

Cookie Program Troop Guide

Cookie Season Checklist



Visit Our Website For New Troop Resources

Volunteer Cookie Manual
Cookie Kickoff Agenda
Cookie Involvement Form
Caregiver Training

First Things First

- Ensure you and your girls are registered for the 2024-2025 Girl Scout year. Be sure the Product Manager is in the Troop Product Sales - Cookie role for your Troop.
- Attend or review the recorded Troop training held by GSMW.
- First time leading the Cookie Program for your Troop? Register for the New Troop Cookie Training designed for first time volunteers.

Before the Program Begins

- Set a Troop goal with the girls.
- Schedule a caregiver meeting to go over all the materials and have caregivers complete the Cookie Involvement Form.
- Access and set up Digital Cookie. Remember to enter all the Troop's information by January 30th.
- Visit www.gsmw.org/clover to gain access and set up Clover Go.
- Remind and assist your caregivers to set up their girl's Digital Cookie online sales platform.

When the Program Starts—Initial Order Phase

- Encourage girls to take pre-orders with Paper Order Cards and Digital Cookie.
- Plan for cookie booths—coordinate with volunteers and caregivers from your Troop. Schedule your booths beginning February 10th.
- Run the Girl Cookie Order Details Report for 2/13-2/18 prior to entering the Initial Order and add any Girl Delivery Cookies that did not auto-feed.
- Enter the Troop's Initial Order by 11:59 PM on February 18th.
- Encourage girls to continue selling online and with Paper Order Cards after pre-orders.

After Initial Order—Girl Delivery and Booths

- Pickup your Troop cookies from your Service Unit March 10th - 18th.
- Distribute cookies to caregivers and remember to **SIGN RECEIPTS**.
- Restock inventory as needed by placing a cupboard order.
- Continue to schedule cookie booths and sell online.
- Collect money from caregivers, **SIGN RECEIPTS**, then log girl payments in Smart Cookies including Clover Go payments. Deposit money in the Troop bank account early and often.

Wrapping Up the Program

- Assign remaining cookies to girls in Smart Cookies and submit final reward selections by April 16th. Confirm ACH amounts on April 17th.
- Log girl payments in Smart Cookies. Complete and **SIGN RECEIPTS** for you AND the caregiver—this includes Clover Go payments.
- Pick up and distribute girl rewards in May/June—celebrate the Troop's success.

Before the Program Begins

Host a Caregiver Meeting

Hosting a Caregiver Meeting to discuss deadlines, expectations, how caregivers can assist during cookies, and how you will communicate is key! Be sure to get everyone on the same page with this meeting.

You can find the Caregiver Meeting agenda and the Caregiver Cookie Involvement Form to use at your meeting at www.gsmw.org/cookieresources.

Credit Card Tool: Clover Go App

Clover Go is a credit card processing app that can be used by Troops or caregivers/girls to collect payments via credit cards from customers.

Visit www.gsmw.org/clover to get signed up to use this app. Then add the Caregiver emails to create a user profile for them to use the app. Customer payments accepted through Clover Go are deposited straight into the Troop bank account.

Please Note: Orders over \$200 must be paid by cash or credit card. Council will not reimburse NSF checks in excess of \$200 or checks that are deposited 30+ days from the check date.



Digital Cookie and Smart Cookies

Smart Cookies and Digital Cookie will help your Girl Scouts meet and exceed their goals!

Through Digital Cookie, customers can purchase cookies for in-person delivery, direct ship, or place an order for cookie donations. Your Girl Scout can reach their sales goals no matter what their schedule is like!

With Smart Cookies, Troop Leaders and Product Managers can effortlessly manage the program right at their fingertips.

Smart Cookies

You will receive a welcome email from noreply@abcsmartcookies.com on January 14th. Log in with your email address and create a password. Then, complete your volunteer profile and set up your Troop. Verify girl info is correct by January 21st.

