

Cookie Program 2025
Open Office Hours
February 19, 2025

Notes:

- Between February 10 and February 28, each girl that sends 10 new emails and has 10 new digital cookie orders (digital shipped, digital delivered, or donated) will earn the Cookie Diva patch.
- All our cookies have arrived at Bailey's warehouse, and they are hard at work breaking down pallets and sorting them by troop for us.
- All SUPPRs will receive an email some time today (Feb. 19) with their service unit's warehouse location and time assignment. SUPPRs should send that information to their troop leaders/TPMs within the next few days.
- For our outbased locations (Cedar City, St. George, Logan, etc), Bailey's will be calling SUPPRs within the next few days to schedule cookie delivery.
- Remember, no children under 16 at the warehouse on Warehouse Day. Everyone there should wear closed-toed shoes. Wear layers to prepare for inclement weather. If your troop has multiple vehicles coming, all vehicles must enter the lot together; you can park on the street while you wait for all your cars to arrive.
- If you have any issues on Warehouse Day, reach out to your SUPPR.
- If there is ever something on Smart Cookies that you're not sure how to do, go to the "Safety and Training" tab and select "Smart Cookies Training." There are short videos and PowerPoints that walk you through how to do pretty much anything in SC.
- There's about a 15 minute delay between Smart Cookies and Digital Cookie talking to each other. Hit the "refresh" button on your SC dashboard to be sure you're seeing the most up-to-date information.
- Set your troop goal for this cookie season on your SC dashboard by typing your package goal under "Troop Package Goal" and hitting "update."
- Familiarize yourself with your SC dashboard; it has lots of good information about your troop sales, and you don't have to go digging through reports to find it.
- Currently, the "Total On Hand" shows all of the excess cookies you added to your initial order above what your Girl Scouts sold up to the Jan. 30 cutoff. Any orders that you or your girls receive after that will not auto-populate in the girl's inventory; you have to assign those cookies to the girl manually.
- Check your roster in Smart Cookies to be sure all the girls selling in your troop appear there. Pay special attention to any new girls who have joined your troop in the last few months. If anyone is missing from your roster, reach out to info@gsutah.org.

- If you need more cookies after you receive your initial order cookies, you can place a “planned order” to pick up from one of our cookie cupboards. To place a planned order, under “Orders,” select “Planned Order.” Select the cupboard location, the date you’ll be picking up the cookies, and what time you’ll be coming. All cupboard slots are an hour long, and you can pick up your cookies at any point within that hour timeframe. Enter how many CASES (not packages) of cookies you would like and hit “save” at the bottom to submit your order.
- To see all cookie orders your troop has places, under “Orders,” select “Manage Orders,” then hit “Apply Search Parameters” to see all orders. You can filter for initial orders, planned orders, troop to girl transfer orders, troop to troop orders, etc. You can also edit your planned orders here, if you need to change how many cookies you’re picking up from the cupboard.
- Whenever a Girl Scout takes cookies from the troop inventory, have her caregiver sign an M3 receipt saying that they took those cookies and that they accept financial responsibility for them. The caregiver gets the yellow copy of the M3 receipt and the TPM keeps the white copy. Keep that M3 receipt for your records; that is your legal protection and proof that the caregiver accepted financial responsibility for those cookies. Then in SC, do a “Troop to Girl” transfer order to assign those cookies to that girl. Put the number of packages of each variety in the “Packages” column. Add as much detail in the notes as you can so you have a detailed record of the exchange. Use this same process for “Troop to Troop,” “Girl to Girl,” and “Girl to Troop” transfers.
- The second column in the “Troop to Girl” transfer is labelled “Booth Packages.” That column assigns credit for packages sold to the girl without assigning them financial responsibility or adding those packages to her inventory. That column should only be used when girls sell cookies directly from the troop inventory at an unscheduled event, like a troop walkabout or other troop events not scheduled in Smart Cookies. For scheduled booths, use the Smart Booth Divider rather than Troop to Girl transfers. We will discuss the Smart Booth Divider and other cookie booth logistics in our next few Open Office Hours calls on March 5 and March 19.
- When a girl or caregiver gives the TPM cash or checks from cookie sales, as soon as possible, the TPM should log that transaction in SC. Go to “Financial Transactions” under the “Finances” tab in SC. Go to “Girl Transactions,” scroll to the bottom of the page, and select “Add Girl Transaction.” Choose the girl’s name in the dropdown menu. The “Type” will always be “payment.” Select whether the payment method was cash or check. Fill in the date and amount and fill in the notes as thoroughly as possible. Notes might include who gave you the money, where you were when you received the money, etc. Then “save” the transaction.

