## Notes from day and evening Open Office Hours:

- At the end of the program, it's recommended you save these reports from Smart Cookies:
  - Girl Balance Summaries
  - Troop Balance Summary
  - Recognition Summary by Girl
  - Digital Cookie All Orders Report
- To pull a Girl Balance Summary Report for all girls in your troop, run the report with a blank name field. This will output one large document.
- Reminders:
  - Cash/check transactions will NOT show in the Troop Balance Summary report. However, it does show what council will ACH from your troop account at the end of the cookie sale, so keep all receipts for your transactions and make sure your account is balanced.
  - Review the March 20 Q&A for cookie share program information.
  - Review the March 20 slides for Smart Booth Divider screenshots or the recorded presentation for a walk-through.

### Questions and Answers

### Q: What time zone is the time stamp for online sales?

A: Time stamps are in central time.

### Q: What if I make a mistake assigning cookies?

A: You can do a Girl to Troop transfer to correct any mistakes assigning cookies to girls.

### Q: What if I make a mistake inputting the number of each variety sold?

A: As long as the total cookies sold is correct, errors in the breakdown by variety is fine. Total cookies sold is most important.

### Q: What do I assign girl delivery cookie share orders to?

A: You get to choose between council and troop cookie share for girl delivery orders. Digital orders with cookie share are automatically assigned to council cookie share.

### Q: A girl took orders at a Cookie Booth on her personal Digital Cookie site instead of the troop site. What can I do?

A: If she took only a few orders this way, you can give packages via Troop to Girl transfer to offset payment taking. If she took a lot of payments/orders, like more than what would be her share, email council for help reconciling.

**Q: How can I view sales per Cookie Booth?**

A: In Smart Cookies, go to Reports then select Booth Sales Credit Card Transaction Export. This will show all booth sales in an Excel document that you can sort by location, date, and time.

**Q: How can I see the number of packages sold by girl?**

A: Run the Girl Cookie Total Orders Summary report to see packages sold.

**Q: Where do I find training videos in Smart Cookies?**

A: Under the Training tab, you select Safety & Training then Smart Cookies training.