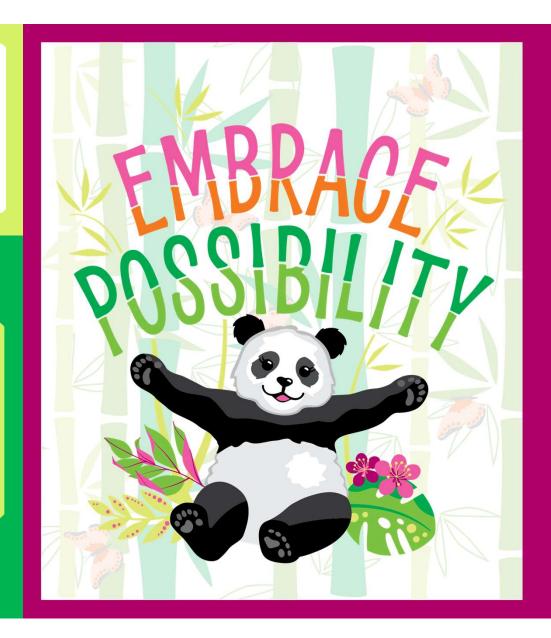
girl scouts of silver sage

Welcome to 2025
Troop Volunteer &
Cookie Manager Training





- Promise & Law
- Group/Meeting Norms
- Program Overview
 - Girl Scouts sell cookies for...
 - Troop & SU Proceeds
 - New for 2025 rewards
 - Cookies & Camp Meeting
 - Cookies 101 for Families
- TCM Responsibilities
 - Troop Cookie Team
- Tips & Updates
 - Digital Cookie
 - Booths
 - Finance
 - Help

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Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

Remember that Girl Scout Volunteers are also Girl Scouts and model the Girl Scout Promise and Law in word and deed.

Girl Scout Law

I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.



Team & Meeting Norms

Promise & Law

Not a contest – we all win together

No Need to Memorize

- Troop Manual
- Lots of online resources
- Other volunteers like SUCM
- ABC Bakers 24-hour support
- GSSSC Customer Care
- Just-in-time prompts via e-mail
- Videos posted most Fridays, with Q&A sessions on those topics the following Tuesday.

Training videos

Ready-made social media posts

How to identify counterfeit bills ABC materials & activities

Google, Pinterest, Facebook groups

GSUSA materials & activities

Printable door hangers & thank you notes

Clip art of theme & cookies

Lean Into the Excitement

Complete TCM Contract(s)

Read Troop Manual & Family Guide

Read E-mails

Contact Customer Care



Goals for Training Today

Understand the 5 Skills learned by participating in the Girl Scout Cookie Program.

Learn what girls can earn and the importance of Program Credits, including camp and travel opportunities.

Cookies 101 for Families Event – December 5



Outline Troop Cookie Manager responsibilities & discuss delegating.

Updates & New Features (that don't change the function)

Program Overview



What to Expect Today

This training session covers the Who, What, Where, Why, Whether, and When of the 2025 Girl Scout Cookie Program.

The "How" is coming later.

It is not reasonable to expect volunteers to remember in Late January or Late February specific software details shown to them in November or December – especially when they won't be able to access it until December 17 & 20.

- E-mail reminders from Silver Sage and Smart Cookies on upcoming tasks. "COOKIE NEWS"
- "2025 Cookie Updates and FAQs" Google Doc, with QR code in the Troop Manual, will have regular updates with screenshots. (The link is the same as last year, so you may have it saved in your "Shared" folder in your Google Drive if you use that.)





Learning Skills

Girls learn and practice 5 business skills that they can take into adulthood.



Earning Troop Funds

Troops earned an average of \$1,390 in the 2024 Cookie Program.



Service Unit Activities

Service Units earned an average of \$275 in 2024.



Program Credits

Girls can earn up to \$870 in Program Credits to use towards their Girl Scouts Membership, Camp, Council Programs, items from the GSSSC Store, and more.

Girl Scouts sell cookies for...



Rewards & Patches

Rewards such as bandanas, stuffies, cotton candy makers, Build-A-Bear, and more are available for girls to earn.



Funding Girl Scouts

All cookie proceeds stay local and help fund the activities, camps, and trainings that allow staff and volunteers to support the Girl Scout Experience.

Website Update



2025 Girl Scout Cookie Program

About the Program

The Girl Scout Cookie Program is about more than helping your customers stock up on delicious treats. It's the largest girl-led entrepreneurial program in the world. You've got big goals, and no matter what obstacles may come your way, we know that you'll face them with resiliency and creativity—it's the Girl Scout way!

Our website has an updated cookie section. The most notable is a name change to **Cookie Central**. It's mentioned a few times throughout the training.

You can find information, tools, all of our guides & materials, and more.

Check it out when you have a moment and let us know if you'd like to see something added.





Embrace Possibility!

There are so many ways your Troop can use your proceeds from the Cookie Program!
Keep it Girl-led and let them vote on it!

- Troop Travel
- Troop Camping
 - You can use a GSSSC Property for your trip!
- Field Trips or One-of-a-Kind Experiences
- Girl Scout Ceremonies and Traditions
- Service Projects or Higher Award Projects
- Girl Scout National Convention (Summer 2026 in Washington DC)
- Supplement camp cost for girls
 - Maybe there are one or two sessions they all want to attend together
- Supplement Council-sponsored travel

Troop Proceeds

PGA of 0-324 packages = 70¢ per package

PGA of 325-399 packages = 75¢ per package

PGA of 400-499 packages = 80¢ per package

PGA of 500+ packages = 85¢ per package

PGA stands for Per Girl Average

PGA = number of packages sold divided by the number of girls participating



Service Unit Proceeds Opportunities

Support girl experiences and adventures.



Each package sold earns for the Service Unit:

- 1 cent, PLUS:
- Additional 1 cent per package when 70+% of girls registered by March 31 participate in the Cookie Program
- Additional 1 cent per package when 70+% of eligible girls renew memberships through the Cookie Program's "Easy Renewal"





By participating in the Cookie Program, girls can earn fun rewards and patches!

New for 2025:

- The level to earn the theme patch has been decreased to 25 packages!
- The bar patch can now be earned starting at 100+ packages sold rather than 200+!
- The Crossover Patch: If girls earned their personalized patch during the 2024 Fall Product Program and they sell 375+ packages, they are eligible for this patch.



Cookies 101 for Families Event December 5, 2024 @ 7 pm on Zoom

This event was added based on your feedback so that TCM training can focus on things the TCM needs to know, such as proceeds, annual updates, financial processes, etc. The TCM training will dial back on specific information on Camp, Rewards, and the Incentive Trip.

Cookies 101 is **IN ADDITION** to your Troop Cookies & Camp meeting. It will feature:

- The 5 business skills & their lifelong value
- The value of Program Credits
- Specifics on Camp Session options
- Specifics on the Disney Incentive Trip
- How a Girl Scout can participate in the Cookie Program
- Awards (Badges & Family Entrepreneur Pins)























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2025 Cookie Lineup

\$6.00 each

Six vegan varieties Kosher Zero Trans Fats Halal Certified Certified Sustainable Palm Oil* No Partially-Hydrogenated Oils No High Fructose Corn Syrup

Last opportunity for Toast-Yay!



Order Form & Gluten-Free Info

The Gluten-Free variety, Caramel Chocolate Chip (CCC), does not appear on the girls' Order Cards.

- We get only one shipment of CCC.
- Order had to be placed in October.
- We ordered more than in 2023.
- There is a possibility that we won't have enough to cover the entire sale, but should have enough to fill Girl Initial Orders

SO:

- Girls should only take orders for CCC from people who specifically ask for a Gluten-Free cookie.
- Girls should not take orders for CCC after they submit their Initial Order.
- Girl Orders will be prioritized when cookies arrive.
- Booth extras may fall short of what troops request.

Our Baker Partner is ABC

= America's Best Cookies

Baking Girl Scout Cookies since 1937

Has 43 Baking Facilities

Double-Backups for Ingredients & Packaging Components

Iconic Brands Rely on Their Quality

Award-winning Distribution System



Getting Started as a Troop Cookie Manager (TCM)



- Be Registered for the 2025 Membership Year
- Be an Approved Volunteer
- ONE PERSON fills out an online TCM Contract
 - Is on our website, SU agenda, & council newsletter
- Council manually adds you to Smart Cookies
 - This can take up to 3 business days
- Receive e-mail around **3am on December 17** from noreply@abcsmartcookies.com to register
- Complete the Volunteer Profile
- Receive confirmation e-mail
- Check troop roster in Smart Cookies
 - **January 1** is the deadline to get girls into the correct Troop

A Troop must have a Troop Cookie Manager (TCM) to participate in the program. The sooner they sign the contract, the sooner they & their girls will be uploaded to access the system.





Serving as the Troop Cookie Manager (TCM)

- Be the Captain of your Troop Cookie Team

- Hold a Cookies & Čamp Parent Meeting, Early January

- Distribute program materials to families

- Make sure girls know about their local Cookie Rally!

- Go over important dates

- Give Troop-specific information

Get girls excited! This is fun!Practice self care, set boundaries, etc.

- Delegate: Ask for help when you need it for things like deliveries, booths, counting money, storage, pickups, etc.

- Permission Slips are now in Digital Cookie

- A financial responsibility clause is written on every receipt in the new receipt books!



