

A Guide to Smart Cookies



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What is Smart Cookies?

Smart Cookies (abcsmartcookies.com) is an online platform hosted by ABC Bakers used to manage the Cookie Program. Using Smart Cookies is required by all troops. To use Smart Cookies, all users (both new and repeating) need to set up their username and password by receiving an email invitation. Troop level volunteers will receive the email in late November.

Smart Cookies is here to make your life easier during the cookie season. With this online platform hosted by ABC Bakers, you’ll be able to:

- Manage your inventory
- Select cookie booths
- Transfer cookies to other troops
- Take credit card payments
- Track troop finances
- Submit planned orders
- Order girl rewards
- Hold a virtual cookie booth

Smart Cookies Support:

For council-specific help like password assistance, email cookies@gsksmo.org.

For technical help (Smart Cookies frozen, error messages, etc.) email ABCTech@westonfoods.com or call 800-853-3730

How to Add a Girl into Smart Cookies:

To add a girl, log into Smart Cookies:

1. Hover over My Troop and choose Troop Roster
2. Click the Add New Girl button
3. Enter all required fields.
4. DO NOT ENTER any data in the GSUSAID field.
5. Shirt, hoodie, and sock sizes are not needed for 2022.
6. Enter parent info (name, email, and phone)

Smart Tips:

- When manually adding a girl, use the same name she is registered with.
- If a girl is missing from your troop in Smart Cookies, check to see if she is currently registered by logging into your MYGS account.
- If you see a girl listed twice or the name of a girl who is not in your troop, please email details (name, troop number, SU number) to cookies@gsksmo.org. Do not try to fix it yourself.
- *Do not transfer cookies between the same girl entered twice.*

How to Place an Initial Order

To place your troop's initial order log into Smart Cookies

1. Hover over the Orders Tab and click Troop Initial Order
2. Under the red bar that shows the Initial Orders deadline be sure that that girl is clicked next to Build Order By, as shown below:
 - i. Orders are entered by girl **in packages**
3. Click on the girl icon on the left or the arrow on the right (your choice)
4. Enter the package total, by variety, for each girl



5. If the Girl Scout has **Cookie Share** orders, enter the total sold for each girl at this time.
6. If the Girl Scout sold **gluten-free cookies DO NOT ENTER** by package by girl. Gluten-free cookies will be entered by the Product Program Team.
 - You will need to transfer these cookies to the girls in Smart Cookies.
 - If you did not order Gluten-Free in September do not enter an order now
7. GSKSMO distributes cookies by cases only. After all girl orders are entered scroll down to review the EXTRA line—these additional packages have been added to your order to round up the order to full cases. You are responsible for the sale (or transfer to another troop) of these cookies
8. If you need additional cookies add them under booth
9. Order notes may be entered but are not viewed by council—these are for you only
10. Click save
11. If you are done, slide the Ready for Review button. *You can undo this step and edit until 11:59pm on Friday, January 14
12. Your screen will change to the Delivery Info screen. Click on your delivery location and click save. Your screen will change again and will show the location and order detail. Your initial order is complete!

**New! Council
cupboard hours
for 2022 are
10a – 6p,
Fridays only.**

REMINDERS:

- All cookies come 12 packages per case
- **Initial orders due Friday, January 14, 2022 (11:59 pm CST deadline)**
- Order enough to get you through February 17
- Council cookie cupboards open February 11, 2022; Service unit cupboards open per volunteer's schedule
- Cookies cannot be returned

How to Get More Cookies After Initial Order

To place your troop's planned order log into Smart Cookies:

1. Hover over the orders tab and click on planned order.
2. Your cupboard options will be listed. For most troops you'll have a single choice, but some may have more than one option. If you do, choose one.
3. Select a date and time and click save. You may edit by picking edit under each category
4. Enter your order. Planned orders are always in cases. Each case has 12 packages.
5. Click save
6. If you'd like, click print receipt at the bottom. You will not need it to pick up your order; it's for your reference only. Also, note that it will say Not Approved which means the order hasn't been picked up. Once you pick up the order and the Cupboard Manager enters it in Smart Cookies the order is approved.
7. You can delete the order by clicking delete.
8. We allow two planned orders per week. If you need to edit your order you may do so if it is before the deadline (9pm Sunday) by visiting the Manage Order screen under orders.

Note: Cookies needed after the initial order are ordered from a Cookie Cupboard. These orders are called Planned Orders

The weekly deadline for placing a Planned Order is 9 pm on Sunday.

How to Transfer Cookie Inventory

Troop-to-girl transfers occur within the Smart Cookies system. Once you complete a transfer to a girl, you can track how much money a girl still owes to the troop. This is also how girls get credit for recognitions. Troops can transfer inventory to other troops by doing a **troop-to-troop** transfer.

