above to save after making the necessary changes.







Troop to Girl Transfers

# Smart Cookies: Troop to Girl Transfers

Transferring cookies from the troop inventory to the girls' individual inventory is a crucial step to ensure they earn their rewards properly. By transferring (formerly known as allocating) cookies to girls, you will be able to keep better track of your troop finances and girls will receive proper credit for their hard work.

When girls sell additional packages beyond what was submitted with their initial order (including Smart Cookies Girl Delivery orders) the extra cookies will need to be added to the girl inventory. This ensures the Girl Scout has the correct total number of packages for rewards.

## Troop to Girl Transfers (T2G)

1. Navigate to **Orders**, select **Transfer Order** from the drop-down.
2. From the **Type of Transfer** section, select **Troop to Girl** from the drop-down.
3. Your troop and service unit will automate in the "From" section, click the drop-down arrow on the far right in the "To" section and select the girl receiving the cookies.
4. Click **Apply**.
5. Use the **Cases/Packages** column to enter the cookie amounts to transfer.
6. Click **Save**. A confirmation box with a green check should appear confirming that the transfer order was successfully saved.
7. Print a receipt for your records or to provide to the caregiver or use the receipt books included in your materials.

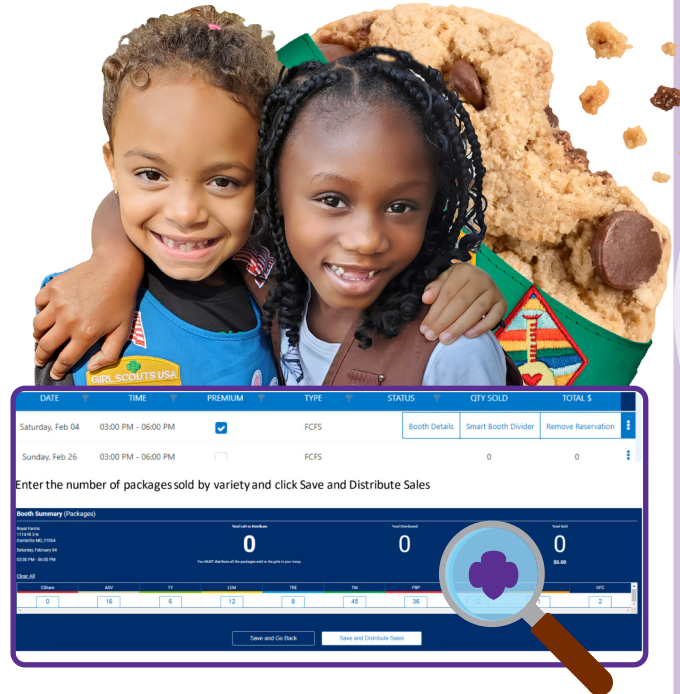


# Smart Cookies: Troop to Girl Transfers

## Transferring Booth Cookies to Girls

For cookie booth sales, you will use the Smart Cookies Booth Divider after each booth to properly transfer cookies from your troop inventory to credit to the girls that participated in each booth.

1. Navigate to **Booth**, select **My Reservations** from the drop-down.
2. Locate the booth and click on the 3 Dots to the far right to expand the options.
3. Click Smart Booth Divider.
4. Enter the number of packages sold by variety, including any Virtual Cookie Share donations during that booth. Click Save and Distribute Sales.
5. Under Select Troop Girls grid, check the box to select the girls at that booth, click Continue.
6. The packages are evenly distributed by variety to each girl. Distribute any leftovers in red as desired by updating the numbers in the boxes until they balance and click Save.
7. A confirmation will appear, and all packages will be transferred from troop to girl.
8. Repeat these steps after each cookie booth.



## Entering Council Virtual Cookie Share Donations

1. Navigate to **Orders**, select **Virtual Cookie Share** from the drop-down.
2. Enter **Virtual Cookie Share donation purchases** in packages next to each girl (you can enter one order or create multiple orders as desired.), and click Save.
3. Virtual Cookie Share cookies will display on the girl's totals, and financial responsibility for these packages will add to the total due for each girl. Keep in mind; that council **Virtual Cookie Share** donations will not affect your troop's total cookie inventory since these packages are not physically handled by your troop; just the credit is.



