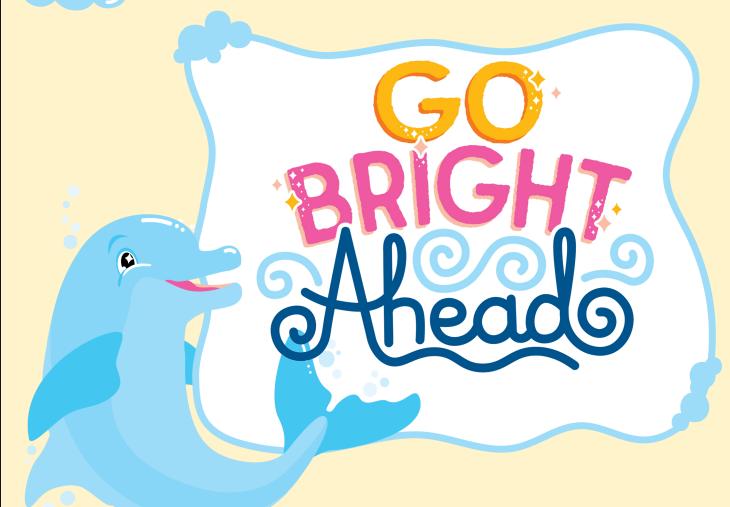


girl scoutsof central california
south





2023 GIRL SCOUT COOKIE PROGRAM GUIDE

FOR TROOP COORDINATORS, SERVICE UNIT DIRECTORS AND CUPBOARD MANAGERS

















TABLE OF CONTENTS

Topic	Page
Welcome Letter	3
Calendar	4
Contacts Page	5
Program Basics	6
Safety Basics	7
Booth Basics	8-10
Types of Sales Chart	11
Types of Sales	12-13
Smart Cookies - Troop Dashboard	15
Troop Coordinator	16-20
Smart Cookies—Service Unit Dashboard	22
Service Unit Director	21-25
Smart Cookies—Cupboard Dashboard	27
Service Unit Cupboard	28-29
Glossary	30





WELCOME

Dear Volunteers,

Welcome and thank you for your participation in the 2023 Girl Scout Cookie Program. The Girl Scout Cookie Program is comprised of selling of variety flavored cookies. The Girl Scout Cookie Program have an online option to purchase cookies. Girl Scout cookies can also be ordered using the order card for girl delivery prior to the direct sale start date. Troops and girls can choose to participate in the sale via order card, online or both.



Benefits of Participating

The Girl Scout Cookie Program is an excellent way to earn start up proceeds for your troop to use during the Girl Scout year to fund your activities and projects. Troops and Service Units may purchase crafts and programming supplies and older girl troops can make needed deposits for future plans. The Girl Scout Cookie Program enables troops to get started on reaching their financial goals.

The Girl Scout Cookie Program is a platform for the Girl Scout Entrepreneurship Program. Girls learn how to set a goal, budget the costs, create a marketing plan and then go out and make it happen. The Girl Scout Cookie Program teaches girls valuable life lessons and to believe in themselves.

The product program is an integral part of a Girl Scout's journey toward leadership, learning and developing the five skills:

- 1. **Goal Setting:** Girls set cookie sales goals individually and with their team, create a plan to reach them and develop cooperation and team-building skills along the way!
- 2. **Business Ethics:** Girls are honest and responsible at every step of the Cookie Program. Business ethics are developed here to reinforce the positive values they are developing as a Girl Scout.
- 3. **People Skills:** Girls learn how to talk to, listen to, and work with all kinds of people while selling cookies. These experiences help them develop healthy relationship and conflict resolution skills they can use throughout their lives.
- 4. **Decision Making:** Girls help decide how the team will spend their cookie money, furthering their critical thinking and problem-solving skills.
- 5. **Money Management:** Girls take cookie orders, handle customers' money, and gain practical life skills in financial literacy.

2023 Girl Scout Cookie Theme is "GO BRIGHT AHEAD".

The 2023 Girl Scout Cookie Program provides girls with an opportunity to "Go Bright Ahead" while learning more about the Dolphin.

2023 Girl Scout Cookie Program Mascot is the BOTTLE NOSE DOLPHIN

Common bottle nose dolphins grow up to 13 feet long and can weight 1,300 pounds. Common dolphins can live for 40-60 years. Dolphins are part of the marine mammal species. Dolphins eat fish, squid and crustaceans. All dolphins have conical-shaped teeth. The Orca (killer whale) is the largest dolphin, and is not an actual whale.

This guide is designed to assist you with all aspects of the Girl Scout Cookie Program as the Troop Coordinator, Service Unit Director and/or the Cupboard Manager. It is a reference to help you with Girl Scouts of Central California South's policies, procedures, and resources.

We appreciate you so much and are here to support you!

-The Product Programs Department





IMPORTANT DATES

December 2022				
Month of December	2023 Cookie Materials shipped to Service Unit Directors ⇒ Service Unit Directors distribute to Troop Coordinators ⇒ Troop Coordinators distribute to girls			
Monday, December 12	Cookie Troop Coordinator, Service Unit Director and Cupboard Manager Training			
Tuesday, December 13	Cookie Training Workshop 1			
Wednesday, December 14	Cookie Training Workshop 2			
December 27—January 2	Boothing Lottery Selections Opens in ABC Smart Cookies			
January 2023				
Tuesday, January 3	Cookie Program ORDER CARD Orders Start			
Wednesday, January 4	Troops Initial Order Due in ABC Smart Cookies by 11:59 pm			
Thursday, January 5	Service Units Cupboards Initial Order Due in ABC Smart Cookies by 11:59 pm			
Tuesday, January 10	Cookie Program ONLINE SALES Start (ORDER CARDS continue)			
Monday, January 23	Boothing - FCFS (First Come, First Serve) Opens in ABC Smart Cookies			
Monday, January 23—27	Initial Cookie Drop (To Service Unit Cupboards)			
Saturday, January 28	Mega Drop (Individual Troop Pick-Up)			
Sunday, January 29	Cookie Program DIRECT SALES Start (ONLINE Sales continue) -includes walkabouts and lemonade stands			
February 2023				
Friday, February 6	In Lieu of Recognitions Form Due			
Friday, February 10	Boothing Begins -includes Single Scout boothing and Troop Boothing			
Friday, February 10	ACH Withdrawal—1			
March 2023				
Friday, March 3	ACH Withdrawal—2			
Sunday, March 19	Cookie Program ENDS (ONLINE and DIRECT Sales)			
Thursday, March 23	Parent Delinquency Form Due			
Friday, March 24	Troops Recognitions Orders Due in ABC Smart Cookie by 11:59 pm			
Sunday, March 26	Service Unit – Reviews and Confirms Troop Recognitions Orders are in ABC Smart Cookies by 11:59 pm			
Monday, March 27	ACH Withdrawal—FINAL			
April 2023				
Recognitions delivered to Service Unit Director—Service Unit Director deliver to Troop Coordinators, and Troop Coordinators deliver to girls Recognitions delivered to Council Coordinators—Council Coordinators distribute to Juliettes				
Weekly				
Monday, by 8:00 am	Troop Planned Orders Due (4 orders MAX per week)			
Monday, by 9:00 am	Service Unit Cupboard Planned Orders Due (1 order MAX per week)			