Smart Tip: Any girl orders as part of the initial order are automatically transferred to the girl.

How to Manually Give Girls Credit for Booth Sales

To give girls credit for booth sales manually log into Smart Cookies:

Hover over the Orders tab and click Transfer Order

The system defaults to Troop to Girl under type of transfer. You use these same instructions for transfers between troops, girls or if the need arises to take cookies back from a girl (not advised).

1. Click on the white line
2. Under Girl, click on the girl's name, field will turn blue
3. Click apply
4. Enter the quantities, by variety, you wish to transfer under BOOTH PACKAGES (see image below)
5. Enter notes (optional) if you wish; these notes are for your reference only
6. Click save

PACKAGES	BOOTH PACKAGES
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>

Use **BOOTH PACKAGES** column to credit girls for booth sales

NOTE: No need to complete a transfer for cookies ordered with the initial order; those are automatically transferred to the girl.

If a girl is listed twice in Smart Cookies stop and email cookies@gksmo.org with details.

How to Give Girls Credit for Individual Sales

To give girls credit for individual sales log into Smart Cookies

1. Hover over the Orders tab and click Transfer Order
2. The system defaults to Troop to Girl under type of transfer. You use these same instructions for transfers between troops, girls or if the need arises to take cookies back from a girl (not advised).
3. Under Girl, click on the girl's name, field will turn blue
4. Click apply
5. Enter the quantities, by variety, you wish to transfer under PACKAGES (see image below)
6. Enter notes (optional) if you wish; these notes are for your reference only
7. Click save, enter notes (optional) if you wish; these notes are for your reference only
8. Click save

Use PACKAGES column to credit girls for individual sales

PACKAGES	BOOTHS PACKAGES
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="text" value="0"/>	<input type="text" value="0"/>

Reminder: : If you placed an Initial Order, no need to manually transfer those cookies to the girls; the work is already done!

Reasons why you would need to manually transfer cookies to girls:

- Booth Sales
- Every time the family physically takes packages of cookies.

Note: Cookie Shares sold after the initial order also need to be tracked.

How to Give Girls Credit for Cookie Share

To give girls credit for Cookie Shares sold after the initial order log into Smart Cookies:

1. Hover over Orders and choose Virtual Cookie Share
2. Enter the total number of packages you wish to credit the Girl Scout with
3. You can enter for one or more girls, and you may enter as many times as you need to during the program. You do not have to wait (or you may choose to) to have all the girl's sales to give credit
4. Enter notes if you wish; these are for your info only
5. Click Save. You should receive a pop-up window alerting you that the order was successfully updated

****You may edit or delete your Cookie Share order by going to the Manage Order Screen (under Orders tab).**

NOTE: Any Cookie Shares entered with the initial order are already credited to the girls. You will only need to complete this step if the girls sell more Cookie Shares after the initial order. Cookie Shares sold online via Direct Ship do not need to be added.

How to Transfer Cookies to Other Troops

Troops may transfer cookies to and from another troop. If a troop wishes to do this, the giving troop enters the transfer in Smart Cookies. The receiving troop's Troop Cookie Manager will receive an email confirming the transfer.

To execute a troop-to-troop transfer log into Smart Cookies (abcsmartcookies.com):

1. Hover over the Orders tab and click Transfer Order
2. Select the type of transfer you want to complete, in this case troop to troop
3. Enter the quantities, by variety, you wish to move in packages
4. Enter notes (optional) if you wish, these are for your reference only
5. Click Save

How to Enter the Booth Lottery

In Smart Cookies, troops will be able to enter the **booth lottery**, reserve other council secured booth locations, and see any special instructions related to specific booth locations. Troops will also submit **troop-secured booth locations** into the system for GSKSMO approval.

You will also record booth sales in Smart Cookies. This is done using the **Smart Booth Divider**, or you can **manually transfer the cookies**.

Troops can hold **virtual booths!** Smart Cookies will provide a link to collect orders that are then credited to the troop (instead of an individual girl). You will then be able to distribute packages—just like you would with the Smart Booth Divider.

To enter the lottery log into Smart Cookies:

1. Hover over the booth tab and click on schedule booths
2. Click on the location you're interested in
3. Click on the desired month and date
4. Click save
5. To delete any selections, go to the My Reservations screen and delete You may enter up to three times. You can only earn a maximum of one time. You will receive an email on January 9 indicating if you received a spot, or not. Those who did not will be contacted by the Product Program Team.

