

## Cookie Program 2025

### Open Office Hours

April 2, 2025

#### Notes:

- In Smart Cookies, run your troop balance summary and compare it to your M3 receipts. Double check that every cookie or money transaction you've done with the girls in your troop have been properly entered into Smart Cookies and that all your troop cookies have been allocated to your Girl Scouts. It's ok if you are still waiting for payments from some girls but be sure that their caregivers know that the deadline for those deposits is coming up.
- There are still lots of opportunities for cookie booths! Many troops are dropping booth shifts that they no longer want to do, so lots of great locations are available for troops that want them. Booths are the best way for your troop to get rid of your leftover cookies.
- If your troop is done selling or done with booths, be sure to delete your reservations for upcoming cookie booths so other troops can pick them up.
- Encourage your Girl Scouts to get their girl delivery orders delivered soon! If a girl in your troop is having issues delivering, have others in the troop help get those deliveries done. If you are having specific issues with deliveries, reach out to the cookie team at [info@gsutah.org](mailto:info@gsutah.org) and we can help!
- Troop secured booths are still available! If you know a business that would be a great location for a cookie booth, have the store manager or owner fill out a Troop Secured Booth form and submit the completed form to [info@gsutah.org](mailto:info@gsutah.org). Your troop will then be able to hold booths at that location. Car washes like Quick Quack and Shiny Shell are great candidates for this! One location told us that they average about 800 cars on Saturdays.
- 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.
- Once all of your troop cookies have been allocated and you are done with troop sales, you will need to create a Recognition Order for your troop. This is the order your troop will submit to the council of how many of each cookie reward you need for the girls in your troop. In Smart Cookies, under "Rewards," select "Recognition Order." Under "Order Type," select "Main." This will bring up a list of all the girls in your troop. Any girl that has earned

rewards requiring a choice to be made (such as a sweatshirt size or a choice of two different rewards for one reward level) will be marked with a red triangle with an exclamation point in it. For our council this year, the first reward requiring a selection is 2000 packages sold, with the sweatshirt requiring the girl's shirt size. Select the arrow next to the triangle to see that girl's rewards. Select "Items" and scroll down until you find the reward level with the triangle on it. Select the arrow next to the triangle and make the selection (be sure to ask the girl what she wants before you select). Once you've made all the selections for that girl and all the red triangles are gone, scroll to the bottom and hit "save." Once you have made all selections for your girls, your order status will be marked as "Complete." If you need to edit your order later, you can find it under "Manage Recognition Orders" under "Rewards" across the top of Smart Cookies. You will not be able to edit your Recognition Order after April 15 at **10:59 p.m. Mountain Time (11:59 p.m. Central Time).**

- There is a slideshow and a video on how to create and edit your troop Recognition Order. In Smart Cookies, under "Safety and Training," select "Smart Cookies Training" and scroll down to "HOW TO: Create and Manage Recognition Orders." The video is also available on ABC Baker's YouTube channel.
- If your troop needs more cookies, we have every cookie variety still available in all our cookie cupboards. We are now offering individual packages to troops from the cupboard rather than just full cases.
- Use the Girl Balance Summary report and the Troop Balance Summary report in Smart Cookies to evaluate any inventory or financial discrepancies you may have. If something is incorrect or doesn't match up, there's a good chance the issue has to do with donated cookies. If you have questions or issues, reach out to the cookie team at [info@gsutah.org](mailto:info@gsutah.org). We can walk through those reports with you and help you figure out any issues.
- In Smart Cookies, under "Orders" to "Manage Orders," you can see all of your troop's cookie transfer orders in one place. In the top of the white box, you can filter for specific girls, types of transfers, and more. You can edit any order by clicking the three dots on the right and selecting "Edit Order."
- Many of the reports available in Smart Cookies can be downloaded as Excel spreadsheets. This will allow you to manipulate and filter the information in more ways than Smart Cookies can. Before viewing the report, set the "Select View Type" as "TEXT\_EXCEL" rather than "PDF."
- If you have any issues or questions about anything cookie-related, let us know! The cookie team is here to help you, and we can't help if we don't know there's a problem. You can reach out to Denise at [dmower@gsutah.org](mailto:dmower@gsutah.org) or you can reach the cookie team via [info@gsutah.org](mailto:info@gsutah.org).

## Questions and Answers:

### **Do TPMs need to turn off sales for their girls at the end of the season?**

No. Digital Cookie will automatically stop taking customer orders (girl delivery or direct shipped) on April 13 at 10:59pm. Any girl delivery orders that haven't been approved by that

cutoff will be automatically declined. After that cutoff, caregivers will no longer have access to Digital Cookie, so be sure to download any information you might need from Digital Cookie before the 2026 cookie season, such as your customer email list or delivery addresses for girl delivery orders you haven't delivered yet. If a troop would like to shut off girl delivery for their troop before that date, the TPM can do that for the entire troop through Digital Cookie or caregivers can do that for their individual Girl Scout through Digital Cookie.

### **My troop has a bunch of cookies left over. What can we do with them?**

The best thing you can do is do a cookie booth. There are still lots of booths available for this upcoming weekend for troops that want them. Consider doing a Troop Secured Booth. While council secured booths end on April 7, Troop Secured Booths can continue after that date with council approval. You could also do a walkabout with one or more of your Girl Scouts. A walkabout is when a Girl Scout goes door to door with a wagon full of cookies and sells those cookies to people in a neighborhood or apartment complex. Remember that Girl Scouts should never sell cookies alone, and they should not sell after dark without an adult with them. If your troop only have less popular flavors left in your inventory, you may need to pick up more Thin Mints and Caramel deLites from the cookie cupboard to get those other varieties sold. Experience shows that booths without those top flavors sell significantly less overall than booths with them, and customers are much more likely to buy less popular flavors if they are already buying those top flavors. If you are having issues selling the last of your cookies, reach out to the cookie team at [info@gsutah.org](mailto:info@gsutah.org) and we can help!

### **When do Digital Cookie payments show up on the Girl Balance Summary or the Troop Balance Summary report?**

Digital payments will show in Smart Cookies almost immediately after the customer places the order, even if they haven't received their cookies yet.

### **How can my troop do a Troop Secured Booth?**

Find a business location where you would like to do a booth. Bring the Troop Secured Booth form to the business owner or manager for them to fill out. That form is available on our website, or email [info@gsutah.org](mailto:info@gsutah.org) and we can send you a copy. Send the completed form to [info@gsutah.org](mailto:info@gsutah.org) to get the booth approved by the council. Once approved, your troop will be able to hold cookie booths at that location on the days and times approved by the owner/manager.

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

In your troop cookie envelope, you should include parent permission forms for all the Girl Scouts in your troop who sold cookies this season, as well as copies of all your M3 receipts from this cookie season and copies of any bank deposit receipts you've received when depositing money into your troop bank account. If any of your Girl Scouts or caregivers haven't yet paid off their cookie balance, write their name in the space provided on the envelope so the council can reach out to them. You can give your troop cookie envelope to your Service Unit



Product Program Representative, drop it off at any of our office locations, or you can mail it to the SLC office at this address:

Girl Scouts of Utah  
Attn: Cookie Department  
445 E 4500 S, Suite 125  
Salt Lake City, UT 84107

**I'm having issues with my inventory or finances or something else. What can I do?**

If you have any issues or questions about anything cookie-related, let us know! The cookie team is here to help you, and we can't help if we don't know there's a problem. You can reach out to Denise at [dmower@gsutah.org](mailto:dmower@gsutah.org) or you can reach the cookie team via [info@gsutah.org](mailto:info@gsutah.org).