girl scouts of eastern pennsylvania



Troop Cookie Manager Cookiebook

2027







Welcome to Your Troop Cookie Manager Cookiebook

The Recipe for a Successful Cookie Season

Thank you for serving as your troop's Troop Cookie Manager! Every successful Cookie Program starts with dedicated volunteers like you. Your organization, communication, and enthusiasm help Girl Scouts build confidence, develop entrepreneurial skills, and achieve their goals.

Think of this cookiebook as your recipe for a successful Cookie Program. Instead of ingredients and baking times, in it you'll find monthly tasks, helpful reminders, and resources to guide you from your first preparations in the fall through season wrap-up in the spring.

Your Ingredients

Before you begin, make sure your troop has the essentials:

- A registered Troop Leader and Troop Cookie Manager
- A troop bank account and ACH authorization on file
- Registered Girl Scouts
- A willingness to learn, ask questions, and have fun!

Follow the Recipe – How to use this guide

Each month's section includes everything you need for that stage of the Cookie Program:

- **What's Happening Now** – Important dates and program updates.
- **My Cookie Tasks** – Your monthly "recipe steps." Complete these checklists to stay on track throughout the season.
- **My Cookie Toolkit** – Helpful resources, templates, and how-to guides.

Following each month's recipe will help make every step of the Cookie Program more manageable.

Scan for Extra Ingredients

Need an ingredient? It's just a click away! Scan the QR code to access the online version of the Troop Cookie Manager Cookiebook. There, you'll find clickable links to every resource referenced throughout this guide—including tutorials, forms, email templates, and other helpful tools—so everything you need is always within easy reach.

Need the Full Recipe?

This cookiebook is your quick-reference guide, but some situations require a little more detail. When you need information about policies, procedures, or program requirements, refer to the Troop Cookie Manager Manual. Throughout this cookiebook, you'll find references directing you to the manual and other helpful resources. Use the QR code in each month to access the digital version of the cookiebook, where you can easily click the links.

A Dash of Teamwork

The best Cookie Programs are made together. Stay connected with your Troop Leader, Troop Treasurer, Service Unit Cookie Manager, and fellow volunteers. They are valuable partners throughout the season, and GSEP staff are always here to support you when questions come up.

The Secret Ingredient

The most important ingredient isn't cookies—it's you.

Your dedication gives Girl Scouts the opportunity to practice goal setting, decision making, money management, people skills, and business ethics while creating memories that last long after Cookie Season ends.

Thank you for sharing your time and talents. We hope this cookiebook helps make your Cookie Program organized, enjoyable, and, of course, sweet! Now gather your ingredients, follow the recipe, and enjoy a successful Cookie Season!

SEPTEMBER/OCTOBER

Troop Cookie Program Operations – Get Cookie Ready



What's happening now?

- Confirm that your troop is Cookie Ready:
  - Your troop must have at least two registered and cleared volunteers: a Troop Leader (TL) and a Troop Cookie Manager (TCM).
  - Your troop must have a bank account and an ACH form on file with GSEP.
  - All participating Girl Scouts must be registered in myGS.
- The Caramel Chocolate Chip Gluten-Free Cookie (CCCGF) ordering period runs from September 28 through October 18.
  - The GSEP Product Program Team will email ordering information in late September.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Register as Troop Cookie Manager (TCM) in myGS	• myGS.girlscouts.org • How to register/renew your role in myGS
❑ Place your troop's Caramel Chocolate Chip Gluten Free (CCCGF) cookie order	• TCM Manual – Caramel Chocolate Chip Gluten Free Cookie Orders • How to order CCCGF cookies • How many CCCGF cookies should I order?
❑ Check in with your Troop Leader (TL) to ensure all Girl Scouts are registered for the current year	
❑ Check in with your Troop Treasurer (TT) to ensure your bank account is set up, and ACH Form is on file with GSEP	• ACH Form

NOVEMBER

Troop Cookie Program Operations – Train, Plan, and Order



What's happening now?

- TCM training becomes available in gsLearn on November 5.
  - Sweet Success Q&A calls begin.
- Smart Cookies opens for volunteers.
  - TCMs for Cookie Ready troops are automatically uploaded.
  - Additional troop volunteers must contact Member Services to request access.
- Initial Cookie Orders open in Smart Cookies on November 5.
- Council Booth Lottery begins on November 16.
- Service Unit Cookie Booth Lotteries take place in November and December.
- Service Unit-specific cookie trainings take place in November and December.

