



## Cookie Program 2026

### Open Office Hours

January 21, 2026

#### Notes:

- Troop Leaders of troops that qualified for the Fast Pass for booth scheduling received an email letting them know that they qualified. If you're not sure if your troop qualified or not, reach out to Denise. Fast Pass was given to troops who had 100% renewal last spring, so brand-new troops cannot have qualified.
- If a troop qualified for the Fast Pass, they can reserve one booth slot during the Fast Pass booth scheduler AND one booth slot during round one. If a troop that qualified does NOT reserve a booth slot during Fast Pass, they will still only be able to reserve one booth during round one. Booth reservations are not cumulative.
- Caregivers must submit their initial order into Digital Cookie before January 30 at 9:00pm. After that time, Digital Cookie will no longer allow them to enter it. If caregivers need a step-by-step guide on how to enter their initial order into Digital Cookie, [this handout](#) and [this video](#) can walk them through it. TPMs have until February 6 at 11:59pm to enter their troop's initial orders into Smart Cookies and approve them.
- For TPMs to enter their troop's initial order, in Smart Cookies they will go to the tab "Orders" and click "Troop Initial Order." To the right of each girl's name, they can click the down arrow to see each girl's initial order and change it if they need to. The "Pre Sale Pkgs" column is the girl's digital girl delivery sales; those cannot be changed. Paper orders can be entered under "Inv. Pkgs."
- Booth cookies can be entered in the "Booth" row below the girls' names. The "Extra" row is the extra packages a troop will receive in order to round them up to a full case of 12 packages for each variety. For example, if your initial order totals to 3 cases and 5 packages of Lemonades, you will receive an "Extra" 7 packages of Lemonades to bring you to 4 full cases (a case is 12 packages of cookies)
- After making any changes to your troop's initial order, be sure to click "save" at the bottom of the screen to save your changes. Whatever your numbers are at the submission deadline (Feb 5 at 11:59pm), that is what will be submitted to your Service Unit Product Program Manager.
- TPMs can access Smart Cookie's video guide on how to submit their initial order in SC; Under the "Safety and Training" tab, select "Smart Cookies Training." This page has how-to videos on various SC processes, as well as access to the PowerPoint presentations used in each video if you prefer.

- If you would like to do a booth at a location not secured by the council, use our Troop Secured Booth form, which can be found under Files on Rallyhood. Take that form to the owner or general manager of the business where you'd like to do a booth. The owner/manager can then select dates and times that they are ok hosting cookie booths. Once that form has been filled out and signed, you can enter the booth information into Smart Cookies (Booth > Troop Secured Booths). Complete the Booth Information page and click "Next" at the bottom of the screen to move on to the Appointment Times page. Once you've entered all of your booth dates and times, hit "Save". Once your Troop Secured Booth has been approved by the council, you are all good to go to hold cookie booths at that location and it will begin showing under your "Troop Reservations".
- If you would like, when you are entering the information for your Troop Secured Booth, you can check the box to open that booth location up for any troop to reserve. You are welcome to do that if you choose. If there are certain shifts that you would like to save for your troop before opening other shifts to other troops, let us know and we can help you. Again, opening a location to the whole council is optional. You are more than welcome to keep a location just for you and your troop(s) if you choose.
- If you are not yet in the Cookie Program Rallyhood and you would like to be, either ask to join from within Rallyhood or send an email to Denise, Eli, or [info@gsutah.org](mailto:info@gsutah.org) and we can send you an invite. Rallyhood is a great place to share ideas with other troop volunteers as well as access all of our cookie-related resources all in one place. The Cookie Program Rally is for TPMs, Troop Leaders/Co-Leaders, SUPPRs, and SUMs. If you are not currently active in one of those roles but would like to be added to the Rally anyway, email [info@gsutah.org](mailto:info@gsutah.org) and we can work with you.
- To schedule a council secured booth in Smart Cookies, go to Booth > Schedule Booths. From there, you can sort based on date, time, location, etc. Once you select a booth location, scroll down to the calendar to select a date. Dates with open booth slots will appear in blue text, while dates without open booth slots will appear grey. Click on a blue date and select a time slot. Then hit "save" to finalize your reservation. The date, time, and location of your booth will then appear under "My Reservations".
- To see all of your booth reservations in Smart Cookies, go to Booth > My Reservations. You may want to print out your reservation information to bring to your booth with you in case you have any issues.
- To delete a booth reservation, in Smart Cookies, go to Booth > My Reservations. Find the booth you would like to cancel and click the three dots on the right side (you may need to scroll all the way to the right to see the three dots). Then select "Remove Reservation". If you delete a booth by accident, you'll need to go back through the process of reserving



it. In the meantime, that booth will show as available, so there is a chance that another troop could scoop up the reservation.