Smart Cookies Troop Set Up

1. Go to the MY TROOP tab and select Troop Information.
2. Enter the expected number of girls selling.
3. Click "Update Information" to save.
4. Go to the MY TROOP tab and select Troop Roster.
5. Confirm all girls in your Troop are listed.
6. Select the MY TROOP tab, then Troop Roster and select the pencil icon next to each girl's name to confirm grade level, apparel size and sock size. Click Save after each edit.
7. Once you have entered the info, click Save.

Digital Cookie

You will receive a welcome email from email@email.girlscouts.org on January 27th. Log in to the Digital Cookie site. Then, set up your Troop Site Link so customers can support your entire Troop.

Digital Cookie Troop Site Set Up

1. Under the "Troop Cookie Site" click Start.
2. When asked, enter the zip code that represents the majority of your Girl Scouts.
3. Select the Volunteer that will serve as the "Site Lead".
4. The Site Lead will be able to change roles to the Troop Site Lead and now "Set up Your Site" under "My Cookie Site".
5. The Troop Links are now available to share and be viewed on Cookie Finder.
6. If the Troop Cookie Site accepts girl delivery orders, the Troop Site Lead will approve those orders in 5 days.

When the Program Starts

Online Girl Delivery Orders

Here are some important reminders and info about Girl Delivery through Digital Cookie:

- » Customer email lists previously entered in Digital Cookie are carried over year to year.
- » Caregivers have 5 days to approve Girl Delivery orders before the order is cancelled or donated.
- » Orders placed for Girl Delivery prior to February 12th will auto-feed to Smart Cookies.
- » Run the Girl Cookie Order Details Report for 2/13-2/18 to add to the Initial Order.
- » Troops should order additional cookies at Initial Order for Girl Delivery purchases that may happen through April 13th.

Girl Cookie Order Details Report

The Girl Cookie Order Details Report tells you what cookies are needed for Girl Delivery and if they have been added to Smart Cookies.

Dates to Run this Report

- February 18th: Prior to Initial Order
- March 10th: When Initial Order arrives for distribution of extras
- April 14th: Prior to the end of Cookie Program when assigning final cookies

How to Run this Report

1. Click on the REPORTS tab.
2. Select Current and select the Girl Cookie Order Details from the Orders category.
3. Select the date range for which you want to view Girl Delivery Orders.
4. Select "Girl Delivery" from the "Order Type" dropdown.
5. This report will show all Girl Delivery Orders by girl, variety, and packages.

Check with caregivers if they need cookies for any orders showing "N" on the report. You will then transfer any extra cookies needed to the girl in Smart Cookies following the pickup of additional cookies for girl delivery orders.

If you don't have enough product to fulfill orders, additional cookies can be picked up for the Troop from the Cupboard as needed.

How to Place the Initial Order

When placing the Initial Order for cookies, you can review our Help Clip at www.gsmw.org/cookieresources. Be sure caregivers turn in their girl's Paper Order Card totals to the Troop by February 16th for entry in Smart Cookies. Caregivers will not be entering Paper Order Card totals in Digital Cookie this year.

Initial Order Rewards

Double Pom Pom Beanie

Reach an Initial Order Troop PGA of 375+ packages by February 18th - Girls AND Leaders receive a Double Pom Pom Beanie just in time for booths!



How to Calculate Per Girl Average (PGA)

Take the total number of packages sold by the Troop divided by the number of girls with orders in Smart Cookies.

Or view your Initial Order page in Smart Cookies, where it does the work for you and shows the PGA.

Cookie Boss Charm

The top 25 girls from each state at Initial Order (Feb 18th), will receive a limited-edition charm!



What Varieties Should You Order?

Troops sell all different amounts of cookies at booths. Not sure how many to order? Go to our Cookie Calculator Tool at www.gsmw.org/cookieresources or contact us at customercare@gsmw.org. Choosing your mix is not an exact science, but here are some recommendations:



Thin Mints®	26%
Caramel deLites®	24%
Peanut Butter Patties®	14%
Adventurefuls®	8%
Peanut Butter Sandwiches®	8%
Lemonades®	7%
Trefoils®	6%
Toast-Yay®	5%
Caramel Chocolate Chip®	2%

After Initial Order

Need More Cookies?