MY COOKIE TASKS	MY COOKIE TOOLKIT
❑ Complete TCM Training in gsLearn ❑ (Optional) Attend a Sweet Success Q&A Session if you have questions *after* completing training	• How to access TCM Training in gsLearn • Sweet Success call schedule
❑ Register your Smart Cookies account ❑ Add noreply@abcsmartcookies.com to your safe sender list	• How to register in Smart Cookies
❑ Place your troop's Initial Cookie Order ❑ Select a pickup location/date/time	• TCM Manual – Initial Orders • How to place your Initial Cookie Order in Smart Cookies
❑ Send introduction email to Girl Scout families	• Email Template
❑ (Optional) Enter Council Booth Lottery	• TCM Manual – Council Booths • How to make Council Booth Lottery selections in Smart Cookies
❑ Attend Service Unit Cookie Booth Lottery (Nov/Dec)	• TCM Manual – Cookie Booths
❑ Attend Service Unit specific cookie training (Nov/Dec)	
❑ Receive printed cookie materials from Service Unit Cookie Manager (SUCM) ❑ Prep materials for distribution to GS families	• Family Cookie Program Guide
❑ Confirm with Troop Leader (TL), that all troop members are registered in MyGS	
❑ Confirm with Troop Treasurer (TT) that the bank account and ACH information is on file with GSEP	• ACH Form

DECEMBER

Troop Cookie Program Operations – Prepare Families



What's happening now?

- Confirm that your troop is Cookie Ready.
  - At least one troop volunteer must complete TCM training.
- Registered Girl Scouts are uploaded from myGS into Smart Cookies.
- Initial Cookie Orders close on December 11.
- GSEP adds your troop's Caramel Chocolate Chip Gluten-Free Cookie order to its Initial Order in Smart Cookies.
- Service Units host Cookie Rallies in December and January.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Host a Family Cookie Meeting (Dec/Jan) ❑ Distribute program materials to Girl Scouts ❑ Collaborate with TL to implement meeting	• TCM Manual - Family Cookie Meeting • Family Cookie Meeting resources
❑ View Smart Cookies Roster and identify any missing Girl Scouts ❑ If girls are missing, they probably need to renew their membership!	• How to view your troop roster in Smart Cookies

TASKS THAT MAY STILL NEED ATTENTION	MY COOKIE TOOLKIT
❑ Complete TCM Training in gsLearn ❑ (Optional) Attend a Sweet Success call if you have questions *after* completing training	• How to access TCM training in gsLearn • Sweet Success call schedule
❑ Register your Smart Cookies account	• How to register in Smart Cookies
❑ Place your troop's Initial Cookie Order ❑ Make any changes or adjustments needed to order and/or pickup location/date/time	• TCM Manual – Initial Orders • How to place your Initial Cookie Order in Smart Cookies
❑ Attend Service Unit Cookie Booth Lottery (Nov/Dec)	• TCM Manual – Cookie Booths
❑ Attend Service Unit specific cookie training (Nov/Dec)	
❑ Confirm with Troop Treasurer that the bank account and ACH information is on file	• ACH Form

JANUARY

Troop Cookie Program Operations – Prepare Families



What's happening now?

- Initial Cookie Orders are available for pickup January 8–17.
- Planned Orders open in Smart Cookies on January 11.
  - Orders for the first Planned Order window must be submitted by 11:30 p.m. on January 17.
- Digital Cookie opens:
  - Volunteers receive access on January 14.
  - Girl Scouts and families receive access on January 18.
- A $0.01 test ACH transaction takes place on January 15.
- The Cookie Program begins on January 21.
  - Cookie sales are typically busiest during the first two weeks of the program.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Get Started in Digital Cookie ❑ Register your Digital Cookie account ❑ Set up your troop Digital Cookie Site ❑ Download Digital Cookie App from your phone's app store	• TCM Manual – Digital Cookie • How to register in Digital Cookie • How to set up your troop Digital Cookie site
❑ Pick up Initial Cookie Order	• TCM Manual – Initial Cookie Order
❑ Communicate cookie pick up info to families ❑ Document cookie pick up	• Email Template • TCM Manual – Using G-1/Receipt Books
❑ Send cookie kick off email to families	• Email Template
❑ Enter cookie transfers in Smart Cookies weekly	• TCM Manual – Transfers • ABC Quickbite – How to enter transfers in Smart Cookies
❑ Collect payments from families ❑ Document payments made ❑ Deposit cash into troop bank account	• TCM Manual – Collecting Money from Families • ABC Quickbite – Girl Balance Summary Report • ABC Quickbite – Financial Transactions in Smart Cookies
❑ Send 2 week check in email to families	• Email Template
❑ Approve troop orders in Digital Cookie and deliver to customers	• How to Approve Orders in Digital Cookie

