

Cookie Program 2024

Open Office Hours February 21, 2024



Notes from day and evening Open Office Hours:

- SUPPRs received information about warehouse pick-up day on February 14. Make sure you don't just email your TPMs; get some kind of confirmation they received the information, know expectations, and know where to go. Ensure open communications.
- The night before pick-up day, reach out and send reminders to your TPMs of the time and address. Check in to see if they have any questions and maybe send an encouraging message to your team.
- Planned Orders are orders you place in advance for pick up at a cookie cupboard or delivery via Cookies on the Go (Vernal, Logan, Cedar City, and St. George only).
- Cookie cupboards open the week of March 4, depending on arrival of cookies to the cupboard.
- Place a Planned Order at any time of the night for Salt Lake City, American Fork, and Ogden cupboards. Orders are printed each morning at 8:00 a.m.
- For Vernal and Logan Cookies on the Go, place your order by 5:00 p.m. on Tuesdays for Wednesday delivery.
- For Cedar City and St. George, place your order by 5:00 p.m. on Wednesdays for Thursday delivery.
- If you run out of cookies while hosting a booth and you're within driving distance of a cupboard, you don't need to place an order ahead of time. Just stop by and we'll be happy to help get you sorted.
- Jenniffer from Troop #268 has a spreadsheet she imports the Full Order report into to track everything for her Girl Scouts. Interested volunteers can email jreesgs@gmail.com to request a copy of the spreadsheet.

Questions and Answers

Q: How do we let other troops in our area know if we have extra cookies available?

A: Our team is working on a Google spreadsheet where troops can list extra cookies available for troop-to-troop transfer. We anticipate having this ready before cookie booths and will share the link.

Q: How do we tell how many cookies girls sold by cookie flavor after the Initial Order?

A: You can find this information in both Digital Cookie and Smart Cookies.

In Smart Cookies: Go to Reports, then find the "Girl Cookie Order Detail" report. This will provide all orders and can be filtered. There is a column indicating if the order was included in the Initial Order with a Y or N.

In Digital Cookie: Go to the Orders tab, then All Orders. Anything without a green checkmark is not in your Initial Order, so you can easily find which cookies are needed.

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Q: As a SUPPR, what do I do on warehouse pick-up day?

A: As the SUPPR, you are the “host” and coordinator for your TPMs picking up. Arrive 10-15 minutes early and have contact information handy; if someone hasn’t shown up yet, council will look to you to reach out.

You will not be filling out receipts; you’ll be on the docks, ready to answer questions from council staff as needed. Once your service unit is fully picked up, you are free to go.

Q: What can I expect from council on warehouse pick-up day?

A: Council staff will help count at the dock and have the bubble sheets for TPMs to sign off on before leaving with order. There will be at least two people per dock door helping count and unload, plus Bailey’s staff and forklifts.

Depending on variety, there are 160-190 cases of cookies on a pallet. If you have a full pallet of a single variety, you can opt to load them directly into your rental truck or trailer, as space allows. If a cookie variety has less than a pallet, we ask that you count each one to make sure you receive everything. Any damaged cookies can be exchanged once cookie cupboards open.

Q: Does the SUPPR need to fill out the bubble sheets or collect receipts?

A: SUPPRs do not fill out bubble sheets. TPMs sign off on these and the sheets go back to council.

Q: What if a troop can’t pick up cookies during their service unit’s scheduled time?

A: If a troop can’t pick up cookies during their service unit’s time, someone else in the troop needs to pick them up. Cookies must be picked up by someone; they cannot be left at the warehouse.

Q: Is there a schedule for cookie cupboards?

A: Cookie cupboard opening depends on arrival of cookies to each location.

CRC (Salt Lake City)

Tentatively opening March 4. If you want cookies on March 4 or 5, please call before coming to verify we have cookies.

Cupboard phone: 801-716-5119

Monday – Friday 9:00 a.m. – 6:00 p.m.

Saturday 9:00 a.m. – 3:00 p.m.

After March 30, cookies will be available during regular office hours Monday – Thursday 9:00 a.m. – 5:30 p.m. and Friday 9:00 a.m. – 12:00 p.m.

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CUSC (American Fork) and NUSC (Ogden)

Tentatively opening March 5. If you want cookies on March 5 or 6, please call before coming to verify we have cookies.

Cupboard phone: 801-716-5119

Tuesday – Friday 12:00 – 6:00 p.m.

Saturday 9:00 a.m. – 3:00 p.m.

Last day of cupboard hours is Saturday, March 30. After that time, cookies will be available by appointment only. Contact the Salt Lake City cupboard for availability at 801-716-5119.

Q: I placed a Planned Order (cookie cupboard order) and need to change it. How do I do that?

A: Don't make changes to your order once submitted; cupboard staff can assist with any adjustments once you've arrived to pick it up. An email with the final adjusted order will be sent after you've picked up cookies.

Q: How many cookie cases are on a pallet?

A: Adventurefuls - 144

Toasty Yay - 180

Lemonades - 180

Trefoils - 187

Thin Mints - 190

Peanut Butter Patties - 180

Caramel de Lites - 180

Peanut Butter Sandwich - 187

Caramel Chocolate Chip - 144

Q: How many cookie cases will fit in my vehicle?

A: Use the list below to help plan your pick up; note these are suggestions, not guarantees.

Compact Car – 23

Hatchback Car – 30

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Standard Auto – 35

Sport Utility Vehicle – 60

Station Wagon – 75

Minivan – 75

Pickup Truck – 100

Cargo Van – 200

Q: I have multiple troops picking up together. Can their orders be combined?

A: Multiple troops can pick up together, but they must be in the same service unit and count their orders separately. Orders will be on separate pallets, and you'll have to sign off on each bubble sheet. Three troops means three separate orders and three separate bubble sheets.

Q: How do I enter cookie share (Gift of Caring) cookies?

A: There are two types of cookie share: virtual and tracked.

Virtual cookie share: you collect money for council to purchase and donate cookies, but you never have cookies. All cookie share orders in the IO are virtual cookie share.

Tracked cookie share: you have cookies in troop inventory you are donating, like when someone buys cookies at your booth to donate to an organization of your choosing. You can use this to keep track of cookie share amount, then assign to girls when you have cookies.

Q: Can I assign cookies to girls for orders taken after we submitted our Initial Order?

A: Cookies from the IO are already assigned to each girl. For other orders, wait until girls get cookies to sign over the responsibility and get their caregivers signature on a receipt.

There are still some delays between Digital Cookie and Smart Cookies. It's best to have receipts signed in Smart Cookies, then you can run the "Girl Balance Summary" report to show every transaction and payment.

Q: How do I assign cookies from a booth?

A: Go to the Booth tab in Smart Cookies, then My Reservations to see all booth reservations. Next to the booth you just finished, click the three little dots to expand your options; select Smart Booth Divider. Enter the information from your booth and it'll automatically be assigned to your Girl Scouts.

Instructions are also available in your TPM guide, as well as in demo videos on the Safety and Training tab in ABC Smart Cookies.