

# Cookie Program 2024

## Open Office Hours March 6, 2024



### Notes from day and evening Open Office Hours:

- Cookie Share: Virtual vs. Tracked
  - Virtual: Girl gets credit and funds for the packages, and council donates at the end of the season to Utah Food Bank.
  - Tracked: These come out of your troop inventory. You assign packages to girl (Troop to girl transfer), and the troop or individual Girl Scout donates to an organization of their choice.
- Digital Cookie orders for Cookie Share in the Initial Order (IO) are automatically assigned Virtual Cookie Share. After the IO, it's up to the troop to decide whether to do Virtual (council) or Tracked (troop).
- Extra receipt books are available in the cookie cupboard. After the caregiver signs the receipt, keep the top white copy and give them the yellow copy.
- In Smart Cookies, make sure you hit the blue "Apply" or "Save" button for your changes to take effect.
- Amanda Bills shared a Facebook group that other TPMs and SUPPRs may wish to join. It's a private group intended to act as a resource for product managers in our council; request to join [Utah Girl Scout TPMs & Leaders](#)

### Questions and Answers

#### Q: Are donated cookies in direct ship orders virtual or tracked cookie share?

A: Donated cookies in direct ship orders are automatically assigned as virtual (council) cookie share.

#### Q: Why does it show a negative balance for total on hand for a Girl Scout?

A: Check that you didn't duplicate IO order assignment after receiving cookies. Cookies in the Initial Order were instantly assigned by girl; there's no need to go in and assign them. If they ask for additional cookies, then go in and assign those cookies.

You can delete duplicates and it should balance out.

#### Q: Is there a report that shows orders in packages, cases, and money in transaction?

A: The Girl Balance Summary report is the best place to find totals and see all information. Select "view all" to see all girls in your troop.

#### Q: Is there a way to show troop deposits in Smart Cookies?

A: There is no option to show your troop deposits in Smart Cookies, but you can run a Troop Balance Summary report, which includes customer credit card payments and ACH's on your troop's behalf to council.

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You can't enter a deposit in Smart Cookies because the system would think you made a payment to council, not to your own account.

If you see a negative amount in Digital Cookie, it means council will be making a deposit to your troop account.

#### **Q: What do we do if we need to cancel a booth?**

A: If your troop is unable to make one of your Cookie Booth reservations, release the booth reservation so other troops may take the spot.

If you're at a Cookie Booth close to one of the cookie cupboard locations and you are running low on cookies, give us a call! A staff member at the cookie cupboard can bring you cookies.

#### **Q: How many cases of cookies should we bring to a booth?**

A: If you're new to cookies, talk to experienced cookie volunteers in your troop or service unit.

For the first weekend, it's recommended you bring 4-6 cases of Thin Mints and Caramel deLites, one case of the Caramel Chocolate Chip (Gluten-Free), and 2 cases of everything else. Utah is a "chocolate-heavy" council, so you could bring 3 cases of Peanut Butter Patties. The Toast-Yay! and Lemonades are new to Utah, so you might move more of those.

*These are just suggestions for the first weekend. Make sure you have plenty of the customer favorites: Thin Mints and Caramel deLites! After the first weekend, you may not need as many cases at your booth.*

Don't forget you can call or visit the cookie cupboard for more cookies during your booth!

#### **Q: My troop information is showing incorrectly in Digital Cookie. Can you fix it?**

A: We're unable to correct Digital Cookie for an incorrect troop number or a TPM name showing instead of the troop. However, the URL should be correct. So if the verbiage is wrong, the URL is not and the correct troop is still getting credit.

#### **Q: Can you change the radius in the Cookie Finder?**

A: The Cookie Finder comes from GSUSA, so we can't change any settings. It is set up to find the closest troop to the customer, even if it's another council.

#### **Q: How do I find girl delivery orders from Digital Cookie?**

A: When you receive a girl delivery order, you'll find it in your Cookie Booth reservations like it's its own booth. Look for "Virtual Cookie Delivery" in "My Reservations." Then you can assign cookies with the Smart Booth Divider, accessible via the three dots on the far right of the entry row.

#### **Q: What happens if our troop's site in Digital Cookie isn't set up?**

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A: When you're at a Cookie Booth, you should be taking orders through the troop site in Digital Cookie. There should be a link to the troop and a link to a girl's site; use the troop site or booth sales will be assigned to that one girl instead.

Make sure your troop site is set up in Digital Cookie before taking orders at a booth!

#### **Q: Why are there Cookie Booth spots open in April when the sale closes March 30?**

A: Walmart, one of our booth site partners, allows us to host booths so many days in a row then a required break where we can't have any. Since we didn't use all of the allotted booth spots in March and we know troops usually have cookies after booths end, we have some April dates for troops to unload remaining cookies.

Reminder: the digital platform for orders is open until April 6. Any orders received March 30-April 6 still needs approval from the caregiver within 5 days. Someone could order cookies April 6 and the caregiver must respond even after the platform closes.

#### **Q: Can you export any reports in Smart Cookies to a spreadsheet?**

A: In each report screen, near the last filter option should be a little arrow to download an Excel report; however, those reports are complicated and much longer than what you see. The file will need some manipulating, which shouldn't be a problem if you are skilled in Excel.

#### **Q: Can we accept payment with Venmo and PayPal?**

A: No, you cannot take payment with Venmo and PayPal. These platforms allow customers to reverse payment, so they could buy cookies, pay, then reverse the payment after walking away.

#### **Q: Do girls receive the same credit for Virtual Cookie Share?**

A: Yes! Troops get \$0.70 per package, and girls earn the same amount toward Activity Credits for each package sold. Girls also earn credit toward earning the patch.

#### **Q: We're a large troop with booths scheduled simultaneously. Can we get extra table runners and handheld signs?**

A: Of course! Both are available for purchase in the cookie cupboard:

- "It's cookie time" signs: \$5 each
- Extra cookie table runner: \$10 each

#### **Q: We picked up our cookies and discovered we have extras. What do we do?**

A: The Initial Order is rounded up to cases, so those extra packages become part of your troop inventory. These extra cookies should show in the on-hand inventory in Smart Cookies at the top of the dashboard when you log in.

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If a girl sells more cookies, you can transfer those to her, or you can sell the extras at a booth.

**Q: How do I see all my troop's orders?**

**A:** In the desktop browser version of Digital Cookie, you can view the Troop Order report, available at the bottom of the page. See screenshot on the next page.

The screenshot shows the Digital Cookie dashboard for Troop 1638. The top navigation bar includes "Dashboard", "My Troop", "My Troop Orders", "Cheers", and "Virtual Booths". The "My Troop Orders" section is active, showing a progress bar for "0% of girls in DOC" and a table of order statuses: Donated (2%, 29 Pkgs), Shipped (20%, 259 Pkgs), Deliver in Person (78%, 1,000 Pkgs), and Cookies in Hand (0%, 0 Pkgs). The total is 1,288 Pkgs. Below this, the "Reports: Troop 1638" section lists four reports, each with a "Get Report" button. The "All Order Data" report is circled in pink.

| Report Name       | Description   | Action     |
|-------------------|---|------------|
| All Order Data    | For each girl see full order details including varieties, delivery type, etc. | Get Report |
| Initial Order     | 2/4/24 Parent's due date<br>2/7/24 Troop due date                             | Get Report |
| Cookie Badges     | See the steps girls completed for their cookie badges and entrepreneur pin.   | Get Report |
| Rewards Selection | See which rewards girls have selected to enter in your baker software.        | Get Report |