

2025 COOKIE PROGRAM VOLUNTEER GUIDE

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

FIRST AND FOREMOST, THANK YOU

Thank you so much from all of us at Girl Scouts of Greater Iowa (GSGI)! Your dedication is what makes the Girl Scout Cookie Program more than just a fundraiser. It helps Girl Scouts develop leadership skills and achieve their dreams. To support your efforts, we've provided this guide to help you through the 2025 Girl Scout Cookie Program.

DID YOU KNOW? THE GIRL SCOUT COOKIE PROGRAM HELPS GIRL SCOUTS:

- Fund troop activities and events.
- Pay for camp and outdoor adventures.
- Earn rewards—from patches and gadgets to awesome experiences.
- Learn valuable life skills.
- And much, much more!

Girl Scouts will learn firsthand the ins and outs of running their own cookie business, even “branding” their enterprise for maximum impact. All Girl Scout programming is designed to help participants become leaders in their daily lives and prepare for their bright futures. Watch them grow in confidence before your eyes as they learn how to pitch to customers, plan sales strategies, and achieve their goals!

2025 COOKIE PROGRAM DATES AT A GLANCE

New this year! We've created a separate calendar with more details just for you! These are just a few of the key dates to help with your planning.

December 2024 Trainings available on The Bridge.

January 2025 Get your Girl Scouts excited by hosting a Cookie Rally.

January 9, 2025 Initial Orders are due in Smart Cookies.

February 1, 2025 The 2025 Girl Scout Cookie Program begins!

March 23, 2025 The 2025 Girl Scout Cookie Program ends.

A special note for Juliette parent/guardians – if you're working with a **Juliette Girl Scout** (individually registered member not in a troop), follow along in this guide to learn how to run the program with your Girl Scout. The primary difference for Juliettes is how finances are handled – and you can find details on page 18 in this guide.



This guide is current as of November 2024. The most up-to-date information, policies, and procedures are published on The Bridge and in the weekly Shout Out! email newsletter. Sign up for the Shout Out! by visiting girlscoutsiowa.org/shoutout or scanning the QR code:



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COOKIE PROGRAM RESOURCES

The Bridge

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

[*gsgibridge.com/cookieprogram.*](http://gsgibridge.com/cookieprogram)

Shout Out! Email Newsletter

Your source for the most up-to-date information throughout the Girl Scout Cookie Program. Sent to your inbox every Thursday evening! Sign up at

[*girlscoutsiowa.org/shoutout.*](http://girlscoutsiowa.org/shoutout)

Smart Cookies

Online system that volunteers use to manage the “behind the scenes” portions of the Girl Scout Cookie Program (like inventory management, rewards selections, etc.).

[*abcsmartcookies.com*](http://abcsmartcookies.com)

Digital Cookie

Online system for use by individual Girl Scouts (and parent/guardians) to easily take orders and payments on their personalized storefront or by using the mobile app. TPMs will also use Digital Cookie for digital payments on behalf of the troop.

[*digitalcookie.girlscouts.org*](http://digitalcookie.girlscouts.org)

System Support

Find tips and tricks for navigating Digital Cookie and Smart Cookies on The Bridge! Additional Digital Cookie support can also be found at

[*girlscoutsiowa.org/dcsupport.*](http://girlscoutsiowa.org/dcsupport)

Official Girl Scouts of Greater Iowa Facebook Leaders Group

Meet and chat with other GSGI leaders! A great source for timely updates, tips, tricks, and advice throughout the cookie program.

[*girlscoutsiowa.org/GSGILeaders*](https://www.facebook.com/girlscoutsiowa/GSGILeaders)

Girl Scouts of Greater Iowa (GSGI) Staff

We're here to help!

Phone: 800-342-8389 Email: [*info@gsiowa.org*](mailto:info@gsiowa.org)

Service Unit Product Chair (SUPC)

The SUPC is the volunteer in each Service Unit (a local geographic area) who serves as the local point person for the cookie program. They often act as a go-to contact for questions and support. One of their primary roles is acting as a local facilitator/contact for troops to receive Initial Orders. If you are unsure who the SUPC is, please contact us at [*info@gsiowa.org*](mailto:info@gsiowa.org) or 800-342-8389.

My SUPC's Contact Info:

Name

Phone

Email

ABOUT GIRL SCOUT COOKIES

MEET THE BAKER

ABC Bakers has been our partner for 15+ years. Nutritional information can be found on the Order Card. Girl Scout Cookies cost \$6.00 per package.



GIRL SCOUT COOKIES 101: MEET THE COOKIES



Peanut Butter
Patties



Adventurefuls*



Caramel deLites



Toast-Yay!



Caramel
Chocolate Chip



Lemonades



Peanut Butter
Sandwich



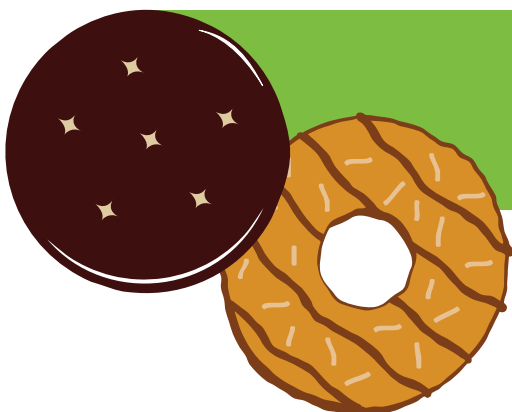
Thin Mints



Trefoils

ALL COOKIES ARE \$6 PER PACKAGE

*These cookies will be transitioning to soft packages in the future so you may see them in traditional cardboard or new packaging as ABC Bakers uses their resources wisely.



Until we eat again.

**Bye-bye,
Toast-Yay®**



Heading for retirement
2025 will be the last year
for the Toast-Yay!

VOLUNTEERING FOR THE GIRL SCOUT COOKIE PROGRAM

As a volunteer, your role is critical in shaping the experience for the Girl Scouts you lead. And you don't have to do it alone! GSGI staff are here to help, and we have many resources available to you.

This is a summary of your role in managing the Girl Scout Cookie Program, including some basics to help you get started.

SET YOURSELF UP FOR SUCCESS

Make sure all your Girl Scouts are current registered members.

Get a signed Product Program and Troop Activities Year-Round Permission Form from each Girl Scout's parent/guardian.

Get organized – set up a system (a folder or binder can work) to keep documentation and receipts all together in one place.

Know your resources – Digital Cookie and Smart Cookies (learn more on page 6) are the official online systems. Using them with your troop families helps set everyone up for success.

Get your bank account entered into Smart Cookies early. Need help setting up a troop bank account? Check out our guide on The Bridge!

Host a Cookie Rally to get your Girl Scouts excited to participate and to set ground rules with parents/guardians on your troop's processes. Clear communication and expectations at the start of the program keep things running smoothly.

Be sure to check out in-person, live, and recorded trainings, plus additional guides covering all aspects of the program. Find all the materials and registrations on The Bridge.

