

★ 2025 ★

EMBRACE POSSIBILITY

Girl Scout Cookie Program Guide for
Troop Coordinators, Service Unit Directors,
and Cupboard Managers



girl scouts
of central california
south

Topic	Page
Important Dates	3
Girl Scout Cookie Program	4
ABC Bakers	5 - 6
Digital Toolkit & Online Resources	7 - 8
Booth Basics	9 - 10
Types of Sales Charts	11
Types of Sales	12
Troop Coordinator	13 - 17
Service Unit Director	18 - 21
Service Unit Cupboard Manager	22 - 24
Glossary	25

Girl Scouts of Central California South

Customer Care
(800) 490 - 8653

customercare@girlscoutsccs.org

ABC Smart Cookies

Customer Care
(855) 444 - 6682

customercare@girlscoutsccs.org

Digital Cookie

<https://digitalcookie.girlscouts.org/login>

For help click “Help” at the bottom of the page to submit a help ticket request.



Important Dates

1/17/2025

December 2024

Sunday, December 22	Boothing lottery sign-up starts
---------------------	---------------------------------

January 2025

Monday, January 6	Boothing lottery sign-up ends at 4:00pm
Monday, January 6	Boothing lottery runs at 8:00pm
Wednesday, January 8	Troops can start their Initial Order
Thursday, January 9	Initial Order due by SU
Wednesday, January 15	Troops Secure Own Booths - Adhere to "Do Not Call List"
Thursday, January 23 (7:00 PM)	FCFS (First Come, First Serve) Booths Open in Smart Cookies

February 2025

Saturday, February 1	Mega Drop
Sunday, February 2	GIRL SCOUT COOKIE PROGRAM START (Order Card & Online Sales)
Week of February 3—7	Cupboard Cookies Drop
Saturday, February 8	Boothing starts
Friday, February 16	Troop: In Lieu of Recognitions Form Due
Friday, February 21	ACH 1 Withdrawal (\$1.00 per package on Feb 10th)

Cookie Weekend February 21 - 23

March 2025

Saturday, March 1	Can begin creating recognition orders
Friday, March 21	ACH 2 Withdrawal (\$3.00 per package on March 10th)
Monday, March 31	GIRL SCOUT COOKIE PROGRAM ENDS (Direct and Online Sales, ABC/Digital Cookie access ends)

April 2025

Wednesday, April 2	Recognition orders due by Girl Scouts
Friday, April 4 (11:59 PM)	Troop: Reviews/Confirms Recognition Orders in Smart Cookies
Sunday, April 6	Parent Delinquency Forms due
Sunday, April 6 (11:59 PM)	Service Unit: Reviews/Confirms Recognition Orders in Smart Cookies
Friday, April 18	ACH 3 FINAL Withdrawal (Balance Due)

May/June 2025

Recognitions delivered to Service Unit Director/Council Coordinators Service Unit Director/
Council Coordinators deliver to Troop Coordinators and Troop Coordinators deliver to girls.

Product Programs are an integral part of Girl Scouts' journey toward leadership, learning, and developing the five key skills in entrepreneurship through the Fall Product Program and the Girl Scout Cookie Program.



Decision Making: Girl Scouts help decide how to market their sales and what to do with their earnings. This matters because they must make many decisions, big and small in their lives. Learning this skill helps them make good ones.



Money Management: Girl Scouts develop a budget, take orders, and handle customers' money. This matters because they need to know how to handle money - from their lunch money to their allowance and to someday their paycheck.



People Skills: Girl Scouts learn how to talk and listen to their customers, as well as work in a team with others. This matters because it helps them do better in school (on group projects, on a sports team, and on the playground) and later, at work.



Goal Setting: Girl Scouts set goals and with their team, create a plan to reach them. This matters because they need to know how to set and reach goals to succeed in school, on the job and in life.



Business Ethics: Girl Scouts act honestly, and responsibly during every step of product program sales. This matters because employers want to hire ethical employees - and the world needs ethical leaders in every field.