CONTACTS PAGE

Girl Scouts of Central California South

Phone: (800) 490-8653 Monday—Friday from 9-6 pm and after hour emergencies

Email: customercare@girlscoutsccs.org

Girl Scout Cookies Service Unit Director:	
Phone:	
Email:	,
Girl Scout Cookie Troop Coordinator:	
Phone:	
Email:	
ABC Smart Cookie Website: <u>www.smartcookies.com</u>	
ABC Username/Email:	_
ABC Password:	_
Product Delivery Date, Time, and Location	
Service Unit/Troop Pick-up Day:(Date and Time)	
Location:	
(Address) Girl Pick-up Day:	
(Provided by Cookie Troop Coordinator—Date and Time)	
Location:(Address)	
(Audress)	





PROGRAM BASICS



Money Handling

- No bill larger than a \$20.00 may be taken
 - * If a troop takes a bill larger than a \$20.00 and it is a counterfeit, Council will not reimburse the troop Keep money secure at all times- Daisies cannot handle money

Check Handling

Checks that are taken as a form of payment must have the following written on check: (see example check)

- ⇒ First and last name of the person who wrote the check
- ⇒ Phone number
- ⇒ Address
- ⇒ Driver license number
- \Rightarrow Date
- ⇒ Check Pay To: Girl Scouts of Central California South or **GSCCS**
- ⇒ Memo: Troop Number and/or Girl Name

Product Delivery

- ⇒ Service Units and troops are financially responsible for all product ordered
- ⇒ Council will not accept any product returns, unless damaged
- ⇒ Reach out to other service units, troops and council's Customer Care for help with excess product

Storage

- ⇒ Product should not be stored directly on the ground
- ⇒ Product must be kept in a temperature controlled environment
- ⇒ Chocolate items will begin to melt at 77° degrees
- ⇒ Do not leave product in a car; council will not reimburse for stolen product

Receipt, Receipt, Receipt

- ⇒ Never accept or transfer product without a detailed receipt
- ⇒ Once you accept and sign a receipt for product, you are financially responsible for it
- ⇒ Anytime money or product changes hands, both parties should have a signed receipt
- ⇒ Adjustments cannot be made without a corresponding receipt that shows the correct transaction.

Recognitions and Electronic Cookie Dough

- ⇒ Recognitions will need to be entered by the Troop Coordinator in Smart Cookies for each girl
- ⇒ Electronic Cookie Dough is a GSCCS council owned recognition and not managed by the Smart Cookies system
- ⇒ Electronic Cookie Dough is cumulative, starting at 300 packages sold





mm/dd/yy

PAY TO THE ORDER OF GIRL Scouts of Central California South \$ Amount

Amount in Word Form example: Forty and 00/00 DOLLARS

Your Bank 456 Main St Somehwere, US 10111

MEMO Troop # / Girl Name

Persons Signature

E123456789 E

TUUTUUTST

^{*}Please note that if a check does not clear the bank and the information above is not on the check, Council will not reimburse the troop.

SAFETY BASICS

Stay Safe!

Show you're a Girl Scout

- ♥ Use the Buddy System, girls should never sell alone!
- Wear a membership pin, uniform or Girl Scout apparel to identify yourself as a Girl Scout
- ♥ Be considerate, wash/sanitize hands between customers, and stay 3-6 feet apart from others
- Sanitize frequently touched objects such as phones, order cards, pens, etc.
- Be prepared for emergencies and always have a plan for safeguarding money
- ▶ Follow current CDC COVID-19 guidelines on https://www.cdc.gov.



- Never enter a home while selling product
- Never enter the vehicle of a stranger
- Never enter a yard if there is a dog or closed gate/fence
- Never accept food or beverages while selling
- Never sell door to door after dark

Be Street Wise

- **One of any establishment girls cannot legally enter or patronize**
- Always follow safe pedestrian practices
- **be aware of traffic when unloading products and passengers from vehicles**
- 4 Adults must be present at all times when taking orders, selling or delivering products
- ☼ Never lose sight of your Girl Scout

Protect Privacy

- Never share a Girl Scout's last name, phone number, or address
- Always protect privacy by not sharing a customer's personal information

Online Safety

- Girls should always be supervised while online
- Never publish a girl's last name, phone number, or address
- * Never post a girl's Smart Cookie online store link on a **3rd party resale site** (Ebay, Amazon, Craigslist, Facebook Marketplace etc.,)
- Posts about the Girl Scout Cookie Program can be made on your social media sites and shared by family and friends

An example is as follows: "Hi, my daughter is participating in the Girl Scout Cookie Program. To help support their troop activities this year, they are selling Girl Scout cookies. If you are interested in helping, please see the <u>link</u> provided."







BOOTH BASICS

HOW MANY CASES CAN FIT IN A CAR?				
Compact or 3-Door	23			
Hatchback or Small Wagon	25-30			
Mid-Sized Sedan (using back seat and trunk)	35			
8-Passenger Van or Sport Utility	60			
Full-Sized Station Wagon	75			
Standard Pick-up Truck	100			
Full-Sized Van WITH Seats	150			
Full-Sized Van WITHOUT Seats	200			

^{*} Information subject to change, depending on car interior, make, model, and year of vehicle.

Booth Lottery

A "lottery" is opened with council secured booth locations; where troops have the opportunity to select and participate in a cookie booth and sell cookies at storefront locations. The lottery is designed for troops to select "premium" locations, prior to the start of boothing.

Lottery Opens: December 27, 2023 at 7:00 pm Lottery Closes: January 2, 2023 at 11:59 pm Number of booths selections per troop: 50

Number of awarded "Premium" selections per troop: 4

Troops will be notified through their registered email of booths awarded by January 3, 2023

Log into ABC Smart Cookies—Booths—Schedule Booths

"Premium" locations such as Walmart and Sam's Club will be identified with a Purple "P."

- Select Location—date—time
- Select Save
- Repeat for all locations

Once completed, the maximum allowed number of lottery sections have been saved. Troop Coordinators will be notified by ABC of their lottery selections.

Review your selections in troop reservations.

Booths—My Reservation—Lottery

- Premium Wins
- Total Wins
- Requests

Booths can be deleted.

TIP: A DELETED BOOTH cannot be retrieved. ONCE DELETED, it may no longer be available to re-select.

First Come, First Serve Booth (FCFS)

Opens: January 23, 2023 at 7:00 pm

First come, first serve booths are non-premium/premium booth locations offered to troops to acquire additional boothing activities once the lottery has ended. FCFS booths may also include premium locations not selected during the lottery, and are now available. There is **NO** limit to selections.





BOOTH BASICS (CONT.)

Boothing

Troops are encouraged to set up booths at locations they secure. To secure a <u>booth</u>, outside of the council secured locations, contact the store owner/manager and establish a time and date your Girl Scout/Troop will be there. Adhere to all location restrictions and avoid council secured locations

- Download the Booth Request letter from the website
- Submit completed Booth Request letters to Customer Care
- Enter all Troop Secured Booths in Smart Cookies for council approval

Boothing Location Guidance

Boothing is a privilege. Remember, we are guests when we set up a cookie booth at a business location.

