



GIRL SCOUTS OF NE KANSAS & NW MISSOURI

# Troop Cookie Manager

## 2021 HANDBOOK

be  AMAZING

# Cookie Program Resources & Marketing Supplies

AVAILABLE FOR ORDER BEGINNING NOVEMBER 10!

We want to help our Girl Scout Entrepreneurs have a FUN, SKILL-BUILDING and SUCCESSFUL season.

Troop cookie managers, leaders and families will be able to find tips and tricks, grade-level specific resources and marketing supplies that can be easily printed and ordered for FREE.

Find these materials at [gsksmo.org/cookies](http://gsksmo.org/cookies) starting Nov. 10.



## Cookie season is more fun with family.



**Bring the whole family together for tons of fun and learning with our brand NEW Girl Scout Cookie Program pin collection!**

Each Girl Scout grade level will have its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection—one unique pin for every year they participate!

Learn more at:  
[girlscouts.org/entrepreneurfamily](http://girlscouts.org/entrepreneurfamily)

**COOKIE**   
**ENTREPRENEUR**  
**Family**



GIRL SCOUT COOKIE PROGRAM PIN COLLECTION

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Service Unit Product Program Manager (SU PPM):

SU PPM Email: \_\_\_\_\_

Smart Cookie username: \_\_\_\_\_

Smart Cookie password: \_\_\_\_\_

*If you do not have a username or password email cookies@gksmo.org or contact your SU PPM.*

My initial order pick-up date/time is: \_\_\_\_\_

My initial order pick-up location is: \_\_\_\_\_

My Cookie Cupboard location: \_\_\_\_\_

Cookie Cupboard hours: \_\_\_\_\_

## **THANK YOU** for growing future business leaders!

We value all the time you give to make the Cookie Program possible for girls! YOU are mentoring our future entrepreneurs as they celebrate reaching their goals and build skills that last a lifetime. We appreciate all you do for girls, the countless hours you spend away from your family and the dedication you show every day!

Yours in Girl Scouting,



Joy Wheeler, CEO  
GSKSMO Board of Directors and Staff



## ***Introduction***

Welcome to the 2021 Cookie Program!

Our goal for 2021 is to improve in ways that make the program easier for troop volunteers and caregivers of girls. To that end we have made training available 24-7, updated on-demand tools and we're introducing ways for families to participate with less in-person contact. The Product Program Team is available to answer questions, discuss strategies and help with whatever you encounter. The best way to reach us is to email [cookies@gsksmo.org](mailto:cookies@gsksmo.org).

Here's to a great season; our sincere thanks for all of the time and effort you give to helping girls learn, grow and achieve!

**- The Product Program Team**



# Cookie Program Support

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**Locked out of Smart Cookies? Wait 30 minutes and click “Forgot Password” to reset.**

**Your main point of contact is your Service Unit Product Program Manager (SU PPM): \_\_\_\_\_**

The **SU PPM** is a volunteer; she/he is your go-to for SU specific information regarding the Cookie Program in your Service Unit (SU) as well as general questions about the cookie program.

Additional support:

**Smart Cookies Help Desk:** ABCTech@westonfoods.com or 800-853-3730. The help desk assists with *technical* questions for Smart Cookies and they can help with correcting mistakes and completing tasks in Smart Cookies.

**Smart Cookies Video Tutorials:** Short videos that walk you through the HOW TOs of Smart Cookies. Log into Smart Cookies, click the **Resources** tab and choose **Smart Cookies Training** to access the videos.

Follow the Girl Scouts of NE Kansas & NW Missouri’s **Facebook** page ([gsksmo.org/facebook](https://www.facebook.com/gsksmo)) features announcements and reminders regarding the Cookie Program; it’s a great way to keep up to date on everything happening in our council.

**Customer Care & the Product Program Teams** are also available for help. Email [cookies@gsksmo.org](mailto:cookies@gsksmo.org). Emails to this address are monitored over the weekends during the Cookie Program.

**Cookiegrams** are emails that remind you about next steps, provide reminders and direction. They include links to video demonstrations and the Troop Cookie Manager (TCM) Handbook and are archived on our website [gsksmo.org](https://www.gsksmo.org) > Cookies+ > Cookies

Cookiegrams are sent to the email address you registered with when you registered for Girl Scouts.

Not receiving Cookiegrams? Email [prdept@gsksmo.org](mailto:prdept@gsksmo.org).

**SMART TIP:** *Our emails sometimes get filtered to spam folders. Gmail users have a folder called Promotions that is also a place where our emails get filtered. If you find an email from us in your spam or promotions folder please make sure to mark it as not spam.*

# COOKIE PROGRAM CALENDAR

DECEMBER 2020						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17 Cookie Program Opens	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JANUARY 2021						
					1	2
3	4 Booth Lottery OPENS	5	6	7	8	9
10	11 Booth Lottery CLOSES at 11:59p	12 Booth Lottery Runs	13	14	15 Initial orders due by troops	16 Initial orders re- view by SU PPM
17 Initial orders re- view by SU PPM	18	19	20	21	22	23
24 31	25	26	27	28	29	30

# COOKIE PROGRAM CALENDAR

FEBRUARY 2021						
	1	2	3	4	5	6
			Delivery! Specific dates to be announced by SU PPM			
7	8	9	10	11	12	13
	Delivery! Specific dates to be announced by SU PPM				Council-sponsored Cupboards open	
14	15	16	17	18	19	20
					<b>CUPBOARD HOURS:</b> Th: 12-7; F: 12-4 <i>SU Cupboard hours vary; see Smart Cookies for more info when ordering.</i>	
21	22	23	24	25	26	27
28						

MARCH 2021						
	1	2	3	4	5	6
7	8	9	10	11	12	13
<b>LAST DAY OF PROGRAM</b>	Caregiver turn in to troops				Troop turn in to SU PPM*	
14	15	16	17	18	19	20
Recognition orders complete by 11:59p	SU PPM turn in to council*					
Troop turn in to SU PPM*						
21	22	23	24	25	26	27
28	29	30	31	* Your SU PPM may set a different set of dates based on your school district's Spring Break schedule. Your SU PPM will announce when and where turn in meetings will be held.		