5 Core Classics



CARAMEL
DELITES



PEANUT BUTTER
SANDWICH



THIN MINTS



PEANUT BUTTER
PATTIES



TREFOILS

+4 More Crowd Pleasers



ADVENTUREFULS



LEMONADES



TOAST-YAY!



CARAMEL
CHOCOLATE CHIP

ABC Bakers Cookies feature:

- Kosher
- Zero trans fats
- No partially hydrogenated oils
- No high fructose corn syrup
- Halal certified
- Certified Sustainable Palm Oil/RSPO (exception of Gluten Free cookies)
- Recycled cartons, trays (check your local recycling center)



Journey of a Girl Scout Cookie



Network of Distributors



ABC's digital toolkits and online resources can all be found in one place - Smart Cookies! This is a snapshot of the resources designed for volunteers, girls, and parents!

- Everyone can access these tools, anytime, you don't need to log in for access.
- Simply go to Smart Cookies and click the tabs at the top of the website.
- On Flickr you will find our rally guide, booth poster, fun clip art, and creative social media posts for selling.
- ABC's Youtube channel holds Smart Cookies training videos, and other fun videos, while our Facebook page for volunteers is super helpful as well.



www.abcsmartcookies.com

- Theme clip art, certificates, etc.
- Selling safely video and tips
- Cookie information and calculators
- Activity tips and how-to's
- Standard forms
- Rally guide



Smart Cookies 7.0

Smart Cookies is a single sign-on and user friendly responsive design platform across all devices (laptops, tablets, and smartphones) designed for Troop Coordinators.

- The dashboards optimize inventory management at all levels and provides “at a glance” sales information.
- Volunteers can schedule booth sites, and share those sites thru social media.
- Comprehensive booth management with social sharing capabilities.
- Smart Booth Divider accessible.
- Extensive reports library users, orders, booths, rewards, finances, and inventory.
- Three year archive report access.
- Not a girl seller platform.



Virtual trainings and powerful online tools for volunteers!



SMART COOKIES
ONLINE TRAINING



VOLUNTEER
PAGE



ABC CHANNEL



ABC IMAGE
LIBRARY



DIGITAL
GUIDES & Council
resources available



Booth activities and lemonade stands are 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.

While engaging with the public during boothing, all actions by adults and Girl Scouts must follow the Girl Scout Promise and Law, ensuring respect and kindness for customers, business partners, parents, volunteers, and Girl Scouts.

Lemonade Stand

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

- 1 adult accompanied at all times.
- Cookies assigned to the Girl Scout by the Troop Co-ordinator are used for lemonade stand activities.
- Juliettes/Council Ran Troops use their 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 booth stand takes place in front of a business with the permission of the store owner. Drive-thru booth activities are permitted, however, only adults may approach vehicles. Booth activities may not take place in streets or medians, or BEFORE the booth activities opening date.

- Verify locations IS NOT on the “[Do Not Call](#)” if Troop Securing the Booth and submit the request form on the website.
- 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
- Girls should be instructed on safety and never be allowed to approach vehicles.

Location Restrictions

Locations that council secured, including but not limited to Walmart’s, Sam’s Club, and Joann’s stores. These locations are exclusively managed by council. Locations are part of the “Do Not Call” list.

Booth Location Guidance

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

- Council will secure all participating Walmart’s, and Sam’s Clubs locations within the five counties.
- Verify the locations with the “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 booth activities in front of an establishment minors are not allowed to enter
- NO booth activities 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

Troop Booth Minimums

- 1 adult with completed GSCCS Livescan background check and GSCCS adult membership
- 1 adult with completed GSCCS background check (does not need to be a GSCCS adult member) 2 Girl Scouts 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/ Council Ran Troop 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.

