

Cookie Program 2025
Open Office Hours
March 5, 2025

Notes:

- Any orders placed after Jan 30 were not included in the initial order. Those cookies were not distributed to the troop at the warehouse and will need to be picked up from one of the cookie cupboards.
- To see which orders were or were not included on the initial order, in Smart Cookies, mouse over “Reports” and select “Current”. Select “Girl Cookie Order Details” and then “Go to Report”. You can put a specific girl’s name in the “Girl Name” box, or leave it blank to see your entire troop. For “Order Type”, select “Girl Delivery” to filter out direct shipped orders. Select “View Report”. In the column labelled “INCL in IO”, there will be a Y if that order was included on the initial order or an N if it wasn’t included. You can search for the order number in Digital Cookie to see the customer’s name and delivery information.
- 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.
- If a troop would like to donate their Virtual Cookie Share cookies themselves, they should treat any donated orders as a normal cookie order and separate the packages to be donated from their main inventory. The cookies still need to be assigned to the girl that sold the donated package, even if the TPM keeps the donated packages.
- If a girl sells 25 or more donated packages via Digital Cookie, they will receive the 2025 Cookie Share reward patch. Those patches will be distributed with all other cookie rewards after the end of the cookie sale.
- 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, via the three dots on the right side of the order information.
- You do not have to place a planned order in order to get cookies from the cupboard. You can come into any of the cookie cupboard during their open hours and get cookies, without having placed a planned order or calling ahead. We have plenty of cookies for everyone!
- Via the “Transfer Order Summary” report, you can see all of the cookies that have been transferred to your troop from the cupboard and all the cookies that have been assigned to your girls from the troop. Via the “Financial Transactions Summary” report, you can see all of the financial transactions involving your troop, including credit card payments from customers via Digital Cookie. To see both cookie transfers and financial transactions together, go to the “Troop Balance Summary” report.
- For quick access to a particular report in Smart Cookies, select the report and then click “Add to Favorites”. This will pin that report to the top of your “Reports” page for easy access. You can Favorite up to 10 reports. To remove a report from your Favorites, click the red X next to the report’s name.
- If you have extra cookies or if you would like to take cookies from another troop, you can do a “Troop to Troop” transfer in SC. Mouse over “Orders” and select “Transfer Order”. Under “Type of Transfer”, change it to “Troop to Troop”. Under “From”, click on the white box and type in the troop number of the troop giving cookies and click “Apply”, and enter the troop number receiving the cookies in the white box under “To” and click “Apply”. Once both troop numbers have been entered, the list of cookies will appear below. Enter the number of PACKAGES of each cookie variety are transferring from one troop to the other. Enter as many details as you can in the “Notes”, such as the names of who is giving and receiving the cookies, where and when the transfer happened, etc. Double check that both troop numbers are correct, as well as the cookie quantities and varieties. Then hit “Save”.
- If you have excess cookies or are looking for more cookies in your area, we have a [Cookie Exchange spreadsheet](#). Fill out every field so other troops can contact you easily. This is especially useful for troops far away from a cupboard or for when you need cookies quickly and could get to another troop faster than you could get to a 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.

- Set up your troop site on Digital Cookie! You will use your troop site in the Digital Cookie app to process card payments at troop booths. Additionally, setting up your troop site with your zip code means that your troop will show up on the Cookie Finder so local customers can order cookies from your troop.
- Be sure that your Digital Cookie app is fully updated before your troop booths. This helps the app run smoothly for you and your customers when you need it. If you have technical issues with the app, check to see if an update is available.
- Remember, initial order cookies have automatically been assigned to girls in the system. The TPM does NOT need to assign initial order cookies to girls in Smart Cookies. Be sure to have caregivers sign either an M3 receipt or their girl’s page of the “Girl Initial Order” report when they pick up their initial order cookies from the TPM.

Questions and Answers:

Were direct shipped orders included in the initial order?

Troops will not receive any cookie packages ordered via direct ship; those cookies are shipped to the customer from a warehouse, so those cookies do not affect the troop’s or girl’s inventory. Any direct shipped orders placed before the Jan 30 initial order cutoff were credited to the girl and the troop and were included in the count for the free membership troop reward.

If my troop site has sales, can I credit those sales to a particular girl?

Yes. For Girl Delivery orders, you would do a “Troop to Girl” transfer to the girl you want to credit those sales to. We would suggest waiting until the end of the cookie sale to credit those cookies to a particular girl, so you can use those sales to boost girls that need them to reach their goals or to progress to the next reward level. However, you should still deliver the cookies to the customer as soon as you can. For Direct Shipped orders, under “Orders”, select “Troop Direct Ship Orders”. Any direct shipped orders your troop has received will show here, with the status marked as “Pending distribution”. Scroll to the bottom and select “Distribute orders to girls”. You can then select which girls you’d like to distribute credit to, similar to the Smart Booth Divider. The system will automatically divide the orders evenly between the girls you select when possible, but you can edit how it’s distributed if you’d like.

How do I credit a girl with sales made on their paper order card after the initial order period ended?

First, when you give those sold packages to the girl, do a “Troop to Girl” transfer so the girl has those packages in her digital inventory to match her physical inventory. Then, when the girl or caregiver gives you the payment for those paper orders, log that exchange of money via a Financial 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. That might include who gave you the money, where you were when you received the money, etc. Then “save” the transaction. Be sure to fill out an M3 receipt both when you give a girl cookies and when you receive money from a girl. The TPM keeps the white copy, and the caregiver gets the yellow copy.

Why does a girl have a negative dollar balance in Smart Cookies?

If a girl has a negative balance, that means that she has received payment for more cookies than she has been assigned. Most likely, that means that she needs to come pick up cookies from the troop inventory. If a girl has a positive dollar balance, that means that she has received more cookies than she’s sold. She may need to give the TPM payments for cookies sold offline, or she may have extra cookies assigned to her for walkabouts or booths. These numbers may not all zero out until the end of the cookie sale, and that is ok. If a girl’s balance gets really big, reach out to the girl’s caregiver.

I live far away from any of the cookie cupboards. How can I get more cookies?

We have a program called “Cookies on the Go”. Once a week throughout March, we send drivers to various outbased areas to bring troops more cookies. To place a Cookies on the Go order, you can enter a planned order in SC to the “cupboard” nearest you: Brigham City, Cache, Cedar City, Desert Sky (St. George and southern Utah), or Uintah. Alternatively, you can reach out to Denise or Linda directly to place a Cookies on the Go order. Once the order has been placed, we will reach out to the Service Unit Product Program Manager (SUPPR) or the TPM to coordinate delivery time and place. If you have questions about the delivery schedule to your area, reach out to info@gsutah.org.