Milestones before the program officially starts

- Your troop's cookie program materials are shipped directly to your home by January (that's this shipment!). The package includes Instant Rewards, printed materials, marketing materials, and a sample package of Toast-Yay® cookies for your troop.
- Set up booth sale locations for your troop/ Juliette Girl Scout beginning January 1. (See page 14 for more on booth sales.) Booth guidance is updated as we get closer to the start of the cookie season, so watch The Bridge and our weekly Shout Out! email newsletters for the most up-to-date information.
- Submit your Initial Order in Smart Cookies by January 9. (See page 8 for more on Initial Orders and check out the Initial Order Estimator Tool on The Bridge.)
- Pick up your Initial Order and hand out cookies to families. Recruit a buddy (or three!) to help!

During the program

- Track cookie orders from families in your troop. To get additional cookies for booths or individual Girl Scouts during the season, you will enter a Planned Order in Smart Cookies. You can do this weekly throughout the program to assist with inventory management. (See page 9 for more on Express Ordering and Planned Orders.)
- Communicate with your SUPC, as well as GSGL staff, with any questions or issues that come up.
- Collect money throughout the program. As Girl Scouts in your troop pick up additional cookies to sell, they should regularly be turning in money for cookies they've already sold. Always use written and signed documentation/ receipts whenever cookies and/or money are changing hands within the troop.



Qualify for a free booth marketing kit by placing an Initial Order and submitting at least one booth in Smart Cookies by January 9.



ONLINE TOOLS: DIGITAL COOKIE & SMART COOKIES

GET TO KNOW DIGITAL COOKIE

Digital Cookie is the official online platform for Girl Scouts to sell cookies online. It is where Girl Scouts manage sales, track orders, and handle payments through a personalized website or app.

Digital Cookie is the platform that Girl Scouts (parents/guardians) use to take orders and process payments while Smart Cookies is the online platform volunteers use to manage troop inventory and “behind the scenes” operations. The integration of these two systems leads to a seamless experience for Girl Scouts, volunteers, and customers!

There are four easy steps to get started with Digital Cookie:

Register

Families and TPMs will get an email invitation on January 16 with registration details.

Set up your site

You will need to do this before you can use the Digital Cookie mobile app to take payments.

Help your Girl Scout or troop

Share the online store with friends and family.

Track progress

Celebrate sales and track goals.

Customers can order cookies online and choose delivery or pickup. Parents/guardians should plan to monitor and help all aspects of digital sales for those 12 and under, and use appropriate oversight with Girl Scouts 13 and over.

DIGITAL COOKIE HELPS YOUR TROOP, TOO!



- Use Digital Cookie to keep track of their troop's individual and troop online orders and payments.
- Troops can set up virtual cookie booths and promote them for online sales!
- Credit card, Venmo, and PayPal payments are accepted for cookie booths through Digital Cookie.

DON'T FORGET! Walk your parents/guardians through Digital Cookie prior to the start of the season so they are familiar with it and have their Girl Scout's storefront and link ready to send out to family and friends. Encourage your parents/guardians to attend the virtual live training for Digital Cookie we are hosting on January 23; registration will be available on The Bridge.

MEET SMART COOKIES

Unlike Digital Cookie (which is parent/guardian and customer-facing), the Smart Cookies online platform helps volunteers and staff manage the program from beginning to end—including ordering cookies, monitoring sales, and selecting rewards.

Volunteering with multiple troops? No problem! If you have multiple roles, such as TPM, SUPC, and even Cupboard Manager, you can log into Smart Cookies with your email address, and you'll be able to switch between roles.

PRO TIP! Make sure you can receive Smart Cookies information! We've found that several email services, including outlook.com; live.com; hotmail.com; and msn.com block emails coming from a “noreply” email address. Please add noreply@abcsmartcookies.com to your safe sender list so that we can send you your Smart Cookies registration email and other system emails throughout the program.

WHICH SYSTEM DOES WHAT AND WHO HAS ACCESS?

Use this handy chart to help you know at a glance who does what and which system they'll use.

	Troop Product Manager	Girl Scout, with help of Parent/Guardian	Service Unit Product Chair
Input Delivery Stations			Smart Cookies
Claim a Council-Secured Booth	Smart Cookies		
Submit a Troop-Secured Booth	Smart Cookies		
Place an Initial Order	Smart Cookies		
Transfer Cookies to Girl Scout	Smart Cookies		
Set Up Online Storefront	Digital Cookie Website	Digital Cookie Website	
Send Emails to Customers		Digital Cookie Website	
Run a Digital Payment Booth	Digital Cookie Mobile App	Digital Cookie Mobile App	
Track Girl Scout Progress	Digital Cookie Website	Digital Cookie Website	
Place a Cupboard Order	Smart Cookies		
Select Rewards	Smart Cookies	Digital Cookie Website	
Place Rewards Order	Smart Cookies		

HOW TO GET YOUR COOKIES

YOUR FIRST COOKIE ORDER - INITIAL ORDER

The Initial Order in Smart Cookies is how to get Girl Scout Cookies as soon as possible during the first week of the program and to ensure you are prepared for booth sales, which begin on February 7.

Initial Orders are due in Smart Cookies by January 9.

NEW THIS YEAR: Your Initial Order is your primary opportunity to ensure fulfillment of the cookie varieties in your order (*the gluten-free Caramel Chocolate Chip cookie is a unique specialty variety, and while we make every effort to fulfill your Initial Order request, this variety alone has the possibility of being fulfilled at less than 100% of your requested order). Due to cookie availability and changes in the fulfillment process, overall lead time to order varieties, and council-wide inventory management strategies, there may be times (particularly later in the season) where specific cookie varieties are unavailable at some or all GSGI Cookie Cupboard locations.

Use the Initial Order Estimator Tool on The Bridge to help you plan your Initial Order. This interactive worksheet is designed to help new and returning volunteers create a realistic Initial Order that reflects their Girl Scouts' goals. You can also talk to families about how many packages they plan to sell—please make it clear that Girl Scouts cannot start taking orders before February 1.

GSGI staff will be available from 8:00 a.m. - 9:00 p.m. on January 9 at 800-342-8389 to assist with final Initial Order questions.

Volunteers may elect to pick up Initial Orders at designated Mega Drop locations in Des Moines or Sioux City; all other Initial Orders are delivered to each service unit January 30-February 6. The SUPC hosts the delivery location and will notify troops and Juliette parents/guardians once they have a firm date and time for pickup. You will arrange a time and location for families to pick up cookies from you.

PRO TIP! If you're looking to limit your trips to your local Cookie Cupboard this year, consider ordering enough cookies for your first few cookie booths in your Initial Order. The first few weeks at the cupboards are typically the busiest. Double check your unit of measure when placing Planned Orders in Smart Cookies. Check out our section on Cupboards on The Bridge to familiarize yourself on when orders will be placed in cases vs. packages.

INITIAL ORDER DELIVERY DAY

Here are some tips to help make the day go as smoothly as possible.