Day and residential camps

- Camp Echo
- Camp Alice Pittenger
- Camp TAM



Outdoor Programs

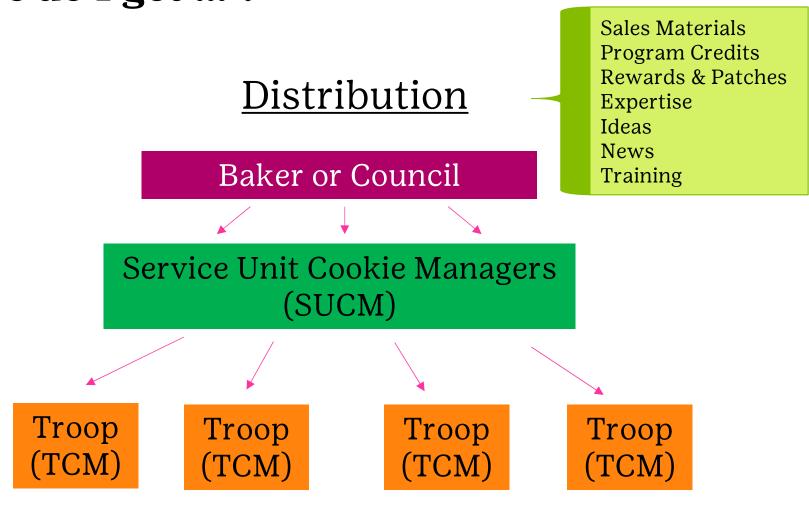


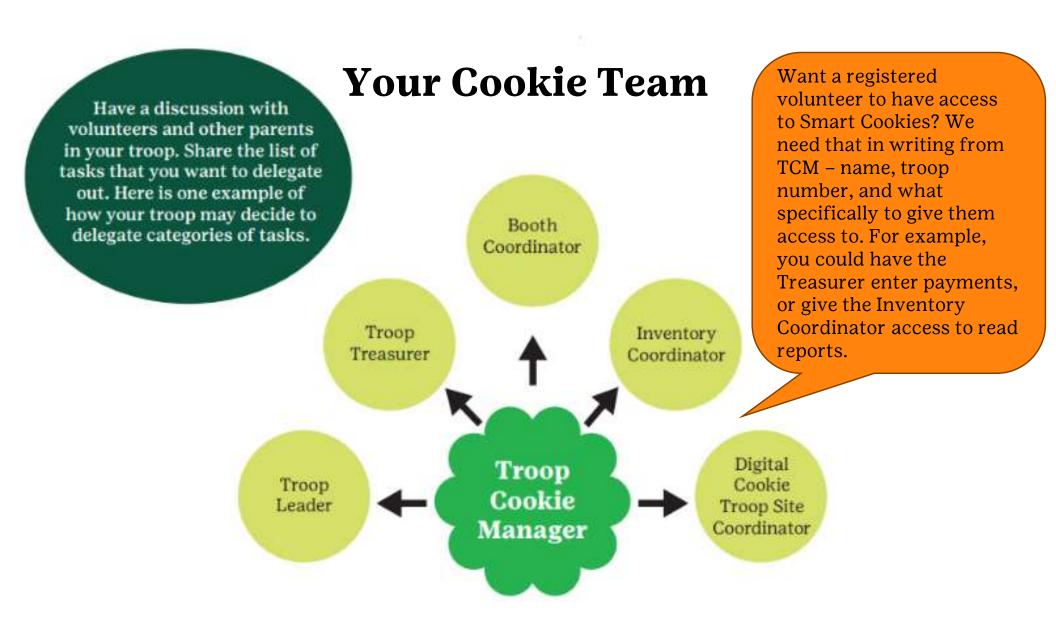
Travel to Disney World in 2025 with the Entrepreneurship Incentive Trip as an individual or as a Troop of 3+ girls.

Hold a "Cookies & Camp" meeting with your troop!

- Set & communicate deadlines
- Share contact information for TCM, local Cupboard(s), Customer Care
- Review safety measures
- What does the Troop want to do this year?
- Set goals
- Discuss adventures
- Make sure caregivers know their girl's goal & agree
- Do girls want to attend camp or Disney together?
- Carpool to camp location?
- Girls who sign up early for camp will be able to auto-apply Program Credits towards camp balance.

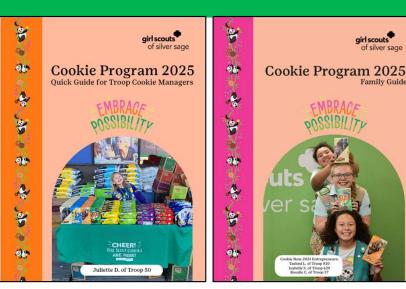
Where do I get ...?

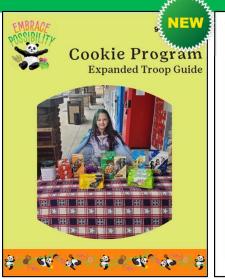


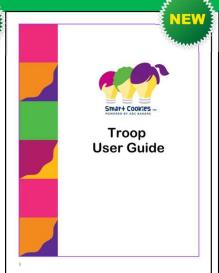


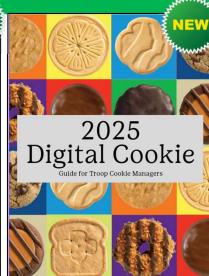
Updates & New Features Additional Guides

In addition to your printed copies of the Quick Guide for TCMs and the Family Guide, there are digital copies of a Smart Cookies Guide and a Digital Cookie Guide. Finally, we also have a digital only Expanded Troop Guide that covers topics from the Quick Guide in more detail. The Expanded Guide is a LIVE document and may get updates when helpful or relevant information comes to light.









Updates will be noted at the bottom of the table of contents along with the date updated.



ABC Smart Cookies

- Volunteer-facing
- Logistics System
- Troop Inventory Management
- Troop Finance & Girl Payment Tracking
- Order Cookies: Initial & Cupboard (Planned)
- Place Reward Orders



Digital Cookie

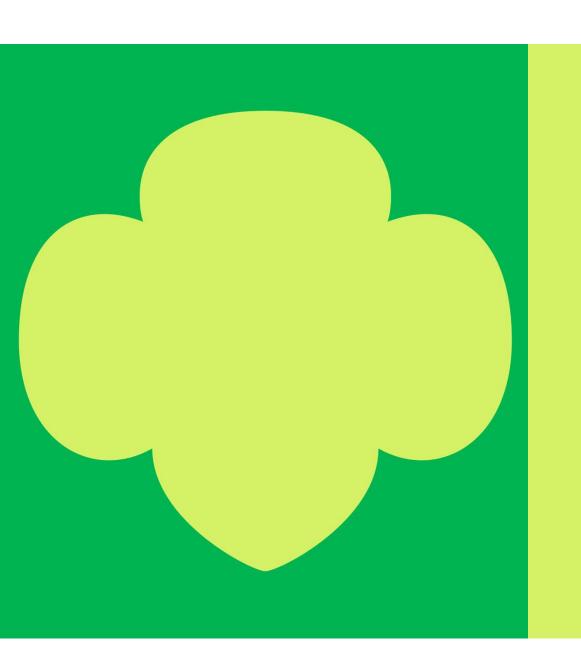
- Girl-facing
- Point of Sale (POS) System
- Connects to Girl's Website
- Girl Inventory Management
- Place Girl Initial Order
- View Rewards & Make Selections
 - These selections do not move into Smart Cookies automatically but can be found on a report

Digital Cookie

2025 Updates & Improved Features

THE DIGITAL COOKIE MOBILE APP MUST BE DOWNLOADED AND REINSTALLED EACH YEAR.

- GSSSC will absorb costs of credit card fees incurred through Digital Cookie this season.
- Digital Cookie will now accept PayPal and Venmo during in-person transactions.
- For a "hand to customer now" transaction the customer's information is now optional.
- The teams for Smart Cookies and Digital Cookie spent much of the summer working on the synchronization of the two systems.
 - This should lead to better synchronization for 2025.
 - Their focus was on the Girl and the Customer Experience based on feedback from parents & customers.



Program Timeline

Phase 1: Preparation for Cookie Program

now to Jan 10

- TCMs ask Troop volunteers to assist and be part of their Troop Cookie Team.
- Troop Cookie Managers attend Cookie Training given by SUCM or attend/view Council's training session, then hold Cookies and Camp meeting with parents.
- Volunteers receive welcome emails to access Smart Cookies on December 17 and Digital Cookie on December 20.
- Troop Cookie Managers evaluate & adjust Troop roster in Smart Cookies by January 1. Brand new Girl Scouts can join and be added, but girls cannot move from Troop to Troop after this date.
- Families attend Cookies & Camp Meetings held by TCMs.
 - •Girls set goals and communicate goals to family & Troop.
 - •Girls receive printed materials
- Families/caregivers receive e-mail on January 2 to access Digital Cookie.
 - •Girls should start reaching out now to family & friends to collect email addresses.
- Girls set up Digital Cookie site with video/photo, text story, and their 'pitch.'
- Girls have fun & practice skills with Troop and at their SU-Hosted Cookie Rally.



- Girls take orders on their glossy Order Card and collect money up-front.
- Digital Cookie open for shipped orders & girl delivery.
 - Social Media links limited to personal pages & neighborhood (group or page, meaning "Maplewood Hills" and not Idaho Falls or Treasure Valley).
 - No Buy-Sell-Trade, eBay, Amazon, Marketplace, or classified ads.
- Girls bring money to Troop Meetings to give to TCM, or designated member of the Troop Cookie Team. A receipt is issued for every transfer of money.
 - •After girls bring in payments to a Troop Meeting, it should also be recorded in the Finance Tab in Smart Cookies for tracking.
- If a participating girl doesn't submit her card on time, reach out to her caregiver.
- TCM can place Planned Orders from Cupboard starting January 31.

Q: Can I take my girl's order card to work?

A: Yes, adults can take order forms to work. Make sure your Girl Scout participates in whatever ways they can. If they can't come to the office to ask, maybe they can make a poster with her pitch and goal, create thank-you notes, or deliver the cookies. Girls learn by doing.

Phase 2: Initial Order Period Order Submit: By 11:59pm Jan 27

- · Girls give in-color Order Card(s) (or a clear photo) to TCM BEFORE Jan 27.
- INITIAL ORDER INCLUDES:
 - All girl orders from their in-color Order Cards.
 - •Parents can enter this directly into Digital Cookie on the My Cookies Page (See pg. 37 in the Digital Cookie Guide)
 - All "Girl Delivered" orders from Digital Cookie These will automatically move into Smart Cookies from Digital Cookie. Orders that come through on January 27 and are approved within the 5 day window MAY show up on the Initial Order. The All Orders Data Report in Digital Cookie will tell TCMs which orders were included with the initial order.
 - All cookies needed for at least the first 2 weeks of Booth Sales.
 - All cookies needed for girls who plan to take more orders before Booths & Walk-A-Bouts.
 - Early Rewards Order: GSSSC Panda Belt Bag for each girl who sold 350 packages. These are not automatically submitted, you must create and submit the order.

Order confidently!

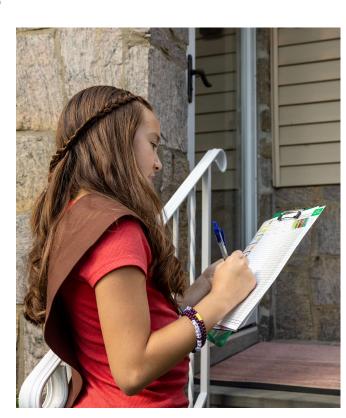
- We have thousands of booth spots. Fred Meyer, Walmart, Albertsons, & Grocery Outlet are all participating.
- You will know what booths you got because the scheduler is 1/19, 1/22, and 1/25. They may appear in the system as "Unconfirmed," which means they probably will participate, but we haven't heard from the manager yet.
- Potential supply-chain issues:
 - Trucking, fuel, weather, packaging, any ingredient, any ingredient container, ink, container, etc. We are not aware of any major issues, but anything can happen
- See pg. 7 of the Quick Guide or pg. 27 of the Expanded Guide for our product mix suggestions. (It varies by council, so don't Google it.)