- Council will secure all participating Walmart Super Centers and Sam's Club locations within the five counties. Council is also securing other locations for the lottery, so there are more opportunities for everyone to booth
- Verify the locations with the "Boothing Do Not Call" list on the GSCCS website BEFORE requesting the location
- If a location is requesting a Certificate of Insurance (COI), contact Customer Care at 800-490-8653
- Booths must be safe for girls and adults at all times
- Booths must be away from traffic and cars, unless it is a Drive-Thru Booth
- NO boothing in front of an establishment minors are not allowed to enter
- NO boothing in streets or medians
- NO siblings, tag-alongs or pets at a booth
- Girls must be in uniform or in Girl Scout attire
- ALL booths must be marked with Girl Scout signage
- ALL booth locations must be entered into Smart Cookies and approved by Council

Booth Cancellation

If you cannot make your assigned booth location, CANCEL/RELEASE the location in the Smart Cookies. Releasing the booth location will allow another troop to secure it and host a cookie booth.

Troop Booth Team

- 1 adult with completed GSCCS background check and GSCCS adult membership
- 1 adult with completed GSCCS background check (does not need to be a GSCCS adult member)
- 2 Girl Scout at all times
 - ⇒ 1 girl can be at a booth with 1 adult, if the other Girl Scout is using the restroom or if there are extenuating circumstances (i.e.— late, car trouble, illness etc)
- Booth locations must be entered into Smart Cookies and approved by Council

Single Scout Booth Team / Juliettes Booth Team

These "Single Scout" booths are at the discretion of the Troop Coordinator.

- 1 adult with completed GSCCS Sterling background checked and GSCCS adult membership
- Booth locations must be entered into Smart Cookies and approved by Council
- Troop cookies must be used for booth
- Juliettes use her own inventory and replenished by council
- If at any time the Girl Scout needs to leave the booth, the booth must be shut down until she is able to return

Note: Any adult who is participating at a booth must be background checked as they are in direct contact with Girl Scouts.





BOOTH BASICS (CONT.)

Etiquette

- Do not block store entrances
- No eating or drinking while talking to customers. All food and drinks must be away from the booth table/area
- Girls are actively selling at a booth and not playing games, or on their phones—same goes for volunteers
- Girls are never to left alone at a booth and there must always be an adult with them at all times
- Girls are never to leave the booth with anyone other than their troop coordinator or their parent/guardian
- Boothing is not an adult activity, girls need to be the ones actively selling
- Adults are there to encourage and monitor the girls
- Resolve any conflicts peacefully

Setting & Staging

On day of activity, check-in with the store owner/manager to inform them you have arrived and to receive any special instructions from store management.

- ♦ Arrive 15 minutes before your time slot begins to set up your booth
- Make sure you are identified as a Girl Scout, be in uniform or Girl Scout logoed attire
- Set up cookie booth in the area designated by the store and not in any other area
- Set up your own table, and hang signs on your table, not on the store property
- ♦ Count all beginning inventory
- ♦ Bring plenty of product
- Bring a secured cash storage box (fanny bag, aprons, cash box etc)
- ♦ Bring enough change
- Do not ask the store for change during boothing

Tear Down & Take Away

- ♦ Allow 15 minutes to clean and pack up for the next troop
- Count all inventory and record accurately
- ♦ Secure all monies for deposit
- Breakdown all empty cases and take with you
- Remove all trash and take it with you



Managing Booth Conflicts

Another troop is at the same spot

Have a confirmation printout from Smart Cookies. Verify if you are at the correct

place and time slot, a lot goes on during cookies and mistakes happen. Do not get upset over a simple mistake. Talk with the other troop and try to work on a solution that benefits all the girls. If the problem persists, contact council for resolution.

Money/cookies are stolen

Do not chase/fight the person. Remember to keep te girls safe. Report the incident to the store manager and call the local authorities. Notify Council immediately and report the incident. Obtain a copy of the police report and turn it into Council.

Last troop did not clean up

Send an email to Customer Care and let them know. Make sure to get the troop number, date, time slot, and location. Take pictures of the area if allowable. (No girls)

Store manager has an issue/did not know you were coming

Call Council so the Product Program department can resolve the issue immediately. The Product Program department will talk with the store manager and try to resolve.

Conflicts with inappropriate questions from public or another organization

Remain calm and make sure the girls are safe—if needed remove the girls from the scene. Never engage in the conflict or inappropriate questions. If the person is persistent call the emergency GSCCS hotline and inform the store manager. Contact local authorities if needed.

Inappropriate behavior from another troop

If the behavior is currently happening, call the GSCCS emergency hotline so Customer Care can resolve the issue. If the behavior has stopped, send Customer Care an email with a description of the behavior, time, date and location. Provide troop number if possible. DO NOT video the incident and do not post to any social media outlet.

TYPES OF SALES CHART

Product	Sale Type	Money Collections	Delivery to Customers
Girl Scout Cookies	ABC Smart Cookies Online Girl Delivered	 ◆ Girls create a store in Smart Cookies and send emails to friends and family ◆ Customers pay ONLINE for GIRL DELIVERY ◆ Orders/payments automatically credited to girls 	 ◆ Delivered by girls to customers ◆ Direct sale to customers Girls to order cookies from Troop Coordinator when needed. Juliettes to order cookies from Council when needed.
	ABC Smart Cookies Online Direct Ship	 ◆ Girls create a store in Smart Cookies and send emails to friends and families ◆ Customers pay online for product and shipping ◆ Orders/payments automatically credited to girls 	Shipped directly to customers. (1-2 weeks standard deliver after order processing)
	In-Person ◆ Order Card ◆ Direct Sales ◆ Walkabouts ◆ Lemonade Stands ◆ Booths	 ◆ Girls collect orders on cookie order card ◆ Girls collect money from customers ◆ Girls turn in money to Troop Coordinator ◆ Juliettes turn in money to Council, Goldmine Stores 	 ◆ Delivered by girls to customers ◆ Direct sale to customers Girls to order cookies from Troop Coordinator when needed. Juliettes to order cookies from Council when needed.





TYPES OF SALES

ABC Smart Cookies Online

The online platform used for the Girl Scout Cookie Program is called ABC Smart Cookies. This platform allows girls to enter product ordered on the order card, set up a store, track online orders and more. To take orders online a girl must set up her own personalized online store. All orders and payments online will be automatically credited to the girl.

Girl Delivery option, the customer orders, pays online and product is delivered by girls. Online girl delivery orders are automatically added to a girl's order in Smart Cookies and delivered with order card orders to their Service Unit Director.

Girls must adhere to the following guidelines when they open their ABC Smart Cookies online store:

- ♦ May continue to take orders on their cookie order card
- ♦ May post their ABC Smart Cookie URL link on social media personal sites, with parent discretion and appropriation
- ♦ MAY NOT post their ABC Smart Cookie URL link on 3rd party resales sites, such as eBay, Facebook Marketplace, Offerup, Let it Go, Amazon, Mercari, etc.
- May advertise their Girl Scout is selling on resale sites but they CANNOT process any payments through these resale sites
- Online customers will have the option to have cookies shipped directly to them or have them "girl delivered" by the Girl Scout
- The "Girl Scout Cookie Delivery" option is available for the online store and available for the entire sale

Direct Delivery option, using the girls ABC Smart Cookies Direct link, customers can order, and pay directly. The product is shipped directly to customer's residence. Customer pays any shipping & handling cost accrued.

In-Person

Order Card

Girls receive an order card with pictures, descriptions, cost per item, and information; such as if a cookie is gluten-free, kosher, etc.

