

Cookie Program 2024

Open Office Hours: January 24, 2024

Notes from day and evening Open Office Hours:

Update on Digital Cookie. We recently forwarded an email that there are some syncing problems between Digital Cookie and Smart Cookie. Some are reporting some discrepancies in ordering amounts. Keep track and let us know if you don't see this getting fixed. ABC, GSUSA, and IBM are working together to get this solved and assured us that this should be fixed soon. If you are still seeing this issue next week, please email Allison (awickel@gsutah.org) directly so she can work with you to get this solved.

We are discovering that girls that had emails in the system from last year are not able to send them this year. GSUSA is aware and is working on this as well. We will let you know if we hear that this has been solved.

Troop ship links – some troops have them and some do not. This is another situation GSUSA is aware of and is working to fix this along with the other issues.

GSUSA, ABC, and GSU (Girl Scouts of Utah) all realize this is important and are watching this carefully and we will keep you informed.

Venmo issue. We have received some calls questioning the opportunity to accept Venmo on the Digital Cookie platform. Please understand that this is available on the Digital Cookie platform because GSUSA is allowing it for this one platform. GSUSA is taking on liability for this payment app's use. Please check an email that was sent on Tuesday evening for more details on this situation. **Reminder:** Venmo is only available through the Digital Cookie platform and should not be used to collect money for cookies or other payments at any time.

Initial orders. Initial orders are coming due very soon!! Reminder that the deadline for caregivers is February 4, not February 6 (that gives you as the TPM a little extra time to review)

- Log into abcsmartcookies
- Build your initial order by girl, by cookie variety (next year you will be able to see the prior year for comparison)
- Add extra cookies for your booths
- Remind families they cannot change any of their orders after February 4, 11:59 p.m.
- Do not forget to save your order!
- Caregivers can make changes up to the final deadline, even if you save. But caregivers will not be able to make any changes after February 4 at 11:59 p.m.

Reward orders

- Even if your troop does not earn any rewards from the initial order, every troop must submit on this tab.
- Click on Recognition order under Rewards Tab
- Choose “Early Rewards”

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- Troop PGA (Per girl average)
- Select T-shirt sizes you do not know the size and do not add a size by the deadline, an adult medium will be ordered.
- TPM shirt/patch is listed in “Extras” on each girl. You need to choose only one of the girls in your troop to place your TPM shirt/patch order. Suggestion: use the first girl profile on your troop list. If you do any additional ones, they will be deleted for you.
- Be sure to click submit!!
- Every troop needs to submit a reward order.
- As the TPM you can adjust things such as a t-shirt order size before the due date.

Booth scheduling.

- Booth scheduling starts Saturday for Early renewal troops that earned the Fast Pass
- Booth tab/choose schedule booths
- FCFS – First Come, First Served
- If you are the first, you are the first to get your choice.
- If you see something that says “lottery” you can ignore, this is something other councils use for locations that have a lot of interest
- If you see “premium”, please ignore. This is another tool used by councils for incentives like our “Fast Pass” option.
- There is a map that shows where the booths are located. There is also a list with a search option to help you find the desired locations.
- The dates that are available are in blue.
- You will get confirmation that you scheduled your booth choice.
- If you want to delete a reservation, you can go into my reservations under the booth tab.
- Please delete a reservation immediately if your troop will not attend your scheduled booth, even in last-minute situations. This frees up space for others and takes the location off the cookie finder, so customers do not expect a booth there.
- If you find yourself without cookies because you have sold out (awesome!), but your booth time is not over yet, leave. We suggest that you let the store know you are leaving and notify us, but do NOT delete the booth from the scheduler. This causes problems with booth distribution since you have already made sales during your allotted time. By letting the store and us know you are leaving, we will be able to better handle any customer complaints.

Report request from call:

We are working directly with ABC to gather information and easy instructions on what reports are the most important and used by TPMs at other councils. We were unable to gather all of that information for today’s email but will share it with you early next week.

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Questions and Answers

Q: What if someone has already accepted a Venmo payment but not through Digital Cookie?

A: Remind caregivers and troop volunteers that Venmo is not an accepted form of payment and is only available through Digital Cookie.

Q: We are having trouble sending emails through Digital Cookie, can we send them from a personal email?