# Cookie Program Basics

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**PROGRAM DATES:** December 17, 2020 - March 7, 2021

## HOW DOES THE PROGRAM WORK?

Girls may take orders two ways: in person and online:

**In person:** Girl takes the order, tells the TCM what she needs. TCM orders cookies, picks up, distributes to an adult caregiver of the Girl Scout. Girl Scout and family deliver the cookies, take payment. Adult caregiver turns in money. TCM and/or Troop Leader deposits money into Troop Banking Account.

**Online orders:** Girl Scout and Caregiver send emails to friends and family, via Smart Cookies. There are two types of emails that can be sent: Direct Ship and Girl Delivery.

- Customers who choose **DIRECT SHIP** when ordering online will pay for cookies and shipping at the time of the order; these cookies are shipped directly to the customer. No action is needed by the troop. Both the troop and the girl receive credit for the sale. GSKSMO will subsidize 50% of the shipping cost for Direct Ship orders when six or more packages are purchased.
- **Girl Delivery** emails allow the customer to order online; the Girl Scout and her caregiver must acknowledge the order, like an in-person order.

All girls registered for the 2020-21 membership year will receive an email in early December that will allow them to set up an account on Smart Cookies. From this account, they can send emails to family and friends beginning December 17, 2020. Previous passwords have not been retained. We will continue to upload girls on Tuesdays and Thursdays throughout the season to capture those girls who are registering later.

Emails can be sent to customers until March 7, 2021 and the order link will work for customers until the end of the day on March 7, 2021. Links sent can also be reused should a customer wish to place multiple orders.

We recommend that caregivers add [noreply@abcsmartcookies.com](mailto:noreply@abcsmartcookies.com) to their safe sender and/or contact list in order to receive the email in their in box. Always check spam, promotions and other bulk email folders.

NOTE: if you are a TCM or Troop Leader with a Troop Account in Smart Cookies your username cannot be the same as your Girl Scout's. You can use the same email account and password.

A cut-and-paste link can be obtained from the girl portal of Smart Cookies. This can be emailed directly to customers and it can be posted on private Facebook pages. GSUSA regulations stipulate that the link should not be shared anywhere where it can be shared beyond the scope of the girl's family and friends. In other words, it's ok to post on your Facebook page.

Marketing efforts should be led by a girl while abiding by the internet safety pledge established by Girl Scouts; you may find these by visiting [girlscouts.org/en/help/help/internet-safety-pledge.html](https://www.girlscouts.org/en/help/help/internet-safety-pledge.html).

GSUSA reserves the right to request removal or remove the post if an online marketing activity is deemed to be in violation of guidance.

Any registered Girl Scout may participate in person, or online, beginning December 17, 2020.

Every Girl Scout should be offered the opportunity to participate with the parent/caregiver deciding whether the Girl Scout will participate. Selling cookies is not a requirement.

Troops cannot force a girl to take an assigned number of packages.

The Cookie Program is a program with emphasis on badge-earning. Troops should work on a new badge every year.

## WHAT IS SMART COOKIES?

Smart Cookies is the baker-supported online program that we use to manage the annual Cookie Program. All aspects of the program are tracked in Smart Cookies. Volunteers can be added to Smart Cookies by their SU PPM or by emailing [cookies@gsksmo.org](mailto:cookies@gsksmo.org).

## WHAT ARE THE COOKIE FLAVORS?

Thin Mints, Caramel deLites, Peanut Butter Patties, Peanut Butter Sandwiches, Lemonades, Shortbreads, Toast-Yays, S'mores and Gluten Free Caramel Chocolate Chip.

All varieties, except Caramel Chocolate Chip, are listed on the order card and can be reordered throughout the program by troops.

All varieties are available for online ordering while supplies last.

**Please note:**  
ABC's S'mores are  
being retired after the  
2021 season.

## HOW MUCH ARE COOKIES SOLD FOR?

GSKSMO cookies retail for \$5 per package (\$6 for Gluten Free); Troops and girls may not sell cookies at any other prices. This includes pricing incentives like buy 4; get 1 free, BOGO offers, etc.

## RESTRICTIONS ON WHERE OR HOW COOKIES CAN BE SOLD

Cookies may not be sold to businesses for resell, nor can they be left at a business for the business to sell for the girl. Cookies may not be sold for more or less than the established retail pricing.

Cookie Booths cannot be held anywhere where the age of entry, or the majority of product sold, is for someone 18 or 21 years of age or older. Examples include bars, vape shops and adult-oriented businesses. At least one Girl Scout must be at a Cookie Booth.

## WHAT DOES THE TROOP EARN?

- Troops earn \$1 per package of cookies.
- The remaining \$4 (\$5 for Gluten Free Caramel Chocolate Chip), per package, is used to pay the baker, for girl recognitions and to support everything we do for girls, locally, in the GSKSMO council.

## WHAT DOES THE GIRL EARN?

- Girls earn individual recognitions\*.
- Our goal is to offer items that can be used or include an experience.
- The opportunity to choose Cookie Dough instead of an item is available at some levels.
- Our recognition program is cumulative.
- A flyer with this year's recognitions is provided for each girl.
- Recognitions must be ordered by the Troop Cookie Manager in March, items are delivered to the SU PPM in early May. Troops should distribute recognitions prior to Memorial Day weekend 2021.
- \*Cadette, Senior and Ambassador troops may choose to opt out of recognitions and earn an additional .12¢ per package. Troops must make a unanimous decision.

## COOKIE DOUGH

Cookie Dough is a girl recognition that girls can opt to earn in place of an item; the recognition flyer indicates where Dough can be earned. Cookie Dough can be used to offset a variety of Girl Scout purchases and activities.

Girls who earn Cookie Dough will be notified in April, 2021; Cookie Dough earned in 2021 expires Sept. 30, 2021. More information is available at [gsksmo.org/cookiedough](https://gsksmo.org/cookiedough).

## WHAT CAN WE SPEND OUR PROCEEDS ON?

Proceeds from cookies may not be assigned to individual girls.

The troop should decide, as a group, how the proceeds will be used. All proceeds should be split evenly among ALL girls in the troop regardless of the number of packages each girl sells.