4. No action needed for **Virtual Cookie Share** purchases made through Digital Cookie throughout the program is needed.

**Note:** Virtual Cookie Share donations entered in Smart Cookies are eligible for an additional reward opportunity!

## Troop Cookie Share Donations

If your troop would like to participate in your own cookie donation program where you choose the charitable organization to donate cookies to, this would be considered Troop Cookie Share. These cookies will not be tracked in Smart Cookies. Instead, if a girl has Troop Cookie Share donations, you'll transfer that inventory to her in Smart Cookies as normal (see page 20). Then, instead of providing her with those physical cookie packages, you will set them aside for your troop donation and deliver to your organization of choosing when ready!

**Pro Tip:** If your troop is participating in a Troop Cookie Share donation, check out our GSWO shops for fun cookie patches to provide to the girls!



# Cookie Inventory

Troops can use cookie cupboards to add to their inventory, or troops may connect with other troops through Facebook service unit groups or Rallyhood to search for inventory in their area. Troops will need to transfer their inventory from one troop to the other in Smart Cookies by way of a troop-to-troop transfer. Only the receiving troop can initiate this transfer.



Scan the qr-code to visit Rallyhood Cookie Exchange.  
[gswo.org/cookieexchange](https://gswo.org/cookieexchange)

## Inputting Troop-to-Troop Transfers in Smart Cookies (receiving troop must complete)

1. Navigate to **Orders**, select **Transfer Order** from the drop-down.
2. Under Type of Transfer, select **Troop to Troop**.
3. Since you are the receiving troop, your troop will automatically populate in the **"To"** field, select the troop number of the troop that transferred cookies to you, click **Apply**.
4. Enter the number of packages transferred by variety, add any notes for your records, click **Save**.
5. Complete receipts accordingly. Both troop volunteers must sign and save them for your records.

## Excess Cookie Inventory

Check your troop inventory and check it often throughout the program. Cookies cannot be returned. If your troop has an abundance of cookies, consider reaching out to your service unit troops or adding to the Rallyhood Cookie Exchange group for anyone looking to transfer cookies in. Talk with your troop about signing up for more booths to help sell the remaining inventory before the program ends.

If your troop has cookies beyond the last day of the program, your troop is still responsible for paying the entire balance due to all council by the deadline. The ACH withdrawal will still withdraw the total amount due, regardless of if there are cookies left to be transferred to girls. This will shorten your troop proceeds, but your troop may continue to sell your remaining inventory until May 15, 2024. Your troop can also accept donations for the unsold cookies and then donate those packages to an organization of your choosing through Troop Cookie Share. Do not wait until the day before the end of the program to review your inventory!

**Note:** All packages owned by the troop contribute to the PGA. In Smart Cookies, the program takes the total cases received by the troop from initial orders and transfers, plus any ship-only sales and Virtual Cookie Share and divides that by the number of girls selling. A girl is counted as selling if she has at least one package assigned to her.





# Smart Cookies: Ordering Main (Final) Rewards

## Important Date:

**March 22** - All sales finalized and rewards ordered in Smart Cookies

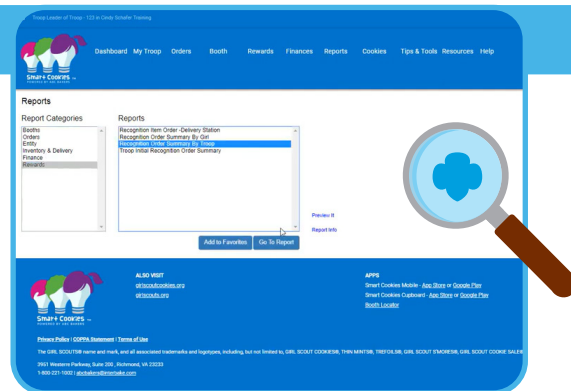
Once all cookies have been transferred to the girls accordingly in Smart Cookies, you will need to place recognition/reward orders for the troop. J/C/S/A troops who choose to opt out of rewards; will still earn Troop PGA rewards and will still need to submit their early and main recognition orders.

