



Service Unit Team Cookie Newsletter

February 9, 2026

What's Baking?

We're about halfway through cookie season, and the energy is as golden as a perfectly baked Trefoil. Our Girl Scouts are rolling through like Thin Mints on a mission, spreading smiles and stacking up success one cookie box at a time!

Cookie Hotline Support

Our Cookie Hotline (510-995-2900) hours are open:

January 5 – 27

Monday – Friday | 9:00 AM – 7:00 PM PT

January 28 – March 15

Monday – Thursday | 9:00 AM – 7:00 PM PT

Friday – Sunday | 9:00 AM – 9:00 PM PST

Check out the Troop Newsletter for Topics like:

- Digital Cookie Girl-Delivered Order Refunds
- Over/Short at Delivery
- Digital Payments at Booths
- Cupboard Reminders
- Care to Share

Cookie Finances

[ACH Credit Form](#) is due **March 25 by 9am**

This form is essential for reporting a reduced debit amount due to non-sufficient funds (NSF) caused by:

- Returned customer checks
- Counterfeit bills
- Bank fees
- Stolen products or money

ACH Withdrawal: March 27

100% of 'Amount Owed Council' (include any reward charges) will be deducted from the troop account. **March 22** is the deadline to complete Past Due Cookie Account Form.

Troops will be able to see these amounts in Smart Cookies on their Troop Balance Summary.

Upcoming Programs

Market DisruptHERS

For Cadette, Senior, and Ambassadors

Begin as an entrepreneur. Leave with resume-ready skills! In this hands-on program, Girl Scouts explore how innovation and technology are transforming the business landscape. Building on the foundation of the Girl Scout Cookie Program, participants will use the DoorDash business model to dive deeper into advanced business concepts such as market disruption, customer experience, and digital logistics.

Some sample items you can add to your resume upon completion of this program:

- Apply advanced entrepreneurship concepts including market disruption, customer experience, and digital business models
- Analyze real-world business models and identified long-term changes that resulted from market disruption
- Build on experience from the Girl Scout Cookie Program to explore scalable and modern business practices
- Practice leadership, teamwork, and professional communication in a group setting
- Strengthen problem-solving, critical thinking, and strategic planning skills

This program will launch at the end of March! [Check back for more details.](#)

Cookie CEO: Pitch Program

For Cadette, Senior, and Ambassadors

This spring, Girl Scouts can join our Pitch Program to learn how to write and deliver a business pitch to real corporate partners—building confidence, sharpening communication skills, and gaining real-world business experience through virtual or select in-person sessions in San Jose and Oakland. [Check back for more details.](#)

Financial Literacy

For Daisies, Brownies, and Juniors

This fun Money Moves workshop on Saturday, May 2 at the San Jose Girl Scouts office helps Girl Scouts earn their financial literacy badges through games and real-life skills, with funding proudly sponsored by the Charles Schwab Financial Literacy Grant. [Register here.](#)

Financial Literacy

For Cadettes, Seniors, and Ambassadors

On Saturday, May 2, Girl Scouts can attend the *Make Money Moves!* Financial Literacy Workshop at Patelco Credit Union to learn budgeting, saving, credit, interest, and investing from industry experts while earning their Financial Literacy badges, with caregivers invited to learn about Patelco's free financial coaching. Funding for this program provided by the Charles Schwab Financial Literacy Grant. [Register here.](#)

Girl Scout Day at the Zoo

On Saturday, May 9, Girl Scouts, families, and friends are invited to enjoy a fun-filled Day at the San Francisco Zoo and Gardens featuring animal encounters, swaps, lawn activities, conservation learning, and special bridging ceremonies for Daisies and Brownies. This program is also offered as a cookie program reward! See more details and [register here](#).

Upcoming Dates

- **February 18** | Deadline for new troops to submit their banking info, via [ACH Debit Form](#).
- **March 15** | Girl Scout Cookie Program ends
- **March 18** | Final rewards due in Smart Cookies by 11:59pm PT
- **March 22** | [Parent Past Due Cookie Account Form](#) due by 11:59pm PT
- **☛ March 22** | Service Unit Rewards Coordinator needs to have checked all troop rewards submissions in Smart Cookie by 11:59pm PT
- **March 25** | [ACH Credit Form](#) due by 9am to notify the council of any change to final ACH
- **March 27** | Final ACH*: 100% due to Council (will include any reward charges or credits)

☛ = Service Unit Dates

Training Highlights

To help the troop webinars stay focused, Service Units have a separate weekly Q&A webinar every Tuesday. [Join us](#) and get your questions answered!