Smart Tip:

The Booth section of Smart Cookies is not viewable by TCMs after the booth lottery while the Product Sales Team contacts those who entered but were not placed. If you earned the booth via the Cookie Booth Lottery you do not need to enter the booth into Smart Cookies; it has been done for you.

How to Claim a First Come, First Served (FCFS BOOTH)

This section explains how to claim a booth that was in the lottery, but not claimed. These booths are known as First Come, First Serve of FCFS.

If you successfully add a First Come, First Serve (FCFS) booth the main contact listed under Troop Information (under the My Troop tab) will receive a confirmation email from noreply@abcsmartcookies.com. You are welcome to edit this area before you secure a booth.

To claim a FCFS Booth, log into Smart Cookies:

1. Go to the Booth tab and choose Schedule Booths
2. Click on the desired location on the list on the left.
 - a. If you use the search field enter a store name or city; the zip code feature does not work well.
 - b. **NOTE:** Because all booths in Smart Cookie were part of the lottery, they are all designated as a Lottery Booth with a purple dot. **Ignore the designation/color coding.**
3. A calendar will open, and available dates will be highlighted. Click a date to see what time slots are available. If you see a time slot that works for you click it and it will turn blue.
4. Click SAVE to secure the spot. A pop-up box indicating that the reservation was received will appear.

If you would prefer to run a report of all available booths for a time range vs looking at each location, you can do so by running a report.

1. Go to the Reports tab and click Current from the list.
2. Under Report Categories click Booths
3. Under Reports click Available Booth Summary
4. Click Go To Report
5. You can choose a location or leave as All to see All
6. Enter a begin date and end date
7. To create a sortable report, change View Type to Text_Excel
8. Click View Report

How to Enter Your Troop Secured Booth into Smart Cookies

To enter a troop secured booth log into Smart Cookies (abcsmartcookies.com):

1. Choose the booth tab, then Troop Secured Booths
2. Enter the info on both tabs – Booth Information and Appointment Times
3. Click save


Your entry will be reviewed and approved by the Product Program Team. Allow 72 hours for approval

NOTE: If you earned the booth via the Council's Cookie Booth Lottery or claimed a booth from the FCFS booths on Smart Cookie you do not need to enter the booth. It has been done for you. This is for troop secured booths and booths that were secured by the Service Unit.

How to Cancel Your Troop's Cookie Booth Reservation

If you cannot attend a Cookie Booth, please cancel the reservation in Smart Cookies as soon as possible; another troop may want to pick up the shift.

To cancel your troop's Cookie Booth Reservation, log into Smart Cookies (abcsmartcookies.com):

1. Go to Booth tab and choose My Reservations.
2. Click on the menu () on the far right (you may have to reduce your image to 90%).
3. Click on Remove Reservation and confirm by clicking Delete Forever. You no longer have this reservation. Email notification is also sent.

How to set up a Virtual Cookie Booth

Virtual Cookie Booth links allow customers the opportunity to order cookies, make a payment and pick up their cookies at a predetermined pick-up location.

Examples:

- Set a designated pick-up time/location for customers to pick up their orders – no extra cookies available for walk up customers.
- Set the pick-up time/location be the same as an in-person booth. This allows the troop to fill pre- and offer cookies in a traditional booth setting.

To set up a Virtual Booth Event log into Smart Cookies:

Hover over the Booth Tab and click Troop Secured Booth

1. Complete the location information (where you want customers to pick up)
2. Click the button "Is this a Virtual Pickup Booth (Important!)"
3. Click Next
4. Enter the date and time of your event (when you want customers to pick up)
5. Click Save
6. Click save again, to complete the reservation

Troop Secured Virtual Booths do not require council approval.

- Multiple dates can be entered for pick up, enter if applicable
- Navigate to the My Troop Tab and click Troop Information
- Scroll to the bottom to the Virtual Booth Section
- Enter your start and stop dates.
- If you want to offer delivery, click yes. If you don't click yes, this option will not be offered

To view the virtual events, you've created click the Booth Tab and Click My Reservations

To Share Your Virtual Booth Link, go to the Troop Information Page, copy, and paste your link to the medium you choose. That may be Facebook, Twitter, Instagram or any other social media, text, or email.

Virtual Booth orders must be approved by the troop.