- Record items that customers wish to order
- Explain that products will be delivered by the Girl Scouts. Be sure to fill out the order card completely
- Payment may be collected at time of order (whenever possible) or at time of delivery
- Girls can take orders on their cookie order card prior to the direct sale start date and must adhere to the following guidelines:
 - ⇒ May advertise on public and private social media sites that they are taking orders.
 - ⇒ Parent/Guardians may take the cookie order card to their work place and must include a message from the Girl Scout.
 - ⇒ The message can state the Girl Scout personal goal, her troop goal, and what she is learning from the cookie program and so forth.
- May collect money and must provide receipt to the customer.
 - ⇒ Printable receipts are available on the Council website

Tip: Include customers phone number on the receipt to contact customer for cookie delivery

NOTE: if there is a complaint that if a customer paid but did not receive the cookies and customer has their receipt, the troop will be responsible for getting those cookies to them. If the customer does not have a receipt, the customer should contact the council for resolution.

Care to Share Option

Customers not wishing to purchase products have the option to donate \$6.00 toward Care to Share. The girl will receive credit for the donation and Council will donate the products to a local heroes. Always collect the Care to Share donation payment at time of order. This option is also available online.





TYPES OF SALES (END)

Direct Sale

Girls will have cookies on hand for "Direct" sale, they may participate in walkabouts, lemonade stands and boothing.

Walkabouts

A girl may "walkabout" her neighborhood with cookies on hand and sell door-to-door. Cookies are "mobile" and not a stationary selling station.

Lemonade Stands and Booths

Boothing/lemonade stands is an integral part of the Girl Scout Cookie Program! Cookie booths allow troops and girls the opportunity to engage in their community, earn troop proceeds, and work as a team. It is also an excellent opportunity for a girl to put her people skills into action.

Lemonade Stands

A <u>lemonade stand</u> is an individual stand located on residential property that is owned by the parent/guardian or by someone they know. Individual Girl Scouts and Juliettes may host a lemonade stand with adult supervision at all times. Lemonade stand booths are held on residential property, and must have consent from property owner

- 1 adult accompanied at all times
- Cookies assigned to the Girl Scout by the Troop Coordinator are used for lemonade stand activities
- Juliettes use her own cookie inventory and are replenished by Council
- If at any time the Girl Scout needs to leave the lemonade stand, the stand must be shut down until she is able to return

Booth Stand

A <u>booth</u> takes place in front of a business with the permission of the store owner. Drive-thru boothing is permitted, however, only adults may approach vehicles. Boothing may not take place in streets or medians, or BEFORE the boothing open date.

Drive-Thru Booth

- Girls should be instructed on safety and never allowed to approach vehicles. Adults must hand cookies to customers, take money, etc.
- Assign designated duties for each participant
- Troops must have permission from store property manager to set up a Drive-Thru booth
- All booths locations must be entered in Smart Cookies







SMART COOKIES— TROOP DASHBOARD

Welcome to Smart Cookies, the online platform for the Girl Scout Cookie Program. The role of the Troop Coordinator is to manage the Smart Cookies Troop Dashboard throughout the cookie program.

Smar+ Cookies IM

Navigating the Smart Cookies Dashboard—Troop Coordinator

The Troop Dashboard shows the following information.

- Troop Package Goal: troop goal, manually entered and can be changed throughout the sale
- Per Girl Average: shows last years PGA set in package quantity and will update the current years PGA
- Inventory Total Ordered: show last year's order amount in package quantity and will show this year's total
- Total Sold: shows what the troop sold last year and will update this year's volume sold throughout the season
- Total on Hand (Cases): inventory the troop has left to sell
- Important Dates: Council specific deadlines pertaining to the sale

My Troop

- Goals & Online Activities—view and create troop goal for all girls to view on their girl dashboard
- Troop Roster—verify all girl information is correct. Contact council if there are discrepancies
- Troop Information—verify all Troop information. Enter addresses, phone numbers, etc.
- Troop User Management—permissions granted by council, may not be available
- Troop Messages—send direct messages to the whole troop in your Smart Cookies roster or to individual girls

Orders

- Manage Orders—displays all orders for your troop
- Troop Initial Order—Troop Coordinators will place their Troops "Initial Order" into Smart Cookies
- Transfer Order—moves inventory within the troop or outside the troop
- Planned orders—orders more cases of cookies from a cupboard
 - ⇒ Submit a "planned order" to restock inventory for your troop
- Virtual Cookie Shares—documents the packages for donations sold by each girl within the troop

Booth

- Schedule Booth—pre-populated lottery locations, and FCFS are listed
 - ⇒ Make all your lottery selections here
- My Reservation—view troop secured booths, booth lottery and FCFS selections
- Troop Secured Booths—complete the information for your booth
 - ⇒ Select the Booth Permission box, this will allow council to approve your booth
 - ⇒ Add booth notes and additional details regarding your location/booth

Finances

Payments collected are recorded throughout the sale. Enter girl payment transactions here.

Reports

Obtain reports to view, download and print for troop/girl specific activity on Smart Cookies. Reports can be viewed, downloaded and printed in various formats. Commonly used reports:

- ♦ Troop Initial Order Summary
- ♦ Girl Balance Summary
- ♦ Recognition Order Summary by Girl
- ♦ Troop Balance Summary

TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks.

Available on Troop Dashboard—Safety and Training.





TROOP COORDINATOR

The role of the Troop Coordinator is to manage the Girl Scout Cookie Program for the troop. You will be the main point of contact for parents and girls. In addition, follow the guidelines, due dates and abide by the Girl Scout Law and Promise at all times.

In order to participate, all Troop Coordinators must

- 1) GSSCS registered membership, have a valid Live scan, and completed Mandated Reporter training
- 2) Be financially compliant with GSCCS Council
- 3) Completed Troop Financials for the previous Girl Scout membership year have been turned in, if the troop was active at any time from June 1 last year to June 30 of this year
- 4) Have a completed Troop Coordinator Participation and Financial Agreement Form for the 2022-23 year (DocuSign link located on GSCCS website www.girlscoutsccs.org)
- 5) Provide Troop bank account and routing number for ACH payments/proceeds

Duties and Responsibilities:

- Complete Troop Coordinator training provided by Council
- Complete set up as Troop Coordinator in Smart Cookies
- Adhere to important due dates and deadlines on the Calendar
- Verify Troop banking information in Smart Cookies
- Receive program materials* from Service Unit Director and distribute to participating girls
- Instruct Parents/Guardians to complete necessary product program training
- Verify roster of participating girls are correctly entered in Smart Cookies
- Verify girl/troops orders are entered/updated in Smart Cookies
- Receive ordered product from Service Unit/council cupboard and verify count before distributing to girls
- Distribute products to girls, verify product counts, and have parents sign the receipt for product

Never distribute cookies to girls without a providing the parent a receipt

- Collect all funds from girls and deposit into troop bank account, issue individual receipts for funds collected
 Never accept a payment without providing the parent with a receipt
- Submit Parent Delinquency forms to Council (forms located on GSCCS website www.girlscoutsccs.org)
- Enter/verify reward selections for girls are in Smart Cookies
- Receive recognitions from Service Unit Director and verify counts
- Distribute recognitions to girls

For any discrepancies with materials, products or rewards, contact your Service Unit Director immediately

* Program Print Materials

Troop materials provided by Service Unit Director and distributed to participating girls.