## WHEN DO COOKIES ARRIVE?

The first order, called the INITIAL ORDER, is delivered over a nine day period to the Service Unit in February, 2021. SU PPMs will announce when and where to pick up cookies. They will also ask for help with the process.

Learn more about placing your initial order on page 28.

## CAN WE REORDER COOKIES?

Troops may place additional orders throughout the program (called PLANNED ORDERS) and will pick them up from a Cookie Cupboard. Every troop is assigned to a Cookie Cupboard; your SU PPM will let you know where your SU's Cookie Cupboard is located.

Planned Orders are due in the Smart Cookies system by 9 pm CST each Sunday.

Learn more about placing a planned order on page 29.

## COOKIE SHARE

Our council has a virtual Cookie Share program. Customers purchase cookies that will then be delivered to organizations the council has chosen. It's a virtual sale because the girls collect \$5 for each share but neither the girl nor the troop has the physical cookies.

The customer cannot choose the organization, or the variety of cookies donated. We work to provide a variety of options with our donations.

Sales are tracked in Smart Cookies and funds are turned in the same as when a girl sells a package of cookies to a customer. GSKSMO Cookie Share supports the USO, the VA Hospitals in Topeka and KC and Harvesters. We may add other organizations if needed. Girls who sell 12 or more packages for our Virtual Cookie Share program receive a special patch\*.

*\*Girls must support the GSKSMO virtual program to receive the patch.*

## WHAT IF I'M CONTACTED BY THE MEDIA?

Caregivers/girls/volunteers should coordinate if approached by media of any kind. Contact Gina Garvin at [prdept@gsksmo.org](mailto:prdept@gsksmo.org) or call 816-759-3046.

## ACCIDENTS

If there is an accident involving a Girl Scout, please use these guidelines:

- Give priority attention and all possible care for the injured.
- Secure help as appropriate (call 911).
- Call GSKSMO 24hr emergency line (816-759-3040)
- If applicable, do not make any media statements. Media inquiries should be directed to Gina Garvin, VP of Brand & Marketing at 816-759-3046.

## SAFETY

Our first priority is our Girl Scout's safety. Please review Safety Activity Checkpoints with girls, parents and volunteers. You can find the Safety Activity Checkpoints at [gsksmo.org/besafe](http://gsksmo.org/besafe).

- Girls must be accompanied by an adult when going door to door.
- Do not enter customer homes, go up to an automobile or follow a customer into a business, alley, etc.
- Girls should never carry money with them.
- Only sell in familiar areas during daylight hours.
- Never give out (or use on signs or flyers) girl names, addresses or email addresses. Always use an adult's information.

## SOCIAL MEDIA

Girls 13 and older may use their own Facebook account to promote cookies. Girls under 13 should use a parent/caregiver account with the adult's consent. Postings on social media are allowed.

For more information see the Girl Scout Internet Safety Pledge at [gsksmo.org/besafe](http://gsksmo.org/besafe) under Safety Activity Checkpoints.

# Glossary

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**ABC:** ABC is the baker our council contracts with for cookies

**Cookie Badges:** There is a badge (or leaves for Daisies) that girls can earn as part of participating in the annual Girl Scout Cookie Program. Badges and Leaves are displayed on the front of the uniform and signal completion of an established set of learnings. Details on badges and leaves can be found in Girl Guides and the Volunteer Tool Kit.

**Cookie Cupboards:** Every troop is assigned to a Cookie Cupboard. This is where you pick up reorders (Planned Orders) of cookies during the duration of the program but after your initial order delivery.

**Cookie Patches:** Cookie patches are fun patches and are displayed on the back of the uniform. Some are earned by reaching package sales goals as part of the girl recognitions; others may be purchased in the Girl Scout Shop, online or in person.

**Cookie Entrepreneur Family Pin:** The year-by-year Cookie Entrepreneur Family Pin is earned when families support their Girl Scouts as she develops skills while participating in the program. Each level of Girl Scouts offers a specific set of age-specific guidelines. These guidelines can be found on our website; [gsksmo.org](http://gsksmo.org) > Cookies+ > For Girls and Caregivers > Cookie Entrepreneur Family Pin.

**5 Skills:** The Cookie Program is first and foremost a program—meant to give girls experiences that will help them throughout their lifetime. The Cookie Badges and the Cookie Pin all reflect learning these skill sets: Goal Setting, Decision Making, Money Management, People Skills and Business Ethics.

**SU PPM:** Service Unit Product Program Manager. This volunteer oversees the Cookie Program for all of the troops in your Service Unit (SU).

**SU:** Service Unit. Every troop is assigned to a service unit. The approximately 2000 troops in GSKSMO are grouped into 59 SUs.

**TCM:** Troop Cookie Manager. This volunteer oversees the Cookie Program for a specific troop. Some troops have more than one and split up duties.

## FAQs

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### **A Girl Scout transferred to/from my troop in the middle of the program. What do I do?**

Email details (SU number, former troop number, new troop number) to [cookies@gsksmo.org](mailto:cookies@gsksmo.org). The Product Program Team will address the situation with each leader and assure that all steps are taken to make sure all details are addressed. Please do not transfer cookies.

### **What if someone complains about the cookies?**

Email details (customer contact info including name, phone number or email) to [cookies@gsksmo.org](mailto:cookies@gsksmo.org). Ask the customer to keep the packaging. We will contact the customer and take care of any issues. Please do not refund the customer or replace cookies from your troop inventory.

### **What if I'm contacted by the media?**

If local media reaches out to do a story on your Cookie Program, that's great! We ask that you refer any media requests to Gina Garvin, Chief Brand & Marketing Officer. You can email her at [prdept@gsksmo.org](mailto:prdept@gsksmo.org) or call her at 816-759-3046.

# TO DO Checklist

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## 1 Pick-up supplies from your SU PPM

- Girl materials (one per girl)
  - Order cards (mini order cards can be printed from our website: [gsksmo.org](http://gsksmo.org))
  - Recognition fliers
  - Money envelopes
- Receipt books (three to four per troop)
- One package of Toast-Yay cookies per troop for sampling

## 2 Schedule and host girl and parent meetings but do not host them together!

Girls have varied attention spans depending on age and want to talk about what's fun for them. Parents/caregivers want to know details: dates, expectations, rules and regulations. Older girl troops need service hours; reach out to your SU to recruit girls to engage your troop while you meet with parents.