1. Go to the Booth Tab and click View Booth Credit Card Payments (all credit card payments for all booths will be shown)
2. Orders highlighted in red, marked "Pending Approval" need to be approved
3. Click on the ellipsis at the far right, under Action (the three stacked dots); a menu will open
4. Approve, or decline, the order (a confirmation email is sent to the customer whether accepted or cancelled)

How To run a report of all Virtual Booth Orders

1. Click on the Reports Tab and choose Current
2. Under Report Categories choose Booths
3. Under Reports, choose Booth Sales Credit Card Transactions Export
4. Filter the report for each pick-up event
5. Work with your Girl Scouts to pack orders. Make sure they are labeled by customer and organized so you can find them quickly
6. Mark orders as delivered by returning to the Booth Tab and clicking View Booth Credit Card Payments
7. Locate the order, click on the ellipsis and when the menu opens, click Set as Delivered

How To Credit Girls for the Sales of a Virtual Booth Event

1. Return to the Booth Tab and click My Reservations
2. Look for the event which will be highlighted in red and marked "Pending Distribution"
3. Click the ellipsis at the far right, choose distribute
4. Distribute as needed

Smart Tips:

- On pick-up day arrive 15 minutes before pick-ups start
- Set up signage so customers can find you
- Be aware of your surroundings and have appropriate girl/adult ratios
- The email confirmation received by the customer advises them to bring ID or show the order confirmation




How Credit Cards Are Used

The Smart Cookies' app (available on iPhone and Android) allows girls to take credit card payments for cookie orders. When girls enter the order in their girl account, they can select credit card as the payment option. Processing fees for payments made on Smart Cookies are covered by GSKSMO!

Keep an eye out for Cookiegrams: More details to come on how girls can get a QR code to support contactless payment.

How to Enter, Edit and Finalize Girl Recognitions

To enter girl recognitions into Smart Cookies:


1. Log into abcsmartcookies.com and hover over the Rewards tab and click Recognition Order.
2. Under Order Type use the drop down and click Main.
3. All the girls in your troop will be listed. If a girl is missing from the list, email cookies@gsksmo.org. Include the girl's name, your name, your troop, and service unit numbers.
4. All girls will be marked unread; if the order is marked with a red symbol like this  something is missing from the girl's order; a choice or a size needs to be selected.
 - To edit the girl's order, click on the blue arrow 
 - Click expand all and look for the sections marked with a symbol like this 
 - Make the appropriate choice or choose the size(s) needed
 - **Click save;** the symbol will disappear when all choices needed have been made
5. Click on the Extras tab. You'll find the achievement and Cookie Share patches here. Click save.
6. The list of girls will redistribute to bring those orders that require action to the top.
7. After completing all girls, return to main screen. If all choices have been made the order will marked complete.

**Choices are final.
No exchanges for
different sizes or
Cookie Dough or
vice versa.**


NOTE:

- Recognition Ordering begins March 1, 2022
- This should be the very last thing you do in Smart Cookies. If you still have transfers to enter do not create your recognition order until that's done!
- Your troop's recognition order must be entered by Mar. 14
- Online sales continue through March 6; check your order after that date

Editing Girl Recognitions:

- If you need to edit a recognition order and it's before the Mar. 14 deadline, your order will be marked incomplete, and you may edit the order; click 
- If your changes don't require further choices to be made, the order will remain in complete status and update automatically. No further review is needed.

Finalizing Girl Recognition Orders:

- If you are completely done, and no more changes are needed, click the  to submit.

Submitting the order is optional; ultimately GSKSMO will complete it for you.

ORDERS ARRIVE IN MAY!

- Your SU PPM will alert you when they arrive. Distribute all recognitions by Memorial Day weekend.
- **REMINDER:** Caregivers/parents will be contacted directly for Girl Scout Day at the K, Girl Scout Day at WOF and Freaky Friday by the email we have on file in our main registration system. Action steps must be taken to redeem.
- High level recognitions (1000+ packages) will be handled by the council; caregivers/parents will be contacted by email.
- Cookie Dough notifications will be made in mid-April.

How to Run Reports in Smart Cookies

Most of the data you will want is on your dashboard; however, there are some reports that are not. If you need to run a report in Smart Cookies, log into Smart Cookies (abcsmartcookies.com):

1. Hover over reports and click Current.
 - a. *For previous year's reports, click Archived. If the archived report is not available, email your request to cookies@gksmo.org; we may have the info you need.*
2. Choose the Report Category in the left-hand box, then the Report in the right-hand box.
 - a. *If this is a report you'd like to access regularly, click Add to Favorites. On your next login the report will be under Reports/Favorites.*
3. Click Go To Report and choose the format you prefer
4. A new screen will appear; don't change any settings other than UOM (Unit of Measure). Change to packages.
5. Click "view report"

Smart Tip:

The Girl Balance Summary is a fantastic report that allows you to see each girl's cookie program specifics – her initial order, Cookie Share, cookies transferred to and from the girl and how much she owes.

The accuracy of this report is dependent on the TCM entering Girl Payments and Transfers.

At the end of the program the report can be printed, or a PDF saved and emailed, to caregivers.