



Troop 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

Over/Short at Delivery

If you had an over/short from delivery and could not make it back to the delivery station, please take the following steps:

Mega Delivery

Email info@gsnorcal.org with the over/short information. If you are over, we need to know if you want to keep it, or return it to a cupboard.

Service Unit Delivery

Reach out to your SU Initial Order Coordinator or SU Cookie Team, as this means another troop is missing their cookies or has extras.

Digital Cookie Girl-Delivered Order Refunds

Please note that council CANNOT issue a partial refund for cookie orders placed in Digital Cookie for girl-delivered. If customers are requesting a partial refund, in lieu of refunding the entire order, you can suggest they try a different variety or donate a package to Care to Share.

Bling Your Booth Challenge on National Girl Scout Cookie Weekend (February 20-22)

Join the [Bling Your Booth challenge](#) where you can earn a special patch! Simply host a booth during National Girl Scout Cookie Weekend (February 20-22), promote Care to

Share, feature the membership recruitment table tent, wear your best Girl Scout gear, and share/tag gsnorcal on social media! Then [submit this form](#). Have fun, be creative, and celebrate Girl Scouts!

Cupboard Reminders

Sisterhood means sharing! If you need to swap, unload, or pick up a specific cookie variety, check the [Google Drive](#) for the Cookie Exchange Google Sheet. Let's support each other and make sure every Girl Scout has what she needs!

Important Reminder: [The 2 by 12 Cupboard Rule](#)

When placing a [Planned Cupboard Order in Smart Cookie](#):

To ensure the council has inventory in the appropriate cupboards to meet troop needs, you will need to place planned cupboard orders **2 days prior to your pickup day, by noon**. Use the chart below to understand the deadline for placing your order.

Day of the week you want to pick-up	Day of the week to order
Monday	Saturday @ 12pm
Tuesday	Sunday @ 12pm
Wednesday	Monday @ 12pm
Thursday	Tuesday @ 12pm
Friday	Wednesday @ 12pm
Saturday	Thursday @ 12pm
Sunday	Friday @ 12pm

Need to Cancel or Modify Your Order?

Call or email your cupboard during business hours to see if they can meet your needs. Their information can be found in Smart Cookies. Please note **some cupboards are by appointment only** and will not be listed in Smart Cookies. To find these you will find a Cupboard Contact list in the [Google Drive](#) OR pull a *Cupboard Listing* report on your reports tab.

Plan ahead to ensure a smooth pickup experience! Check out this [video](#) for a few reminders to consider visiting your local cupboard.

Arrive on time for your cupboard pick up! If you are going to be delayed contact the cupboard ahead time to ensure that they can still accommodate your arrival, because other troops may be scheduled to pick up their cookies

- Give troop number

- You may need to help pull cookies, so dress appropriately, like wearing closed toe shoes.
- Both parties should count the cookies and sign a receipt. Volunteers should be given a copy of the receipt and should hold on to it till the end of the sale, to ensure all money and cookies are balanced.
- Then the Cupboard Clerk will go into Smart Cookie by the end of the day and allocate the cookies picked up by the troop.
- Please note that this is a new process in Smart Cookie to track inventory movement from cupboards to troops.

Troops will not receive credit for the cookies until the Cupboard Clerk goes into Smart Cookie and allocates the cookies to the troop.

Have a Return or Exchange?

Please place a planned order to the cupboard for the cookies you will need to pick up. In the notes section, list what you are bringing as a return/exchange. If you have just a return, be sure to call the cupboard manager and schedule a time to make the return. To find these you will find a Cupboard Contact list in the [Google Drive](#) OR pull a *Cupboard Listing* report on your reports tab. Please note, **some cupboards are by appointment only** and will not be listed in Smart Cookies.

Also make sure to review the [Cupboard Return Policy](#) in the *Cupboards* section of the Troop Cookie Chair Guide for more details.

Care to Share

Remind your troop and families that the Care to Share donation program is a fantastic way to engage customers in conversations about giving back to our communities! If you need guidance on allocating Care to Share, check out this [gsHelpCenter article](#). If you want more information on the Care to Share Program you can click [here](#).

How to Promote Care to Share:

- Talk to customers about how their support helps donate cookies to food banks, first responders, hometown heroes, and the military.
- Use [table tents](#), [box wraps](#), and [flyers](#) to spread the message!

Cookie Finances

[ACH Credit Form](#) 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 the [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 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)

Training Highlights

Join us LIVE for Troop Cookie Chair Webinars:

[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 by logging into gsLearn and [clicking here to access!](#)

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

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](#)

Next Steps

- Continue writing receipts and allocating sales in Smart Cookies regularly to ensure your inventory stays accurate. Keeping up with this process helps prevent discrepancies and ensures a smooth cookie season for your troop!
- **Need help?** Check out the [Smart Cookie Troop User Guide](#) and Quick Bites on the [Smart Cookies Volunteer Training resources article](#) for step-by-step instructions!

- Get ready to use the Smart Booth Divider. When at a booth with multiple Girl Scouts using troop inventory use the Smart Booth divider after the booth to distribute cookies to the Girl Scouts in attendance
 - Log into Smart Cookies Navigate to *Booths > My Reservations* to locate the booth you need to divide.
 - Click on the three dots to the far left, and select the Smart Booth Divider!
 - Enter all the cookie varieties including Care t Share sold at the booth and click “Save and Distribute”-This will pull up a list of your Girl Scouts.
 - Select the Girl Scout you wish to distribute cookies to. The Smart Booth divider will allocate the cookie evenly to all Girl Scouts, any left-over or uneven amount will need to be allocated until there are no cookies left to allocate. Use this [Quick Bite](#) to help!
- Find Your Nearest Cupboard
 - Log into Smart Cookies and navigate to Orders > [Planned Order](#) to check where your nearest cupboards are. Please note some cupboards are by appointment only and will not be listed in Smart Cookies. To find these you will checkout the cupboard contact list in the [Google Drive](#).
- Respect our volunteers! Remember that Cupboard clerks are volunteers, just like you! Please be respectful of their time and energy as they help ensure every troop gets the cookies they need!

Girl Scout Reminders

- Prompt your Girl Scouts to send Digital Cookie marketing emails to their customer list early and often.
- Use the [marketing timeline](#) as your playbook for email themes, key moments, and timely outreach.
- Consistent emails = repeat customers. Staying visible keeps their cookie business top-of-mind all season long.
- Set Order Deadlines & Pickup Plans: Schedule a pickup date/time for caregivers to collect their first orders. This should be shared after your initial order pickup. You may want to wait until cupboards open, depending on your booth signups!

Resource Alert!

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

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 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!)

Juliette News

Hello Juliette Girl Scouts Caregivers!

The recording of the live webinar given 1.5.26 can be viewed [here](#)! You can also find training and information on supporting your Girl Scout Juliette on the [Juliette Participation in Product Programs gsHelpCenter article](#).

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