



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.

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 the time of delivery.
 - Once cookies are in hand, you can deliver them, run booth sales, and participate in secured council or service unit booths.

What should we do if troops don't pick up their rewards from the Service Unit Cookie Program Advisor?

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.

Can Girl Scouts still participate after the program begins?

Yes.

Can Girl Scouts change troops after the program begins?

Yes, but please notify the Entrepreneurship Team so that cookie program progress can be transferred to the new troop.

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

Updates can be made until the Service Unit submission deadline. Troops can be unlocked and resubmitted. However, once GSNorCal submits the order to the baker, no changes can be made.

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

Submit the [Parent Past Due Cookie Account Form](#) by the deadline. GSNorCal staff can assist with any questions or concerns.

If the form is not submitted on time, 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.





Where can I find the program dates?

Check the [2025 Girl Scout Cookie Program Resources gsHelpCenter article](#).

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

Contact your Troop Cookie Chair or SU Cookie Chair to report missing rewards.

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

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

What happens if I miss the acceptance deadline for Girl-Delivered orders?

At the time of ordering, customers choose whether they want a refund or to donate cookies if an order cannot be delivered. This selected option will be automatically applied if the deadline is missed.

What are the Opt-Out options for troops?

- Troops of all ages can opt out of all rewards, except for bar patches, Care to Share, and participation patches, in exchange for an additional \$0.15 per package sold.
- Reward trips are no longer part of the opt-out option. Instead, Girl Scouts will use Adventure Points to select rewards and experiences.

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 and provide the troop number, date, time, and location.

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