- You can see the entire history of transfers and transactions for a girl through the “Girl Balance Summary” report. You can enter a specific girl’s name to just see the one girl (you have to capitalize it and spell the name exactly right for it to work) or leave it blank to see all the girls in your troop.
- If a girl’s balance shows a negative number, that means that she has sold cookies that haven’t been transferred to her inventory. If the number is positive, she has cookies in her inventory that she either hasn’t sold or for which payment hasn’t been reported in SC. See the “Girl Balance Summary” report for details.
- When girls and caregivers pick up their initial orders from the TPM, the TPM should either have them sign a copy of the “Girl Initial Order” report or fill out and sign an M3 receipt with the word “Initial” across the top. Initial orders do not need to be assigned to girls in Smart Cookies; those cookies have already been assigned to the girls.
- When looking at the “Girl Cookie Order Details” report in SC, be sure NOT to give the girl any packages in the column labelled “CShare.” Those are Cookie Share packages (paid for by customers as “Donated Packages”) that will be donated by the council at the end of the cookie sale. Similarly, the total number of packages at the bottom of that report will include those donated packages, so be sure to subtract any Cookie Share packages from that number before double-checking what you give a girl based on that report.
- In the “Girl Cookie Order Details” report, any Cookie Share packages from orders marked with a Y in the “INCL in IO” column DO NOT need to be assigned to the girl by the TPM. Those cookies were credited to the girl as part of her initial order. Any Cookie Share packages from orders marked with an N in the “INCL in IO” column DO need to be assigned to the girl by the TPM. To do that, go to “Orders” and select “Virtual Cookie Share.” Find that girl’s name on the list and enter how many Cookie Share packages need to be credited to her. Then hit the “save” button at the bottom to submit that number. Once you have credited the girl with Cookie Share packages this way, you have assigned the responsibility of donating those cookies to the council. Those cookies will not affect your troop inventory or the girl’s inventory. Those packages will be donated by the council at the end of the season.
- Exciting announcement! Initially, when GSUSA’s national cookie partnership with Wendy’s was announced, we were told that none of the Utah Wendy’s locations had opted to host cookie booths. However, we just learned that 51 locations have now opted in to host our Girl Scouts selling cookies. Those booth locations will be up in Smart Cookies within the next few days. Please be considerate of others and only sign up for one Wendy’s booth within the next week (until about Feb. 26) so everyone has the opportunity to sign up for a Wendy’s booth. After that date, troops are free to sign up for as many Wendy’s booths as they’d like. All of the Wendy’s locations that have opted in

are in and around the Wasatch front. Unfortunately, none of the locations are in southern Utah or elsewhere in the state.

Questions and Answers:

If a girl only wants to sell at booths, what does the troop need to do for her?

If a girl is only selling at booths, she needs to be on your troop’s roster in Smart Cookies so she can receive credit for working at booths. Once she’s on your roster, she is good to go.

What is Cookie Share in Smart Cookies?

Cookie Share is the packages purchased by customers as donated packages. Those cookies will be donated by the council at the end of the cookie sale.

Will the cupboard have extra Gluten Free Caramel Chocolate Chip cookies?

Yes, we’ll have plenty.

How many cases of cookies will fit in my car?