- 2023 Girl Scout Cookie Guide for Troop Coordinators, Service Unit Directors and Cupboard Managers
- ♦ Money and/or Cookie Receipt booklets
- ♦ ABC Cookie Order Cards
- ♦ Money Envelopes

Girl Seller Packet—ONE PER PARTICIPATING GIRL

- ⇒ ABC Cookie Order Card
- ⇒ Money Envelope

TROOP COORDINATOR (CONT.)

Coordinating the Girl Scout Cookie Program for the troop

The role of the Troop Coordinator is to coordinate the Girl Scout Cookie Program and navigating Smart Cookies Troop Dashboard throughout the cookie program.

Upon successful completion of the Troop Coordinator DocuSign that has been approved by GSCCS council, you will receive an email invitation to set up your administrative level access to Smart Cookies system. Below are the steps to successfully coordinate your Girl Scout Cookie Program.

Getting Started

Go to www.abcsmartcookies.com and create a user account.

- The registration email will come from "Noreply@abcsmartcookies.com"
- Click on the registration link to register
- Enter USER information, add photo, address and create password
- Once complete, you will receive an official email from ABC Smart Cookies

TIP: Write down your username and password on the Contact Page.

Troop Initial Order

The Troops "initial order" is the first order received by the troop. It is ordered in full cases (12 packages), by each variety. The Initial Order deadline is highlighted on the calendar and also listed on the Important Dates on your Smart Cookies troop dashboard. The troops initial order is received at "Mega Drop". Service Units may host their own "Mega Drop".

On ABC Smart Cookies—Orders—Troop Initial Order

- Enter each flavor by full cases. (1 case=12 packages)
- ADD notes as necessary
- Select Ready for Review
- Select SAVE to complete

Review your "initial order"

Go to Orders—Manage Orders—Initial Orders

- Select Edit and make changes by the deadline
- Select Ready for Review
- Select SAVE to complete

Mega Drop—Initial Order Pick-Up

Troops initial orders are received at council mega drop. Service Units may host their own mega drop for their service unit region and are operated by the Service Unit Director. Troops participating in the council mega drop will be notified accordingly.

Economy Warehouse—Fresno Mega Drop—Madera, Fresno, Tulare and Kings county Hansen's Warehouse—Bakersfield Mega Drop—Kern county

- Clear all vehicles used of any items, removing infant car seats, and booster seats not in use
- Fold down or remove seats, (if applicable) and clear trunk space
- Follow all directions given at pick-up
- Count all cases and sign the receipt
- Verify "initial order" quantity matches in Smart Cookies







TROOP COORDINATOR (CONT.)

Restocking—Troop Planned Orders

Troops place "Planned Orders" to restock cookies for the troop in Smart Cookies.

- Planned Orders are limited to 4 orders per week
- Available for pick up at a Service Unit or Council cupboard
- All planned orders are in full cases (1 cs = 12 pkg)
- Verify planned order received matches Order Transfer Receipt (OTR) in Smart Cookies
 - ⇒ For service unit cupboard discrepancy notify the Service Unit Cupboard Manager
 - ⇒ For council cupboard discrepancy notify the Product Programs dept

Product Distribution and Transfer to Girl (T2G)

- Distribute cookies to each girl physically and electronically in Smart Cookies
- Parent/Guardian count and inspect all cookies received
- All parties must sign the cookie receipt or transfer order receipt
- Transfer to Girl (T2G) in Smart Cookies for all cookies received by girls
 - ⇒ Transfer Order—Troop to Girl
 - ⇒ Select Girl and Apply
 - ⇒ Enter total Packages transferred to girl
 - ⇒ Enter Order Notes if any
- At the end of the sale, Troop Dashboard should show "Cookies on Hand" at 0

TIP: Never transfer cookies without a corresponding signed receipt by all parties

Transfer Orders

Make the appropriate transfers for all inventory. Types of transfers:

⇒ T2T—troop to troop

Booth Sales Distribution

Packages sold at a troop booth, including Cookie Share, are credited to the girls that participated at the cookie booth. Booth Sales will add to their overall individual rewards for total packages sold. It is important to keep accurate records of how many packages were sold and who participated at the booth.

- Download the Booth Inventory worksheet
- Track each booth activity
- Use the Smart Booth Divider on the Troop Dashboard to allocate cookies to girl
 - ⇒ The booth divider will evenly distribute to the girls selected and cookies selected.
 - ⇒ Adjustments may be needed, adjust accordingly

Banking and Payments

All monies collected at a booth are deposited directly into the troop bank account and not recorded in Smart Cookies.

- Deposit all money into your troop bank account frequently and keep all receipts
- Monies collected over \$1,000+ must be deposited within 72 hours into the troops bank account
- Amount owed to GSCCS will be deducted via ACH withdrawal according to calendar schedule
- Troops balance due is calculated automatically in the Smart Cookies system

Girl Payment Transactions

All girl payments are collected, deposited into troop bank account and are recorded in Smart Cookies.

- Issue parent/guardian receipt for all monies received
- Record all payments received in Smart Cookies—Finances tab
- Add "Financial Transaction" in Smart Cookies for all **GIRL** payments received
- At the end of the sale, Girl Balance Summary should be at \$0 balance

TIP: Never accept a payment without providing the parent with a receipt



TROOP COORDINATOR (CONT.)

Automatic Clearing House (ACH)

Automatic Clearing House (ACH) processes electronic financial transactions—such as direct deposit, and direct payments. Council uses this method for collecting payments from troop and service units for financials owed. This process also operates as a payments to troops and service units proceeds for packages sold.

- ACH 1—Withdrawal—February 10, 2023
 - \Rightarrow As of February 5, 2023, at 11:59 pm
 - ⇒ Total packages, includes all initial orders and any planned orders
 - ⇒ Minus credit card payments
 - \Rightarrow -\$1.00 per package
- ACH 2—Withdrawal—March 3, 2023
 - ⇒ As of February 26, 2023, at 11:59 pm
 - ⇒ Total packages, includes all planned orders
 - ⇒ Minus ACH 1, credit card payments, and cookie donor buyouts
 - \Rightarrow -\$3.50 per package
- ACH 3—Final—March 27, 2023
 - ⇒ As of March 26, 2023, at 11:59 pm
 - ⇒ Total packages sold
 - ⇒ Minus ACH 1, and ACH 2, credit card payments, and cookie donor buyouts
 - \Rightarrow -\$4.95 per package

In Lieu of Recognitions Form (Cadettes, Senior and Ambassador troops only)

- Troop proceeds will be an additional +\$0.20 per package sold
- Every girl and parent/guardian in the troop must sign and agree on NOT receiving recognitions
 - ⇒ Girls only receive patches, earned membership and Electronic Cookie Dough
- Download the "In Lieu of Recognitions Form from council website
 - ⇒ Submit In Lieu of Recognitions form to Customer Care at customercare@girlscoutsccs.org
 - ⇒ In Lieu of Recognitions form is due February 6, 2023

Recognitions & Electronic Cookie Dough

Troop Coordinators will create the Recognitions Order for each girl in the troop in Smart Cookies.

- Review recognitions for each girl—make all selections, choice, size etc.
- Order the "EXTRAS" for each girl
 - ⇒ Ancillary patches (Cookie Techie, Cookie Share etc.)
 - ⇒ Submit all orders for review
- Download the Recognitions Order Summary Report by Girl from Smart Cookies
- Electronic Cookie Dough will be distributed/managed at council level
- Distribute all recognitions in a timely manner to girls

Reports

Obtain reports to view, download and print for troop/girl specific activity in Smart Cookies. Reports can be viewed, downloaded and printed in various formats. Share these reports with the Troop Treasurer to reconcile the cookie deposits and ACH payments for troop financials.