TCMs are locked out of the Initial Order portion of Smart Cookies after they submit or after the due date. Ask your SUCM for help on Jan 28. Council will review orders. If we find outliers (quantity or mix) we will reach out. Council deadline to submit all initial orders is the morning of Jan 30.

Phase 3: Selling Before Cookies Arrive

Jan 28 - Feb 14

- Girls continue taking orders collecting money up-front. (If they choose to use their in-color Order Card, make sure to mark the last Initial Order so you know where to start entering the next orders.)
- Girls should not take additional orders for Caramel Chocolate Chip.
 - •You can turn off a flavor for Girl Delivery in Digital Cookie: My Cookies Page: Delivery Settings (See pg. 41 of the Digital Cookie Guide)
- Digital Cookies remains open for shipped orders & girl delivery.
 - •All flavors will remain available for shipped orders through the entire sale
 - •Social Media links still limited to personal page & neighborhood (group or page, meaning "Maplewood Hills" and not Idaho Falls or Treasure Valley
 - No Buy-Sell-Trade, eBay, Amazon, Marketplace, classified ads
- See pg. 4 of the Quick Guide or pg. 9 of the Expanded Guide for details on Social Media Do's & Don'ts.
- Girls bring money to Troop Meeting to give to TCM or designated member of the Troop Cookie Team.
- Continue making bank deposits.



- Use Smart Cookies to schedule pick-up
- Ensure you bring a large enough vehicle(s) for pickup (see pg. 8 of the Quick Guide or pg. 26 of the Expanded Guide)
- Make sure you have plenty of help because this can be physically demanding
- Distribute each girl's orders and encourage them to deliver to their customers promptly.
- ALWAYS: Separate by variety, count, re-count, sign receipt and then load into vehicle.



Cookie Cupboards

- •A Cookie Cupboard is a location that has a large stash of cookies to help restock troops as they participate through the Cookie Program.
- •We have several Cupboards across our council territory and any troop can pick up cookies from any cupboard.
- •The easiest way to pick up cookies from a Cupboard is to place a Planned Order in Smart Cookies.
- •In order to ensure that we have enough cookies in all of our cupboards we are asking all troops to place planned orders to your local or favorite cupboard by Feb 23 with pick up dates of Feb 27, Mar 6, and Mar 13.
 - •These orders are estimates for what you think your troop will need for the upcoming weekends of booths. The next slide will help you estimate them.

Sometimes our cupboards have special instructions, a door code, or may need to call the cupboard manager for an appointment. This year we have those details compiled for you so that you can pick up cookies at any cupboard.

Ex: A Cupboard is located at a storage facility and the cupboard manager has instructions on how to enter the gate, which unit number, and maybe

directions on how to find it so that all vehicles can safely flow in and out.

Use the QR code here to see these details when they are available.



Cupboard Details

Planned Orders

We have a very small window this year to order any additional cookies from ABC Baker, get them to our delivery partner, and then get them to the various cupboards across the state while you still need them.

To help us determine this order we consider how many cookies are needed for:

- •Donating to Operation Cookie
- •Getting girls to their goals
 - •This is where they need you to help them with those estimates

But they don't want to order too many so that council has to absorb that cost (which means we can't provide as much in programming for the girls).

When trying to determine how many cookies should be in these orders (remember, they are estimates and can be edited or not picked up at all) consider the following:

- •How did my first weekend of booth go?
- •What booths does your troop or girls have coming up?
- •What are your girls' goals?

We wish there was a one size fits all formula for helping you, but because each troop has different goals, this is hard to do.

- •As an estimate: take your first weekend's average of cookies sold per booth.
 - •Estimate that weekend 2 will be similar or slightly under that average per booth
 - •Estimate that weekends 3 & 4 will have sales about half of weekend 1.
- •This should give you a decent estimate for your Planned Orders for weekends 2-4 by Feb 23.

Phase 4: Cookies are Here!

Feb 14* - Mar 16

* or whenever girls have cookies in hand

Walk-A-Bouts

A walk-a-bout is when a girl takes a wagon, cart, or buggy full of cookies around door-to-door.

Walk-a-bouts can be done by individual girls, sibling sets, or as a troop.

Girls can take payments in cash, check, or by credit card through Digital Cookie using an "Give to customer now" order (*See pg. 43 in the Digital Cookie Guide for more information on taking orders/payments through the mobile app*)

For safety Daisies, Brownies, and Juniors should always be accompanied by an adult at every step. Cadettes, Seniors, and Ambassadors should be supervised by an adult (i.e. the adult can stay on the sidewalk as the Girl Scout is at the door taking an order).

Digital Cookie remains open for shipped orders & girl delivery via a girl's webstore.



Cookie Booths

- Council Secured: Locations contacted by council, these are typically your big chain stores such as Walmart, Albertsons, Fred Meyer, Grocery Outlet, Ridleys, and more.
- •Troop Secured: Any location submitted to Smart Cookies for a booth location for troop use.
 - •Council has to approve so please put them in more than 24 hours before you'd like to hold the booth.
 - •When entering, please enter all dates & times for the location and indicate if these are available for other troops to choose if your troop is unable to.
- •Types of Booth:
 - •Troop Booth = MUST HAVE at least 2 approved and nonrelated volunteers & at least 2 girls
 - •Recommended not to have more than 4 girls
 - •Mom and Me Booth = One Girl Scout, or Girl Scout siblings, and their caregiver or caregiver approved adult.
- Cupboards Open by February 20 for cookie restocks



Cookie Booth Scheduling

Cookies Booths are opened on a First Come First Serve (FCFS) basis in rounds.

Round 1 - Sunday, January 19 at 7 pm

Troops can select 2 booths at two different locations (i.e. One booth at Albertsons, one booth at Ridley's)

Round 2 - Wednesday, January 22 at 7 pm

Troops can choose 3 more booths at any location for a cumulative total of 5 booths*

Round 3 - Saturday, January 25 at 7 pm

Troops are free to choose however many booths their troop will need.

After a troop fulfils all the booths to reach troop goals, they can select mom & me booths for girls who have requested them.

*Troops that won Early Booth Slots during Fall Product will have additional booths.

See page 22 in the Extended Guide for more details.

Walmart Supercenter Booths

A few years ago, Walmart Supercenter booths were split into two doors. Based on volunteer feedback, these have been reassigned to one location in the Booth Selection process.

If a troop chooses to have a booth at both doors at these locations, they MUST BOTH be FULLY STAFFED Booths. This could be a troop booth at each door; a mom & me booth at each door; a troop booth at one door and a mom & me at the other.

What it CANNOT be is 3 non-related background checked adults and 2+ girls at each booth. This does not follow our Girl Scout Safety Checkpoints.

Tips for Booth Scheduler

- Pay attention to start times
- First 2 weekends' sales are robust!
- Consider travel times
- Remove booths you cannot operate
 - •This is for both customers and other troops
- •Remember to be considerate and caring. It is not a competition. We are all in this together!

Smart Cookies Booth Divider

All troops are being asked to use the Booth Divider to allocate booth cookies

- 1. This helps Team Cookie to determine what booth partners troops use most and if any need to be dropped for lack of participation there.
- 2. Do we need to adjust the time slots for any booths because certain times are not being selected.
- 3. This helps us gather data of "how many cookies are sold at a booth." It is asked for in order to determine how many cookies to order, but it is not easy at the moment to gather that data to provide insight for you all.
- 4. Some of our booth partners ask for how much "fundraising" was earned in front of their location for their tax documents. We cannot provide accurate information to them if we don't have all the data.
- 5. Most importantly, if a troop is having trouble reconciling their cookies at the end of the program and needs help from another TCM, SUCM, or council, everyone having the same process makes this easier to assist with.

The Just-In-Time video on February 14 will go into detail on how to use the Booth Divider.



Cookies Booth Tips

Do your Cookie Transfer/Cookie Booth Distribution Daily (or at minimum after every weekend)!

- It's harder to remember any quirks or odd things that may need to be address after more booths have taken place.
- It's easier to fix things earlier on if you need staff assistance.
- This will make reconciling at the end easier and less stressful.
- Most importantly: Girls want to know where they're at towards their goals!
 - If their TCM enters all booth cookies at the end of the program they don't know where they are at. Maybe they would have done another booth or taken a wagon to mom or dad's workplace during lunch.
- When at a booth be friendly, helpful, and a Sister to every Girl Scout. Help the troop before or after you set up or take down their table but be mindful of them taking their final inventory count!
- We recommend taking a printout of your booth schedule to every booth if your adults in charge do not have access to Smart Cookies. In case another troop thinks they're in the same space at the same time, you can have proof. We are all human and can mix up a store with the same name on the same street but on different ends of town.

See pg. 20 in the Expanded Guide for more tips!

Cookies Booth Tools



Printable Cookie Booth Inventory Checklists



Cookie Menu & \$6 cheat sheet for lanyard inserts



Digital Booth Tracking Workbook

To get your own copy, download or go to File: Make a Copy
*Copy the Master tab for each booth to keep track

There is also a tab to help you calculate how many cookies you need for a booth & your Initial Order

KHO Add a link once it's on the website

Kim Hooson, 2024-11-19T22:43:44.078

- Council-secured booths end on Mar 16
- Girls can keep selling to reach their goals!
 - Sales numbers finalized by Mar 24
 - Order from Cupboard and check out as many cookies as they need (must be placed and picked up from the cupboard by Mar 25).
- Finish allocating (assigning) cookies sold to girls in Smart Cookies.
 - •ALL COOKIES MUST BE ALLOCATED from Troop On-Hand inventory regardless of whether they have actually been sold.
- Collect final amounts due from each girl. Note your attempts to contact.
- Deposit monies into Troop account.
- Final withdrawal April 8.

Keep records through the end of the season & submit to whoever does the Annual Report:

- Delivery & Pick-Up Receipts
- Bank Receipts
- Cookie & Money Receipts from any transaction in your troop
 - These receipts now come with statement for financial responsibility
 - Use the provided receipt books for all transactions where cookies or monies change hands with your girls/families



Phase 6: Rewards

- Place Girl Rewards Order in Smart Cookies by March 24.
 - Consider having each girl write her name on a Rewards Card and circle what she wants at the Cookies & Camp meeting then photograph each one.