Etiquette

- Do not block the flow of customers into the business.
- 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 volun- teers
- Girls are never to be left alone at a booth, 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
- Booth activities are 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 (fanny bag, aprons, cash box, etc.)
- Bring enough change
- Do not ask the store for change during booth activities

Tear Down & Take Away

- Allow 15 minutes to clean and pack up for the next troop
- Therefore if your booth ends at 6:00pm, the booth starts packing up cookies at 5:45pm. Do not wait until 6:00pm to begin packing up the booth.
- 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



Types of Sales Chart

1/17/2025

Product	Sale Type	Money Collections	Delivery to Customers
Girl Scout Cookies	Digital Cookie Online Girl Delivered	<ul style="list-style-type: none"> Girls create a store in Digital Cookie and send emails to friends and family Customers pay ONLINE for GIRL DELIVERY Orders/payments are automatically credited to Girl Scouts 	<ul style="list-style-type: none"> Delivered by Girl Scouts to customers Direct sale to customers <p><i>Girl to order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes/Council Ran Troops to order cookies from Council when needed.</i></p>
	Digital Cookie Online Direct Ship	<ul style="list-style-type: none"> Girls create a store in Digital Cookie and send emails to friends and families Customers pay online for product and shipping Orders/payments are automatically credited to girls 	<ul style="list-style-type: none"> Shipped directly to customers <p><i>(1-2 weeks standard delivery after order processing)</i></p>
	In-Person <ul style="list-style-type: none"> Order Card Direct Sales Walkabouts Lemonade Stands Booths 	<ul style="list-style-type: none"> Girls collect orders on a cookie order card Girls collect money from customers Girls turn in money to Troop Coordinator Juliettes/Council Ran Troops turn in money to Council 	<ul style="list-style-type: none"> Delivered by girls to customers Direct sale to customers <p><i>Girl to order cookies from Troop Coordinator when needed.</i></p> <p><i>Juliettes/Council Ran Troops to order cookies from Council when needed.</i></p>





Digital Cookie

The online platform used for the Girl Scout Cookie Program is called Digital Cookie. 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 Digital Cookie.

Girls must adhere to the following guidelines when they open their Digital Cookie online store:

- May continue to take orders on their cookie order card
- May post their Digital Cookie URL link on social media personal sites, with parent discretion and appropriation
- MAY NOT post their Digital Cookie URL link on 3rd party resale sites, such as eBay, Facebook Market- place, 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 resalesites
- Online customers will have the option to have cookies shipped directly to them or have them "girl delivered" by the Girl Scout

Direct Delivery option, using the girls Digital Cookie 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 customer money and turn in all monies to Troop Coordinator

Direct Sale

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

Walkabouts

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

Booths/Lemonade Stands

Booth activities/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.



Coordinating the Girl Scout Cookie Program

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

Troop Coordinators must be

1. GSCCS registered adult member
2. Live Scanned background check
3. Mandated Reporter Certified
4. Complete all Girl Scout Cookie Program Training

Troops participating in the Girl Scout Cookie Program must have

1. Troop financials completed for previous year
2. Be in good financial standing with GSCCS
3. Have a Troop Coordinator for Girl Scout Cookie Program to receive troop proceeds

***Program Print Materials**

Service Unit Directors/Council Coordinators distribute program materials to troops. Troops distribute “Girl Seller Packet” to participating girls. Girls participating in product programs must have an Annual Permission Form on file with Troop.

Troop Materials

- Money and/or Cookie Receipt booklets
- Cookie Order Cards
- Money Envelopes

Girl Seller Packet

- Cookie Order Card
- Money Envelope



Overview of the Smart Cookies online platform for the Girl Scout Cookie Program for volunteers.



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: shows 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.*

Getting Started

Troop Coordinator will receive an email invitation to set up their administrative level access to Smart Cookies system.

- 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 Smart Cookies

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

Booth Lottery- Passed

The lottery allows troop to select a location and time for a booth that is secured by council to be entered in the lottery. ABC Cookie software program then takes all troops that selected a certain booth location and time and randomly picks one troop for the booth location and time.

When the selections are made is irrelevant, what is important is that the troop makes their selections before the booting end date and time. lottery is designed for troops to select “premium” locations, prior to the start of booth sales.