TIP: Smart Cookies website shuts down for archiving, save all reports by June 30, 2023

- Girl Cookie Detail Summary
- Mobile and E-Card Summary
- Troop On-Hand Inventory
- Troop Balance Summary
- Girl Balance Summary

- Available Booth Summary
- Booth Sales Credit Card Transactions Export
- Recognitions Order Summary by Girl
- Girl Cookie Totals Summary





TROOP COORDINATOR (END)

End of Sale

- Verify troops have Total On Hand Inventory is
- Verify troops girl balance summary is accurately recorded in Smart Cookies
- Verify all recognition orders have been submitted
- Deposit all monies to bank for ACH withdrawals
- Record all girl payments in Smart Cookies to be accurate
- Download all reports needed for End of Year Financials
- Download all reports needed for Troop Recognition distribution
- Save/download necessary reports from Smart Cookies

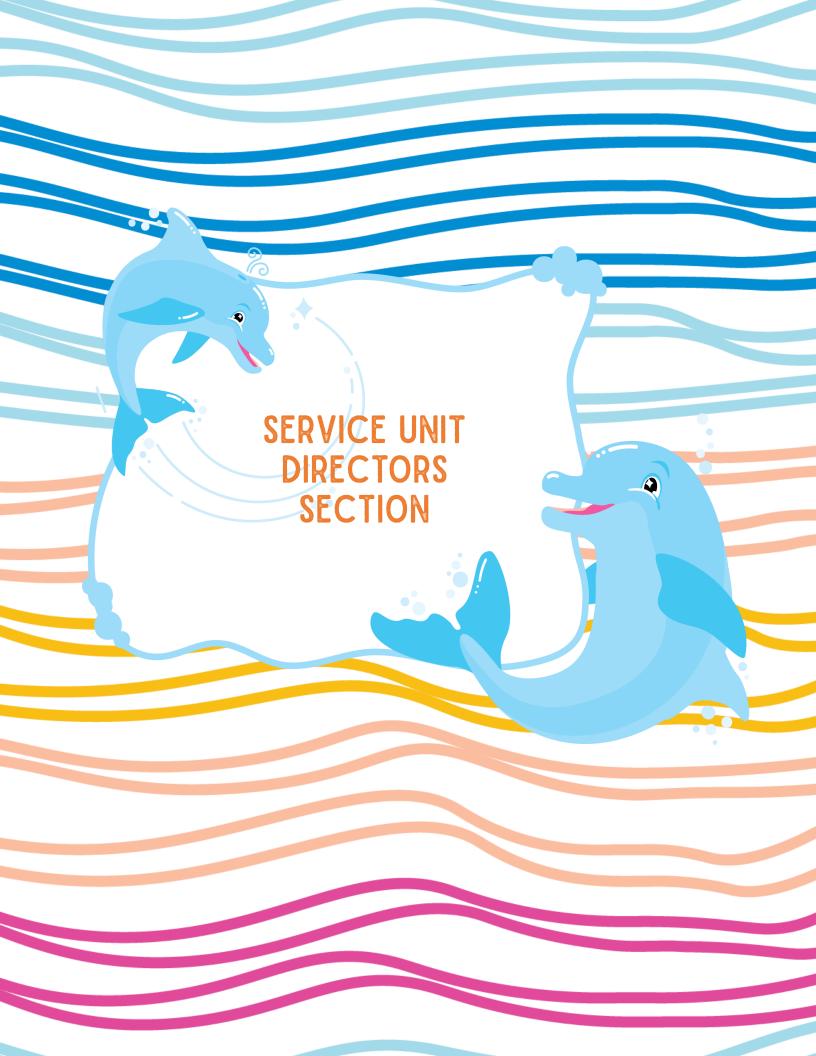
Parent Delinquency Form

Troop Coordinators must fill out this form when a parent/guardian has unpaid cookie debt at the end of the cookie program. Submitting a Parent Delinquency form relieves the troops financial obligation to the council for that individual.

- Download the Parent Delinquency form from the council website.
 - ⇒ Submit the Parent Delinquency form to Customer Care at customercare@girlscoutsccs.org
 - ⇒ Parent Delinquency form is due March 23, 2023







SMART COOKIES— SERVICE UNIT DASHBOARD

Welcome to Smart Cookies, the online platform for the Girl Scout Cookie Program.

Navigating the Smart Cookies Dashboard—Service Unit Dashboard

The Service Unit Dashboard shows the following information.

- Per Girl Average (Packages): shows last years PGA set in package quantity and will update the current years PGA
- Initial Order/Transfers Sold (Cases): shows troops initial order/transfers last season and this season
- Cookie Share Sold (Cases): shows troops cookie share total from last season and this season
- Direct Ship Sold (Cases): shows troops direct ship sold from last season and this season
- Total Sold—shows what the troop sold last year and will update this year's volume sold throughout the season
- Important Dates: Council specific deadlines pertaining to the sale

Orders

- Manage Orders—displays all orders for your troop
- Troop Initial Order—Troop Coordinators will place their troops "Initial Order" into Smart Cookies
- Transfer Order—moves inventory within the troop or outside the troop
- Planned orders—orders more cases of cookies from a cupboard
 - ⇒ Submit a "planned order" to restock inventory for your troop
- Virtual Cookie Shares—documents the packages for donations sold by each girl within the troop

Booth

- Schedule Booth—pre-populated lottery locations, and FCFS are listed. Make all your lottery selections here.
- My Reservation—view troop secured booths, booth lottery and FCFS selections
- **Troop Secured Booths**—complete the information for your booth. select the Booth Permission box, this will allow council to approve your booth. Booth Notes, add additional details regarding your location/booth

Rewards

- Manage Recognition Orders—view troop recognition orders
- Recognitions—view all recognitions are entered and have been reviewed
 - ⇒ Click the checkbox on the right of each troop and click Commit All at the bottom

Finances

Can view and edit all troop and girl payments are recorded throughout the sale.

Reports

Obtain reports to view, download and print for Troop/Girl specific activity on Smart Cookies. Reports can be viewed, downloaded and printed in various formats.

My Service Unit

- Service Unit Info—enter all information here
- Girls—verify all girl information is correct
 - ⇒ Contact council if there are discrepancies
- Troops—verify all troop information
 - ⇒ Enter addresses, phone numbers, etc.
- User Management—permissions granted by council, may not be available
- Emails –send emails to individual troops or bulk email to all troops
- Messages—send direct messages to troops, girls, and cupboards

TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks.

Available on Service Unit Dashboard—Safety and Training.





SERVICE UNIT DIRECTOR

The role of the Service Unit Director is to coordinate the Girl Scout Cookie Program for your Service Unit and be the main point of contact for the troops. In addition, follow the guidelines and due dates and abide by the Girl Scout Law and Promise at all times.