A: We would not recommend this, but yes, you can. You can copy your Digital Cookie platform's link or QR code and include it in a personal email. But those emails cannot be tracked, so, they could not be included in the Digital Cookie emails reward incentive.

Q: What is the best way to find the booth locations on Smart Cookie?

A: Troops that earned the Fast Pass booth can see booth locations on Smart Cookies on the booth tab. All other troops will be able to see available booths on Monday, January 29

Q: Can Venmo be used at cookie booths?

A: Only if you are using Digital Cookie to collect money, then yes you can.

Q: Is it a known issue that some customers are unable to make orders on digital cookie? It is not letting them confirm or it will confirm but not go through.

A: Yes, we have received a few inquiries on this issue. It usually seems to be that the customer did not go through the whole menu. We suggest trying it with another phone or device. If you have tried multiple times, GSUSA can review the orders, and if they see multiple orders, they can assist with deleting them. Use the "Contact Us" button on the Digital Cookie platform if you have a situation in which this may have happened.

Q: What happens in Digital Cookie after the initial order period on February 4? Is the only option for customers to "direct ship"?

A: All ordering options will be available through March, throughout the cookie program.

Q: In Digital Cookie if someone orders SHIPPED but later changes their mind, is there a way to change that to Girl Delivered? Can a customer/girl cancel the order and resubmit?

A: No. All orders are final, and we cannot change the delivery choice once the customer hits submit.

Q: How do you set up a troop site on Digital Cookie to use at booth sales?

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A: The TPM (Troop Product Managers) will need to set up the troop site link on Digital Cookie, and then the Digital Cookie app will be available to use at booths. Contact Allison (awickel@gsutah.org) if you are having trouble.

Q: When will Walmart be added in the booth scheduler?

A: Many of the Walmart stores have been added to the booth scheduler. We are still receiving approvals from the store managers and will add as they are approved.

Q: Why are there not booths at Lee's and Dick's grocery stores anymore?

A: Lee's and Dick's grocery stores are a part of the Associated Food Stores chain. This chain opted out of booth sales around COVID and have continued to decline further requests. We have approached them every year, but they are not allowing any type of outside sources do a "booth" style opportunity, it is not limited to Girl Scouts. We will continue to always ask, but we ask you to respect their decision and not approach these stores on your own. A list is provided in the cookie resources.

Q: Does digital cookie ship internationally? What countries?

A: They will ship for an added \$5 to Hawaii, Puerto Rico, Guam, and Alaska, but there are currently no other locations outside of the United States and its territories that are open for shipping.

Q: We are not receiving emails that tell us we have a pending order. Is that not available this year?

A: If a caregiver has one or more orders to approve, they should receive an email that night. If they have already approved the order, they will not receive an email at the end of the day. This function should be working. If you or your caregivers are not receiving these emails, please be sure to check your junk or spam mail or ensure the email link is within your approved list.

Q: I have noticed that I will see there are orders pending approval, and I will come back to Digital Cookie, and they will be gone. I have not been able to approve any orders at this point.

A: Have you been able to check in within the five-day window? Nothing should disappear or move if you have not approved of them. Please contact Allison (awickel@gsutah.org), and we will troubleshoot with you.

Q: Will there be any Sam's Clubs for booths?

A: The Sams clubs that have approved booths are in Smart Cookies. Just like the Walmart stores, we are still getting approvals and we will add them as they become available.

Q: I noticed that there are Walmart booths in April?

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A: When working with Walmart, many of their stores use a policy of booking for a certain time period. In order to get some locations during our cookie program, some had to be extended into April. We do recognize that some of our troops will still have inventory after the program ends. We will work with these troops to utilize these spots if they have surplus inventory.

Q: Are places like Smiths and Walmart OK with us setting up booths at both doors?

A: Some Walmarts will allow two doors, but only if there are notes in the booth location in Smart Cookies that state they allow both doors. Smith's, Harmon and other grocery stores only allow one door.

Q: Does direct ship go until the end of March?

A: Yes, currently direct ship is available throughout the whole cookie program timeline.

Q: The Initial Order screen in Smart Cookies is now the same as Digital Cookie but it is showing the incorrect number for rewards.

A: Once you verify that your initial orders tab is correct, click the save button at the bottom of the page and it will update all numbers on Smart Cookies and rewards. This will not submit your initial order but only save the current numbers.