- Check the weather in advance and be prepared.
- Bring a copy of your Initial Order report from Smart Cookies.
- Ask parents/guardians to help. Your Initial Order may not fit in one vehicle, so be sure to ask additional adult helpers to come in additional cars.
- Once you have the cookies, separate each Girl Scout's order and make arrangements for families to pick up their cases.

Be sure to store cookies in an area that is easy to access, clean, dry, smoke-free, and animal-free.

HEADS UP! Anyone participating in the Des Moines or Sioux City Mega Drop, (you must select this delivery station when placing your Initial Order,) will receive specific instructions on when and how you can pick up your cookies.

Bringing an open trailer to Mega Drop and want your cookies on wrapped pallets?

Email info@gsiowa.org before January 20.



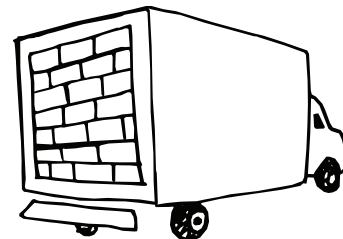
HOW MANY CASES WILL YOUR VEHICLE HOLD?

Compact car	35
Standard passenger car	60
Small SUV	80
Large SUV	80-120
Pickup truck	100-120
Minivan, seats	140
Minivan, no seats	180-200
U-Haul 10-foot	400
U-Haul 12-foot	500

ORDERING MORE COOKIES - COOKIE CUPBOARDS

Planned Orders

After the Initial Orders, you can place Planned Orders in Smart Cookies to pick up more cookies. There are nearly 20 Cookie Cupboard locations across GSGL.



To get more cookies, submit a Planned Order in Smart Cookies at the desired Cookie Cupboard, pick up the cookies, and hand them out to your troop members. For step-by-step information on ordering cookies and more Cookie Cupboard tips, check out our Cookie Cupboard section on The Bridge.

COOKIE CUPBOARD INFORMATION

SUPER CUPBOARD INFORMATION

This section only applies to Ames, Council Bluffs, Des Moines, Fort Dodge, Mason City, and Sioux City. Super Cupboards are metro-area cupboards with Express Ordering options for the first few weeks of the program.

EXPRESS ORDERING

At the beginning of the cookie program, you can place Planned Orders in Smart Cookies until noon the day before the pickup date. This is called Express Ordering, and it allows greater flexibility for volunteers and more opportunities for Girl Scouts to have cookies on hand. Express Ordering is available at Super Cupboards only for pickup on February 7, February 11-13, and February 18-20.

Express Orders are in CASES ONLY.

Super Cupboards close at 5:00 p.m. We do our best to accommodate special requests—email us at info@gsiowa.org or give us a call at 800-342-8389 and we'll work to meet your needs. **The Des Moines Super Cupboard opens at 7:30 a.m. to accommodate the heavier early morning traffic.**

VOLUNTEER AND ROLLING CUPBOARD INFORMATION

Volunteer Cupboards are run by our local volunteers—you'll find their specific hours, locations, and contact information on The Bridge.

Volunteer Cupboard Locations*

Ankeny, Chariton, Lake Mills, Oskaloosa, and Sioux Rapids.

Rolling Cupboard Locations*

Rolling Cupboards are mobile cupboards with a set delivery time at a location such as a grocery store parking lot.

Algona, Carroll, Grinnell/Newton, Iowa Falls, Marshalltown, and Ottumwa.

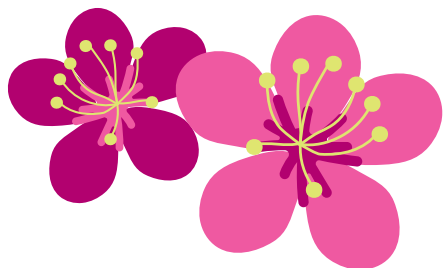
*These locations and times are in the plan for 2025 Cookie Cupboards, but keep in mind plans may change. Read the weekly Shout Out! email newsletter where we'll announce Cookie Cupboard changes and The Bridge where we'll publish a link to the frequently updated Cookie Cupboard schedule.

GETTING COOKIES TO GIRL SCOUTS

As the cookie volunteer, you will place the Initial Order and Planned Orders for your Girl Scouts. You will want to communicate your troop-specific ordering deadlines in the parent/guardian portion of your Cookie Rally. Ongoing Planned Orders during the program are meant to give you the flexibility to order what Girl Scouts need without having cookies leftover unsold at the end of the program. Experienced volunteers have come up with some great systems for managing troop inventory, including tracking sheets, emails, and even simple online forms. Check out some helpful resources on The Bridge!

PRO TIP! Always provide signed receipts for cookies and/or money transactions with families in your troop. This documentation protects you (and them) in case something goes awry. Families will be picking up cookie orders throughout the program so keeping all paperwork together and organized will set you up for success. This should include but is not limited to each Girl Scout's signed Product Program and Troop Activities Year-Round Permission Form, and receipts for cookies and money that have been exchanged.

JULIETTES, DON'T FORGET! There are two steps to managing your Juliette's inventory in Smart Cookies. First, once you've picked up a cookie order, those cookies are transferred to your volunteer inventory. Second, you'll need to complete a Troop to Girl Transfer to credit your Juliette for the sales, transferring the cookies from their Juliette number (starting with 99) to your Girl Scout's name. That step will indicate that they've sold those cookies from their inventory and get them credit to earn their desired rewards.



YOUR COOKIE INVENTORY INCLUDES

Cookies ordered for Girl Scouts to have on-hand inventory: Whether the Girl Scout has taken orders, or they're planning on selling cookies on hand—once cookies are signed for by a parent/guardian, they become the family's responsibility. To give Girl Scouts credit for the cookies they take, you will also need to do a Troop to Girl Transfer Order in Smart Cookies.

Booth cookies: The troop or Juliette must order and bring cookies to booth sales. Any leftover cookies from the booth sale remain in your inventory and can be used to fill orders from families or saved for the next booth. To give Girl Scouts credit for cookies they help sell at a booth, you'll transfer them in Smart Cookies using the Smart Booth Divider or through Troop to Girl Transfers. Visit The Bridge for directions on how to do all transfers in Smart Cookies.

MANAGING INVENTORY

Tracking cookies and money is an important part of managing the cookie program. All troop volunteers should track and document all the cookies they pick up, hand out, and receive money for. Ultimately, the troop or Juliette parent/guardian is responsible to pay for all cookies in their possession, with financial responsibility on each family for any cookies they have signed for and received. Families should turn in money regularly throughout the program for cookies sold. While individual TPMs may make their own decision on allowing families to return any unsold cookies back to the troop, doing so limits that troop's ability to manage leftover cookie inventory down to zero. The recommendation by GSGI is to minimize risk on the front end of the program by setting realistic goals, using the Initial Order Estimator, planning extra cookie booths late in the season, and keeping communication open with all troop families on how they are pacing with the inventory they've taken.