At the **girl meeting** discuss:

- What badge are we going to work on?
- Do we have a goal in mind? If so, what is it and how many packages of cookies will that goal require?
- Do we want to host cookie booths?
- Cookie booth etiquette
- Safety guidelines for door to door and online sales

At the **parent meeting** discuss how the program works, set expectations and answer questions. A parent/caregiver meeting agenda is available to print on our website, [gsksmo.org](http://gsksmo.org). Go to Cookies+ > For Troops > Templates + Forms + Resources. This is also a good time to brainstorm booth locations; see if your caregivers have any ideas for locations.

## 3 KC Metro Area: Enter the booth lottery (if applicable)

- If your troop is in KC Metro\* area and, and you want to enter the lottery for the locations our Booth Committee has secured, enter the booth lottery in Smart Cookies. (Cass, Clay, Jackson & Platte counties in MO; Jackson & Wyandotte counties in KS)
- If you are not in the KC Metro, please see your SU PPM for more details regarding Cookie Booths in your community.
- For information on the lottery and Cookie Booths, turn to page 16. For instruction on how to enter the booth lottery, see page 24.

## **4 Set up your profile in Smart Cookies**

If you have identified yourself as the Troop Cookie Manager in GSKSMO's main registration system by November 1, 2020 you should receive an email allowing you to set your password and access Smart Cookie in early December. Previous user data has been deleted. Check your spam, junk and/or promotions folders for an email from [noreply@abcsmartcookies.com](mailto:noreply@abcsmartcookies.com).

To identify as the Troop Cookie Manager in the main registration system go to [gsksmo.org](http://gsksmo.org) - click MYGS - choose Member Profile and log in. Add the Troop Cookie Manager role to your profile. If it is not available do not choose another role; email [cookies@gsksmo.org](mailto:cookies@gsksmo.org). Include your name, troop number, email, phone number and that you should be listed as the Troop Cookie Manager.

If it is after November 1, 2020 email your SU PPM or [cookies@gsksmo.org](mailto:cookies@gsksmo.org) and request that you be added as the Troop Cookie Manager. Include your name, daytime phone number, preferred email and troop number. We will set you up and you'll receive a Smart Cookies registration email within 48 business hours.

New users will receive an email that allows you to register for Smart Cookies and set your own password. Be sure to update your contact information in Smart Cookies, if needed.

Enter a daytime phone number in your contact info; that way we know where to call you if we need to contact you.

## **5 Review your girls' profiles in Smart Cookies.**

Girls who are registered for the 2020-21 membership year are automatically uploaded to Smart Cookies.

**NOTE:** Girls will not be uploaded until December 14, 2020 due to updates in our main registration system.

If a girl is not listed, it could mean she is not registered; follow up to make sure she is registered for the current year.

If a girl is not listed in Smart Cookies you are welcome to manually add her. Instructions are on page 23.

Adding girls to Smart Cookies will also allow them to set up a profile in Smart Cookies. Users will receive an email asking them to complete their own individual profiles so that, if they wish, they may market cookies to their friends and family via email.

Her family will receive an email allowing her to establish her unique username and password.

To see your Girl Scouts in Smart Cookies, log into [abcsmartcookies.com](http://abcsmartcookies.com)

# Placing the initial order

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The first order placed by a troop is called the Initial Order. You'll want to collect your Girl Scout's orders ahead of the deadline; you'll be entering the order in Smart Cookies. This order will be delivered to your Service Unit, your SU PPM will let you know when and where to pick up.

Do not collect the girl's order cards; on our website ([gsksmo.org/cookies](https://gsksmo.org/cookies) > For Troops > Templates + Forms + Resources you can print Order Sheet Template. Have your parents fill this out instead of turning in order cards. This form allows you to receive orders, in packages, by girl. No adding up what's on the order card! And you can continue to use for reorders.

Keep in mind that all orders are rounded up to the full case; there are 12 packages of cookies in a case.

Caramel Chocolate Chip cookies are not re-orderable. If you didn't place an order in Oct 2020 you cannot order.

Order enough product to get you through February 19, 2021.

Cookies cannot be returned. Do not accept returns from parents/caregivers.

If you are planning on hosting Cookie Booths you'll want to order extras for the booth. More information on booths can be found on page 18, including tips on ordering for your booth.

Step-by-step instructions on how to place your Initial order can be found on page 28.

# Picking Up Your Troop's Initial Order

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Your SU PPM will alert you to your troop's pick-up time and location. Each troop is responsible for moving the cases from the SU pick up site to the troop's secure location.

Arrive early; if you are assigned a time and you are late, you may have to wait.

Count and double count your order. Once you sign the receipt you are responsible for what you receive.

Plan to pick up your full order. SU PPMs are not responsible for your cookies. Many do not allow partial order pick-up. Cookies cannot be left over night. Recruit help if needed. The chart below gives an approximate number of cases that can be fit into an empty vehicle.

Approximate Number of Cases, by Vehicle Type:

VEHICLE *with driver only	NUMBER OF CASES
Compact Car	23
Hatchback/Small Wagon	25-30
Mid-Size Sedan (six passenger)	35
Minivan/SUV (eight passenger)	60
Full-Size Wagon	75
Van (seats left in)	150
Van (seats removed)	200

# Damages

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## Damages at Delivery

Bring any damages noticed at delivery to the attention of the SU PPM. If it can be fixed then it will. If it cannot, order a replacement on a planned order and bring it to your cupboard to exchange.

## Damages after Delivery

If you open a case and there's a problem, place a planned order and bring it to your cupboard to exchange.

**Questions about damages?** Email [cookies@gsksmo.org](mailto:cookies@gsksmo.org).

# Getting More Cookies, After the Initial Order, The Cookie Cupboard

GSKSMO is committed to you having the cookies you need, as quickly as possible. Every troop is assigned to a Cookie Cupboard; this is where you will pick up cookies.

Some cupboards are run by a SU Volunteer, others are run by council. Your SU PPM can tell you where your SU's cupboard is located. No matter the location, all SU have the same deadline. They do not have the same hours so be sure to take note when you place your order.