## Selecting and Submitting Final (Main) Rewards and Troop Rewards

1. Navigate to **Rewards**, select **Recognition Order** from the drop-down.
2. Under Order Type, click the drop-down arrow and select **Main**.
3. You will now see the main Recognition Order page. Any girl with a red triangle flag by her name requires a decision regarding a reward choice, shirt size, or both. Press the blue arrow to proceed.
4. Select the girl's reward choices and input sizes, as needed.
5. Repeat for each reward level; when done, click **Save**.
  - **Pro tip:** To view all choices that need to be made for a girl, click on “**Expand All**” to expand the drop-down selection.
6. Repeat this process for each girl until all girl reward selections are complete, and no more triangle flags are visible.
7. Click on the **Extras** tab (most extra items generate automatically, but there may be manual selections needed).
8. When finished with each girl, click **Save** at the bottom and return to **Rewards>Manage Orders** to confirm your main recognition order is marked **COMPLETE**. **Note:** if additional cookies are added to a girl that bumps her up to a new reward level with a choice after you have already done the above, Smart Cookies will automatically revert the order to Incomplete until the selections are made and saved again.
9. Once the order is complete and no more changes will be made, click the **blue check mark** to the right, click **Submit Order**.
10. Follow this same process to submit your Troop PGA Rewards by selecting **Troop** from the Rewards drop-down.

## Viewing Troop and Girl Rewards

1. Navigate to Reports.
2. Under “Report Categories” select Rewards.
3. Under “Reports” select either Recognition Order Summary by Troop to view your troop rewards or Recognition Order Summary by Girl to view each girl's rewards.
4. Click Go to Report.
5. A report will generate based on your selection. Print Girl Rewards report for sorting rewards.



## Reward Reminders

- J/C/S/A troops can opt out of rewards but will still be eligible to earn Troop PGA rewards. Final rewards will need to be submitted in Smart Cookies for these troops.
- Rewards will ship to service unit cookie coordinators (SUCC) in May or June. SUCCs will communicate the distribution details for your area when rewards are available.
- Count your rewards order before leaving your SUCC.
- If you are missing a reward or receive a damaged item, contact your SUCC for assistance. Additional items cannot be ordered.
- Rewards should be distributed to your troop within two weeks of receiving them.



Cookie  
Resources

# Payments and Finances

## Important Dates:

**March 22** – Troop cookie money and financial concerns paperwork due

## Collecting Cookie Funds

When collecting payments for cookies from customers or caregivers, remember that safety and protection are the most important! Keep all money stored in a safe, locked place and make deposits to the your troop bank account often. There are several ways troops and girls can accept payments for cookies.

- **Credit Cards:** Through Digital Cookie, customers can purchase cookies and pay for them conveniently online with their credit card. Funds from credit card purchases made through Digital Cookie will deposit to council and be applied a credit towards your troop's amount due, therefore reducing it by that payment. Clover Go will no longer be available, but girls and troops can use Digital Cookie to process credit card payments in-person during delivery and booths.
- **Cash:** Troops and girls are always welcome to accept cash as payment for delivered cookies or at booths. Deposit to your troop bank account often and keep receipts for your records. Consider purchasing a counterfeit pen to verify bills at cookie booths. If you unfortunately receive a counterfeit bill at a booth and are informed of this upon making your troop deposit, obtain documentation from the bank and submit to [gsw.org/checkrecovery](https://gsw.org/checkrecovery) immediately.
- **Checks:** Troops and girls can accept personal checks for payment, if you are comfortable doing so. Checks should be written to "GSWO Troop XXXX" (insert troop number). Deposit checks into your troop bank account right away! Should you accept a check that later is returned as non-sufficient, complete the Check Recover online form at [gsw.org/checkrecovery](https://gsw.org/checkrecovery) for financial assistance from council.



## Important Receipt Reminders

Whenever funds or cookies are given or accepted from/to caregivers, both parties must complete and sign a receipt. These receipts will be needed should any financial concerns arise later. All bank account deposit receipts should also be saved and stored for proper record keeping.



