

IRM COOKIE PROGRAM FAQ'S



Pre-Sale Steps

Be a registered Girl Scout ~ IRM parent agreement signed ~ parent/guardian has completed training.

Cookie Materials and Smart Cookies

After you have completed your pre-sale steps, cookie materials can be picked up or mailed to the address listed in our system and a Smart Cookies registration link is sent via email.

Digital Cookie Phase

Digital Cookie registration link will be sent via email to set up your digital account and to send out your personal link to sell cookies online.

Initial Order Phase

Orders taken on order cards, or digitally, up to the IO deadline. These orders along with any extra you may want to get for booth sales, or additional orders, will be picked up at the Initial Order Delivery. Cookies must be ordered by the case (12 pkgs) and you must submit this order through SmartCookies. You will be notified of the date and time of your pickup.

Direct Sale Phase

Phase where you will deliver cookies that were pre-ordered, hold cookie booths, and sell any extra cookies. Additional cases of cookies can be picked up at area cookie cupboards.

Are IRMs allowed to have cookie booths?

Yes. IRMs can have cookie booths but to choose a council site (larger chains or past locations) they must partner with a troop, or another IRM, in their area. IRMs are encouraged to set up their own locations at smaller businesses. These "troop secured" booths must be submitted to council through SmartCookies for approval.

How do I submit payments?

Digital Cookie payments are automatically applied to your SmartCookie account. Additional payments can be submitted to our council or deposited in a designated council bank account. When submitting payments, make sure to include your name and Service Unit (SU) #.

Do IRMs earn recognitions, patches, and rewards?

Yes. IRMs earn rewards the same as a girl in a troop. You must submit this order in SmartCookies at the end of the sale.

Do IRMs earn proceeds?

Yes, but individuals are not allowed to keep the proceeds like a troop. Proceeds are put into a Juliette Fund account where the girls can request the funds to be used for Girl Scout merchandise, events, camps, etc.

Who do I report to?

SU Cookie Managers (SUCM) are volunteers in your area who can give assistance and support. If your area does not have one, the Membership Specialist (MS) and our Direct Service team at info@gslpg.org can help.

What if I miss a deadline?

Please contact your SUCM, MS or info@gslpg.org immediately. We may still be able to get your information in.

For Additional support

- Questions, concerns, or problems can be sent to: info@gslpg.org
- Visit our website [Cookie Program Pages](#) for important dates, guides, tip sheets and more.
- [Join our Cookie Program Rally](#) on Rallyhood for the latest information
- Visit abcsmartcookies.com for additional resources.