Distribute Program Credits and Rewards ASAP!

- Most over 1000+ rewards will come from Council and may be directly shipped to girls.
- Most under 1000 rewards and patches will come from ABC Bakers and be distributed by SUCMs.
- Program Credits can be used by girls to pay for camp,
 Destinations, the Disney Incentive trip, and more.
 Please distribute them as soon as you receive them!



Phase 6: Rewards

GSSSC's Program Credits are the most valuable and flexible reward girls can earn!

Program Credits are paper certificates that girls earn <u>in</u> <u>addition</u> to the patches and stuffy rewards.

- Girls start earning them at 100+ packages sold.
- Girls can earn up to \$870 in Program Credits.
- 2025 Program Credits will expire on 9/15/2027.

Girls that register for a camp session early will be able to auto apply Program Credits towards her camp balance.

Program Credits & 2025 Bonus Council Adventure Credits will be printed for mailing to SUCMs the first week of May.

 Many girls use these credits to pay for camp, Disney, bridging uniforms, and more. Membership Auto Renewal:

- Auto renewal takes the place of Program Credits earned at the required level*.
- Girls who qualify are automatically opted-in
 - If a girl or her caregiver lets you know she is not returning, you can manually opt her out on the rewards order.

*Council leadership is still analyzing the impact of a Council Service Fee to the 2025-2026 membership dues. We will update TCMs when we know what level this will be earned at.

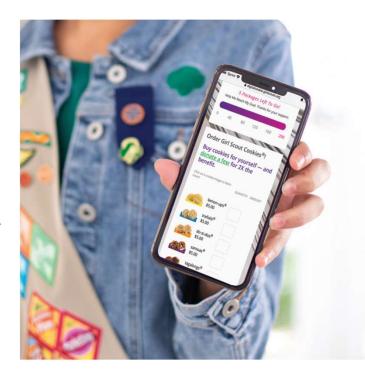
DO NOT WAIT UNTIL ALL REWARDS HAVE ARRIVED BEFORE DISTRIBUTING PROGRAM CREDITS!

Cookie Finance

- Girls collect money up-front when selling in-person.
- Write a receipt every time a girl turns in money or picks up cookies.
 - •The new receipt books have a "contract" written on them that transfers financial responsibility to the appropriate party.
 - •If the receipt is for a family taking cookies for a walk-a-bout, etc., the family accepts financial responsibility.
 - •If the receipt is for money turned in by a girl, the troop accepts financial responsibility.
 - •Without a signed receipt the TCM/Troop will still be responsible for the cookies taken out of troop inventory.
- Make regular deposits into your Troop Bank Account
 - Always count cash with the teller and agree on the amount being deposited.
 - Check receipt before leaving teller window for amount and account number.
- Do you need change for your next booth slot?
 - Stock up on \$5 and \$1 bills.

Two Bank Withdrawals (ACH)

- 25% of balance due to council on the Initial Order Cookies, withdrawn February 27. (See page 25 in the Expanded Guide for calculation & specifics.)
- Remaining balance withdrawn April 8.



Cookie Finance: Banking & More

- Find a bank or credit union that best fits your needs. Refer to the Bank Account Process Guidelines.
- Payments for cookies can be made at the Silver Sage Store for your convenience. These payments will be credited to your Troop and appear in Smart Cookies in the next business day.
- Contact Customer Care as soon as you know you won't have enough money in your bank account for the ACH. Let us know how much we can withdraw at least 3 days before the ACH is due.
- •When filling out Annual Reports in May, your Leader or Treasurer will be asked for cookie receipts.
 - •Keep all documentation or pass to your person who does the Annual Report before May 1.



- Digital Cookie offers easier credit card transactions, both in-person and at booths. Silver Sage Council will absorb costs of credit card fees incurred through DC this season.
- Use Digital Cookie! Otherwise, use of another payment processor like Square could cause a volunteer or parent to receive a 1099 tax form for 2025 income tax.



Money Matters

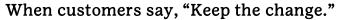


- Counting and agreeing on amounts/quantities is extremely important. Time used for counting is a wise investment.
 - Example: If you are at the top Troop tier of proceeds, your Troop would need to sell 7 packages to recoup money for one lost package.
- Record girl transactions in Smart Cookies regularly, so you know exactly who owes what.
 - •Recommended to enter transactions daily. At minimum weekly.
- Every penny belongs to the Girl Scouts in our council. Theft will not be tolerated. Authorities will be contacted.
- If your variety mix is not ideal, talk to other troops or your SUCM about trading. We have a <u>Cookie Exchange Google Doc</u> to help facilitate. Link will be in Cookie Central on our website around Feb 14.
- Speak up! Don't let any problem fester. Let Customer Care, your SUCM, or other Troop leaders know. We can only help with issues we know about, and there are more options if we know sooner than later.
- You are empowered to take action! If a family is non-responsive and failing to pay for cookies checked out, you can withhold additional cookies until the outstanding debt is paid. You can provide them with orders that have been prepaid through Digital Cookie only until they return a portion of payments.

Cookie Donations: Operation Cookie

Virtual Cookie Share = Council Program

- Donated to Military Organizations that help active duty, retired, and veteran military members.
- Council handles logistics and delivers from cupboards



- This may happen more often than usual because \$20 is not divisible by \$6. The extra \$2.00, for example, must be used to purchase cookies (either Virtual or Tracked).
- Donations must be converted to cookies purchased for a donation program.
- We can't solicit donations of money at Booths. We are there to sell cookies only. Any collection box/jar should be clearly labeled as "Donating Cookie Packages" and where the donations will go (Military Organizations for current and past military members).

Tips to Promote Donation Purchases

- Create a display to inform customers who benefits from their donations.
- A drop box, physical or symbolic, so customers can see their donations stack up.
- A tally poster to track number of packages. Ivy H. last year had a "which branch is best" poster for customers to put a sticker on when they make a donation.

(See page 28 in the Expanded Guide for details.)





Donations to the Boise VA Hospital Food Bank



Troop 674 had a connection and sent donation cookies to active-duty sailors.



Contacts to Make	Maximize Opportunities
Cookie Booths	Overcome objections
Send Digital Cookie E-mails	• Donate through Cookie Share
Businesses – sell to the business	• Purchase as a gift
Businesses – sell to employees	<u>Upsell</u>
Social Media (personal or neighborhood)	• 5forFive! Drawing
Your Family's Workplaces	• "Have you tried (cookie variety)?" or "Last Chance for Toast-Yay!"
House of Worship	• Cookies freeze well
School Staff	• Bring extras to deliveries, in case they want more
Repeat Customers	<u>Advertise</u>
Sports Teams & Events	• Use a re-order note on boxes sold
Clubs or Civic Organizations	• Leave door hanger or sticky note if nobody answers door
"Mom & Me" Booths	• Decorate your booth! Participate in our Booth of the Week Contest.
"Lemonade Stand" at home	Ask every single person on their way out of the store
"Walk-A-Bout" with cookies on-hand	• Make sure everyone knows you're a Girl Scout (uniform, shirt, pins)



Disney World 2025 Entrepreneurship Incentive Trip

Tentative Date: Around June 21, 2025 Price per girl: \$2,000

Go as an individual for Girl Scouts who have: Completed 5th Grade AND Sold 750 packages of cookies in 2025

Go as a Troop:
Council Staff does all the reserving, scheduling, etc. Troops break off after arriving at the resort.
Everything is on Disney campus, so Disney Gift Cards go far!

*Note: The National Convention takes place every three years. In 2026, National Convention is being held in Washington D.C. The incentive trip may be there instead of Disney.



Girl Scouts of Silver Sage Cookie Program Rewards 2025

We have lots of information & details to share with you about our 2025 Cookie Rewards offerings! If you have additional questions, please reach out to Customer Care.

*Note: Rewards are cumulative. Designs, colors, and included items may vary based on availability

To earn each reward a Girl Scout needs to sell the indicated number of packages of cookies in the 2025 Girl Scout Cookie Program. For most rewards, cookies sold through any method or platform count; it will be indicated in the reward description if packages need to be sold through a certain method or time period.

Patches



Embrace Possibility Theme Patch: 25+ Packages
This custom patch is a GSSSC exclusive. Girls are encouraged to embrace the possibilities that make up their own unique Girl Scout Adventure!

→ Operation Cookie Patch: 15+ Virtual Cookie Share Packages

Operation Cookie is our council's Cookie

Donation Program (previously called Cookie
Share or Cookies from the Heart). When a
cookie customer purchases a package of cookies
for a donation, girls collect payment and it is
entered as a "Virtual" Cookie Share package. The
physical cookie packages are handled by the

council and delivered to organizations that support veterans and military members throughout our area. Please see the Troop Manual or Family Guide for more information.

With a price point of \$6.00 per package, some customers purchase, for example, 3 packages with a \$20 bill and tell the Troop to "keep the change".



That "change" or any other money given cannot be a direct donation to the Troop because we are not allowed to solicit cash donations during the Cookie Program. The funds must be used to purchase Cookies to be donated, so make sure to let your Troop Cookie Team know when turning in money.

— Cookie Techie Patch: 25+ Direct Shipped Packages Girl Scouts will use Digital Cookie as the platform for their webstore. Once she sets up her store, she can send out emails for customers to make purchases. She can earn the Cookie



A bit more about rewards

The 2025 Cookie Program Rewards Card has a companion Google Doc explaining the rewards in more detail than would fit on the 1-2 lines that are available. You can find it in the Rewards dropdown on Cookie Central or in this link.

A few rewards items are designed just for our council were not available for our rewards displays. Similar items are on display at the Boise and Pocatello offices.

The Build-a-Bear reward is different than it was last year. BAB is featuring a Rainbow Panda that is only available to Girl Scouts as a reward in the Cookie Program. We have partnered this with a heart ceremony and stuffing event, there are two weekends, one in Boise at the BAB store in Boise Towne Square Mall and one in Pocatello at our office in the Pine Ridge Mall.

Support

Resources:

Silver Sage Council and ABC Bakers have produced excellent resources that can answer almost any question, including the Troop Guide, Family Guide, 2025 Cookie Updates and FAQs page (see QR code below), website, email prompts, Friday videos and Tuesday Q&As. (See page 10 of the Expanded Guide for even more!)

Silver Sage Customer Care:

208-377-2011 or customercare@girlscouts-ssc.org This is where your questions get answered the fastest and where to reach our Entrepreneurship Team.