- Number of booths selections per troop: 50
- Number of awarded “Premium” selections per troop: 4 OR up to 4
- Troops will be notified through their registered email.

Log into Smart Cookies-Booths-Schedule Booths

“Premium” locations 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 Smart Cookies of their lottery awarded selections.

Review your selections in troop reservations.

Booths My Reservation-Lottery

- Premium Wins
- Total Wins
- Requests

Booths can be deleted.

NOTE: A LOTTERY BOOTH cannot be retrieved. ONCE DELETED, it may no longer be available to reselect.

Troop Secure Booths- January 15

A Troop may start scouting for locations to hold a troop booth. Troops adhere to the Booth Basics guidelines for Storefront Booth. Adhere to the “Do Not Call List”.

Troop Initial Order- Passed

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 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

Go to Orders > Manage Orders > Initial Orders

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

Review your “initial order”

Booth Cancellation-

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

First Come, First Serve Booth (FCFS)- January 23 at 7:00 pm

First come, first serve booths are non-premium and premium booth locations offered to troops to acquire additional booth sale activities once the lottery has ended, FCFS booths may also include premium locations not selected during the lottery, and are now available

Girl Scout Cookie Drop (Mega Drop)- February 1 (Fresno & Bakersfield)

Troops Initial orders are received at council mega drop. Troops participating in the council mega drops will be notified accordingly. Service Units, that are doing a cupboard, host their own mega drop.

For everyone's safety, children must remain in vehicles at all times. Clear all vehicles used of any items, removing 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
- Contact Product Programs Dept. immediately for any discrepancies

In Lieu of Recognitions Form- February 16 by 11:59 pm

Troops with Cadettes, Senior and/or Ambassadors only are eligible to "opt-out" of tangible prizes and receive higher troop proceeds. This must be a unanimous troop decision. Troops with Daisy, Brownie and/or Juniors are not eligible to "opt-out", and are part of the main recognition plan

- Troop proceeds will be an additional -0.20c 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 Cookie Dough
- Download the In Lieu of Recognitions Form from council website
 - Submit In Lieu of Recognitions form to Customer Care by **February 16 at 11:59 pm**

Restocking-Troop Planned Orders- Weekly, Mondays by 8:00 am

Troop Coordinators place "Planned Orders" to restock cookies for the troop using Smart Cookies. Planned Orders are placed with coordinating cupboards in their area. Individual girls/parents cannot submit "planned orders" for the troop, Planned Orders are part of the Troop Coordinator platform 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

Troop Coordinators distribute cookies to each girl physically and electronically in Smart Cookies.

- Count all cases and packages being distributed
- Parent/Guardian count and inspect all cookies received
- Provide a signed receipt of all cookies given All parties must sign the cookie receipt or transfer order receipt.

Note: Never distribute cookies without providing a signed receipt

Transfer Orders

Troop Transfers are used to Transfer Cookie Inventory from the Troop's main Inventory to the transferred party. Girl Scouts are financially responsible for all cookies transferred to them with the exception of cookie booth sale related transfers. There are several types of transfers that can be made in Smart Cookies. Make the appropriate transfers for all inventory. For the 2025 Cookie Season we recommend that the Gluten Free Cookies be not included in the T2T transfer. The transfer is not an equal transfer because of the price difference.

At the end of the sale, Troop Dashboard should show the amount of unsold cookies as "Cookies on Hand".

- Transfer Types
 - T2T - Troop to Troop
 - T2G - Troop to Girl Scout
 - G2T - Girl Scout to Troop

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

Booth Transfers

Cookies 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

All monies collected at a booth are deposited directly into the troop bank account and are 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

Girl Scout 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
- Add "Financial Transaction" in Smart Cookies for **all GIRL SCOUT** payments received
- At the end of the sale. Girl Balance Summary should be at **\$0** balance

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

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 finances owed. This process also operates as a payments to troops and service units proceeds for packages sold.

