



Cookie Program 2026

Open Office Hours

February 4, 2026

Notes:

- TPMs have until February 6 at 10:00 p.m. to enter their troop's initial orders into Smart Cookies and approve them. SUPPRs can review their troops' initial orders until February 7 at 10:00 p.m.
- 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." If caregivers entered their own offline sales into Digital Cookie via the "My Cookies" tab, those numbers will appear under "Inv. Pkgs." TPMs should review numbers submitted by caregivers to be sure that those numbers were entered correctly, especially if something seems off in their order (i.e. ordering 200 Trefoils and only 10 of everything else). TPMs should not change a girl's initial order without communicating with the caregiver first. Similarly, SUPPRs should review their troops' initial orders and communicate with their TPMs if something seems off.
- Direct shipped orders do not affect troop or girl cookie inventory; those cookies will be shipped directly to the customer from an ABC Bakers warehouse. Direct Shipped cookies do not appear in the troop's initial order.
- Booth cookies can be entered in the "Booth" row below the girls' names. While troops can order as many booth cookies as they'd like, remember that cookies you receive in your initial order cannot be returned if you can't sell them. Be conservative in your booth cookie order; you can pick up additional cookies from one of the cookie cupboards later if you want/need them. We recommend ordering no more than 12% Exploremores for your booth cookies.
- 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 for all cookie varieties)
- 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. Once you're sure you won't need to edit your

initial order again, you can click “Ready for Review.” Whatever your numbers are at the submission deadline (Feb 6 at 10:00 p.m.), that is what will be submitted to your Service Unit Product Program Manager. After you click “save”, you will be given one option for your delivery station. Click on that option. However, if you are in Crystal View service unit, you may have more than one option appear there. Reach out to your Service Unit Product Program Representative, Nyla, to know which delivery station you should select.

- 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.

Questions and Answers:

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. 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.

Why are my girl’s/troop’s sales number different between Smart Cookies and Digital Cookie?

Until the initial order has been fully submitted, numbers in Digital Cookie and Smart Cookies are in flux and may change. After the initial order has been submitted, your numbers may still not match up as girls continue to receive orders and as Smart Cookies assumes that you have cookies already in hand even before Warehouse Pickup Day. The most accurate numbers can be found in the “Girl Balance Summary” report in Smart Cookies. That is also the most accurate



place to see if a girl owes money to the troop that she should have collected from customers paying in cash. You can also use the "Girl Cookie Order Details" report to see if girls have received more orders since the initial order was submitted. Orders not included in the initial order will have an "N" in the column labelled "INCL in IO".

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 pickup 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.