## Recording Girl Payments in Smart Cookies

1. Navigate to **Finances** and select **Financial Transactions** from the drop-down.
2. There are two header tabs, click on **Girl Transactions** to select.
3. Click on **Add Girl Transaction** to add payments made by girls/caregivers.
4. Enter the required information: Girl, Type, Payment Method, Transaction Date, and Amount. Add any notes for your records, and click **Save**.
5. You should see a line item listed for each deposit you record. You can edit or delete any transaction in the right-hand column if needed.





# Payments and Finances

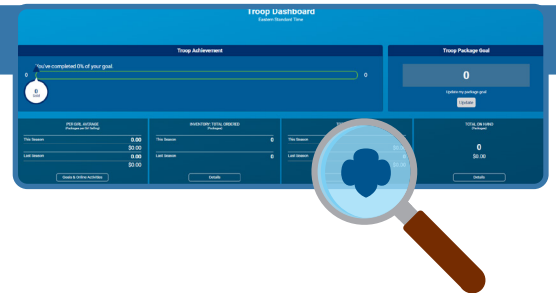
## Important Dates:

**March 22** – Any necessary financial concerns paperwork due

**April 3** – ACH withdrawal from troop accounts for total balance due

## Council ACH Withdrawal

Deposit all funds collected into the troop bank account throughout the program. Your Troop Dashboard in Smart Cookies will continue to update throughout the cookie program as cookies are added or transferred into or out of your troop. At the end of the season, you will be able to see the amount the troop owes to council and just how much will be withdrawn on April 3, 2024.



## Unpaid Cookie Funds

If an unfortunate circumstance arises where a caregiver does not pay the funds owed for the cookies they signed for, you will need to complete an Unpaid Funds Collection Assistance Form and include all communications, signed receipts and agreements. This form should be completed for any caregiver who has an outstanding payment of any amount by March 22, 2024. Complete this form at [gswo.org/unpaidfunds](https://gswo.org/unpaidfunds).

- The troop's proceeds should not be penalized because of a caregiver who did not pay. If the Unpaid Collection Assistance Form is completed by the deadline and includes all necessary documentation, the troop will not be responsible. Any unpaid funds submitted via the form will be deducted from the troop balance owed to council for the ACH withdrawal, and council will take over collection attempts with the caregiver.
- If this form is not submitted to council by March 22, 2024, the troop cookie manager will be held responsible for these funds.



## Restrictions:

If cookie funds remain unpaid from caregivers or volunteers, restrictions may apply. Council will communicate consequences with individuals and appropriate troop leadership.





# Cookie Program Glossary

## Automated Clearing House (ACH):

The banking system used for electronic fund transfers. There is one (1) ACH withdrawal for the GSWO Cookie Program.

## Caregiver Agreement Form:

An online form caregivers sign allowing their Girl Scout to participate and accept financial responsibility for cookies ordered and received by their Girl Scout. A downloadable paper form is available on our Cookie Resources.

## Case of Cookies:

12 individual packages of a cookie variety in a cardboard box.

## Cookie Finder:

This national database of cookie booths where potential customers can type in their zip code, and the finder displays all current and future active booths in their area, visit [gswo.org/findcookies](https://gswo.org/findcookies).

## Digital Dough:

A virtual “gift card” that can be used for purchases in our GSWO shops, or for GSWO programs and camps. An email is sent to the Girl Scout caregiver or troop leaders email with instructions.

## Girl Early Recognitions (Formerly Initial Order Rewards):

Items earned by a girl, offered for specific goals met by the initial order deadline.

## Girl Main Recognitions (Formerly Final Rewards):

Rewards earned by a girl for meeting a specific package goal by the end of the Cookie Program. The rewards lineup can be found on the back of the paper order cards, or Cookie Resources site.

## Initial Order (IO):

These are the very first cookie orders submitted by girls during the month of January. The initial order deadline for troops to submit orders to be picked up in mid-February is January 26, 2024.

