

2025 COOKIE PROGRAM SUPC GUIDE

Welcome to the Girl Scout Cookie Program - the largest girl-led entrepreneurial program in the world!

This guide contains important details just for Service Unit Product Chairs (SUPCs). Be sure to review the 2025 Cookie Program Volunteer Guide and visit The Bridge for full program information. Start with the list below—it's a quick start guide to your role!

- Fill out the Service Unit Product Chair Agreement found on The Bridge (gsgibridge.com/cookieprogram).
- We'll sign you up for our Shout Out! email newsletter and get you set up in Smart Cookies, the online cookie program system.
- Secure a delivery location for the Initial Orders in your service unit and be sure to recruit volunteers to help you out on delivery day! Don't forget to update your delivery station by January 2 in Smart Cookies. See directions on how to update your delivery station in Smart Cookies on page 2.
 - If you're in the Des Moines or Sioux City metro areas, don't worry, we've got your location covered! Troops and Juliettes in these metro areas participate in a Mega Drop Pickup on February 1! Scheduling details will be sent by the end of January.
- Watch a recorded training specifically for the SUPC role, available on The Bridge.
 - Plan a Cookie Rally for your service unit. Check out The Bridge for details and activities.
- Help leaders understand the policies and guidelines of the cookie program. We want Girl Scouts to be safe, have fun, and reach their goals, and we ask adults to use their best judgment and common sense to support participants!
- Support Juliettes (Girl Scouts participating individually) as their local point of contact.
 - Many Juliette parents/guardians will opt to enter orders and rewards online themselves. However, if they need extra support, it is your role to facilitate order collection at the end of the program, enter information into Smart Cookies, and get product to them during Initial Orders. We will notify you directly of Juliettes requesting assistance for program management.
 - You will find all Juliettes in your service unit in Smart Cookies with troop numbers that start with 99.
- Be a cheerleader! Encourage the troops and Girl Scouts in your community to reach their goals.

RESOURCES

The Bridge

Your one-stop-shop for all things GSGI including trainings, forms, and program kits.

gsgibridge.com/cookieprogram

Shout Out! Weekly Email Newsletter

Your source for the most up-to-date information throughout the Girl Scout Cookie Program.

Sent to your inbox every Thursday! Sign up at girlscoutsiowa.org/shoutout

Smart Cookies

Online platform that helps volunteers manage the Girl Scout Cookie Program from beginning to end.

abcsmartcookies.com

Official Girl Scouts of Greater Iowa Facebook Leaders Group

Meet and chat with other GSGI leaders! A great source for tips, tricks, and advice throughout the cookie program. We'll also post timely updates here. girlscoutsiowa.org/GSGILeaders

Girl Scouts of Greater Iowa (GSGI) Staff

We're here to help!

Phone: 800-342-8389

Email: info@gsiowa.org



gsgi

ENTERING DELIVERY STATIONS FOR SUPCS INTO SMART COOKIES

SUPCs need to secure delivery locations for the Initial Order and then enter these locations into Smart Cookies as Delivery Stations.

1. To enter the delivery location, log into Smart Cookies, go to the Delivery tab, and then select Manage Delivery Stations.
2. Click on the pencil to the far right to edit the Delivery Station with the delivery location for the service unit.
3. Verify the delivery station address, add/edit as needed.
4. Verify your manager contact information, add/edit as needed.
5. Verify the location contact information (the person who will be there the day of the delivery, if different from the manager contact information), add/edit as needed.
6. Include any important instructions for the Delivery Agent in the Instructions box. (The Notes box is for internal use only—this box does not show up on the delivery ticket.) Information to be included in the instructions box could be any date/time restrictions, or instructions the delivery drivers may need to know before arriving. These requests are not guaranteed but the Delivery Agents will do their best to accommodate them.
7. If you do not know your Delivery Agent and that field is blank, contact us at info@gsiowa.org so we may assist.
8. Do not enter anything in the Receiving Date field.
9. Click Save.



INITIAL ORDER DELIVERY DAY

PREP FOR DELIVERY

Initial Orders will be delivered between January 30-February 6. Cookies are typically delivered on a straight truck with a large rear opening or on a semi. Delivery Stations with loading docks are ideal; however, other sites that have large doors or a suitable parking lot are also great options for unloading cookies.

At least one week before delivery, you'll get a phone call from our Delivery Agent with the date and time for your Initial Order delivery. Communicate with troops and Juliettes in your service unit about the date, time, and location of their Initial Order pickup. Please make sure you are available to be present for the delivery; it is important that YOU sign for the product and no one else.

Materials Needed for Delivery

- **Delivery Station Order Detail report** (found in Smart Cookies under Summary Reports): Two copies of each will be used as receipts. You keep one, and they keep one.

Group Name _____ Group Contacts Manager _____ Phone(s) _____ Email Group Print List _____	
Service Unit Name _____ Warehouse/Lane _____ Unit Name _____	
	
JOHN BATTLE	DAVID WEL
	
RONALD V	THOMAS S
	
WILLIAM	PHILIP ELLIOTT
	
CHRISTOPHER	JOHN JACOBSON
	
CHRISTOPHER DOW	

- You can request dot sheets for printing from GSGL, just email us at info@gsiowa.org! These sheets will help when sorting inventory for each troop.
- Pens, highlighters, and clipboards, if available These will make signing orders and noting damages quick and easy.

Weather/Logistics

It's important to consider how inclement weather might affect your truck's arrival and unloading time, especially this time of year. The driver will do their best to be on time or communicate with you if they are running behind. Be sure your location will give you plenty of time to unload, sort cookies, and give troops time to pick them up.

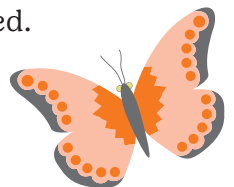
Get Lots of Help! Be sure to have plenty of volunteers to assist. Service Unit orders can be rather large, so the more hands available, the quicker things will go.

RECEIVING THE DELIVERY

- Be sure to arrive early at your location. Twenty minutes before the scheduled delivery time is ideal.

Have the Delivery Agent unload the product. Volunteers are not allowed on delivery trucks. While the driver(s) unload cookies, have volunteers sort cookies by variety. This will help when dividing up troop orders later.

- Use the delivery ticket provided by the Delivery Agent to count product. Count each variety before signing the ticket.
- At the time of delivery, **check each case for any obvious damage and report it to the Delivery Agent.** If a case is damaged on the outside, open and check each package to confirm if it is still in sellable condition. **Do not open every case if there is no obvious damage to the packaging.**
- If you notice missing or damaged product after the Delivery Agent has left, report it to GSGI by emailing info@gsiowa.org or calling us at 800-342-8389 the next business day to ensure replacement or credit.
- Both the SUPC and Delivery Agent should sign the receipt (Delivery Station Order Detail report) and each should keep a copy.
- Separate orders by each troop and Juliette using the Delivery Station Order Detail report. Do not allow troops or Juliettes to take product until all items have been sorted. Dot sheets are a great tool to help this process go quickly!
- Both you and the adult responsible for pickup for troops and Juliettes should count the items **TWICE** before the receipt is signed.



NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.