Susan Kurdy Customer Care Specialist

24-Hour Smart Cookies Tech Support: 800-853-3730 or

ABCSmartCookieTech@hearthsidefoods.com

Digital Cookie Support:

See the Help section on the Digital Cookie App or website



Timely updates, instructional screenshots, and more will be posted on our 2025 Cookie Updates and FAQs page.



girl scouts

Thank You!

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Any Cookie Program questions before we move on to Smart Cookies?





Smart Cookies was developed by IBM for ABC Bakers.

Volunteer-facing

Digital Cookie is a GSUSA System that both bakers use.

Girl-facing Customer-facing

We are not going to leave here today knowing everything.

Confidently get started
Recognize the tabs
See Troop roster
Look at Initial Order (which is weeks away)

We are here to support you.

Lots more information is coming.

Watch e-mails for just-in-time training topics.

Use Training tab for videos and PowerPoints.

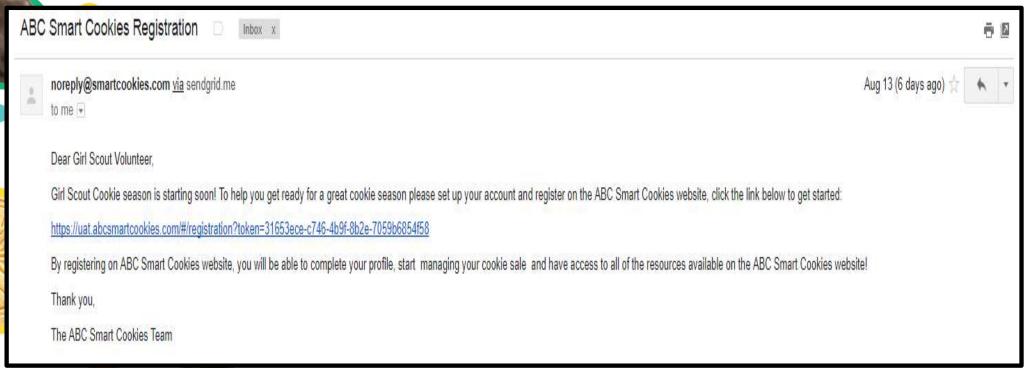
We will post videos most Fridays during the Season, and we will have live online Q&A sessions on the following Tuesdays.





Registration email sent to Volunteers











Complete the Volunteer Registration

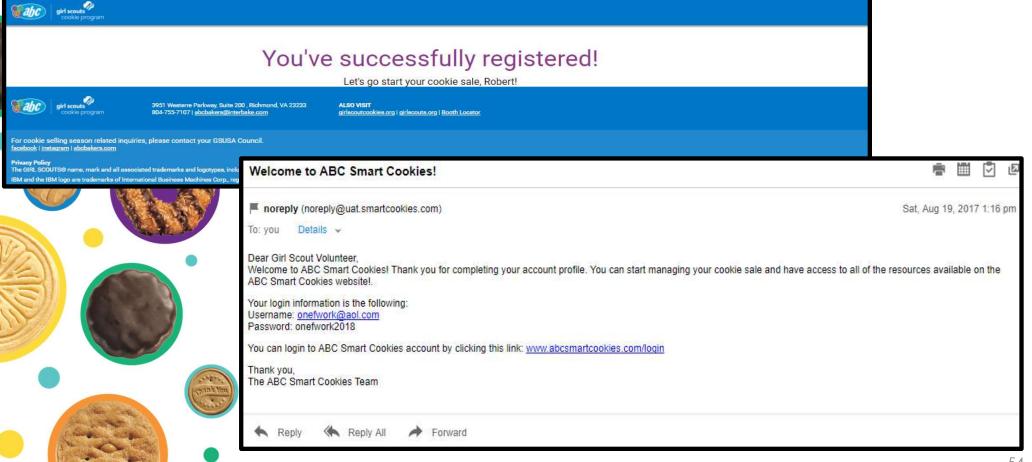


Afen	Welcome! w ziega to complete y	our profile
Repulsed fields indicated by:* Service Unit Info		
Partison		Council
Service Unit Menager		Gri Soute-North Carolina Costal Pries
Durvici		
Northwest Region		
•	0 0	
Contact Info		
Home Address *		Fax (Optional)
10000 Greenpand Lri]	
Schaller a Cty-	477	Phone Number*
Notenide	J	[450] 456-4554
State* In Code*	37	
Light Caroline]	
Profile Info Fig. Name*	0 9	©
Rater]	Create your password that you will use to sign in Smart Cookies and monage your Tradge
Less Name *	3	
Schalar	1	Orter Pass word *
Emil*	1	
ansknarkiges com	1	Perentian Passivorid *
	Upbestyour picture have	* Rectangular Snip



Volunteer registration confirmation







Log onto www.abcsmartcookies.com

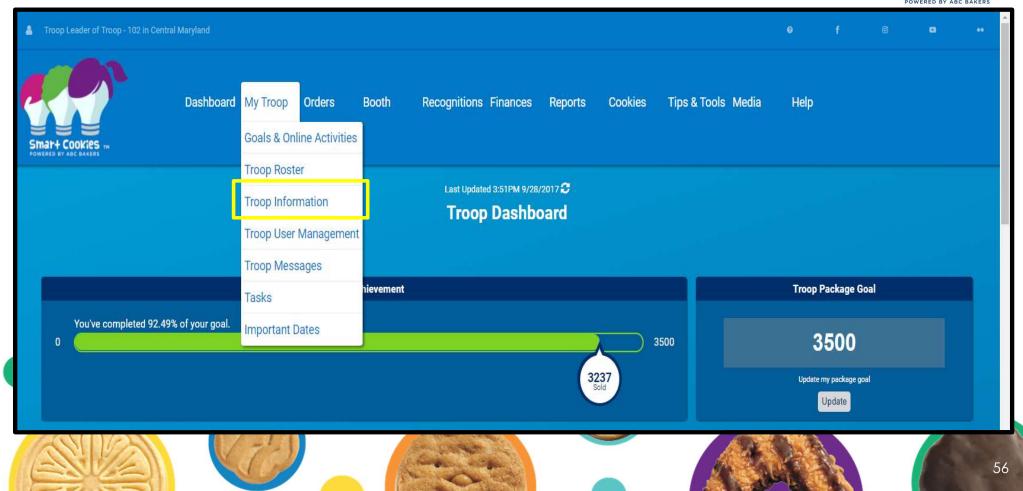


Sign In SNAP+ is no longer available. We are launching a new system for the 2018 season! Your Council will provide you with access credentials to the new system when your cookie season begins. In the meantime check out <u>ABCBakers.com</u> for more information on Cookies & <u>ABCSmartCookieU.com</u> for 2018 program materials. Email or Username * ccas1371@gmail.com Password * Forgot your password? Sign In O. **ABC Bakers** Volunteer Gallery



Review Troop Information







Verify and Update Troop Information

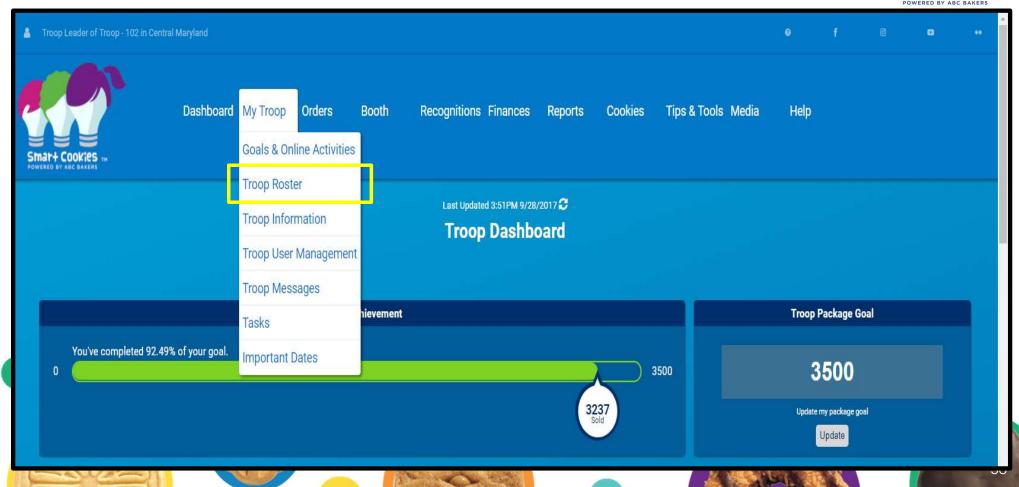


Troop Information				
Girls Active:	Girls Selling:	Expected Number of Girls Selling (0-999)		
20	20	0		
Troop Number		Level*	Service Unit	
102		Unassigned	₹ 654	
Proceed Plan*				
Main - Proceed Plan - Defau	ılt Plan			•
Main Recognition Plan*				
Main Recognition Plan - CM				•
Troop Recognition Plan				
(None Selected)		2002000		•
Bank Account		Bank Routing		
xxxxxxxxx5663		000045447		
Prim: ntact				
Em		le*	Last Name*	
almaryland.troop@outl	look.com	Chris	McDaniel	
ess 1		Address 2		
City		State	Zip	
City				
Phone		(None Selected)	Mobile	
			110010	
Alternate Contact Email		First Name	Last Name	
Email				
Address 1		Sue Address 2	Short	
Addiess 1		Undires 5		
City		State	Zip	
		(None Selected)	•	
Phone		(Notice Selected)	Mobile	
Notes				
1				
		Update Information		