In order to participate, all Service Unit Directors must have:

- 1) GSSCS registered membership, have a valid Live scan, and completed Mandated Reporter training
- 2) Be financially compliant with GSCCS Council
- 3) Completed Service Unit Financials for the previous Girl Scout membership year have been turned in, if the Service Unit was active at any time from June 1, last year to June 30 of this year
- 4) Have a completed Service Unit Director Participation and Financial Agreement Form for the 2022-23 year (DocuSign link located on GSCCS website www.girlscoutsccs.org)
- 5) Provide Service Unit bank account and routing number for ACH deposit of proceeds

Duties and Responsibilities

- Complete Service Unit Director training provided by Council
- Complete Smart Cookie set up as Service Unit Director
- Adhere to important due dates and deadlines
- Verify Service Unit banking information in Smart Cookies
- Provide Service Unit address for delivery of materials, products and rewards
- Receive and distribute program materials* to Troop Coordinators
- Instruct Troop Coordinators to complete all necessary product program training
- Communicate with Troop Coordinators to answer any questions/concerns
- · Assist Troop Coordinators with transfers, and financials transactions and cookie management
- Verify all participating troops have Troop Coordinators and are in Smart Cookies
- Verify Troops initial orders are entered/updated in Smart Cookies by due dates
- Distribute products to Troop Coordinators and have them verify count and sign receipt (if applicable)
- Receive recognitions and verify counts before distributing to troops
- Contact council for assistance with Troop Coordinators

For any discrepancies with materials, products or recognitions, contact Customer Care immediately at (800) 490-8653 or email customercare@girlscoutsccs.org

* Program Print Materials

Service Unit materials provided by Council distributed to participating troops.

- 2023 Girl Scout Cookie Program Guide for Troop Coordinators, Service Unit Directors and Cupboard Managers
- Money and/or Cookie Receipt booklet
- ♦ ABC Cookie Order Cards
- Money Envelopes

Troop Packet—ONE PER PARTICIPATING TROOP

- 2023 Girl Scout Cookie Program Guide for Troop Coordinators, Service Unit Directors and Cupboard Managers
- ⇒ ABC Cookie Order Cards (quantity for entire troop)
- ⇒ Money Envelopes (quantity for entire troop)
- ⇒ Money and/or Cookie Receipt booklets



SERVICE UNIT DIRECTOR (CONT.)

Managing the Girl Scout Cookie Program for the Service Unit

Welcome to the ABC Smart Cookie, the online platform for the Girl Scout Cookie Program.

Registration

You will receive an email invitation to set up your administrative level access to the Smart Cookies online system. Your access email will prompt you to create a password to access your Smart Cookie Volunteer account. You will be prompted to complete certain account information, as applicable. You will be able to see a list of pre-uploaded Troops.

Service Unit Information

In Smart Cookies, on the My Service Unit tab, verify all information. Enter addresses, phone numbers, etc.

Managing Initial Orders for Troops

- Service Unit Directors will need to verify troops "Initial Order" is submitted into Smart Cookies by the due date
- A list of troops who have not placed orders will generate in Smart Cookies
- Contact all troops with NO initial order
 - ⇒ Contact can be made by email, phone or by Smart Cookies
 - ⇒ Create and submit initial order on troops behalf

Managing Booths for Troops

- Review troop secured booths in Smart Cookies
- Approve /cancel booths for troops
- Contact Troop Coordinators for any cancellations and explain
- Assist troops with troop booth divider

Managing Transfer Orders

Make the appropriate transfers for all inventory for troops/girls. Types of transfers:

- ⇒ T2T—troop to troop
- ⇒ T2G—troop to girl

Managing Recognitions Orders for Troops

- Download the Incomplete Recognition Orders report from Smart Cookies
- Review all Troop orders
- Verify that troops placed the Recognition Order for each Girl and is receiving the correct item for cookies sold
- Submit the Recognitions Order for each Troop to council in Smart Cookies
- Commit ALL troop orders for processing

Managing Recognitions Distribution and Electronic Cookie Dough for Troops

- Recognitions will ship to the Service Unit Director address entered into Smart Cookies and will be delivered in May/June 2023
- Download the Recognitions Order Summary by troop from Smart Cookies
- Sort recognitions by troop and contact your troops with the delivery date, time and location
- Distribute all recognitions to troops in a timely manner
- Return any troops recognitions to council
- Electronic Cookie Dough is a product of GSCCS Council, and not managed by the Smart Cookies system
- Electronic cookie dough will be managed by council and distributed to girls
- Service Unit proceeds will be distributed by ACH in July/August





SERVICE UNIT DIRECTOR (END)

Reports

Obtain reports to view, download and print for Troop/Service Unit specific activity in Smart Cookies. Reports can be viewed, downloaded and printed in various formats. Share these Smart Cookies reports with the Service Unit Treasurer to reconcile proceeds the Service Unit receives from ACH in August/July.

TIP: Smart Cookies website shuts down for archiving, save all reports by June 30, 2023

Recommended reports to save

- Troops with no Initial Order
- Troops On Hand Inventory
- Total Sales and Finances by Troop View 1,2,3
- Available Booth Summary
- Booked Booth Summary
- Incomplete Recognitions Order
- Recognitions Summary by Service Unit
- Total Troop Sales and Finances—Condensed View
- Troop Balance Summary

End of Sale

- Verify troops Total On Hand Inventory is <u>0</u>
- Verify troops girl balance summary is accurately recorded in financial transactions
- Verify all recognition orders have been submitted
- Download all reports needed for End of Year Financials
- Download all reports needed for troop recognition distribution
- Save/download necessary reports from Smart Cookies









SMART COOKIES— CUPBOARD DASHBOARD

Welcome to the ABC Smart Cookie, the online platform for the Girl Scout Cookie Program. Become familiar navigating the Smart Cookie dashboard as a cupboard user. All cookie transactions will be managed using the Cupboard user platform.



Navigating Smart Cookies—Cupboard Dashboard

The Cupboard Dashboard shows the following information.

- Total ordered (Cases): The total number of cases ordered from the cupboard in the current season in both case quantity and dollar value
- Total Transferred (Cases): The net number of cases transferred to and from Troops that are assigned to that Cupboard in case quantity and dollar value
- Total on Hand (Cases): The cupboard inventory in cases is available to be transferred out to Troops
- Important Dates: Council specific deadlines pertaining to the cupboard user
- Task: List of any specific instructions from Council
- Messages: Messages from Council will appear here

Orders

- Manage Orders—displays all orders for your cupboard.
 - \Rightarrow All
 - ⇒ Initial Order
 - ⇒ Planned
 - ⇒ Restock
 - ⇒ Transfer
 - ⇒ Damaged
 - ⇒ Cookie Shares
 - ⇒ Direct Ship
 - ⇒ CS Donation
- Cupboard Initial Order—Place cupboard initial order
- **Transfer Order**—The transfer function is used to transfer product from the cupboard. Make the appropriate transfers for all inventory. Types of transfers:
 - ⇒ C2C—cupboard to cupboard
 - ⇒ C2T—cupboard to troop
 - ⇒ T2C—troop to cupboard
- Planned Order—Troops will place planned orders each week to indicate what they want to pick up from the cupboard.

Reports

Reports can be viewed, downloaded, and printed in various formats. Report categories:

- Entity
 - ⇒ Troop Listing
- Inventory & Delivery
 - ⇒ Cupboard Inventory
- Orders
 - ⇒ Cupboard Activity Summary
 - ⇒ Planned Order Report
 - ⇒ Planned Order Report w/Signature
 - ⇒ Transfer Order
 - ⇒ Transfer Order Summary

TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks.

Available on Cupboard Manager Dashboard—Safety and Training.