## Per Girl Average (PGA):

This is the total number of packages sold by the troop and divided by the number of Girl Scouts who are participating (have sold at least 1 package). This average does not include girls who are registered members but are not participating in the program.

## Planned Order:

(Formerly pending order) Troops can place planned orders from a cupboard for additional cookies for booths or deliveries. Planned orders should be placed in Smart Cookie on Mondays by Noon.

## Smart Cookies:

(Formerly eBudde) This online management system is your go-to for managing the cookie program for your troop. You'll submit orders, place planned orders from cupboards, sign-up for cookie booths, select rewards, and more!

## Troop Cookie Share:

Cookie donation program where the troop decides the location where cookies are donated, collects the funds for those donations, gathers the cookies, and delivers to the designated location.

## Unpaid Funds Collection Assistance Form:

This online form should be submitted if any caregiver does not turn in their cookie funds owed to the troop by the deadline. All supporting documents including signed receipts must be included.

## Virtual Cookie Share:

(Formerly Gift of Caring) Donation program where customers purchase packages of cookies to be donated to local military organizations and food banks within the GSWO footprint.



# 2024 Girl Scout Cookies!

\$6 per package



**Adventurefuls®**

made with  
vegan  
ingredients

*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**

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

\*Limited availability



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# Girl Scout Cookies®

## 2024 Food Allergens Guide



	CONTAINS (Y) OR MANUFACTURED IN A SHARED FACILITY WITH (M)					DOES NOT CONTAIN				CERTIFICATIONS		
	Wheat	Soy	Coconut	Milk	Peanuts	NO High Fructose Corn Syrup	NO Artificial Colors	NO Preservatives	NO Trans Fat	Certified Gluten Free	Made with Vegan Ingredients	Certified Kosher OU-D and Halal
 <b>Adventurefuls®</b>	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 <b>Toast-Yay!®</b>	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 <b>Lemonades®</b>	Y	Y	M	M	M	Y	Y		Y		Y	Y
 <b>Trefoils®</b>	Y	Y	M	Y	M	Y	Y	Y	Y			Y
 <b>Thin Mints®</b>	Y	Y	M	M	M	Y	Y	Y	Y		Y	Y
 <b>Peanut Butter Patties®</b>	Y	Y	M	M	Y	Y	Y	Y	Y		Y	Y
 <b>Caramel deLites®</b>	Y	Y	Y	Y	M	Y	Y		Y			Y
 <b>Peanut Butter Sandwich</b>	Y	Y	M	Y	Y	Y	Y	Y	Y			Y
 <b>Caramel Chocolate Chip</b>						Y	Y	Y	Y	Y	Y	Y

For complete nutrition facts and ingredients, visit [girlscoutcookies.org](https://girlscoutcookies.org)  
or [abcbakers.com](https://abcbakers.com) for more information.



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# Cookie Share

Make someone's day  
a little sweeter!

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%



*Food Pantries*



*Military*



Your contribution will send  
cookies to local foodbanks  
and military organizations.



# Thank you.

888.350.5090 | [gsws.org](https://gsws.org)  
[customer-care@gsws.org](mailto:customer-care@gsws.org)



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**Girl Scout  
Cookies®**

# Last Chance to Purchase!

**Adventurefuls®**



**Toast-Yay!®**



**Lemonades®**



**Trefoils®**



**Thin Mints®**



**Peanut Butter Patties®**



**Carmel deLites®**



**Peanut Butter Sandwich**



**Carmel Chocolate Chip**



Scan the QR-code  
to find cookies now!  
[gsw.org/findcookies](https://gsw.org/findcookies)



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[customercare@gsw.org](mailto:customercare@gsw.org)



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# Be a Girl Scout

**Come see what the rest of Girl Scouts is about!**



**STEM**



**Outdoors**



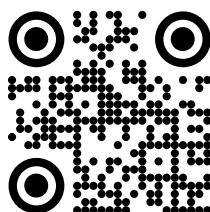
**Entrepreneurship**



**Life Skills**



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# Freezing Our Cookies Off!



Girl Scout Cookie Bundles Make Great Gifts!



# Help us sell out!

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