HELPING FAMILIES MANAGE COOKIES

It's extremely important to train and communicate with your families to ensure expectations are clearly set about how to manage cookie inventory and money. Your first step is to make sure you have a signed Product Program and Troop Activities Year-Round Permission Form from every participating Girl Scout. If an individual family is having trouble with cookies or money:

- **Stay empathetic** – Be direct and kind. While the parent/guardian is financially responsible for the cookies they have signed for, it's best to offer solutions, such as accepting a partial payment, helping them transfer cookies to someone else, or suggesting more ways to sell the cookies. You can also exchange cookies that are in good condition for other varieties—you can exchange them from the troop inventory, and the troop can exchange with a cupboard or another troop. See page 13 for more on exchanges.
- **Stay calm** – Policies and procedures are in place to ensure the volunteer and troop are safeguarded if financial situations occur. As a TPM, you should document your collection attempts and ensure you have signed receipts for all cookies transferred to families, as well as signed Product Program and Troop Activities Year-Round Permission Forms. If the family is not able to pay the full amount due to the troop, fill out the Girl Shortage Form. At that point, GSGI will follow up with the family to arrange payment, and the amount due by the troop will be adjusted. (See page 18 for more on paying for cookies.)

UNDERSTANDING FINANCIAL RESTRICTIONS

Sometimes, due to previous financial situations and occurrences with a family, a Girl Scout may have a financial restriction, limiting her full participation in the Product Program. In this case, the Girl Scout may only sell cookies at booths or online Direct Ship. The family is not allowed to take responsibility for cash/money or cookies directly.

If a Girl Scout has a financial restriction, you will see a “FR” after their last name in Smart Cookies. The family should already be aware of the restriction from prior communication with the GSGI Finance Department. As the TPM, you may need to clarify to them how they can participate.



IMPORTANT TIPS FOR COOKIE SELLERS

COOKIE MARKETING & BUSINESS ETHICS

One of the important lessons Girl Scouts learn in the cookie program is business ethics—being honest and responsible at every step. Participating Girl Scouts and adults are expected to follow the cookie program’s safety, social media/marketing, and business ethics guidelines. Girl Scouts should be involved in cookie-related transactions, whether that be in-person, at the office, or on social media.

GSGI allows parents/guardians to make decisions with their Girl Scouts about using social media to achieve their cookie program goals.

CREATING EARLY COOKIE BUZZ

The official start date of the cookie program is February 1. This means NO “pre-orders” should be taken before this date. Individuals may post to their personal pages prior to February 1 letting friends and family know that “cookies are coming,” provided no orders are taken before the program starts.

If you see a post on social media where a family in Girl Scouts of Greater Iowa is gathering orders for Girl Scout Cookies before the official February 1 start date, we have posted a sample message on The Bridge that you can politely send to them explaining the official February 1 start date. Please be mindful that Girl Scouts from across the country have varying start dates. GSGI has no authority to investigate, reprimand, or conduct outreach regarding any questions, issues, or concerns on matters outside the 70 counties covered by our council.

ADVERTISING

Occasionally parents or families will ask about using targeted advertisements—including paid ads—through newspapers, publications, social media, or mass distribution of flyers, to promote their Girl Scout’s cookie business. GSGI does not allow mass distribution or advertisements to be placed promoting one participant’s sale, as the use of paid advertisements to direct customers to one Girl Scout is an unfair advantage in the marketplace. Similarly, GSGI prohibits the purchasing of mailing or email lists to use for marketing purposes.

SOCIAL MEDIA BEST PRACTICES

Social media or online posts should be signed with a Girl Scout’s first name only, troop number (optional), and council name (Girl Scouts of Greater Iowa). You may also include their community, as customers often prefer to support local troops!

NEVER use Girl Scouts’ personal emails or street addresses.

Girl Scouts should be involved in the process—for instance, they can share their goals, photos or artwork, and messages of thanks. Remember, customers are getting more than delicious cookies—they are supporting the development of leaders!

Be age-appropriate—most sites state that children should NOT have their own accounts until age 13.

GSGI urges caution should families choose to utilize swap sites (Facebook Marketplace, Craigslist, community pages, etc.).

Ultimately, families will make decisions about how their Girl Scouts use social media to promote the cookie program. If you see something you disagree with, please be respectful and move along. Neither GSGI nor other parents/volunteers have the authority to remove posts or reprimand others.



EXCHANGING COOKIES AND RISK-FREE COOKIE CHECKOUT

TROOP TO TROOP EXCHANGES

You are encouraged to exchange or transfer cookies to each other when needed. Any such exchange should be tracked in Smart Cookies as a Transfer Order, even when equal amounts are traded. For step-by-step instructions, visit The Bridge. Psst... Connect with other volunteers through the Official Girl Scouts of Greater Iowa Leaders Group on Facebook.

TROOP TO CUPBOARD EXCHANGES

You can also exchange cookies for an equal quantity of a different variety at Cookie Cupboards, depending on inventory and other planned orders. To help ensure the Cookie Cupboard has what you are looking for, place a new Planned Order in Smart Cookies for what you want and bring your exchange cookies at the time of pickup. Please help our Cupboard Managers by letting us know you're exchanging cookies in your Order Notes at the time you place your Planned Order in Smart Cookies. **Walk-in exchanges are not guaranteed.**

You cannot bring back more cookies than you are picking up and the cookies must be in excellent condition (have not been exposed to pets, smoke, or other damage). If cookies are not in excellent condition, your exchange will be denied. The Cupboard Manager will take care of all transfers in Smart Cookies.

During Express Ordering, even though you must order in full cases for each variety, you may exchange mixed cases. For example, if you would like to exchange six packages of Trefoils and six packages of Lemonades for a full case of Thin Mints, you may do so. The exchanges must total a full case, or 12 total packages of a mixed variety.

RISK-FREE COOKIE CHECKOUT

During Risk-Free Cookie Checkout week, volunteers can pick up all varieties of cookies that are still in stock at Cookie Cupboards. That means you can place a Planned Order on March 16 based on anticipated sales (including cookie booths) and then return remaining cookies that don't sell (up to

the quantity checked out) on March 24. Here's how it works:

- Place a Planned Order in Smart Cookies by Sunday, March 16. Orders may be subject to change, depending on the remaining GSGI inventory.
- Pick up your Planned Order that week (no later than March 21).
- Return any cookies left from that order on March 24. You cannot return more cookies than were picked up, but you can return different varieties than what you picked up in that last order. If you exchange cookies at the time you pick up your Risk-Free order, you may only return up to the difference of what you ordered from Risk-Free and what you exchanged at the time of pickup.
 - For example, if you order 10 cases (120 packages) during Risk-Free Cookie Checkout and exchange 2 cases (24 packages) at your pickup, you will only be able to return up to 8 cases (96 packages) on March 24.