- ACH 1-Withdrawal- **February 21 (as of February 10th)**
 - Total packages, includes all transfers from Cupboards and Troops.
 - Minus credit card payments
 - \$1.00 per package, not to exceed balance due
- ACH2- Withdrawal- **March 21 (as of March 10th)**
 - Total packages, includes all transfers from Cupboards and Troops.
 - Minus ACH 1, credit card payments, and cookie donor buyouts
 - \$3.00 per package, not to exceed balance due
- ACH- Final Withdrawal Total packages sold- **April 18 (Balance Due)**
 - Total Minus ACH 1, and ACH 2, credit card payments and cookie donor buyouts
 - \$5.00 per package

Directing the Girl Scout Cookie Program

The role of the Service Unit Director is to managing the Girl Scout Cookie Program for troops, and girls, while navigating Smart Cookies Service Unit Director Dashboard throughout the cookie program.

Service Unit Directors must be

1. GSCCS registered adult member
2. Live Scanned background check
3. Mandated Reporter Certified
4. Complete all Girl Scout Cookie Program Training

Service Units participating in the Girl Scout Cookie Program must have

1. Service Unit financials completed for previous year
2. Be in good financial standing with GSCCS
3. Have a Service Unit Director for Girl Scout Cookie Program to receive service unit proceeds

*** Program Print Materials**

Service Unit Directors/Council Coordinators distribute program materials to troops.

Troops distribute “Girl Seller Packet” to participating girls . Girls participating in product programs must have an Annual Permission Form on file with troop.

Troop Materials- One per participating troop

- Girl Scout Cookie Program Guide for Volunteers
- Money and/or Cookie Receipt booklets
- Cookie Order Cards
- Money Envelopes



Welcome to Smart Cookles, 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 FCPS 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 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.*

Managing the Girl Scout Cookie Program for the Service Unit

Registration

Service Unit Directors will receive an email invitation to set up your administrative level access to the Smart Cookies online system. The access email will prompt you to create a password to access the Smart Cookie Volunteer account. Service Unit Directors will be prompted to complete certain account information, as applicable Troops will be pre-loaded into the Smart Cookies platform.

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- January 9

- Service Unit Directors will need to verify troops "Initial Order" is submitted into Smart Cookies
- 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

Service Unit Secure Booths - January 23

A service unit that has chosen to "opt-out" of the council secured lottery may start scouting for locations to hold a service unit specific lottery. Service Units adhere to the Booth Basics guidelines for Storefront Booths, including the "Do Not Call" list.

Managing Booths for Troops

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

Managing Transfer Orders

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

- T2T- troop to troop
- T2G- troop to girl

End of Sale- March 31 at 11:59 pm

- Verify troops Total On Hand Inventory is the amount of unsold cookies. Please notify Council if a troop has excessive on hand cookies.
- 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

Managing Recognitions Orders for Troops- April 6 at 11:59 pm

- 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 Recognition Order for each Troop to council in Smart Cookies
- Commit ALL troop orders for processing

Managing Recognitions Distribution

- Recognitions will ship to the Service Unit Director address that is entered into Smart Cookies
- Download the Recognitions Order Summary by troop from Smart Cookies
- Sort recognitions by troop and contact your troops with a delivery date, time and location for pick up
- Distribute all recognitions to troops in a timely manner
- Return any troops recognitions to council
- Service Unit proceeds will be distributed by ACH

Reports- June 30 Archival Shutdown

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 proceeds.

NOTE: Smart Cookies website shuts down for archiving, save all reports by June 29th
Any prior year information is available during the Cookie Season and Council can assist with this information as needed.

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



Managing a Cookie Cupboard

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.