Here is a general outline of how many cases of cookies will fit in various kinds of cars (a case is 12 packages of cookies):

Vehicle Type	Number of Cases (Average)
Compact or 3-door	23
Hatchback or small station wagon	25-30
Mid-size sedan (utilizing back seat and trunk)	35
8-passenger minivan or SUV	60
Full-size station wagon	75
Standard pickup truck	100
Full-size van with seats	150
Full-size van without seats	200

For larger trucks and moving vans, here is how to calculate what size truck to get:

- Each cookie pallet is 40 inches wide by 48 inches long
- Each pallet holds anywhere from 144 to 190 cases of cookies

[Number of cases in your troop’s IO] _____ ÷ 144 = _____ total pallets

[Total pallets] _____ × 48 = _____ inches of truck length required

[Inches of truck length required] _____ ÷ 12 = _____ feet of truck length required

After the initial order, will cookies continue to automatically be added to girls' cookie inventories?

No. Any orders received after the Jan. 30 cutoff will not automatically reflect the girl's on-hand inventory. Those cookies will need to be assigned to the girl via a "Troop to Girl" transfer when she gets those cookies from the TPM. Once the TPM assigns those cookies to the girl, the troop's "On Hand" inventory on the dashboard will update.

What is the best practice for when TPMs should do "Troop to Girl" transfers when orders come in? Weekly? Daily?

The best way to do it is to assign cookies as soon as you can after a girl picks them up from you. That way, you keep your digital inventory matching what you have on hand at any point. Be sure to have her caregiver sign an M3 receipt saying that they took those cookies and that they accepted financial responsibility for them. The caregiver gets the yellow copy of the M3 receipt and the TPM keeps the white copy. Keep that M3 receipt for your records; that is your legal protection and proof that the caregiver accepted financial responsibility for those cookies.

Who should checks be made out to?

All checks received for cookies should be made out to Girl Scouts of Utah or GSU. Remember not to accept checks over \$150. The troop is responsible for the full amount of checks that bounce or don't go through.

Should TPMs assign cookies to girls proactively based on orders the girls receive?

No. Do not assign cookies to girls until the girl has received those cookies from the troop inventory. Some parents order excess cookies in their initial order to fill future orders with, so they won't be coming to the TPM for those cookies. If the TPM assigns them more cookies proactively, then the troop inventory count will be off and the girl will be assigned more cookies than she sold.

Do girls/caregivers need to pick up their own orders from the warehouse?

No. Only TPMs or other adult troop representatives will be picking up cookies from the warehouse. They will pick up their entire troop's order at once. Once they have returned to their own area, they can coordinate with girls and caregivers to come pick up their individual orders.

What's the youngest age that can do girl/caregiver booths?

There isn't an age restriction on girl/caregiver booths. However, exercise extreme caution before signing up younger girls (like Daisies, Brownies, and even Juniors) for solo booths. The Girl Scout Cookie Program is a girl-led, adult-supported program, so the girl should be doing all the selling at cookie booths. That includes talking to customers, handling cash, counting change, etc. Before signing a Girl Scout up for a girl/caregiver booth, be sure she can handle doing all that work by herself with no breaks for 2-3 hours. Troop adults and the girl's caregiver(s) know the girl best and can decide together with the girl if she can handle a girl/caregiver booth this year.

When will cookie payments be taken from troop bank accounts?

After the cookie season ends in April, the council finance team will calculate each troop's cookie sale earnings. Because all digital payments come directly to the council rather than to the troop's bank account, some troops will be owed money from the council, while others will owe the council money. Those deposits or withdrawals will happen in mid-April. TPMs should deposit any cash or checks they receive into their troop bank account regularly to avoid misplacing money or other issues.

Will troops be assigned pick-up times for Warehouse Pickup Day?

All SUPPRs will receive an email sometime today (Feb. 19) with their service unit's warehouse location and time assignment. SUPPRs should send that information to their troop leaders/TPMs within the next few days. For our outbased locations (Cedar City, St. George, Logan, etc), Bailey's will be calling SUPPRs within the next few days to schedule cookie delivery.

When do cookie booths start?

The first cookie booths in Utah will be on Friday, March 14th.