Please note: Risk-Free Cookie Checkout is designed to help minimize risk and allow Girl Scouts to reach their goals by continuing to sell in the final days without having leftover cookies at the end of the program. Anyone who participates in Risk-Free Cookie Checkout is eligible to return their remaining inventory only. Please do not accept transfers from a nonparticipating troop or Juliette to return cookies on their behalf.

If your troop needs a cookie variety that is not in stock* the last week, you can connect with other troops to trade, or direct customers to order online. **Select Cookie Cupboards will be open for Risk-Free Cookie Checkout returns on Monday, March 24.** Specific hours will be posted on The Bridge and in Shout Outs!

*Why would some cookies be out of stock? Just as troops are responsible for ordering and managing their inventory, GSGI orders cookies from ABC Bakers throughout the program. GSGI is responsible for all the cookies ordered and prioritizes minimizing residual inventory.

WHERE CUSTOMERS BUY COOKIES

IN-PERSON SALES

In-Person Sales begin after February 1—typically when the Initial Order delivery arrives, or you pick up your first order from a Cookie Cupboard. All In-Person Sales end March 23.

- **On-Hand Sales:** TPMs transfer cookies to Girl Scouts after picking up their Initial Order. Girl Scouts and parent/guardians indicate the quantity they want to receive. Then, Girl Scouts have cookies on hand as they interact with customers individually (not at a cookie booth or group/troop sale). They may be going door-to-door or selling to friends and family. Money and cookies are exchanged at the same time. Customers can pay via cash or use the Digital Cookie mobile app to take payment. Check out The Bridge for further details on Credit Card Payments.
- **Order-Taking Sales:** In this situation, Girl Scouts may go door-to-door and take paper orders OR use the Digital Cookie app to take and track these orders. Troop leaders gather orders from troop members and place a Planned Order at their desired Cookie Cupboard. Once picked up, Girl Scouts then deliver cookies and collect payment from the customer upon that delivery. If a customer places an online, In-Person Delivered Order, it's the same process as if they placed an In-Person Order! The only difference is they can pay ahead of time. Families still need to make sure they order those cookies from you (the TPM) to deliver to their customers.

NOTE: If your troop is planning on Order Taking only with one final order at the end of the program, please communicate your Order-Taking deadline to your troop, knowing that waiting could potentially affect which cookie varieties are still available.

- **Booth Sales:** Booth sales are a way to work together as a team to reach your goals—we have everything you need to know about cookie booths on The Bridge, including what to have on hand depending on where you are, how to claim a Council-Secured Booth, and how to set up a booth location yourself.

For all In-Person Transactions

Cookies are provided by the Girl Scout—see Getting Cookies to Girl Scouts section (page 10). For all In-Person Transactions, Girl Scouts can have cookies on hand as they interact with customers. Money and cookies are exchanged at the same time. To give Girl Scouts credit for the cookies they sold, you will need to do a Troop to Girl Transfer Order in Smart Cookies. Visit The Bridge for step-by-step instructions!

- **If the customer pays with cash or check:** Girl Scout turns in money collected to the troop.
- **If the customer pays with digital methods:** Girl Scout is automatically credited for that payment amount in Digital Cookie. However, you will still need to transfer cookies to them in Smart Cookies so that they get credit for the sale. This includes physical cookies purchased and donated packages from customers.

Girl Scouts and parent/guardians may cancel In-Person Delivery Orders in Digital Cookie that cannot be filled by their troop.



SETTING UP BOOTH SALE LOCATIONS

Troop-Secured Booths: Troops and individual Girl Scouts can start arranging these booths on January 1 by contacting local businesses for permission. Check the Do Not Contact list on The Bridge for Council-Secured Booth locations. Troop leaders should enter booth details into Smart Cookies for visibility on the Cookie Finder and to avoid double bookings. Refer to The Bridge for instructions on using the Booth Scheduler in Smart Cookies.

Council-Secured Booths: GSGI secures large venues for booth sales. Troops can sign up via:

Booth Lottery: Registration until 11:59 p.m. January 2; random selection occurs on January 3. Troops may receive up to three time slots, with one being a Premium location.

First Come, First Serve: Opens January 4 - March 23 for remaining slots and new locations. Troops can initially sign up for five time slots (two Premium) until January 22, then another five starting January 23. No limits apply after February 6, and open booths will also be available for individual Girl Scouts to be claimed in Smart Cookies by their cookie volunteer.

Premium locations have stricter limits on lottery and sign-up slots, marked with a 'P'. Visit The Bridge for more details on cookie booths.

BOOTH SALE REMINDERS

Business Promotion of Booth Sales

Local businesses can be great partners during the cookie program, especially with hosting booth sales! However, there are specific trademark regulations around the name, brand, and logo of Girl Scouts and Girl Scout Cookies. This means businesses may not promote a Girl Scout Cookie Booth to drive revenue for their own business. Businesses cannot give away something free if a customer buys Girl Scout Cookies or use cookies as a giveaway if someone buys their product or service without written permission from GSGI. If a business would like to discuss an official event partnership or sponsorship, please direct them to contact us at info@gsiowa.org.

No Unattended Cookies

Cookies should ONLY be sold when Girl Scouts are present. Cookies sitting out at a retail location when only adults are present is unacceptable. Additionally, businesses may NOT purchase cookies from a Girl Scout and then resell them in any format, regardless of if the business is making money off the sale of the cookies.

NEW THIS YEAR: We've removed the term lemonade stand from our materials. All booths/lemonade stands will be treated the same, and cookie volunteers can work with individual Girl Scouts to secure Council-Secured Booth locations.

WHERE CAN WE HOLD A BOOTH SALE?

There is no prescribed list of locations for booths, so get creative about places to sell! The primary guideline is that booth sales should be in Girl Scout-appropriate areas—if Girl Scouts cannot patronize the location, they shouldn't hold a booth there.

Every year, we get requests to determine boundaries, such as "Girl Scouts from XYZ community can only do booths in XYZ community." However, it's nearly impossible to create that kind of rule for 70 counties that include metro areas, suburbs, and rural towns. They may live in one community, go to school in another, and have parents that work in a third—not to mention where families go for shopping and recreation.

When it comes to setting up booths, a good starting point is to look at your local community and businesses you visit, recognizing that "local" is a relative term, depending on where you live, work, and play.

ONLINE SALES SHIPPED DIRECTLY TO THE CUSTOMER

Customers can pay and have cookies shipped directly to them via the link sent by a Girl Scout. There is a four-package minimum for Direct Ship orders. Cookie Share donations do not count toward the four-package minimum.

Paid online, these transactions are managed by GSUSA. If you have questions about a Direct Ship order, visit girlscoutsiowa.org/dcsupport. Select Order issues under the My Cookie Orders section. Once you fill out the form, GSUSA will follow up with you directly.

Sales and payments are tracked in Digital Cookie. The troop will be credited any proceeds at the end of the program. You can access totals anytime through reports. Girl Scouts will automatically get credited for these sales and payment amount in both systems.

For Direct Ship orders of 6-12 packages, GSGI will offer FREE SHIPPING on the first weekend (Feb. 1-2). (Applicable in continental US; additional fees for AK/HI and APO/FPO military addresses.)