Watch previous SU Tuesday Night Webinar Recordings in the 636 Service Unit Cookie Overview 2026 course by logging into gsLearn and [clicking here to access!](#)

Read previous Cookie Newsletters in [gsHelpCenter](#).

We invite you to join Troop Cookie Chair Wednesday as a listener, but we ask if you have Service Unit level questions, you ask those on Tuesday night SU trainings or directly to your council Entrepreneurship Program team members.

[Feb 11: Digital Cookie and Smart Cookies Inventory Management](#)

[Feb 18: Cookies Cupboards & Allocating Cookies in Smart Cookies](#)

[Feb 25: Managing Inventory \(Repeated Session\)](#)

Watch previous webinar recordings in the [636 Troop Cookie Chair Recorded Webinars 2026 gsLearn](#).

Want a refresher on upcoming cookie tasks? Here are some gsLearn trainings we suggest you review:

Troop Cookie Chair (TCC) Training to review:

- Inventory Management Module
- Money Management Module
- Booth Sales Module

Digital Cookie Volunteer Training Resources:

- Troop Site Setup
- Troop Dashboard
- Troop Booth Pickup Order
- Digital Cookie Mobile App

Smart Cookies Volunteer Training in gsLearn:

- Scheduling First Come First Serve Booths
- Transfers
- Smart Booth Divider
- Planned Order
- Managing Orders

Quick Bites to Review:

- [Transfers](#)
- [Planned Orders](#)
- [Managing Orders](#)
- [Managing Orders Screen \(Refine Search\)](#)
- [Scheduling Booths – FCFS](#)
- [Smart Booth Divider – Single Booth](#)
- [Troop Direct Ship Orders](#)
- [Troop Site Link & Troop Pick Up Orders](#)
- [Virtual Cookie Share Orders – Girl Links](#)
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Next Steps

Booth Etiquette Matters!

- Remind troops about booth etiquette and why following booth rules is so important:
 - Ensures everyone’s safety.
 - Helps maintain positive partnerships with businesses & locations.
 - Protects future booth opportunities for all Girl Scouts!
- Encourage troops to be respectful, professional, and courteous while representing Girl Scouts at booths!

- Promote the use of the [Cookie Booth Essential Document](#).
- Promote the use of the [Booth Cookie Menu and Math Sheet](#)

Cupboard Courtesy Reminder!

- Remind troops that cupboards are run by dedicated local volunteers who work hard to ensure everyone gets the cookies they need!
- Be patient & bring a positive attitude as cupboards open and ramp up operations.
- Kindness & patience go a long way in making the process smooth for everyone.
- Remind troops about how to reach you for questions, support, and guidance throughout the cookie season!

Resource Alert!

- [gsHelpCenter | 2026 Girl Scout Cookie Program Resources](#)
- [gsHelpCenter | Entrepreneurship Articles](#)
- [Troop Cookie Chair Guide](#)
- [Google Drive | Troop Cookie Chairs](#)
- [Inventory Management Toolkit](#)
- [Google Drive | Service Unit](#)

Cookie Sales Tracker

The cookie program fuels both your troop and our council! Cookie proceeds help fund troop activities and support our council by maintaining camps, providing council programming, and caring for council properties — plus so much more!

Check out the [Empowering Girl Scouts flyer](#) or [How the Cookie Crumbles flyer](#) for more details!

2026 Council Goal: 3,150,000 packages

Total sold as of February 6, 2026: 1,907,544 packages

Baking up Goodness

Let's spread kindness and spotlight those going above and beyond this cookie season! Did you notice a fellow Service Unit, troop, or Girl Scout lending a helping hand, showing teamwork, promoting or developing an entrepreneurial mindset, or embodying our One Council, One Mission spirit?

We'd love to hear about it! **Share your feel-good stories with us through our [Share Your Story form](#)** and help us spread the good word — because together, we make Girl Scouts shine! (📷 Photos encouraged!)

Need assistance? Contact us at info@gsnorcal.org or 510-995-2900.