Check Troop Roster

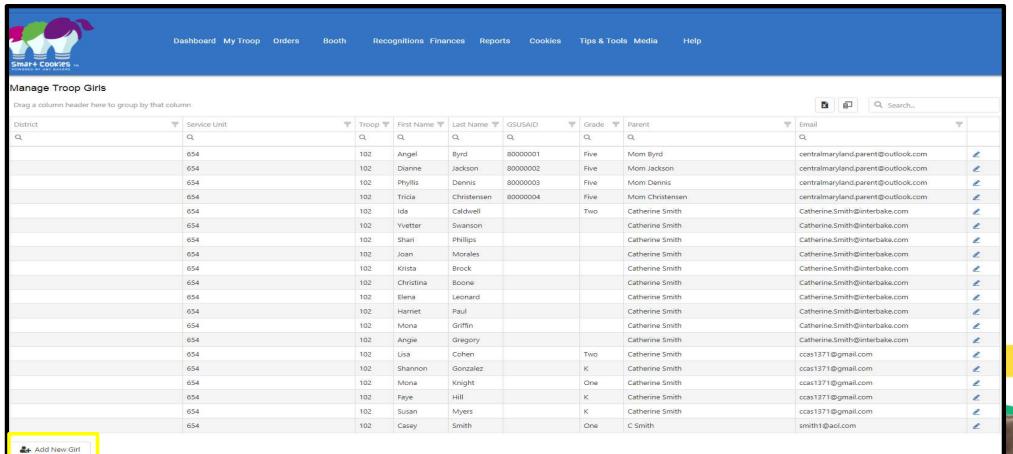






Validate Girl Roster

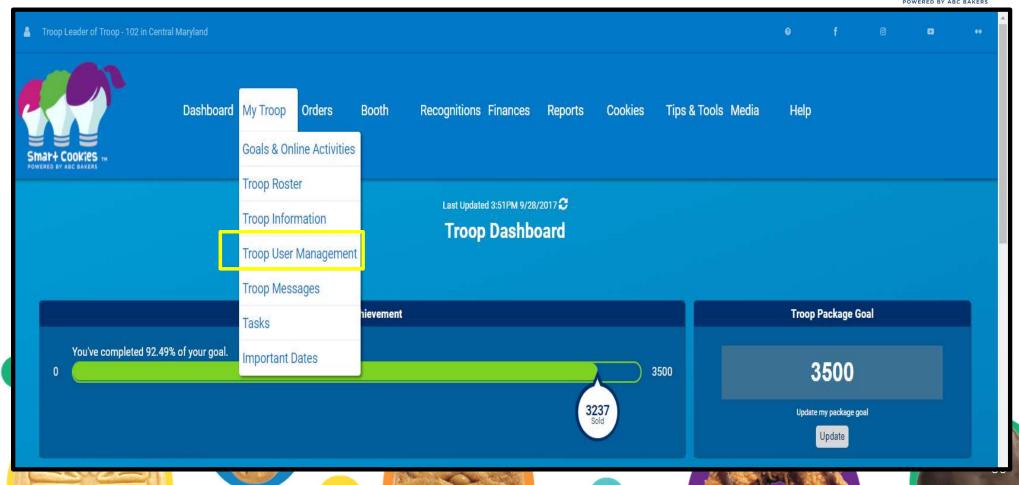






Check User Management







Verify all Users are Updated and Current

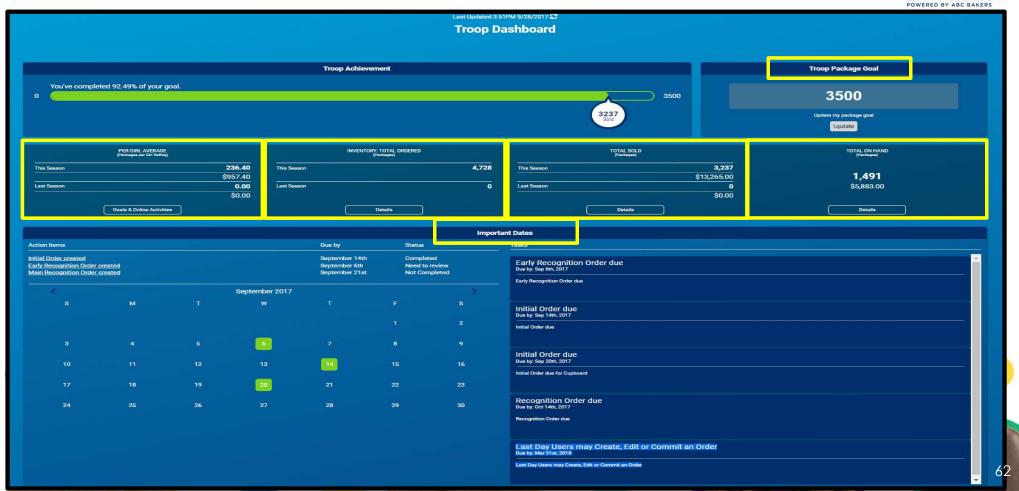


Dashboard My Troop Orders Booth Recognitions Finances Reports Cookies Tips & Tools Media Help Manage Users Filter by Service Units 102 × Apply Filter by Districts Q Search... Drag a column header here to group by that column Position P Description Active ▼ First Name ▼ Last Name ▼ Username ▼ Status Q Q Q Q Girl Girl 102 - Angel Byrd Angel Byrd Byrd171 Pending Regist... @ B Q = Girl Girl 102 - Dianne Jackson Dianne Jackson Jackson172 Pending Regist... 289 B Girl Girl 102 - Phyllis Dennis Phyllis Dennis Dennis173 Pending Regist... e = q = Girl Girl 102 - Tricia Christensen Tricia Christensen Christensen174 Pending Regist... 2 B & 0 Girl 102 - Christina Boone Christina Boone Boone670 Pending Regist... £ 1 9 I Girl Girl 102 - Joan Morales Morales Morales668 2 B 3 B Joan Pending Regist... 102 - Krista Brock e = 9 = Girl Girl Krista Brock Brock669 Pending Regist... Girl Girl 102 - Elena Leonard Elena Leonard671 Pending Regist... 2 B Q = Girl 102 - Shari Phillips Shari Phillips Phillips667 Pending Regist... 2 B & = 2 B & B Girl Girl 102 - Yvetter Swanson Yvetter Swanson666 Pending Regist... Swanson 2 B & B Girl Girl 102 - Angie Gregory Gregory Gregory674 Pending Regist... Angie 2 B 9 B Girl Girl 102 - Mona Griffin Mona Griffin Griffin673 Pending Regist... Girl Girl 102 - Harriet Paul Harriet Paul Paul672 Pending Regist... @ B & 0 Girl Girl 102 - Ida Caldwell Ida Caldwell Caldwell665 Pending Regist... 2 B 9 0 Troop Troop Lea... Catherine Smith ccas1371@gmail.com Registered 2 B & B Girl Girl 102 - Mona Knight Mona Knight MonaK1234 Registered 2 B 9 B Girl Girl 102 - Faye Hill Faye Hill FayeH1234 Registered 2 B & 0 Girl Girl 102 - Lisa Cohen Lisa Cohen LisaC1234 Registered 2 B Q 0 Girl Registered Girl 102 - Susan Myers Susan Myers SusanM1234 £ 1 9 E Girl 2 B 9 B 102 - Shannon Gonzalez ShannonG1234 Girl Shannon Gonzalez Registered Add New User Manage Selected Users... Send Registration Notification...