JANUARY

Troop Cookie Program Operations – Prepare Families



MY NEW COOKIE TASKS CONTINUED	MY COOKIE TOOLKIT
❑ Place Planned Orders in Smart Cookies as needed	• TCM Manual – Planned Orders • ABC Quickbite – How to place a Planned Order
❑ Manage Cookie Booth Logistics ❑ Ensure Girl Scout and adult coverage at cookie booths ❑ Sign out cookies and reconcile upon return ❑ Remove any cancelled booths in Smart Cookies	• TCM Manual – Cookie Booths • Cookie Booth Toolkit • How to remove a booth in Smart Cookies • ABC Quickbite – Smart Booth Divider
❑ Communicate test ACH Transaction date to TT/TL	• TCM Manual – Paying for Cookies
❑ Provide an update on the troop's progress toward its cookie goal. ❑ Make adjustments to goal if needed	

TASKS THAT MAY STILL NEED ATTENTION	MY COOKIE TOOLKIT
❑ View Smart Cookies Roster and identify any missing Girl Scouts. ❑ If girls are missing, they probably need to renew their membership!	• How to view your troop roster in Smart Cookies
❑ Attend SU Cookie Rally as a troop or hold your own troop rally(Dec/Jan)	• Rally Guides

FEBRUARY

Troop Cookie Program Operations – Monitor and Adjust



What's happening now?

- The first ACH transaction takes place on February 4.
- National Girl Scout Cookie Weekend takes place February 19–21.
  - Consider signing up for additional cookie booths.
- Cookie sales typically begin to slow down around February 21.
- The second ACH transaction takes place on February 25.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Manage cookie inventory ❑ Communicate concerns with SUCM ❑ Work with SUCM and sister troops to move excess inventory if possible	• TCM Manual – Managing Remaining Cookie Inventory
❑ Send mid-season check in email to families	• Email Template
❑ Communicate ACH Transaction dates and amounts to TT/TL	• TCM Manual – Paying for Cookies

ONGOING TASKS	MY COOKIE TOOLKIT
❑ Place Planned Orders in Smart Cookies as needed	• TCM Manual – Planned Orders • ABC Quickbite – How to place a Planned Order
❑ Distribute additional cookies to families as needed ❑ Document cookie pick up	• TCM Manual – Using G-1/Receipt Books
❑ Enter transfers into Smart Cookies	• TCM Manual – Transfers • How to enter transfers in Smart Cookies
❑ Collect money from families ❑ Document payments made ❑ Deposit cash into troop bank account	• TCM Manual – Collecting Money from Families • TCM Manual – Using G-1/Receipt Books • ABC Quickbite – Financial Transactions in Smart Cookies
❑ Approve troop orders in Digital Cookie and deliver to customers	• How to Approve Orders in Digital Cookie

FEBRUARY

Troop Cookie Program Operations – Monitor and Adjust



MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Manage Cookie Booth Logistics ❑ Ensure Girl Scout and Adult coverage at cookie booths ❑ Sign out cookies and reconcile upon return ❑ Remove any cancelled booths in Smart Cookies ❑ Open booth opportunities for Family Booths	• TCM Manual – Cookie Booths • Cookie Booth Toolkit • How to remove a booth in Smart Cookies • ABC Quickbite – Smart Booth Divider
❑ Work with Troop Leader to provide progress to goal ❑ Does the troop's goal need to be adjusted?	

MARCH

Troop Cookie Program Operations – Closing Strong



What's happening now?

