

Cookie Program 2025
Open Office Hours
March 19, 2025

Notes:

- 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.
- 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 placed, 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 or cancel your planned orders by scrolling all the way right (the scroll bar is across the bottom of the box) and selecting the three dots on the right.
- To assign 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 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. Alternatively, after the end of the cookie sale, contact the council and let us know that your troop would like to donate your 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.

- At the conclusion of the cookie sale, you will need to assign any sales made through your troop site to girls. 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.
- 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. After cookie season ends, you will need to assign credit for any direct shipped packages sold through the troop site to specific girls.
- To see all the Digital Cookie orders a girl has received, 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 setting the report filters, you can set the “Begin Date” as Jan 31 to only see orders not included in the initial order.
- 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.

- After a booth, you will need to distribute your troop sales to the girls that participated in the booth using the Smart Booth Divider. Under the "Booth" tab, select "My Reservations." Find the booth in your list of reservations, then scroll right to the three dots (the scroll bar is across the bottom of the box). Click the three dots and select "Smart Booth Divider." If you sold using your troop's Digital Cookie site, it will auto-populate the digital sales made at that booth. You will need to enter any non-digital sales to those numbers by typing in how many packages of each variety you sold. Then select "Save and Distribute Sales." It will then bring up the list of all the girls in your troop. Select the girls that participated in the booth and hit "Continue." The system will automatically evenly distribute the packages sold between all of the girls you selected, but you can rearrange it as you like. Once you are done distributing and there are no red boxes in the "Packages left to Distribute" row, click "Save." This will assign credit for those sold packages to those girls, but will not assign financial responsibility.
- When a girl or caregiver gives you payment for offline 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.
- Use the Girl Balance Summary report to get an idea of which girls in your troop owe the troop money or may be in need of more cookies. It's also a good idea to check in with caregivers with this report to be sure that they know where they're at.
- If you have excess cookies that you can't sell or need cookies in your area, we have a cookie exchange spreadsheet for troops:
<https://docs.google.com/spreadsheets/d/1lawHCoSEMb6mhYysEMetL6PD2gamMEC-O4hvs0wk72Q/edit?usp=sharing>
- After giving cookies to another troop, be sure to
- If you need assistance with your troop's cookie finances or inventory or anything else, please reach out to the council cookie team at info@gsutah.org. We are here to help! We want you to have a great cookie season, and we can't help if we don't know there's an issue.

Questions and Answers:

If a customer donates money to our troop at a booth, how should I record it?



Treat that donated money as a Cookie Share package. Assign credit for that package to a girl via “Virtual Cookie Share.” Enter the money as a financial transaction in Smart Cookies. Then deposit the money into your troop bank account or bring it to the council to deposit it, when applicable. If you have questions about monetary donations, reach out to Linda Neeley CFO (lneeley@gsutah.org).

When someone orders a donated package, does the troop receive that package of cookies?

No. Donated cookies do not affect your troop inventory or the girl’s inventory. Those packages will be donated by the council at the end of the season.

How can I see what sales my troop had at one specific booth?

In Smart Cookies, under “Reports,” select “Current.” Select “Booth Sales Credit Card Transactions Export” then “Go To Report” then “View Report.” This will bring you to an Excel spreadsheet listing all the Digital Cookie transactions from all your booths. You can then filter for a particular booth, a particular day, etc.

When I’m working at a booth, Digital Cookie only lists the store name for each booth. If my troop has booths at multiple locations of the same store at the same time, how can I tell which is which?

This is an issue that we will discuss with Digital Cookie Support as an improvement that can be made in future years. For now, we will attempt to add the location of each booth to the store name to help alleviate this issue.