Some Cookie Cupboards are located at a volunteer's home; others are located at warehouse space.

The deadline to order each week is Sunday, 9 pm.

Cookies will be picked up that week. These orders are called PLANNED ORDERS.

For information on how to place a planned order, see page 29.

## Distributing Cookies to Parents/Caregivers

### Best practices:

- Sort orders prior to parent pick up
- Have a helper
- Fill out a receipt every time you give a parent packages of cookies. **This is a requirement.**

## Storing Cookies

- Cookies should be kept in an odor-free, controlled temperature (40-70 degrees, F) location.
- Do not expose cookies to dirt, fuel, exhaust, pets or cigarette/tobacco smoke.

**MONEY AND/OR COOKIE RECEIPT**  
(IMPORTANT: BE SURE TO WRITE TROOP NUMBER ON ALL RECEIPTS)

TROOP # / NAME	NO. OF CASES	NO. OF PKGS.	S.U.	DATE	MONEY
			VARIETIES		
			TOAST-YAYS		
			GIRL SCOUT S'MORES		
			LEMONADES		
			SHORTBREAD		
			THIN MINTS		
			PEANUT BUTTER PATTIES		
			CARAMEL deLITES		
			PEANUT BUTTER SANDWICH		
			CARAMEL CHOCOLATE CHIP		
			⬇ TOTAL		

RECEIVED BY \_\_\_\_\_ TROOP # \_\_\_\_\_  
 RECEIVED FROM \_\_\_\_\_ TROOP # \_\_\_\_\_

M3 7/16

# Cookie Booths

Cookie Booths are a way for Girl Scouts to sell cookies in the community. They can be a great way for girls to learn what it's like to run a business—marketing, people skills and money management are all skills needed to run a booth!

In highly desirable locations the council and/or the SU may decide to manage those locations for the troops in the area. This allows troops to share the location equitably. These booths may be distributed in our lottery (typically locations in Cass, Clay, Jackson and Platte counties in MO, Johnson and Wyandotte counties in KS. If you are not in one of those counties, see your SU PPM for more details on SU organized booths.

If a location is not on the No Call List troops are welcome to make arrangements on their own. All locations must be approved by council. Be a sister to every Girl Scout and be mindful of where you secure a booth; setting up in the parking lot of a Walmart, for example, is unfair to the troop at the Walmart.

We also want everyone to be safe at booths. Everyone should be masked at all times. Have sanitizer handy for use by girls and adults. Sanitizing wipes should be used on devices (if applicable).

## No Call List

The No Call List is a list of highly sought-after stores and businesses. In the metro KC area, these locations are contacted by volunteers from our Cookie Booth Committee. This allows us to secure locations for troops and not overwhelm the stores with calls from individual troops. **Do not contact the businesses on the list.** The No Call list applies 365 days a year, even after the Cookie Program ends.

Some will be part of the cookie lottery (metro KC) or managed by the SU; some have already told us no.

### NO CALL LIST LOCATIONS:

Ace Hardware Stores	CVS	Kohl's	ROKC
Aldi	Dick's Sporting Goods	Legends	Sam's Club
AMC Theatres	Dillons	LL Bean	Scheels
American Legion Independence	Dollar General	Love's Travel Stops	Silverstein Eye Center Arena
Andy's Frozen Custard	Dunkin Donuts	Lowe's	Sky Zone
Apex Climbing Gym	Euston Hardware	Macy's	Soccer Nation
Apple Market	Family Video	Main Event	Sprouts
At Home	Feldmans	Maj-R Thrift Discount Store	Strasser Hardware/Strasser True Value Hardware
B&B Theatres	First Watch	Mavericks	Summit Fair
Barnes and Noble	Five Below	Menards	Sunfresh Market
Bass Pro	Furniture Mall of Kansas	Michaels	Sunrise Market
Best Buy	Go Chicken Go	Midwest Cyclery	Sutherlands
Bichelmeyer Meats	Grain Valley Market	Minsky's Pizza	Taco Bueno
Big Biscuit	GreenAcres Market	Nebraska Furniture Mart	Target
Big Lots	Half Price Books	Nuts + Bolts	Trader Joe's
Broadway Cafe	Harbor Freight Tools	Office Depot/OfficeMax	True Value Hardware
Burlington Coat Factory	Hen House	Old Navy	Waffle House
Cabela's	Hobby Lobby	Old Time Pottery	Waldo Hardware
Casey's	HyVee	Payless Discount Foods	Walgreens
Central Library (MO)	Ibex Climbing Gym	Petco	Walmart
Comets	IKEA	PetSmart	Walmart Neighborhood Market
Costco	Independence Center	Planet Fitness	Westlake Hardware
Costentino's Market	Independence Event Center	Price Chopper	Zona Rosa
Country Market	Jo-Ann Fabric + Craft	Quik Trip	
Crowley Furniture	Kansas City River Market	Raygun	
Crown Center	Kansas City Soccer Dome	REI	
	Kate's Kitchen	Roeland Park Dome	

## The Booth Lottery

The lottery's purpose is to provide an equitable division of the most popular locations. We try to provide a wide variety of options; it's impossible for us to secure enough locations for every troop that wants a highly-rated location.

Here's how it works:

- Troops enter up to three entries (defined as a location + date + time)
- Not all troops will "win" a lottery choice.
- Troops can win one spot in the lottery.
- Troops are notified, via email, if they won or lost. We don't get to write the automatic messages that you receive so here's a few notes on them:
  - If the troop isn't awarded a booth your message will say to contact the council. You don't need to do this, we'll contact you!
  - Troops that do not win a spot via the lottery will be contacted by the Product Program Team the week of the lottery. We will attempt to find you an agreeable location that was not claimed in the lottery. The email you receive will instruct you to contact your council; there is no need to do this.
  - Troops awarded a booth do not need to add the booth to Smart Cookies; they will be automatically loaded so the troop can use the Smart Divider and the booth will be on the Cookie Booth Finder\*.
- The lottery will open on January 4 and close at 11:59pm on January 12, 2021
- There is no advantage to what day you enter the lottery.
- While we are contacting troops the week of the lottery, the Cookie Booth function of Smart Cookies is not accessible by troops.
- Troops outside of the six counties listed above should consult their SU PPM for direction on the stores on the No Call list in their area; the list applies to ALL counties served by GSKSMO.
- Troops located outside of the six county areas are welcome to join the lottery for locations that are destinations or places they would normally shop. (Ex: Bass Pro, Sam's Club.) We ask that you otherwise enter the lottery in the businesses in your area; retailers want to support local troops.
- Not all stores on the No Call list will be in the lottery. Additional stores may be offered in lotteries via email; this happens when stores commit after the electronic process. As stores are added we will notify the SU where they are located.
- No locations have been designated as "premium" in our lottery.
- Booths earned in the lottery process will be entered into Smart Cookies for the troop. To learn about how to enter troop-secured booths visit page 26.

*\*The Cookie Booth finder is a way for customers to search for Cookie Booths by zip code. Customers access the finder by using a free app on their smart phones or by visiting [girlscouts.org](http://girlscouts.org)*

## Booth Sale Prep

1. Secure a location. Review No Call list first if securing your own.
2. Recruit girls and adults; make sure they are prepared for the weather. Most booths are held outside.
  - Minimum one girl and maximum four girls at every booth. **We do not allow booths without Girl Scouts.**
  - Minimum/maximum of two adults at every booth. Even if there is only one girl, we need two adults so there is always one at the table and one with the girl.
  - No tags allowed at booths
3. Create signs, props if desirable. Dollar store balloons, tablecloths and décor are economical. Promoting Cookie Share is a great way to show another way Girl Scouts give back!
4. Review Booth Etiquette with the girls
  - If a booth is inside, minimize the volume. Ask customers as they approach, do not yell. No chants, songs, cheers, etc. if the booth is inside
  - Outside booths: you may sing, cheer and chant but again, watch your volume and do not shout at customers
5. Order cookies for the booth
6. We estimate troops sold approximately 50 packages an hour at high traffic locations. Number of packages sold depends on what varieties you stock and if you've promoted the booth. Weather may play a factor as well.
7. Thin Mints: You must have Thin Mints for your booth. **Thin Mints are the no. 1 selling Girl Scout cookie (25% of our sales).** You'll also want to have the top-selling varieties but plan accordingly based on average sales. Here are average sales, by variety, for our council in 2020 :
  - Thin Mints: 25%
  - Peanut Butter Patties: 15%
  - Caramel deLites: 15%
  - Lemonades: 11%
  - Peanut Butter Sandwiches: 9%
  - S'mores: 7.5%
  - Shortbreads: 7%
  - Thanks-A-Lots: 7%
  - Gluten Free Caramel Chocolate Chip: 1.5%
8. Get change and a change box ahead of time. Get plenty of fives and tens. Do not ask the retailer for change.
9. Have tables, chairs and a way to move the cookies from the car to the booth. Some stores provide tables and chairs but most don't. Look to the location notes for this info.

## Booth Sale Best Practices

- If there's a problem, misunderstanding or issue **email us at [cookies@gksmo.org](mailto:cookies@gksmo.org)** and include your contact info (phone). We monitor email on weekends throughout the program.
- Be ready to go at your start time and ready to close out at the finish, especially if you're at a location where another troop is there before and after you.
- Be friendly and always say thank you even if the answer is no from a potential customer.
- Have fun but be respectful. Watch your sound volume and don't shout at customers.
- Girls should stay with the booth. Do not let girls wander throughout the business.
- Leave the area better than you found it. Take all trash and supplies with you and dispose offsite. Do not jam empty case packaging in the store's trash can.
- Give the girls who worked the booth credit for the sales of the booth. Your troops, and ideally your caregivers, need to be transparent about how you are dividing up credit for booths.

### **There are several ways to assign credit for booth sales. The most common:**

- Divide total number of packages sold by the number of girls who worked the booth.
- Add up all packages sold at booths through the season and divide by number of shifts worked.
- For instruction on how to enter cookies, sold at booths, in Smart Cookies see pages 30-31.

## **“At Home” Booths**

Cookies can be sold at home booths (think driveway or during a garage sale) as long as you follow these guidelines:

- For every Girl Scout present, a parent/caregiver must be present.
- Your local community ordinances/HOAs/etc. allow
- Girls are in a safe location.

## Financials: COLLECTING MONEY

---

We have simplified banking for all troops in our council and are using ACH to deduct funds from your troop account.

- March 1, 2021: We will deduct \$1 per package assigned to the troop.
- March 15, 2021: We will deduct the remaining balance due.
- All cash and checks should be deposited into your troop account.
- Checks should be made, ideally, to Girl Scouts but checks that are made out to variations of Girl Scouts like GSUSA, GSA, Girl Scouts of America, or Troop XXXX can be deposited.
- Endorse checks with “For Deposit Only.”
- If a check bounces, visit our website for information on reimbursement. [GSKSMO.org](https://www.gsksmo.org) → For Troops → Product Program Banking. Non-Bank of America account holders have SEVEN days to complete this process. It is not required for Bank of America accounts.
- **If your troop account is not at Bank of America**, visit [GSKSMO.org](https://www.gsksmo.org) → For Troops → Product Program Banking and fill out the ACH Authorization Form. This is done one time per year, between June 1, 2020 and May 31, 2021.
- Bank of America Troop Account holders: **No** action needed

## Financials: TROOPS WITH BALANCES DUE

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- After the final ACH pull, we will identify troops who have a balance owed; Troop Leaders should be watching over the program and making sure that funds are collected, and deposited, regularly. **The Troop Leader listed as the primary cardholder for the bank account will be contacted.**
- If it's determined that the Troop Cookie Manager is responsible for the finances, we will shift the debt to a “family” debt.
- Our Service Unit Support Team will evaluate this list and determine if any volunteers are not eligible to return in a leadership role. Volunteers will be notified by August 1.
- Girl Scouts under the care of any non-eligible volunteer may participate in booth sales and Direct Ship sales only.
- Troops that have Cookie Program balances will not be able to participate in council-sponsored travel and troop trips.

## **Financials:** CAREGIVERS WITH BALANCES DUE

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- After the final ACH pull, caregivers who owe funds will be listed in a database and we will reach out to the caregiver to follow up; troop leadership must inform the Product Program Team if a caregiver has paid after the troop has turned in the caregiver.
- The Girl Scouts of the caregiver may be restricted from participating regularly as a result of the debt; booth sales and Direct Ship sales will be allowed.
- The Girl Scout will continue to receive recognitions that are distributed by the Troop Leadership (patches, cups, shirts, etc.) but higher-level items (Day at the K, WOF, Cookie Dough, etc.) will not be distributed until the debt is paid. We will not provide make up tickets for events that are over by the time the debt is paid.

## **Financials:** TROOPS WITH UNREGISTERED GIRLS

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- At the end of the program, any troops with girls who participated in the program but were not registered will have **\$25** for each girl subtracted from their troop profits

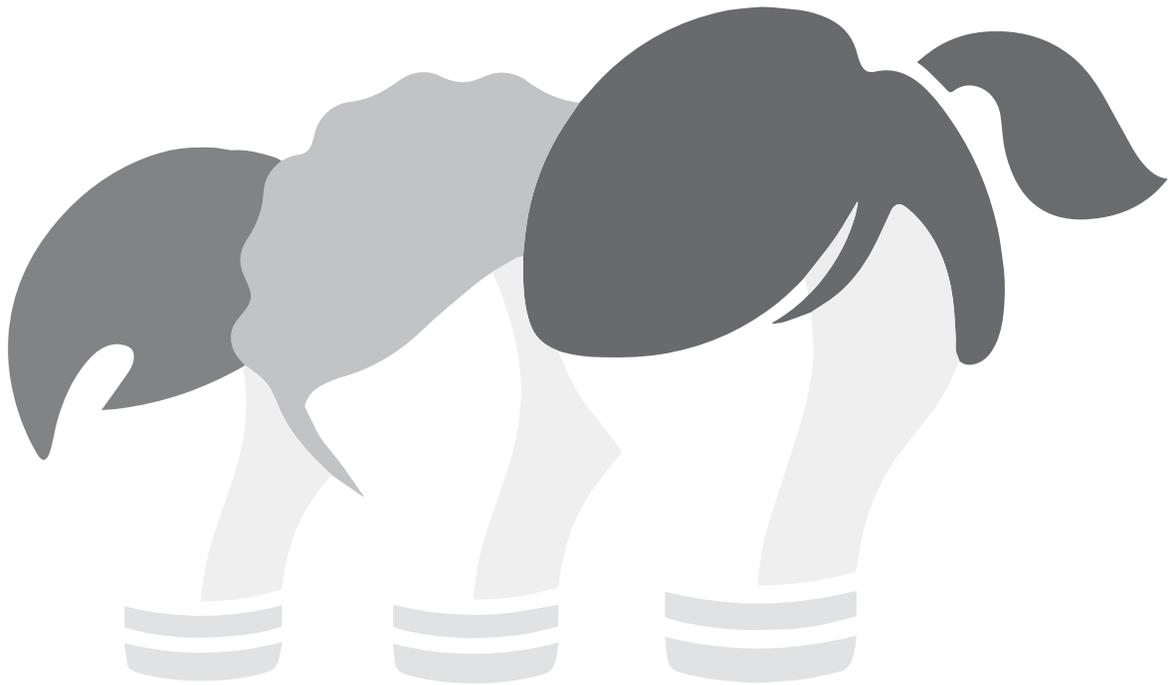
## **Financials:** TROOP TURN IN

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Troops only have to attend a Troop Turn In meeting with their SU PPM if any of the following apply:

1. The troop has a parent/caregiver who has not paid. You must turn in correctly filled out receipts and a completed permission slip.
2. Your troop used generic deposit slips from your SU PPM.
3. Your Girl Scout is a Juliette/INDY/IRG (Individually Registered Girl).

If none of these situations apply to your troop, you do not need to attend a Troop Turn In Meeting.



# Smart+ Cookies <sup>TM</sup>

POWERED BY ABC BAKERS

The following pages give you step-by-step instructions on each step in Smart Cookies. You may not need every step; if you are not sure email us at [cookies@gksmo.org](mailto:cookies@gksmo.org).

To access Smart Cookies you must receive an email that allows you to set up your password. Your user name (as the Troop's Cookie Manager and/or Leader) will be your email address.

If you have not received that email, email [cookies@gksmo.org](mailto:cookies@gksmo.org). Include your name and your troop number.

Once you have your login and password set, visit Smart Cookies at [abcsmartcookies.com](http://abcsmartcookies.com)

# How to Add a Girl into Smart Cookies

---

## **REMINDER:**

If you manually add a girl use the same name she will be registered with. For example, if Lily's real name is Lilian, there's a good chance the parent/caregiver registered her as Lilian. All girls participating in Girl Scouts should be registered. If a girl is missing check with her caregiver or email [customercare@gkskmo.org](mailto:customercare@gkskmo.org) to see if she is currently registered and how she was registered (if applicable) last year.

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@gkskmo.org](mailto:cookies@gkskmo.org).

*Do not transfer cookies between the same girl entered twice.*

## **To add a girl log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):**

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. Enter the girl's shirt size. If she earns the shirt and/or hoodie recognition her items will be ordered in this size (shirt and hoodie sizes can be customized in the recognition order). Exchanges are not possible so be sure it's correct. Enter a sock size as well.
6. Enter parent info (name, email and phone)

# How to Enter the Booth Lottery

---

For more information on the Booth Lottery, see page 17 of this handbook.

## **To enter the lottery log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):**

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 11 indicating if you received a spot, or not.

Those who did not will be contacted by the Product Program Team.

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.

# How to Claim a “FCFS BOOTH”

---

For more information Cookie Booths see page 16 of this handbook.

**REMINDER:** If you earned the booth via the Cookie Booth Lottery you do not need to enter the booth. It has been done for you. 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 or 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](mailto:noreply@abcsmartcookies.com). You are welcome to edit this area before you secure a booth.

## **To claim a FCFS Booth, log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):**

1. Go to the Booth tab and choose Schedule Booths
2. Click on the desired location on the list on the left.

**If you use the search field enter a store name or city; the zip code feature does not work well.**

**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

---

For more information Cookie Booths see page 16 of this handbook.

**REMINDER:** If you earned the booth via the Council's Cookie Booth Lottery or claimed a booth from the available 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.

