



Girl Scout Cookie Program FAQ 2025

Here are some Frequently Asked Questions (FAQ) about the Girl Scout Cookie Program. If you have additional questions, email info@gsnorcal.org or call the Cookie Hotline at 510-995-2900.

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General

If I have material shortages, like order cards or receipt books, who should I contact?

Reach out to your Service Cookie program Advisor, who has extra materials. If you still need more or they don't have what you need, please email info@gsnorcal.org, with your needs, troop number, and the address you would like that sent too, with Subject Line: TROOP MATERIALS NEEDED.

What is the difference between "Go Day" and the Cookie Delivery Date?

- "Go Day" has been discontinued this year.
- **January 13:** Digital Cookie (DC) opens, and the program begins. You can start taking pre-orders (e.g., from friends, family, or parents' workplaces/schools).
- **January 29:** Troop cookie deliveries begin. Once troops have received their cookies, they can start door-to-door sales and cookie deliveries.
 - Money should be collected at delivery.
 - Once cookies are in hand, you can deliver them, run booth sales, and participate in secured council or service unit booths.

Can Girl Scouts still participate after the program begins?

Yes!

What should I do if a parent has not paid the troop?

Submit the [Parent Past Due Cookie Account Form](#) by **March 23, 2025**. If the form is not submitted by this deadline, the troop cookie manager will be held accountable for any missing funds. They will need to work with the caregiver directly to resolve the issue or decide to let it go. Contact info@gsnorcal.org with further questions.

How do I ensure my mailing address is up to date?

Update your mailing and email addresses in myGS **before March 1, 2025** to ensure accurate information for reward distribution.

What should we do if we find or see a Girl Scout selling cookies before the program start date?

Encourage troops to act honestly and fairly, following the Girl Scout Promise and Law, to address the issue early. If preventative measures fail, contact the Cookie Hotline at 510-995-2900 and provide the troop number, date, time, and location.

Additional Guidance: To avoid consumer confusion, wait until you have cookies in hand before going door-to-door.

Can Girl Scouts change troops after the program begins?

Yes, in special circumstances. Please reach out to info@gsnorcal.org or the Cookie Hotline at 510-995-2900 for assistance.

Rewards

What are the opt-out options for troops?

- Troops of all ages can opt out of all individual rewards in exchange for an additional \$0.15 per package sold.
- Girl Scouts will still receive any earned patches, troop rewards, the 1000+ acrylic, and the 2000+ CEO reward.

I've submitted my rewards. Can I still make updates?

Updates can be made until the troop submission deadline. Troops can be unlocked and resubmitted. However, once GSNorCal submits the order to the baker, no changes can be made. Refer to your cookie program calendar for details on submission deadlines.

What should I do if I have not received my rewards?

Contact your Troop Cookie Chair or Service Unit Cookie Chair to report missing rewards.

What should a Service Unit do if troops don't pick up their rewards?

Hold the rewards for one year and actively try to reach troop leaders. After one year, rewards can be used as prizes for SU events.

Care to Share

When a customer purchases Care to Share in Digital Cookie, does Care to Share automatically allocate to the Girl Scout in Smart Cookies?

When a customer orders Care to Share cookies through Digital Cookie, it depends on how they were ordered as to where the Troop Cookie Chair needs to allocate them in Smart Cookies. It is suggested you wait until the end of the program, after cookie sales have ended, to allocate all Care to Share cookies that came through Digital Cookie and need allocated. These are allocated through the Virtual Cookie Share page under the Order tab.

Use the chart below for some clarity:

Order Type	Do you need to allocate Smart Cookies?
Girl Delivered with Donation	Yes, via Virtual Cookie Share
Shipped with Donation	No, it is automatically credited in Smart Cookies
Donated only	Yes, via Virtual Cookie Share
In-person (booth)	Yes, via the smart booth divider

If a customer orders Care to Share with cash and in-person, do I need to allocate that to the Girl Scouts in Smart Cookies?

Yes, if a customer purchases Care to Share in-person (not at a booth sale) using **cash**, troop volunteers must allocate any Care to Share Cookies via [Virtual Cookie Share](#) (**we are a direct sale council**). When the cash is submitted, troop volunteers must also record the payment in the [Finances Tab](#).

Financial Transactions

Do we need to record money we collect from families/Girl Scouts in Smart Cookie?

Yes, money collected from Girls Scouts/families and submitted to the troop, needs to be recorded in Smart Cookies. This includes all forms of payment, cash, credit cards, or checks (if your troop is accepting checks). This is done in in the [Finances Tab](#) (Digital Cookie transactions automatically populate in Smart Cookies).

Does the money collected at the booth need to be recorded in Smart Cookies?

No, as long as you are using the Smart Booth Divider to credit Girl Scouts with the sales.

A Girl Scout selling their own stock at a booth should be treated as an individual sale and not a booth sale and should be credited as a payment in Smart Cookies under the [Finances Tab](#) for that Girl Scout. She is just selling her own cookies.

Booth Cookies

Why are we allocating booth cookies to girls?

Girl Scouts receive credit for all the packages they sell. If the cookies are not allocated to the Girl Scouts who worked the booth, they will not be properly rewarded at the end of the cookie program.

What does “booth cookies” mean?

Booth cookies are troop inventory sold at a booth.

How is it best to allocate my booth cookies?

By using the [Smart Booth Divider](#). From the Booth Tab > Troop reservations, locate the booth you wish to divide. Select the 3 dots and click on Smart Booth Divider.