Service Unit Cupboard Managers must be

1. GSCCS registered adult member
2. Live Scanned background check
3. Mandated Reporter Certified
4. Complete all Girl Scout Cookie Program Training



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.
 - 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

*NOTE: Smart Cookies created step-by-step instructional videos and PowerPoint decks.
Available on Cupboard Manager Dashboard-Safety and Training*

Managing the Service Unit Cupboard

- Update cupboard info-verify all contact information is accurate, especially the email used 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
- Cupboards can be OPEN Tuesday through Sunday

NOTE: 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- Due Mondays by 10:00 am

- Verify planned orders have been approved
- Make inventory adjustment as needed in Smart Cookies, according to the receipt
- 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
- Submit Inventory Report form to Customer Care EVERY Monday by 9:00 am

Restocking your Cupboard- Due Mondays by 10:00 am

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 10:00 am
- Cupboard restock delivery days vary by distributors availability

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
- Council will remove the damages from cupboard inventory.

End Of Sale-Closing the Cupboard- The amount of unsold cookies. Please notify Council if a troop has excessive on hand cookies.

- 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
- Total on Hand Return all inventory the council, including damages not returned
- Return all Planned Order Reports w/Signatures to council
- Return all receipt booklets to council

- **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. All troops and service units participate in the ACH, and it is not optional. Troops/Service Units adhere to the scheduled dates and cannot alter dates or allocations set forth. The ACH is managed by the Finance Dept.
- **Cookie Dough**—council owned incentive reward, can be used for merchandise at the Goldmine Store and GSCCS program events. Cookie dough has no cash value and cannot be redeemed for cash.
- **Council Ran Troop**—a troop that is managed by council staff.
- **Council Secured Locations**—booth locations obtained by council and are managed by council and used for the lottery and FCFS. Council holds the contracts for these locations and part of the “Location Restrictions.”
- **Direct Ship**—online orders shipped to customer from the baker.
- **Do Not Call List** — a list comprised of all council secured booth locations that cannot be approached by troops and service units to secure.
- **FCFS**—First come, first serve booths will allow a troop to pick a limited number of booths and receive ALL booths chosen. Booths may contain premium and non premium locations.
- **Girl Delivery** — orders placed on Digital Cookies and delivery by Girl and Guardians.
- **GSLearn**—the online training system accessed by individuals MYGS account for volunteers.
- **Juliette**—an individual Girl Scout that is not associated with a particular troop.
- **Location Restrictions**—any locations that council secured, including Walmart’s, Sam’s Club, and Joann’s stores. These locations are exclusively managed by council. Locations are part of the “Do Not Call” list.
- **Lottery**— a lottery is set to allow all troops who wish to participate an equal opportunity to receive booth slots. The lottery allows troops to choose a limited number of booth selections and receive a maximum number of booths from that group of chosen booths in which to participate. Booths may contain premium and non premium locations. A service unit may choose to “opt-out” of the lottery and secure their own locations, including Walmart’s and Sams Clubs in their service unit demographic and may not encroach onto other service unit areas. See Premium Locations, Opt-Out.
- **Opt-Out**—an action a troop or service unit may choose to not participate in an activity. A troop may choose to “opt-out” of recognitions. A service unit may choose to “opt-out” of the lottery.
- **Parent Delinquency Form**— Troop Coordinator must fill out this form when a parent/guardian has unpaid cookie debt at the end of the cookie pro-gram. All transaction receipts and summary reports are part of documents use in submitting the Parent Delinquency form.
- **Premium Locations**— a council secured booth location in the Smart Cookies identified with a purple “p” to indicate high traffic sales. Locations include but not limited to Walmart’s, Neighborhood Walmart’s and Sams Club. Premium locations are used in the booth lottery.
- **Smart Cookies**—online platform used for sales of Girl Scout Cookies. This system is used to manage troop, service unit and cupboard transfers, rosters and track sales
- **Troop Secured Booth**—storefront booth locations that troops secure independently using the Troop Booth Letter. All troop secured booths are entered in Smart Cookies for council approval. Troop secured booths may not take place on council secured locations and not part of the “Do Not Call” list.



THANK
YOU!



Girl Scouts of Central California South
www.girlscoutsccs.org
Customer Care
(800) 490 - 8653
customercare@girlscoutsccs.org