- The Cookie Program ends on March 21.
- Recognition orders are available in Smart Cookies and must be submitted by April 9.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Email end of season info to families	• Email template
❑ Enter final transfers in Smart Cookies	• TCM Manual – Closing Your Cookie Program • TCM Manual – Transfers • ABC Quickbite –How to enter transfers in Smart Cookies
❑ Collect final payments from families ❑ Document payments made ❑ Deposit cash into troop bank account	• TCM Manual – Collecting Money from Families • TCM Manual – Using G-1/Receipt Books • ABC Quickbite – Financial Transactions in Smart Cookies
❑ Ensure the appropriate troop proceed plan is selected in Smart Cookies	• TCM Manual – Troop Proceed Plans • How to select the troop proceed plan in Smart Cookies
❑ Enter recognition order in Smart Cookies ❑ Pull Digital Cookie Rewards Selection Report	• TCM Manual – Girl Scout Recognitions • ABC Quickbite – How to create your troop's recognition order in Smart Cookies • How to pull Digital Cookie Rewards Selection Report • Cookie Program Recognition Plans
❑ Enter manual Donations/Cookie Shares in Smart Cookies	• TCM Manual – Donations/Cookie Share • ABC Quickbite – Cookie Share Sales
❑ Reconcile any unsold troop inventory ❑ Work with your SCUM and sister troops to move excess inventory if possible	• TCM Manual – Closing Your Cookie Program • ABC Quickbite – Season Close Out – Troop Check list

MARCH

Troop Cookie Program Operations – Closing Strong



ONGOING TASKS	MY COOKIE TOOLKIT
❑ Sign up for additional Cookie Booths if needed ❑ Ensure Girl Scout and adult coverage at cookie booths ❑ Sign out cookies and reconcile upon return ❑ Remove any cancelled booths in Smart Cookies ❑ Open booth opportunities for Family Booths	• TCM Manual – Cookie Booths • Cookie Booth Toolkit • How to remove a booth in Smart Cookies • ABC Quickbite – Smart Booth Divider

APRIL

Troop Cookie Program Operations – Reconcile and Report



What's happening now?

- Recognition orders must be submitted by April 9.
- Smart Cookies locks on April 9 at 11:59 p.m.
  - After Smart Cookies locks, you can still access reports and record financial transactions, but you can no longer enter cookie transfers.
- The final ACH transaction takes place on April 15.
- GSEP emails Program Credit and Amazon Voucher information directly to eligible Girl Scouts.

MY NEW COOKIE TASKS	MY COOKIE TOOLKIT
❑ Collect any final payments from families by April 1 ❑ Deposit any remaining cash into troop bank account ❑ Submit T-5 Parent Debt Form if needed	• T-5 Parent Debt Form
❑ Email final Cookie Season info and thank you to families	• Email Template
❑ Renew your membership and role for next year	• myGS.girlscouts.org • How to register/renew your role in myGS
❑ Download and save Recognition Summary by Girl report from Smart Cookies	• How to access/save Recognition Summary by Girl report
❑ Email families about Amazon Voucher or GSEP Program Credits if earned	• Email Template
❑ Communicate final ACH Transaction date and amount to TT/TL	• TCM Manual – Paying for Cookies
❑ Communicate final troop profit amount to TT/TL ❑ Share final troop profit with families	• How to determine final troop profit

TASKS THAT MAY STILL NEED ATTENTION	MY COOKIE TOOLKIT
❑ Enter recognition order in Smart Cookies ❑ Pull Digital Cookie Rewards Selection Report	• TCM Manual – Girl Scout Recognitions • ABC Quickbite - How to create your troop's recognition order in Smart Cookies • How to pull Digital Cookie Rewards Selection Report • Cookie Program Recognition Plans

MAY/JUNE

Troop Cookie Program Operations – Recognitions and Reflection



What's happening now?

- Physical recognitions begin arriving in Service Units.
- Signed Troop Balance Summary Reports are due to the SUCM.
- The Top Seller-Bration takes place on June 6.
- GSEP surveys TCMs and families about their Cookie Program experience.
- Surveys are sent directly from GSEP via email.

MY COOKIE TASKS	MY COOKIE TOOLKIT
❑ Obtain physical recognitions from SUCM ❑ Distribute physical recognitions to Girl Scouts ❑ Communicate any missing/damaged recognition items to your SUCM	• How to access/save Recognition Summary by Girl report in Smart Cookies
❑ Review, sign, and submit Troop Balance Summary report to SUCM	• How to access Troop Balance Summary Report
❑ Complete post-Cookie Season TCM survey	
❑ Save key reports and notes for next year's Cookie Program	
❑ Celebrate Girl Scout and troop accomplishments	

Season Notes

Use this page to capture Service Unit dates, contacts, pickup details, and lessons for next year.

Key Contacts:

Important Dates:

Cookie Pickup and Booth Notes:

What worked/what to change for next year: