

Cookie Program 2025  
Open Office Hours  
March 26, 2025

Notes:

- As of this morning, a new feature has been added to Smart Cookies: Tracked Cookie Share. While Virtual Cookie Share remains the same (those donated packages purchased by customers will be donated by the council at the end of the season), Tracked Cookie Share allows troops to donate those packages themselves to the charitable organization of their choice. The Tracked Cookie Share feature communicates to Smart Cookies and to the council that those packages will be donated for reporting purposes. **This feature is solely for reporting purposes; it does not affect your troop's cookie inventory in any way.** You will need to assign those donated packages as usual, along with entering them as Tracked Cookie Share. The slides we used are available to view on our website with our other cookie resources.
- To assign credit for Cookie Share packages to a girl that she has sold via Digital Cookie or on paper, 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 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. Be sure to also report those donated packages in Smart Cookies as Tracked Cookie Share. Alternatively, after the end of the cookie sale, contact the council and let us know that your troop would like to donate your Virtual Cookie Share packages personally. We will then pull those donated packages from the council inventory for you to donate to your organization of choice. Get a receipt from that organization stating how many packages of cookies you donated and send a copy of that receipt to the council.
- In the Smart Booth Divider, if you would like to treat a donated package as Tracked Cookie Share, DO NOT enter that package under "Cookie Share." Assign that package as a specific variety and then put a package of that variety in your physical stash of donated packages.
- In Smart Cookies, you can also enter what organization your troop plans to donate your Tracked Cookie Share to. Under "Tracked Cookie Share," select "Manage Recipients" and then type the name of your recipient in the box. Then hit "Done" to save it.
- Any donated cookies that were included in the initial order have already been assigned to the girl and reported to the council as "Virtual Cookie Share." Those initial order cookies cannot be changed from Virtual Cookie Share to Tracked Cookie Share.

- We will be hosting one more Open Office Hours meeting next week, April 2, at noon and 6:00 p.m. as usual. We will be discussing cookie rewards, recognition orders, and other cookie season wrap-up things. The Zoom link will be the same as it has been for our previous Open Office Hour meetings.
- On April 1, GSU will be holding a special “No Foolin’” promotion for cookies: any direct shipped order of six or more packages of cookies ordered on April 1 from GSU will receive free shipping. Use this promotion as a final push to get your girls and your troop to your sales goals!
- Starting on March 31, TPMs will be able to create recognition orders in Smart Cookies for their troops. Recognition orders are orders of all the cookie rewards earned by the girls in a troop, which will be shipped to the TPM or the SUPPR to distribute to their Girl Scouts. TPMs will need to submit those orders by April 13.

### **Questions and Answers:**

#### **What is the difference between Virtual Cookie Share and Tracked Cookie Share?**

Virtual Cookie Share is donated by the council. It does not affect the troop’s cookie inventory in any way, and the troop will never receive those packages of cookies. Tracked Cookie Share is donated by the troop. It is the responsibility of the TPM to assign credit for those sold packages to girls and keep track of the physical packages for donation.

#### **I previously assigned cookies to girls as “Virtual Cookie Share” and now I want to change them to “Tracked Cookie Share.” How do I do that?**

Under “Manage Orders,” find the transaction(s) where you assigned those Virtual Cookie Share packages. Scroll all the way to the right and select the three dots next to that order. Then you can either edit or delete the order. You can then either change how you reported those cookies or make a new transaction for the Tracked Cookie Share. Remember, any donated cookies that were included in the initial order have already been assigned to the girl and reported to the council as “Virtual Cookie Share.” Those initial order cookies cannot be changed from Virtual Cookie Share to Tracked Cookie Share.

#### **When can we expect Activity Credits to be mailed out?**

Activity Credits should be mailed out by the first week of May.

#### **I want my girls’ activity credits applied directly to our troop trip. How do I do that?**

Work with Alyssa to get your troop trip approved by the council. Once it’s been approved, let Alyssa know that you want to apply your girls’ activity credits directly to the trip. Then, rather than mailing those ACs to your girls, we will hold them here and apply them to your troop trip. If you have questions about this, reach out to [info@gsutah.org](mailto:info@gsutah.org).

#### **I want my girl(s)’ ACs applied directly to camp. How do I do that?**



Reach out to [info@gsutah.org](mailto:info@gsutah.org) with your girl's name and troop number to let us know that you'd like their ACs applied directly to camp.

**What needs to be included in my troop's cookie envelope?**

Your troop cookie envelope should include the parent permission forms for all the girls who sold cookies in your troop, any M3 receipts or bank deposit receipts, and any other paperwork you have concerning cookies. You should also include the contact information for any girl/caregiver in your troop who hasn't paid their cookie bill so we can follow up with them. After the end of the cookie sale, gather all of the necessary paperwork and get it sent to the council as soon as you can.