IN STORE SHOPPING

Beginning the week of February 10, customers can purchase cookies at any GSGI Retail Shop during our regular business hours and give credit to their favorite Girl Scout. (Customers simply provide the Girl Scout's name and troop number at the time of purchase.)



DONATIONS VS. COOKIE SHARES



DONATIONS

Any customer may choose to make a purchase to donate cookies. This means the customer gives the Girl Scout money but does not take cookies home with them, or simply gives the girl/troop a cash donation. These donations should be treated as cash sales and packages should be transferred down to the Girl Scout through a Troop to Girl Transfer. Then those donated packages can be given to local organizations. Check out The Bridge for more information on donations.

COOKIE SHARES

Cookie Shares are donations made by GSGI using our inventory and Troop Donations are collected by troops or Girl Scouts and made to local charities out of the troop's inventory. If a payment is indicated online as a Cookie Share or Donation, it is earmarked to come from GSGI's inventory. If you would like it to come from your inventory, simply indicate which cookie variety you will be donating and mark it as a traditional sale online or in Smart Cookies so your Girl Scouts still get credit.

COOKIE PAYMENT OPTIONS



Digital Cookie – Girl Sales

All Girl Scouts can accept digital payments directly through the Digital Cookie mobile app using a mobile device for door-to-door sales.

Customers can pay directly on Digital Cookie with credit cards, Venmo, and PayPal for their cookies. Girl Scouts can process the payments once the order is marked as delivered.

See The Bridge for step-by-step directions.

Digital Cookie – Booth Sales

Credit card payments at booth sales are taken directly through the Digital Cookie mobile app. Only booths that have been approved in Smart Cookies will be eligible for this payment option. Visit The Bridge for step-by-step directions on how to accept credit cards through Digital Cookie at booth sales.

NEW THIS YEAR! Digital Cookie mobile app users will be excited to offer payment via Venmo and PayPal at booths this year. This payment option will also be available through a Girl Scout or troop's virtual link.

Additionally, customers are no longer required to enter their personal information at checkout, speeding up the transaction process.

Digital Cookie – The Fine Print

- GSIG covers all fees associated with Digital Cookie payment transactions.
- Payments through Digital Cookie are not deposited directly into your troop bank account.
- Your troop will be credited in Digital Cookie for the payment amount.



Clover Go:

In prior years, GSIG supported Girl Scouts and troops with an additional standalone payment processing option, Clover Go. With advancements and

added features in the Digital Cookie software, along with lower credit card processing fees in Digital Cookie, GSIG recommends all troops utilize Digital Cookie for all booth and individual Girl Scouts cookies sales.

While Digital Cookie is our recommendation, to minimize change management for troops, GSIG will support Clover Go usage through the 2025 cookie program for troops already using this option. For troops utilizing Clover Go as a payment option, please refer to The Bridge resources for instructions and updates.

Clover Go – The Fine Print

- While GSIG covers all credit card fees associated with Clover Go credit card transactions through your GSIG login, these fees are higher than using Digital Cookie.
- Credit card payments through Clover Go are not deposited directly into your troop bank account.
- Your troop will be credited in our online systems for the payment amount.

A NOTE ON FORMS OF PAYMENT

Cash, check, or digital transactions through Digital Cookie or Clover Go are the only GSIG sponsored and secure ways for customers to pay for cookies. Other forms of payment are not recommended or reimbursable in the case of an error.

Troop bank accounts are governed by strict standards in accordance with our non-profit status—thank you for helping maintain those standards.

PAYING FOR COOKIE INVENTORY

HANDLING MONEY

Troop payments for cookies you've received are automatically withdrawn from your troop bank account twice throughout the program. Each troop will receive an email with the amount due at least five business days before the scheduled withdrawal. Troop Proceeds are calculated in the second withdrawal and left in your account.

FEBRUARY 27 \$2 per package received through February 16, minus the amount paid for by credit card, is withdrawn. Direct Ship sales are also excluded, as those cookies are never received into the troop inventory; the troop and the Girl Scout are credited automatically.

APRIL 3 100% of remaining balance due is withdrawn. This includes credit for any online sales payments taken through Digital Cookie. It's important to remember that all money collected is the property of Girl Scouts and should never be deposited into personal accounts of parents/guardians or volunteers.

How payments work for troops:

Girl Scouts collect money from customers.

Girl Scouts turn in money to the TPM. Don't forget to give them a receipt.

TPM deposits all money into the troop bank account (this should happen regularly throughout the season).

Payment to GSGI for the cookies is withdrawn from the troop bank account, leaving all other cash proceeds earned in the troop bank account.

How payments work for Juliettes:

Throughout the cookie program you and your Girl Scout will encounter a lot of cash and checks.

- Money should be deposited in its original form using your Juliette's deposit-only card at any Wells Fargo ATM or branch every two weeks throughout the program. Never deposit checks or cash into your own personal account first. Reference the Deposit-Only Card Guide on The Bridge for all the details on using their deposit-only cards!
- We'll help keep you on track. If you haven't made a deposit for cookies received mid-way through the program, you'll be unable to order and pick up additional cookies until a payment is received.
- Checks can be made out to Girl Scouts or GSGI. (When depositing a check with your deposit-only card, write 'For Deposit Only - Girl Scouts of Greater Iowa' on the back of the check.)
- Always use your PIN number when depositing with the card so your Juliette gets appropriate credit for the deposit.

Be sure to get a receipt when making the deposits so you have a record showing you deposited money. Figuring out your finances will look a little different for you in Smart Cookies. Deposit 100% of what you collect in checks and cash. Your Juliette Program Credits (JPC) will be loaded alongside your Cookie Dough after the season.



WHAT TO DO IF...

All the resources mentioned below are available on The Bridge.

- **If you receive a bad check or have insufficient funds from a customer,** submit the Bad Check Form within 90 days of the date on the check. GSGI will reimburse the troop for the amount of the check and fees.
- **If enough funds are not available to withdraw from your troop bank account to make your cookie payment,** fill out a Payment Adjustment Form. This form must be submitted by February 25 for the first withdrawal and April 1 for the final withdrawal, to be adjusted in time. You cannot skip an auto withdrawal.
- **If no form is submitted, and there are insufficient funds in the troop account,** your access to Smart Cookies will be frozen. The troop will not have access to more cookies until the balance is paid. If there is still troop debt at the end of the program, collection efforts will be made until the debt is paid.
- **If you experience theft,** file a police report within 24 hours and notify GSGI as soon as possible at info@gsiowa.org, so that we can help determine a resolution.
- **If a parent/guardian turns in less money than the amount due for the number of cookies they signed for,** submit all of the following by the April 1 deadline:
 - The signed Product Program and Troop Activities Year-Round Permission Form.
 - Documentation (emails, text, phone records) of at least two collection attempts.
 - A Girl Shortage Form.

GSGI will contact the family directly to make arrangements for payment, and the troop's auto withdrawal amount will be adjusted.