**To enter a troop secured booth log into Smart Cookies ([abcsmartcookies.com](http://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.

# 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](http://abcsmartcookies.com)):**

1. Go to Booth tab and choose My Reservations.
2. Click on the hamburger 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 Place an Initial Order

---

## Initial Orders Due Wednesday, January 15, 2021 (11:59 pm CST deadline)

### To place your troop's Initial Order log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):

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:

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. ***Girls may continue to sell Cookie Shares and you will track them in Smart Cookies. Instructions are on page 33.***
6. If the Girl Scout sold **Gluten-Free Cookies DO NOT ENTER** by package by girl. Gluten Free Cookies will be entered by case under the Booth line if your troop ordered last fall.

***You will need to transfer these cookies to the girls in Smart Cookies. Instructions on how to transfer cookies from the troop to the girl begin on page 32.***

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 Sunday, January 15
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!

#### REMINDERS:

- All Girl Scout Cookies come 12 packages per case
- Order enough to get you through February 16
- Council Cupboards open February 12, 2021; SU Cupboards open per volunteer's schedule
- Cookies cannot be returned

# How to Get More Cookies After Initial Order

---

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

More information on Planned Orders and Cookie Cupboards can be found page 15.

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

**To place your troop's planned order log into Smart Cookies (abcsmartcookies.com):**

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.

# How to Give Girls Credit For Booth Sales Using The Smart Divider

---

**REMINDER:** Your booth must already be approved in Smart Cookies to use the Divider

**To use the Smart Cookie Divider log into Smart Cookies (abcsmartcookies.com):**

1. Hover over Booth and choose My Reservations.
2. Click the booth sale you are distributing cookies for. Do this by scrolling. 'Click Booths Left to Distribute' to filter the booths that do not have cookies distributed.
3. At the far right of the row, click on the three dots on the far right; a tab will extend.
4. Click on Smart Booth Divider.
5. Verify the booth is correct. If it isn't click the back arrow to change the booth.
6. Enter the number of packages sold, by variety, at the booth.
7. Click Save and Distribute button.
8. Click Select Troop Girls (next to Save & Distribute) and select girls that you wish to include in the distribution (click on the box to the right of their names.)
9. Girls selected appear on the grid and the divider will distribute as evenly as possible. Any remaining packages will need to be manually distributed. To do this in Smart Divider, edit the boxes.
10. Once complete, click save. You'll receive a confirmation package and all packages will show as distributed.

To Manually Assign Booth Cookie Sales, see next page.

For information on assigning Cookie Shares sold at a booth see page 33.

# How to Manually Give Girls Credit for Booth Sales

---

**REMINDER:** You do not need to complete a transfer for cookies ordered with the initial order; those are automatically transferred to the girl.

**Do not transfer cookies between the same girl entered twice.** If a girl is listed twice in Smart Cookies stop and email cookies@gsksmo.org with details.

## To give girls credit for booth sales manually log into Smart Cookies (abcsmartcookies.com):

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'S PACKAGES (see image below)
5. Enter notes (optional) if you wish; these notes are for your reference only
6. Click save

PACKAGES	BOOTH'S 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"/>

Use BOOTH PACKAGES column to credit girls for booth sales

# How to Give Girls Credit For Individual Sales

---

**REMINDER: If you placed an Initial Order you do not need to manually transfer those cookies to the girls; it's already been done.**

REASONS WHY YOU WOULD NEED TO MANUALLY TRANSFER COOKIES TO GIRLS:

- Booth Sales (see page 31)
- Every time the family physically takes packages of cookies.

Note: Cookie Shares sold after the initial order also need to be tracked. To do that, see page 33 for instructions.

**To give girls credit for individual sales log into Smart Cookies (abcsmartcookies.com):**

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
8. Click save

**Use PACKAGES column  
to credit girls for  
individual sales**

PACKAGES	BOOTHS PACKAGES
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

# How to Give Girls Credit Cookie Share

---

**REMINDER:** 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.  
For more information on Cookie Share see page 10.

## **To give girls credit for Cookie Shares sold after the initial order log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):**

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 of 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).

# How to Transfer Cookies to Other Troops

---

## **Managing Troop Inventory**

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 TCM 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 Track Girl Money in Smart Cookies

---

## **REMINDER:**

- Always fill out a receipt, correctly and completely when a caregiver turns in \$
- Troop keeps original (white copy), caregiver received yellow copy
- If you need more receipt books, ask your SU PPM, drop by your local office (call first to confirm) or email [cookies@gksmo.org](mailto:cookies@gksmo.org) to request

## **To enter girl payments into Smart Cookies, log into Smart Cookies ([abcsmartcookies.com](http://abcsmartcookies.com)):**

1. Hover over the Finances tab and choose Financial Transactions
2. The program opens automatically to the troop transaction tab, click on 'Girl Transaction'
3. Scroll down and click 'Add Girl Transaction'
4. Choose the girl, type and payment method from the drop down menus.
5. Enter the date (the day the cash/checks were accepted) and the amount of the deposit
6. The reference and notes fields are optional and as a general rule the council will not see these fields. If something has been entered in these fields do not erase
7. Click Save

# How to Enter, Edit and Finalize Girl Recognitions

## REMINDERS:

- Recognition Ordering begins March 1, 2021
- 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. 11
- You may potentially need a size for a t-shirt/hoodie
- Online sales continue through March 7; check your order after that date

## 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 of 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.*

## Editing Girl Recognitions:

- If you need to edit a recognition order and it's before the Mar. 11 deadline, your order will be marked incomplete and you may edit the order; click 
- **If you make changes and those changes don't require changes/choices your order will remain in complete status and you no longer have to review again. The order updates automatically.**

## Finalizing Girl Recognition Orders:

- If you are completely done, and no more changes are needed, click the ✓ to submit.
- If you submit and need to make changes your SU PPM or cookies@gsksmo.org can unsubmit for you if it's before Mar. 11, 11:59p.
- If you forget this step, 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 and Girl Scout Day at WOF 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

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**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.

*For previous year's reports, click Archived. If the archived report is not available, email your request to [cookies@gsksmo.org](mailto:cookies@gsksmo.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.

*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"