Troop Dashboard – Top Half of page

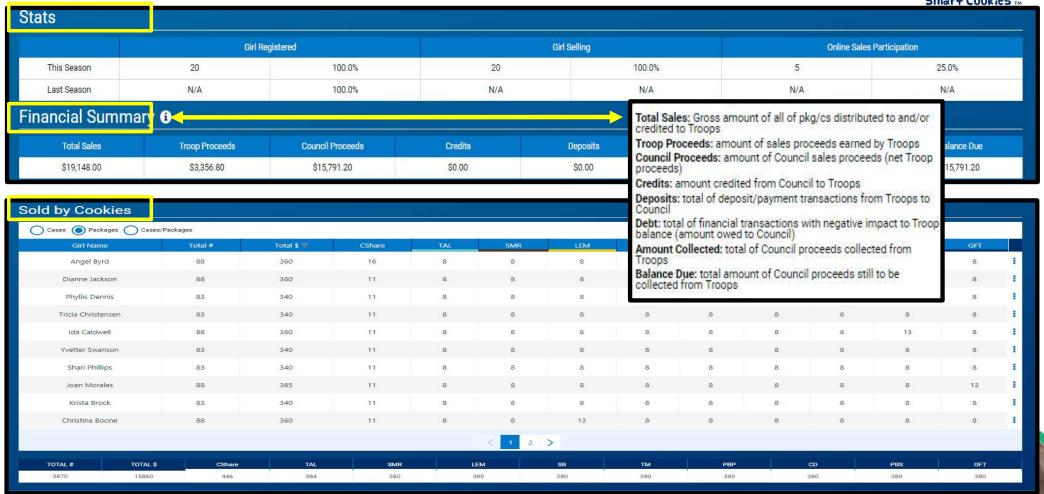






Troop Dashboard – Bottom half of Page

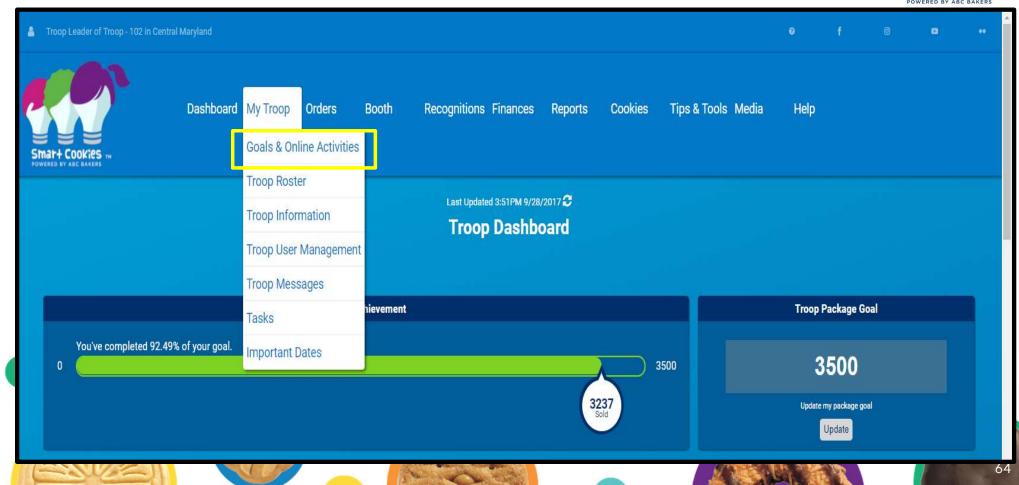






Goals & Online Activities – Setting up Troop Goals

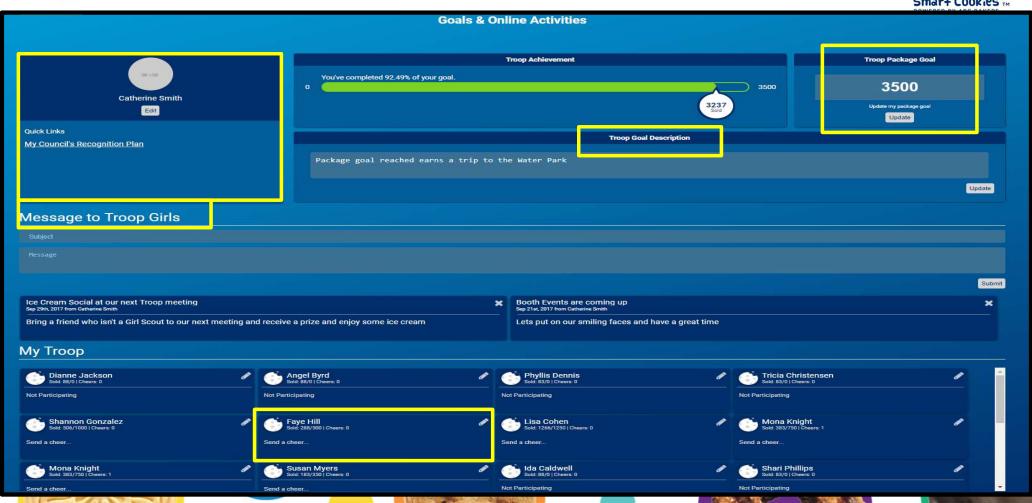






Goals & Online Activities – Setting up Troop Goals

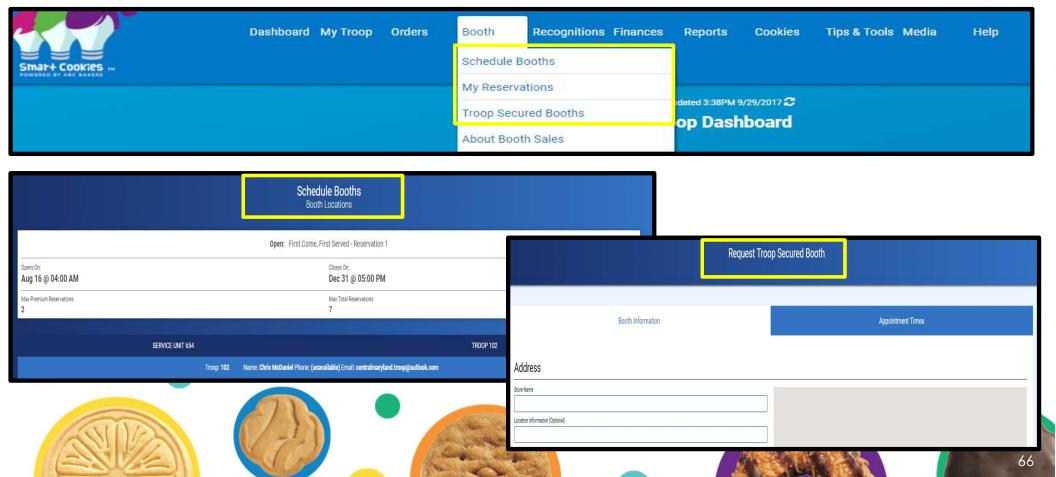






Schedule Booths – Pick Booths for your Troop

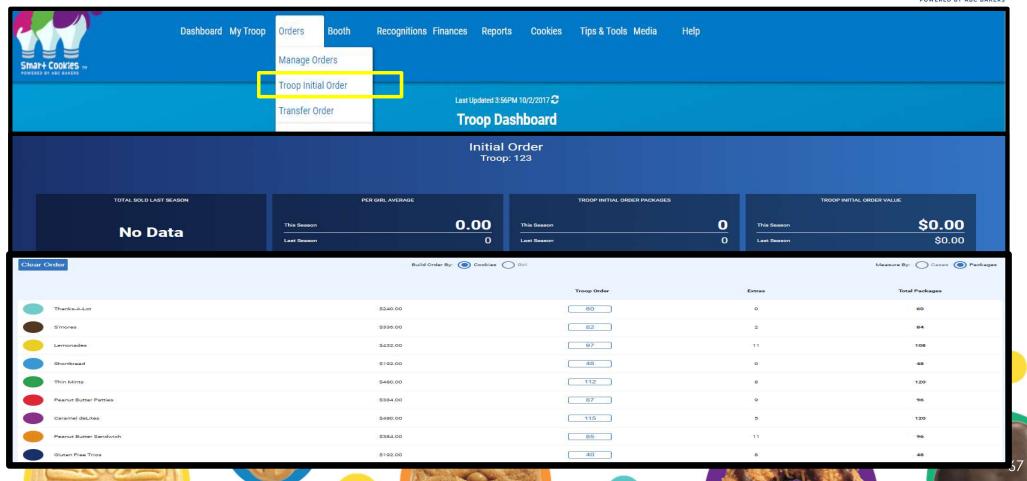






Initial Order – Inserting your Initial Order

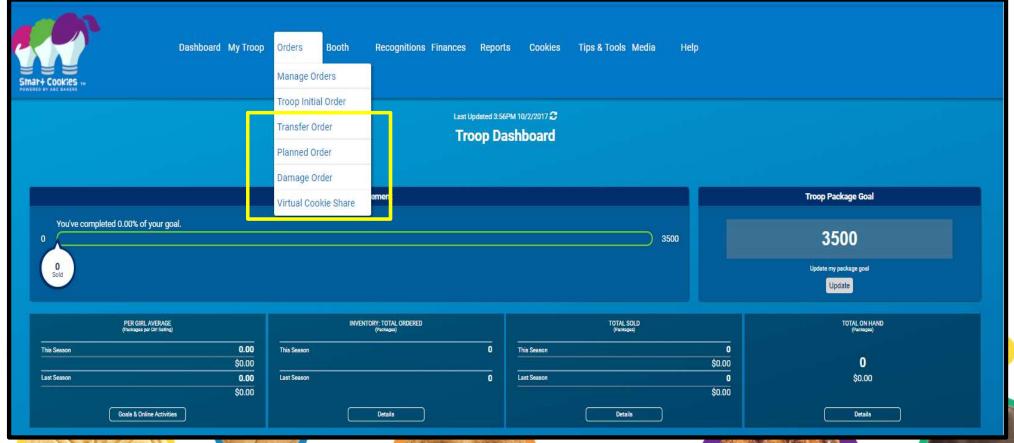






Other Orders Conducted throughout the Cookie Season

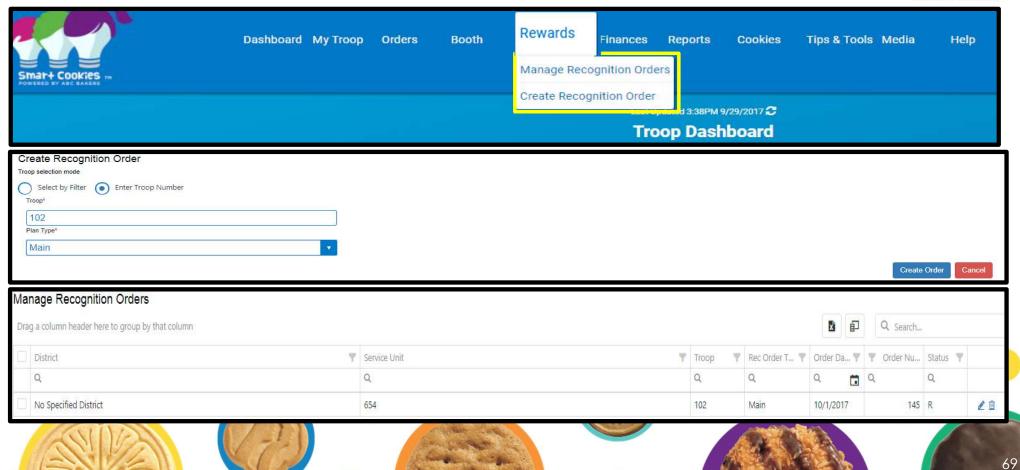






Create the Recognition Order – Early or Main



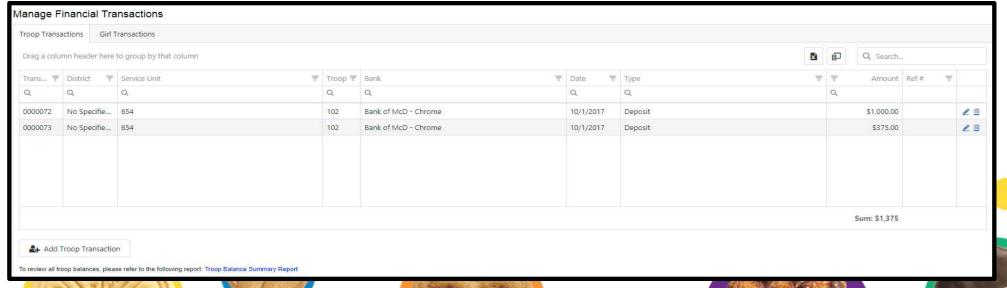




Enter Financial Transactions



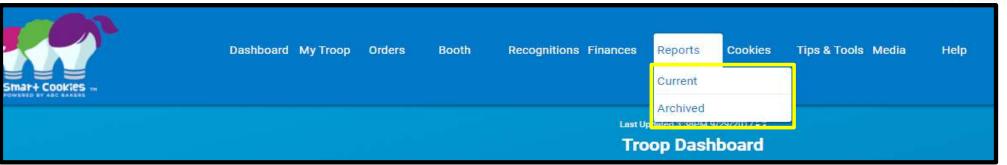


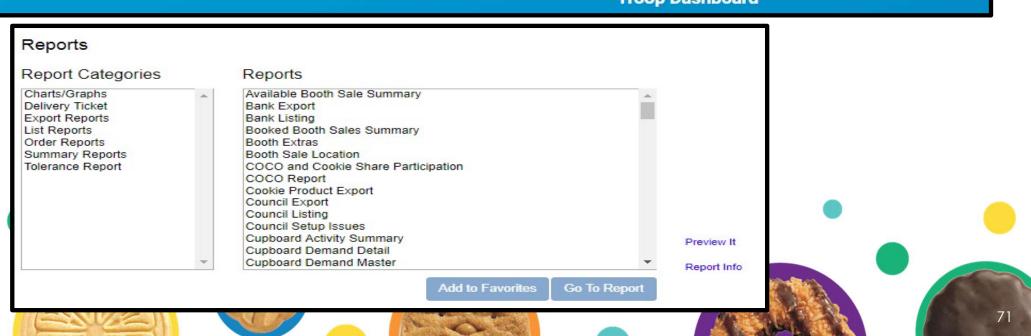




Obtaining Reports



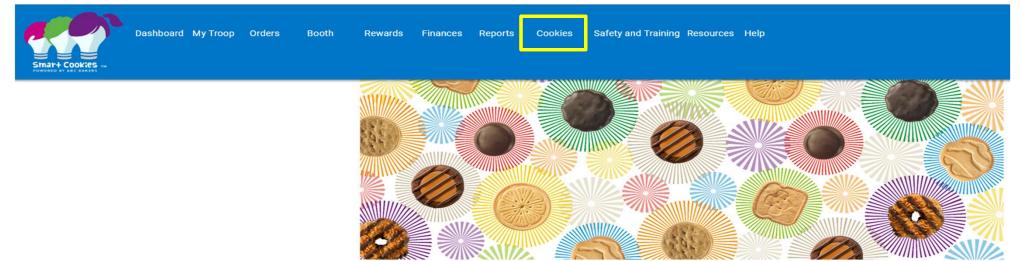






Cookie information





Cookie Lineup

We're proud to be the oldest, most experienced Girl Scout Cookie baker in the United States. Since 1937, we have empowered and supported the nation's largest girl-led business, helping provide girls with a program that teaches them essential life skills and creates amazing, year-round experiences powered by cookies.