- Any troop can reserve a booth anywhere in the state of Utah, even if the booth is outside of their service unit. Be kind to your fellow Girl Scouts at booths, no matter where they're from!
- In our Cookie Program Rallyhood, please do not post issues or questions to the message wall. Send those to [info@gsutah.org](mailto:info@gsutah.org) so we can provide you with the best customer service possible and get your issue solved as quickly as possible. The Message Wall is a great place to share ideas and collaborate with other volunteers.

### **Questions and Answers:**

#### **When can TPMs see what booths are available for signups?**

TPMs will be able to start seeing what booths are available as soon as a booth location has been uploaded into Smart Cookies by the council. As of now, you can see some of the booth slots that will be available to reserve once the Booth Scheduler opens. More booth times and places will continue to be added until January 24 when Fast Pass scheduling begins, and more may be added throughout the season.

#### **Can I schedule booths during normal school hours if we don't have school that day or if the Girl Scout(s) working the booth are homeschooled?**

Council secured booths are only available after school hours on weekdays, as that is the arrangement that we've made with those businesses. If a troop wants to hold booths during the day on weekdays when school is out, it would need to be at a troop secured booth location. We do not ever want to appear like Girl Scouts are at a cookie booth when they should be in school. Homeschooled Girl Scouts must follow the same rules as those in traditional schools.

#### **How many cookies should I order for a booth?**

We have a suggested booth inventory to give troops an idea of how many cookies they might need to stock a booth. It's posted in Rallyhood under "Files" and will be available for reference in all of our cookie cupboards. We will also include those numbers in the next Cookie Bites. As you are ordering booth cookies with your initial order, remember that we will have cookies available for troops to pick up from any of our cookie cupboards around the state, as well as Cookies on the Go delivering cookies to outlying troops. Any cookies you order with your initial order are your troop's financial responsibility, even if you can't sell them. It is better to order too few in initial order and need to get more from the council later than to order more cookies than you can sell and be stuck with them at the end of the season.



### **What is Cookie Bites?**

Cookies Bites is what we call the emails GSU sends out once a week with news and information related to the cookie program. If you haven't been receiving those emails and you'd like to, let us know at [info@gsutah.org](mailto:info@gsutah.org).

### **What should I bring to a cookie booth?**

There are lots of good ways to run a cookie booth, and you are welcome to figure out and do what works best for you and your troop. You might bring a table, a tablecloth (we have Girl Scout branded tablecloths for sale in our shop, but any tablecloth is fine), a chair or two, something to hold your cash like a cash bag or cash box, starter cash to give change (probably \$1s and \$5s), a device with the Digital Cookie app installed so you can take card payments, something to protect your cookies from the weather like a canopy or a tarp, water bottles, a first aid kit, etc. You might also ask experienced volunteers in your troop or service unit what works for them to give you some ideas. You can also have your Girl Scouts make signs and decorations to help advertise the booth and their goals. And, of course, don't forget the cookies!

### **One of my customers who ordered cookies via Direct Shipped received damaged cookies or is missing packages. How should I handle that?**

In the customer's confirmation email, they received a link to Digital Cookie's customer service help desk (near the bottom of the email). You or the customer should reach out to Digital Cookie to get their order corrected. Alternatively, you can email [info@gsutah.org](mailto:info@gsutah.org) with the customer's name and order number along with a description of the issue and we can get the customer in touch with Digital Cookie.

### **When do we find out our time slot for Warehouse Pick Up Day?**

Warehouse times are assigned after initial orders have been submitted. Pickup times are by service unit, so you will receive your pick up time from your Service Unit Product Program Manager likely near the end of February. Warehouse specifics will be discussed at a future Open Office Hours.