



Cookie Program 2025
Open Office Hours
January 29, 2025

Notes:

- Troop Leaders of troops that qualified for the Fast Pass for booth scheduling received an email this morning letting them know that they qualified. If you're not sure if your troop qualified or not, reach out to Denise.
- Caregivers must submit their initial order into Digital Cookie before January 30 at 11:59 p.m. After that time, Digital Cookie will no longer allow them to enter it. TPMs have until February 5 at 11:59 p.m. to enter their troop's initial orders into Smart Cookies and approve them.
- For TPMs to enter their troop's initial order, in Smart Cookies they will go to the "Orders" tab and click "Troop Initial Order." To the right of each girl's name, they can click the down arrow to see each girl's initial order and change it if they need to. The "Pre Sale Pkgs" column is the girl's digital girl delivery sales; those cannot be changed. Paper orders can be entered under "Inv. Pkgs."
- Booth cookies can be entered in the "Booth" row below the girls' names. The "Extra" row is the extra packages a troop will receive in order to round them up to a full case of 12 packages for each variety. For example, if your initial order totals to 3 cases and 5 packages of Lemonades, you will receive an "extra" 7 packages of Lemonades to bring you to 4 full cases (a case is 12 packages of cookies)
- After making any changes to your troop's initial order, be sure to click "save" at the bottom of the screen to save your changes. Whatever your numbers are at the submission deadline (February 5 at 11:59 p.m.) will be submitted to your Service Unit Product Program Manager.
- TPMs can access Smart Cookie's video guide on how to submit their initial order in SC; Under the "Safety and Training" tab, select "Smart Cookies Training." This page has how-to videos on various SC processes, as well as access to the PowerPoint presentations used in each video if you prefer.
- TPMs can transfer their cookie inventory to their girls or to other troops via the "Transfer Order" option under "Orders." Under "Type of Transfer," select either "Troop to Troop" or "Troop to Girl" depending on the situation.
- 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. That might include who gave you the money, where you were when you received the money, etc. Then “save” the transaction.

- Remember not to accept checks over \$150. The troop is responsible for the full amount of checks that bounce or don’t go through.
- Direct shipped orders do not affect troop or girl cookie inventory; those cookies will be shipped directly to the customer from an ABC Bakers warehouse. Additionally, direct shipped orders do not affect the initial order PGA and will not count toward the free membership troop reward.
- If a girl sells a Gift of Caring/donated package after the initial order period, whether though Digital Cookie or not, the TPM will go to “Virtual Cookie Share” under the “Orders” tab and credit that donated package to the girl. This will not affect cookie inventory, and the troop should not donate cookies from their inventory for Virtual Cookie Share. All donated cookies will be donated by the council at the end of the sale.
- TPMs can run the “Girl Cookie Order Details” report in SC to see when girls sell donated packages, which orders were or were not included in the Initial Order, and more. The start and end date filters and the Order Type filter can make the report show only the initial order, everything not in the initial order, only direct shipped orders, and more. You can enter a specific girl’s name to only show her order or leave that box blank to see your entire troop. You can also see similar information in the “Manage Orders” tab under “Orders.”
- Whenever a TPM gives or receives cookies or money from a girl, they should write an M3 receipt for both the caregiver and the TPM to sign, and they should each receive a copy of that receipt. This is legal protection for both the TPM and the caregiver should there be issues with missing money or cookies at the end of the cookie sale.

Questions and Answers:

Will the discounted Lagoon tickets from the shop be available for anyone to use?

Yes, all GSU Girl Scouts, troops, families, etc. will be able to purchase and use those discounted tickets. Those tickets will only be valid on June 7th, not any other day. We don’t yet know the cost of those tickets. We will announce the price once Lagoon sets it for us in February.

What happens to Digital Cookie after January 30th?

Digital Cookie will remain open through the end of the cookie sale (April 6 for customers, April 11 for caregivers). After Jan 30, girl delivery orders will no longer be automatically included in the initial order. Those cookies will need to be picked up/ordered from the cookie cupboard separately, or troops can pull from their booth cookies to fill those orders.



Can girls continue to sell through the weekend and still have it included in the initial order?

If a TPM would like to manually enter sales from the weekend into Smart Cookies before Feb 5, they can do that. Digital sales will no longer be automatically included in the initial order after Jan 30. Alternately, TPMs can pull from their booth cookies to fill orders that come in after the Jan 30 deadline.

When is the cutoff for cookies to count toward the 350 PGA reward?

All cookies submitted in the initial order count toward a troop's PGA, whether those cookies are entered by the caregiver or by the TPM. The PGA will be calculated from the total number of packages in a troop's initial order. Direct shipped orders do not affect the PGA because the troop will not receive those packages as part of their initial order.

When can TPMs see what booths are available for signups?

TPMs will be able to start seeing what booths are available when booth sign ups open, on Feb 1 at 8am for the Fast Pass or on Feb 4 at 6pm for all other troops. There will be plenty of booths for everyone all across the state.

What is the difference between Smart Cookies and Digital Cookie?

Digital Cookie is used by girls and caregivers to set up girl and troop sites and interact with customers. TPMs can use DC to track troop inventory and see order details from their girls. Customers can use Digital Cookie to buy cookies from Girl Scouts, either direct shipped or girl delivered. Smart Cookies is only used for the administrative side of the cookie sale. Caregivers do not have access to Smart Cookies. TPMs, SUPPRs, and other GSU leadership can use SC to manage and transfer cookie inventory, place cupboard orders, track finances, and more.

What is Digital Cookie Share?

Packages purchased as Digital Cookie Share do not affect a troop's cookie inventory. At the end of the season, the council will donate all Digital Cookie Share packages to the Utah Food Bank. Troops should not take cookies from their own inventory for Digital Cookie Share.

If my troop didn't sell any cookies outside of Digital Cookie, do I need to do anything to submit my initial order?

Still log into Smart Cookies and double-check your girls' orders to make sure no one mistyped something or is ordering way too many cookies. Caregivers can order excess cookies if they'd like, but make sure that no one is ordering way more cookies than they would reasonably have the ability to sell. Additionally, make sure no one accidentally typed 200 packages when they



meant 20, etc. If any of your girls' numbers don't look right, reach out to the caregiver to make sure the numbers are what they actually wanted. Additionally, troops can order excess cookies in the "Booth" row of their initial order, even if they haven't yet sold outside of Digital Cookie.

If my troop only sold Direct Shipped orders, do I need to do anything to submit my initial order?

If no one in your troop is planning to sell any non-Direct Shipped cookies, then all of your girls' "Inv. Pkgs" columns should be zeros. However, you should still take a look to make sure that that is the case rather than assuming that none of your caregivers accidentally ordered excess cookies they don't want.

How many cookies should I order for a booth?

We have a suggested booth inventory to give troops an idea of how many cookies they might need to stock a booth. It's posted on our website and will be available for reference in all of our cookie cupboards.

When can troops begin entering planned orders to pick up from the cookie cupboards?

Cupboards are scheduled to open March 4. Troops can begin placing planned orders that day. The council will send an email around the end of February with more details about the cookie cupboards.

What is the difference between online orders and offline orders in Digital Cookie?

Online orders are any orders done through Digital Cookie, whether direct shipped or girl delivered. All of those orders have been paid for through Digital Cookie, so the girl and caregiver won't need to submit money to their TPM for those. Offline orders are orders done on a paper order card or with cookies in hand, not through Digital Cookie. These orders will have been paid for with cash or check, so the girl and caregiver will need to bring the payment for those cookies to the TPM once the cookies have been delivered.