Troops will be credited for the amount of the shortage only if all requested materials are provided by the deadline.

HOW THE COOKIE CRUMBLES

The Girl Scout Cookie Program gives Girl Scouts the opportunity to set goals, make decisions, manage money, learn people skills, and practice business ethics. They are learning the skills essential to leadership, success, and life! Girl Scout Cookies provide support for troops and Girl Scouts in your local communities.

In fact, after covering the cost of goods, 100% of the proceeds stay within Girl Scouts of Greater Iowa. We do not provide any portion of our cookie revenue to Girl Scouts of the USA. No cookie money goes to any other causes or organizations.

HERE'S WHAT'S FUNDED FROM EACH \$6 PACKAGE:

49%

Delivering the Girl Scout Mission:

- Girl Scout events and activities
- GSGI camps
- Volunteer resources and training
- Financial assistance for membership, uniforms, and camp
- Mission Outreach programs



28%

Proceeds to troops and participants:

- Troop Proceeds
- Individual rewards
- Cookie Dough

23%

Program expenses:

- Cost of goods
- Shipping and logistics
- Distribution
- Printed materials
- Warehouse space

WHAT EACH GIRL SCOUT EARNS

Girl Scouts can earn special items, patches, and Cookie Dough for reaching certain sales levels. Most recognitions are cumulative, meaning they get all the items up to the highest level they reach! The full reward lineup is shown on the Reward Panel. After the end of the program, participants will receive their reward items shipped directly to their homes.

COOKIE DOUGH

Girl Scouts earn Program Credits called Cookie Dough, which are awarded at the end of the program on a digital account number emailed to each family. Earners can spend their Cookie Dough on GSGI programs, camps, shop items, and even next year's Girl Scout membership. Girl Scouts can select either Cookie Dough or items at most reward levels, mixing and matching Cookie Dough with reward items!

All participants start earning Cookie Dough at 24 packages sold. Check out the Reward Panel to see how much Cookie Dough can be earned. The Cookie Dough amount earned corresponds with the overall number of packages sold. As package sales increase, Girl Scouts move up in Cookie Dough level achieved. (For example, when a new Cookie Dough level is achieved, the amount shown for that level replaces the new total earned; meaning girls do not earn both \$5 in Cookie Dough at 24 packages sold and \$15 in Cookie Dough at 50 packages sold, rather, they have earned the highest level shown, \$15 total in that example)

Additionally, at each reward level Girl Scouts can also make a choice to receive additional Cookie Dough instead of the physical rewards items for that level. Remember, Girl Scouts earn this base level Cookie Dough, even if their troop is opting out of rewards for higher Troop Proceeds.

Girl Scouts have until September 15, 2025, to use the Cookie Dough earned during the 2025 cookie program. For more information about Cookie Dough, please see the 2024-2025 Program Credit Policy.

PATCHES

Girl Scouts can commemorate their cookie program participation and success with a combination of custom patches! Patches are earned even if a Girl Scout or troop chooses to opt-out of cumulative rewards. Check out this year's patches on the back side of the Reward Panel!

HIGHER REWARDS AND EXPERIENCES

Starting at 1,000+ packages, Girl Scouts can choose to opt-out of cumulative reward items and Cookie Dough to receive select tech items and experiences, such as a laptop, iPad, a free week of camp, or even a spot on the 2027 Savannah Trip. These opt-out levels are non-cumulative.

Even if Girl Scouts opt-out of the cumulative rewards, they will still earn Cookie Dough starting at 1,050 packages sold. They will earn \$25 in Cookie Dough when they sell 1,050 packages, with an additional \$15 earned for every additional 50 packages sold!

Earn your way to the 2026 GSUSA National Convention in Washington, D.C.! Girl Scouts who sell 3,750+ packages will earn a trip for themselves and a chaperone to our nation's capital.



INSTANT REWARDS

Get Girl Scouts excited about the cookie program with the Adventure Awaits Necklace Charm Collection!



How It Works

- Introduce the Instant Rewards at your Cookie Rally. Check out The Bridge for a plan to run your Cookie Rally and get your Girl Scouts excited about the cookie program.
- Meet with your troop at least every other week during the cookie program. At each meeting, hand out the Instant Reward(s) everyone earned.

Why It Works

The magic formula for this program combines instant gratification, peer recognition at troop meetings, and fun collectible items for participants! Girl Scouts who participate in Instant Rewards are proven to be more successful in the cookie program! The program is also designed to be simple for leaders to execute—it just takes a few minutes at each meeting to celebrate the Girl Scouts' success!

Instant Rewards are awarded when a Girl Scout sells enough packages to reach a level. GSGI's recommendation is to define "selling" as when a family orders or takes those cookies from the troop. **Juliettes will receive their items as they earn them, shipped directly from GSGI weekly throughout the season, so make sure your transfers are updated in Smart Cookies!**

FAQS

I don't have enough of the items for all the participants in my troop.

Shipments will include print materials and the Instant Rewards Adventure Awaits Necklace Charm Collection, featuring one necklace and the first two charms for each registered Girl Scout in the troop. Additional charms will be distributed based on expected sales. If your shipment seems light, you can check with nearby troops for extras or contact us at info@gsiowa.org. Our Super Cupboards will also have some stock available for pickup.

What do I do with leftover rewards?

Extra items can be given to leaders in your area or returned to our GSGI Leadership Centers or Super Cupboards.

How do we celebrate Girl Scouts earning the prizes when not everyone will earn every level?

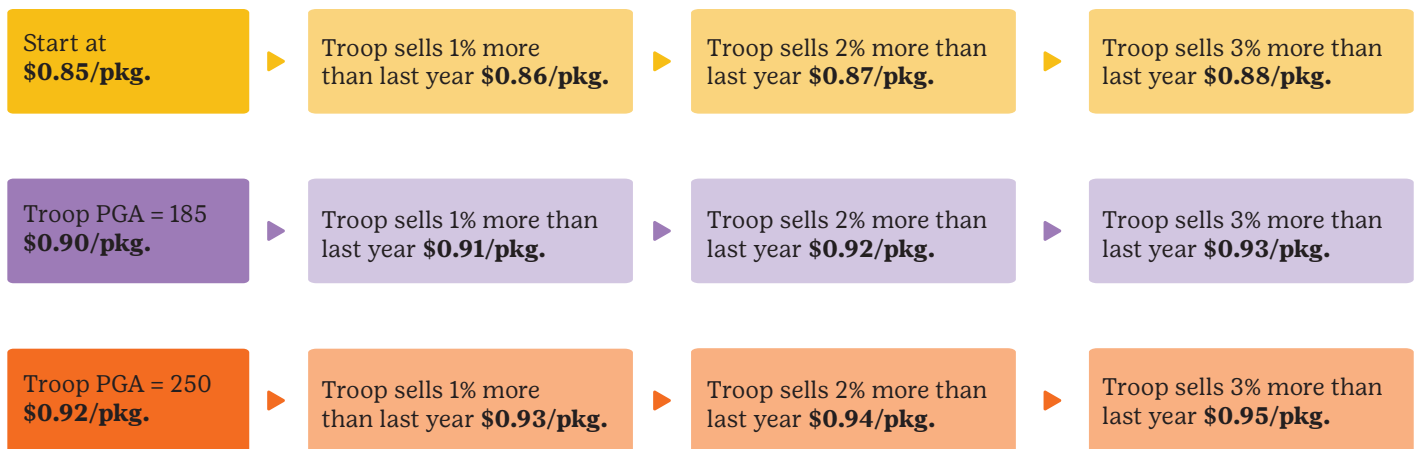
Not every Girl Scout will earn every charm, just as not all participants will receive every item on the Reward Panel. Various factors affect each Girl Scout's sales, including family involvement, interest in the program, and personal goals. Instant Rewards aim to motivate and inspire excitement, not to create pressure. As a volunteer, celebrate each Girl Scout's unique achievements, big or small, and encourage camaraderie within the troop—everyone can support one another!