Learn more about your favorite cookies:

Adventurefuls® This indulgent brownie-inspired cookie with caramel flavored crème and a hint of sea salt that will leave you wanting more!



Safety and Training





Safety and Smart Cookies Training

Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers and review safety information.

Smart Cookies Training



Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers.

See all Training Resources

Safety



Ensure girls, parents, and volunteers are familiar with the Girl Scout Program Safety Resources for cookie sellers.

Learn More



Smart Cookies Training



Smart Cookies Training

Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers.

















Resources





Dashboard My Troop

op Orders

Booth

Rewards

Finances

Reports

Cookies

Safety and Trainin

Resources Help

Resources

Resources

Download printables, training materials, and digital art to boost your cookie sales.



Digital Art

Download Girl Scout Cookie art to decorate your booth and show off your cookie spirit.

See all Digital Art

Forms, Checklists & Worksheets



Download permission slips, helpful checklists, and activity worksheets!

See All



Resources



Look here for:

- Photos
- Logos
- Social Media Posts (see below!)
- Forms

- Rally Guide w/ Activities
- Cookie Calculator
- Allergen Flyer



























Help Contact Information





Dashboard My Troop Orders

Booth

Rewards

Finances

Reports Cookies Safety and Training Resources Help

Help

Need help using the Smart Cookies platform?

Call us at 1-800-853-3730 or email us at ABC SmartCookieTech@hearthsidefoods.com

Questions about our cookies?

Check out our Cookie FAQ's or email us your questions or concerns at ABCSmartCookieBakers@hearthsidefoods.com





Initial Order by Troop



Summary of Steps: Initial Order by Troop WITH Gluten Free Variety

Log onto abcsmartcookies.com

Build your Initial Order by Troop, by Cookie Variety (Top Half of Order Screen)

Add Booth Extras (Bottom Half of Order Screen)

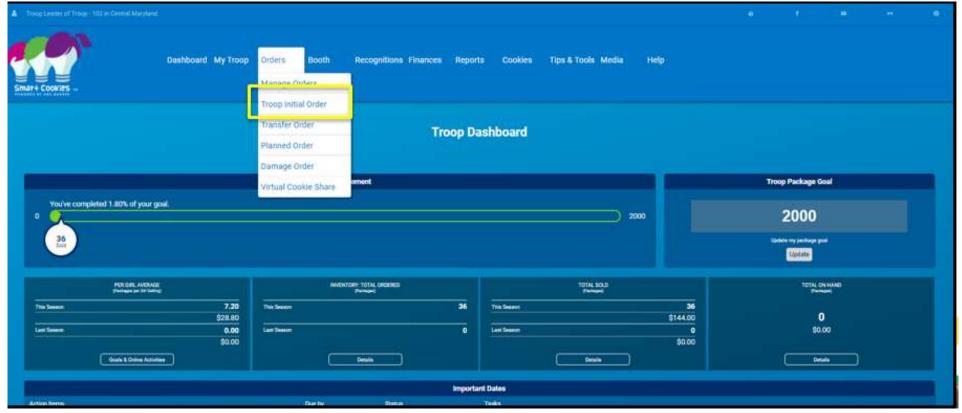
Select a Day and/or Set Delivery Time for Initial Order

- After successful login, hover over the Orders Tab > Select Troop Initial Order
- Enter the total of each variety in the correct unit of measure in the boxes
- Add additional packages under the Booth Option.
 Order each variety in the designated unit of measure quantities.
- Initial orders are automatically rounded up to full case quantities. "Extra" packages at the bottom of the order grid are the packages in every variety that have been automatically added to roundup to the nearest case
- If multiple locations are available, make the selection along with date/time if available.
- If only one location is available, you will be automatically assigned to that location.
- Click save at the bottom of the screen
- Appointment details will display at the bottom of the screen
- Delivery details can be edited before the Troop initial order deadline



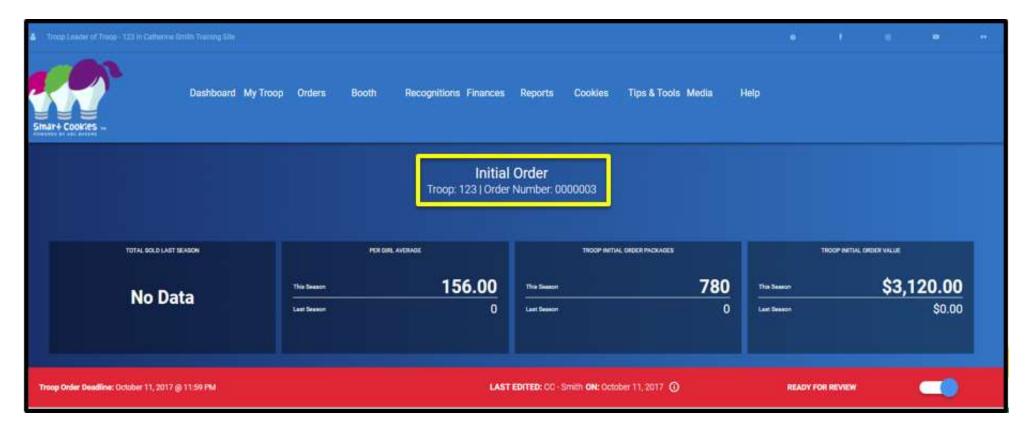


Log onto www.abcsmartcookies.com



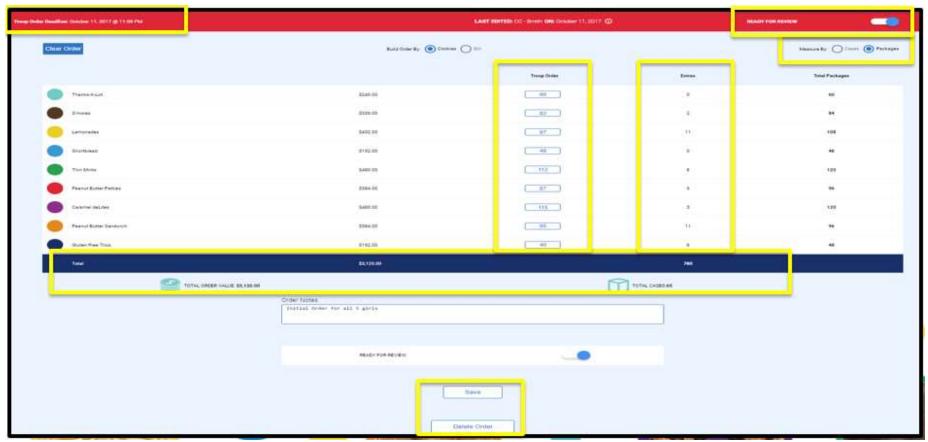


Troop Initial Order – Key Measurements



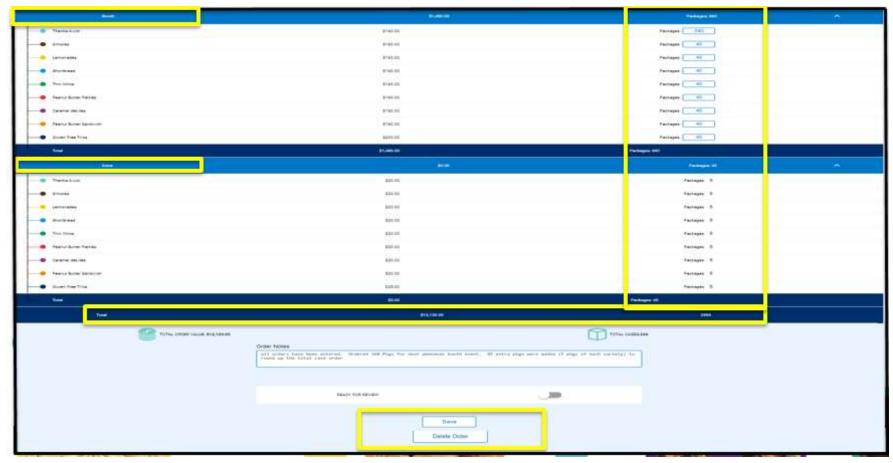


Initial Order – Enter Quantities by Variety (top page)





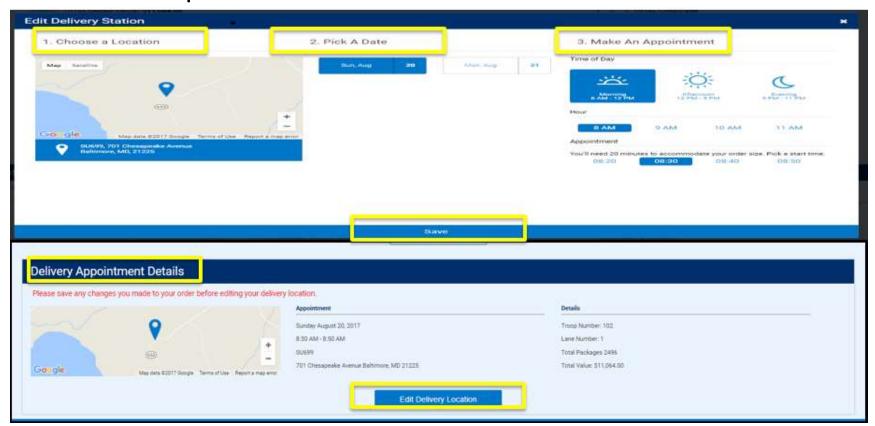
Initial Order - Booth / Extra Cookies and Save Order (bottom page)







Initial Order - Select a day and/or Set a Delivery Time for Initial Order Pick Up







girl scouts

Thank You!