- Enter the amounts of each variety purchased at the booth, including how many Care to Share.
- Then select "Save and Distribute" to select the Girl Scouts you wish to give credit to, then the Smart Booth Divider will evenly distribute the cookies across all the Girl Scouts. You can then manually make adjustments to these amounts based on how long Girl Scouts were at booths or as you see fit. Please note uneven amounts will need to be adjusted until all cookies have been allocated.
- To reconcile finances from the Booth tab > View Credit Card Payments and sort to find that booth location or download the Excel file and sort it to find the specific booth (date, time, location). Verify the amount of credit card payments and reconcile with total cash collected.

How about door-to-door that uses troop inventory?

When going door-to door, it is best practice for Girl Scouts to use their individual stock.

However, Girl Scouts can use troop inventory, so as to not have financial responsibility. To do so, you can transfer cookies using the [Troop to Girl Transfer](#).

- Write a receipt for the troop cookies they will be using.
- Once the cookies and money are returned, transfer the amount sold by each Girl Scout using a [Troop to Girl Transfer](#) under BOOTH CASES/PACKAGES. This assumes the troop collected all monies and is only allocating credit to the Girl Scouts for packages sold.

Initial Orders

How do I distribute initial order stock?

It's good practice to schedule staggered pick-up times, if you're not doing it at your troop meetings. When distributing initial orders, make sure both parties count out the cookies, write a M3 receipt, have both parties sign, and leave with a copy. Then make sure to transfer the cookies in Smart Cookies from the troop to the Girl Scout using [Troop to Girl Transfers](#).

Digital Cookie

Does Direct Ship come from Girl Scout inventory?

No, Direct Ship cookies come directly from GSUSA inventory and not the Girl Scouts inventory. All direct ship orders physically and financially are credited to the Girl Scout in Smart Cookies.

What happens if I miss the acceptance deadline for girl-delivered orders?

At the time of ordering, customers choose their secondary fulfillment option: shipped, donate, or refund. This selected option will be automatically applied if the deadline is missed.

When girl-delivered orders come into Digital Cookies, do I need to allocate those cookie in Smart Cookies?

Yes, all girl-delivered cookie orders must be credited to the Girl Scout, when caregiver picks them up from the troop and signs a receipt, in Smart Cookies, via [Troop to Girl Transfers](#).

Do we need to connect our own account to use PayPal or Venmo?

No, PayPal and Venmo are linked through the Digital Cookie app and payments will be reflected in Smart Cookies.

Reporting in Smart Cookies

From *Reporting > Current* you can pull several reports. Some of the most helpful and common are the following:

Girl Cookie Order Details

- Show their total Digital Cookie sales broken down (between DC and SC)
- Show total Care to Care
- Show order by variety

Girl Balance Summary

- All transfers of cookies in and out of Girl Scouts account
- All financial transactions by type (including DC, SC, Booth, and In-Person)
- List totals - not broken down

You can also consult [Reconciling Reporting in Digital Cookie and Smart Cookies – Troops \(Quick Bite\)](#).

Resources

Where can I find the program dates?

Check out the [2025 Girl Scout Cookie Program Resource](#) gsHelpCenter article, or the [Troop Cookie Chair Guide](#).

What kinds of things will I find the Google Drive?

The Google Drive contains slide decks, contact list, Excel workbooks, and other supporting documents that may contains links that can be found in your Troop Cookie Chair Guide.

What will I find in the [Troop Cookie Chair Guide](#)?

Almost all the information and answers to most of your questions will be found in the Troop Cookie Chair Guide, so refer to this as your go-to resource! It is a digital document that covers the topics of:

- All About Cookies
- Training
- Hosting Family Cookie Meetings
- Initial orders
- Finance
- Digital cookie
- Booths
- Cupboards
- Inventory Management
- Rewards
- Marketing
- Cookie Program Wrap Up
- Retail Shop

What will I find on the [2025 Girl Scout Cookie Program Resources](#) gsHelpCenter article?

Links to all three Cookie Program Guides (Troop, Service Unit, and Family). You will also find links and information about:

- Care to Share
- Program Calendar
- Cookie Training
- Marketing Materials
- Cookie Program FAQs
- Council Credit Information

When should I contact ABC Bakers?

If you need help with Smart Cookies, ABC Bakers are ready to assist from 6am to 9pm PST. Call 855-444-6682 or email at ABCSmartCookieTechSupport@hearthsidefoods.com

When should I contact the Entrepreneurship Program Team?

While we understand many questions may arise throughout the program, our mighty team of six are working hard to meet all your needs.

To help ensure that urgent needs are met immediately, **consult with your Service Unit Cookie Program Advisors as they are your first line of support.** If they are unable to help you, and the trainings and resource materials do not have the answers you are seeking, please submit inquiries to info@gsnorcal.org or call the Cookie Hotline.

What if I am a Service Unit Booth Coordinator who needs support?

If you are Service Unit Booth Coordinator and you need support with booth uploads, have errors you can't correct, or have issues with council booths (BART, CalTrain, Sam's Club, & Walmart), email Tashianna Avery directly at TAvery@gsnorcal.org, with Subject Line: SUBC SUPPORT.

What if I have questions about Council Credit Conversion?

If you have questions regarding conversions or council credits for Fall Product or Girl Scout Cookie Program, contact Audriana Resendez at AResendez@gsnorcal.org, with Subject Line: CONVERSIONS/COUNCIL CREDITS.