TROOP PROCEEDS AND JULIETTE PROGRAM CREDITS

TROOP PROCEEDS

Troops earn proceeds starting at \$0.85 per package of Girl Scout Cookies sold, with options to increase based on reaching certain per-girl-average (PGA) levels and/or increasing sales from last year. Troop Proceeds stay in the troop bank account. Check out The Bridge for more information.

Cadette, Senior, Ambassador, and Multi-Level troops may opt-out of all rewards as a group to receive \$0.12 more per package. Girl Scouts in troops who opt-out for higher proceeds will still receive base Cookie Dough for their individual packages sold, patches, Instant Reward items, 700 Club, CEO Party, Hobby Kit, and PGA experiences earned.



Juliette Program Credits

Juliettes also earn Juliette Program Credits (JPC) instead of the Troop Proceeds earned by participating troops. These Program Credits can be used just like Cookie Dough and are loaded onto the same digital account number as Cookie Dough at the end of the program.

Juliette Program Credits do not expire. While Munch Money and Cookie Dough Credits will still expire annually on September 15, 2025, for Juliettes in grades K-4, Juliette Program Credits will automatically rollover to the next membership year.

- Juliettes must renew their membership for the next membership year to keep their Juliette Program Credits. For 2025-2026, Juliettes must renew by September 15, 2025.
- Munch Money and/or Cookie Dough will be deducted first before Juliette Program Credits are utilized.

You can view all Program Credit policies in the 2024-2025 Program Credit Policy document on The Bridge.

JULIETTE PROGRAM CREDITS

Juliette Girl Scouts earn Juliette Program Credits based upon the amount of sales made. Cadette, Senior, and Ambassador Girl Scouts may opt-out of the recognition items to earn more Juliette Program Credits! See The Bridge for full details.

Packages	JPC	Packages	JPC	Packages	JPC
50-70	\$25	191-210	\$90	331-350	\$153
71-90	\$36	211-230	\$99	351-370	\$162
91-110	\$45	213-250	\$108	371-390	\$171
111-130	\$54	251-270	\$117	391-410	\$180
131-150	\$63	271-290	\$126	411-430	\$189
151-170	\$72	291-310	\$135	431-450	\$198
171-190	\$81	311-330	\$144	450+ add \$9 in JPC for every 20 pkgs. sold	

DEFINITIONS

Booth Sales: Girl Scouts sell cookies at a prearranged date, time, and location.

Booth Lottery: Troops and Juliettes submit requests for time slots for Council-Secured Booths. The lottery runs January 3 and Smart Cookies randomly selects troops to fill each slot.

Clover Go: An app for troops to take credit card payments at booth sales, with fees paid by GSGI.

Cookie Dough: Program Credits participants receive by selling 24 or more packages of cookies.

Cookie Share: GSGI's official cookie donation program; all monetary donations received by the troop during the cookie program must go towards Virtual Cookie Share (donated by GSGI) and Troop Cookie Donations (donated by troops) to local charities/organizations.

Council-Secured Booths: Booth sale locations secured by GSGI for the benefit of all Girl Scouts. GSGI opens the opportunities up to all Girl Scouts and troops equally through the Booth Lottery.

Delivery Agent: Our logistics partners who help deliver cookies.

Digital Cookie: The online selling platform that allows Girl Scouts to sell cookies through their personalized storefront or by using a mobile app.

Express Ordering: 24-hour turn-around at Super Cupboards for Planned Orders placed in Smart Cookies during the first few weeks of the program. Booth payments can also be taken in Digital Cookies. Ends February 20. These orders will be in CASE ONLY.

First Come, First Serve Booths (FCFS): After the initial lottery has run for Council-Secured Booths, all remaining slots are opened on a first come, first served basis. Until February 6, there will be a limited number of time slots that can be claimed by each troop.

Girl Scouts of Greater Iowa (GSGI): Girl Scouts of Greater Iowa is our council made up of 70 counties in Central/Western Iowa, NE Nebraska, and SE South Dakota. You are a member of this council!

Initial Order: The order that troops and Juliettes place by January 9, so Girl Scouts have cookies on hand before the start of the cookie program.

Initial Order Estimator Tool: A tool that can help determine how many cookies to order for your Initial Order.

In-Person Delivery: Through Digital Cookie, Girl Scouts can send emails or share social links that allow customers to choose local delivery. Customers may pay with cash, check, or credit card (available through Digital Cookie), at the time of delivery.

Juliettes: Individually registered Girl Scouts who are not in a troop, but still participate in Girl Scout activities and leadership experiences.

Planned Orders: Orders that are placed in Smart Cookies, so cupboards know what cookies you want and when you are coming to pick them up.

Premium Council-Secured Booth: A booth with additional restrictions on the number of time slots a troop or Juliette can win in the lottery or pick up in First Come, First Serve. Notated with a "P" in Smart Cookies.

Rewards: Items or experiences troops and individual Girl Scouts earn for meeting certain sales milestones.

Rolling Cupboards: A truck runs a route at pre-determined locations, stopping at each spot for volunteers to pick up cookies from their Planned Orders.

Smart Cookies: The volunteer online management system for the cookie program.

Super Cupboards: Metro-area, GSGI-run cupboards that allow for Express Ordering. They are open throughout the program.

Troop Proceeds: The funds that troops earn in the form of cash in the troop bank account based on their sales, per-girl-average, and grade level.

Troop Product Manager (TPM): Volunteers that help Girl Scouts in their troop manage their cookies throughout the season. These volunteers are responsible for Initial Orders, Reward Orders, cookie booths, and managing the troop's money!

Troop-Secured Booths: Booths scheduled by a volunteer or parent/guardian.

Service Unit Product Chairs (SUPC): Volunteers that set up the Initial Order delivery station for their Service Unit and assist troops and Juliette members throughout the cookie season.

Volunteer Cupboard: Cupboards run solely by volunteers throughout GSGI and are open throughout the program.

NOTES

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