CUPBOARD MANAGER

The role of the Service Unit Cupboard Manager is to manage the Cookie Cupboard for the Troops. Troops will be able to pick up additional cookies throughout the cookie program from a cupboard assigned to them. Troop Coordinators will place planned orders against the cupboard and receive cookies. You will be the main point of contact for Troops and the Product Program Department

In order to participate, all Service Unit Cupboard Manager must

- 1) GSSCS registered membership, have a valid Live scan, and Mandated Reporter training
- 2) Be financially compliant with GSCCS Council
- 3) Completed Service Unit Financials for the previous Girl Scout membership year have been turned in, if the Service Unit was active at any time from June 1, last year to June 30 of this year
- 4) Have a completed Service Unit Director Participation and Financial Agreement Form for the 2022-23 year

Duties and Responsibilities

- Participate in the Service Unit Cupboard Manager Product Program training.
- Set and maintain a schedule of operation for the Cookie Cupboard in ABC Smart Cookies.
- The Cupboard Manager is free to set their own hours as they please or they can run by appointment only.
- Make clear and precise guidelines for troops to follow for your Cookie Cupboard.
- Sign and accept financial responsibility for all product received in the Cupboard.
- The Cupboard Manager is liable for any loss or damaged product caused by negligence-please note: if product is unsold, and not returned by the date given by Council, the Cupboard Manager will be financially responsible.
- The Cupboard Manager must sign receipts when product delivered, and when product is picked-up.
- The Cupboard Manager must provide receipts when troops pick up cookies.
- The Cupboard Manager keeps a copy, and the Troop Coordinator keeps a copy- no receipt no cookies.
- Collect and review all Cookie Program documentation required by Council Product Program Department.
- Be financially responsible for the cookies delivered to your cupboard.
- Keep accurate inventory of cookies
 - 1) checking your cupboard inventory reports in ABC Smart Cookies
 - 2) Processing Planned Orders
 - 3) Taking physical counts of the cookies
- Approve planned orders when they are picked up (this should be done daily)
- Submit a weekly count to Product Programs of your cupboard inventory for restocking purposes or any time Council requests an inventory count.
- Provide a temperature-controlled environment to store cookies.







MANAGING THE CUPBOARD

Managing the Service Unit Cupboard

- Update cupboard info—verify all contact information is accurate, especially the email for notification purposes
- Set planned orders dates—set cupboard dates of operation, this will allow Troops to pick up their planned orders from your cupboard.
- Select ALL days the cupboard will be open
 - ⇒ Adhere to these times and keep the schedule updated
- Cupboards are CLOSED Mondays for inventory, do not add Mondays to your availability
- Cupboard restock delivery vary by distributors availability
- Cupboards can be OPEN Thursday through Sunday

TIP: IF NO cupboards dates/times are selected, Troops WILL NOT be able to place planned orders

Cupboard Distribution to Troops

- Print out the Planned Order Report w/Signature
- Review all troops planned orders
- Count all cupboard inventory by cookie flavor to satisfy order
- Count all cookies with receiver upon pick-up, and have receiver sign the Planned Order Report
- Make order adjustments as needed in Smart Cookies
- APPROVE all planned orders received in Smart Cookies
- Troops CANNOT pick up additional cookies without a "planned order"
- Troops have 48 hours to pick-up their planned order, otherwise it can be deleted
- All planned orders NOT received must be deleted in Smart Cookies to maintain accurate inventory

Inventory Management

- Download the Cupboard Inventory Report in Smart Cookies
- Count all inventory by cookie flavor, each pallet, each case, each single package
- Verify count matches Smart Cookie system
- Verify planned orders have been approved
- Make inventory adjustment as needed in Smart Cookies
- Submit Inventory Report form to Customer Care EVERY Monday by 9:00 am

Restocking your Cupboard

To restock your cupboard, council will review your Smart Cookie cupboard inventory, your planned orders and your Inventory Report form. Council will submit a planned order for your cupboard with the delivery agent for distribution.

Submit an Inventory Report form to Customer Care EVERY Monday by 9:00 am

Damages

A product that is physically damaged and cannot be used for troop distribution is considered "damaged".

- Do not accept/sign physically damaged cases upon pallet delivery, return to distributor immediately
- Adjust receipt for accuracy, and inform council for adjustment to your order transfer receipt
- Return ALL damaged cookie packages/cases to council

End Of Sale—Closing the Cupboard

- Download the Cupboard Inventory report in Smart Cookies
- Count all inventory by cookie flavor, each pallet, each case, and each single package
- Verify count matches Smart Cookie system <u>Total on Hand</u>
- Return all inventory to council, including damages not returned
- Return all Planned Order Reports w/Signatures to council
- Return all receipt booklets to council





GLOSSARY

The wonderful world of the Girl Scout Cookie Program comes with its own vocabulary! Be prepared with these phrases and words used throughout the guide.

Glossary for the Girl Scout Cookie Program:

- ABC Smart Cookie—online platform used for sales of Girl Scout Cookies.
 This system is used to manage girl cookies orders, troop and service unit transfers, rosters and track sales.
- ABC Smart Cookie Credit Card Processing—the way booth and girl delivery credit payments will be taken. Girls can accept credit cards payments using the Smart Cookies app and website.
- ACH— Automatic Clearing House (ACH) processes electronic financial transactions—such as direct deposit, and direct payments. Council uses this process for collecting and distributing payments from/to the troop and service unit bank accounts.
- Boothing Lottery—a system in Smart Cookies for boothing opportunities. A "lottery" is opened for council secured boothing locations, where Troops have the opportunity to secure and participate in a cookie booth and sell cookies
- **Cookie Rallies**—Individual Service Units host "rallies" or events to get their Girls excited for the cookie program.
- Cookie University—A learning opportunity for girls, parents and troops to learn about the Girl Scout Cookie Program
- Electronic cookie dough—Council owned incentive reward, starts at 300 packages sold, \$10 in Electronic cookie dough increments, and accumulative up to \$600 MAX. Electronic cookie dough has no cash value and cannot be redeemed for cash.
- **Direct Ship**—online orders shipped to customer from ABC Bakers
- **DocuSign**—the secure system used for all the cookie agreements
- E-Card—the invitation girls will send out in Smart Cookies to their customers allowing the option to order Direct Ship or Girl Delivery for cookie product
- **FCFS**—first come, first serve booths. First Come, First Serve booths begin after the lottery
- **Girl Scout Cookie Delivery**—items ordered online and delivered by girls
- GS Learn—the online training system accessed by the MYGS account for volunteers and parents.
- Juliette—an individual Girl Scout that is not associated with a particular troop
- Location Restrictions—any locations that council secured, including Walmarts, Sam's Club, and Joann's stores.
- Parent Delinquency Form—Troop Coordinator must fill out this form when a parent/guardian has unpaid cookie debt at the of the cookie program
- PPE—"personal protective equipment" such as a facemask, face shield, latex/nitrile gloves, and hand sanitizer etc., equipment designed to protect the wearer's from injury or infection
- **Troop Secured Booth**—booths that troops are encouraged to set up on their own at locations they secure on their own

Girl Scout Promise

On my honor, I will try;

Top serve God and my Country

To help people at all times,

And to live by the Girl Scout Law

Girl Scout Law

I will do my best to be;

honest and fair,

friendly and helpful,

considerate and caring

courageous and strong and

responsible for what I say and do

And to

respect myself and others

respect authority

use resources wisely

make the world a better place

and to be a sister to every Girl Scout.