If girls want to reach even higher goals—it's easy to get more cookies. Additional cookies are available by the case at a local Cookie Cupboard while supplies last.

Where to Find Cookie Cupboards

In Smart Cookies, the Planned Order screen shows your Troop number, contact info, and list of Cupboards available to your Troop in the dark blue bar.

How to Place a Cupboard Order

1. In Smart Cookies, click on the ORDERS tab, and select Planned Order.
2. Enter the Cupboard location and click Continue.
3. Select the date and time when you'd like to pick up your order from your chosen Cupboard, and then click Save (Please be mindful of hours of operation).
4. Enter your order by cases and click Save.

How to Edit a Cupboard Order

1. In Smart Cookies, go to the MANAGE ORDERS tab.
2. Filter for Planned Orders.
3. Click Apply Search Parameters.
4. To edit, scroll over to the far-right hand side of the screen, click the 3 dots, and click Edit Order.
5. Repeat steps as shown above and save after making the necessary changes.
6. Note: Once a Cupboard order has been picked up, it becomes a Transfer in Smart Cookies and can be viewed from the Manage Orders Page/Grid.

Can Cookies Be Returned?

Cookies cannot be returned once they are picked up. Troops are responsible for counting and verifying the total number of cases at all product pickups.

Troops accept financial responsibility by signing the receipts. Once the receipts are signed, case counts are final. The cookies become the property of the Troop. The individual signing for cookies is liable for them until they are signed for by caregivers.

How to Log Girl Payments in Smart Cookies

1. Click on the FINANCE tab, click Financial Transactions.
2. Select the GIRL TRANSACTIONS tab.
3. Enter in the required information: Girl Transaction Type, Payment Method, Transaction Date, and Amount. It is recommended to add notes. Press Save.
4. For each payment you record, you should see a line item listed. You can edit or delete any payment in the right-hand column.
5. Once the payment is logged, the girl's balance and Balance Summary Report will adjust.

Wrapping Up

Distributing Final Cookie Sales

When girls sell additional packages beyond what was submitted with their Initial Order, including Digital Cookie Girl Delivery orders, the extra cookies will need to be transferred to the girl. This ensures the Girl Scout has the correct total number of packages for rewards.

Please note, for Girl Delivery orders, the financials are already credited to the girl. Adding these packages will balance the financials.

How to do a Troop to Girl Transfer

1. Log into Smart Cookies, go to the ORDERS tab, and select Transfer Order.
2. For Type of Transfer, select Troop to Girl.
3. The Troop will auto populate in the From: line. In the To: line, select the girl by clicking the down arrow on the far right-hand side.
4. Select the girl's name and click Apply.
5. Use the Cases/Packages column to enter the cookie amounts to transfer.
6. Click Save. A confirmation box with a green check should appear saying the transfer order was successfully saved.
7. You can then print 2 receipts for Troop and caregiver records.

Please Note: For Booth Cookies & Other Transfers, Troops must use the Smart Booth Divider to record Booth Sales for girls to receive the Booth Patch.

Ordering Girl Rewards

1. Log into Smart Cookies, under the REWARDS tab, select Recognition Order.
2. Click Recognition Order and choose the appropriate rewards selection:
 - Early (Initial Rewards) - due by February 18th.
 - Main (Final Rewards) - due by April 16th .
3. Any girl with a triangle flag by her name requires a selection of a reward or a size. Press the blue arrow to proceed.
4. Select the girl's choice for each reward level, then press Save. Pro tip: To view all choices that need to be made for a girl, click on Expand All.
5. Repeat this process for each girl in the Troop that needs selections.
6. Click on the EXTRAS tab to check for automatically rewarded items and patches.
7. To view or to make changes to rewards before the deadline, select Manage Recognitions Orders from the REWARDS Tab. **Note: Opt-out Troops must still create a recognition order.**