Troop Cookie Manager

2024 HANDBOOK

girl scouts
of ne kansas
and nw missouri

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WELCOME TO THE 2024 COOKIE PROGRAM!

Participating in the annual Cookie Program is a fantastic way for Girl Scouts to learn while they earn. As they have fun selling cookies, they grow in courage, confidence, and character…everything Girl Scouts is about!

Our handbook has been designed to provide our Troop Cookie Managers (TCMs) answers to questions about the program, how it works, dates, ideas, and detailed steps on functions in Smart Cookies and Digital Cookie (aka DC24).

We're excited to join our sister councils in the nationwide use of the Girl Scout Cookie sales platform for families, Digital Cookies®, or DC24 for short. DC24 will manage the girl side of the program and "talk" to Smart Cookies. TCMs will primarily use Smart Cookies but must also use DC24 for a few things.

Additional support can be found on our website at gsksmo.org/cookieresources, including on-demand cookie training webinars and via Cookiegrams with "just in time" training.

In addition, both our Council Membership and Product Program staff are available to assist with your questions about new troops, badge and Family Entrepreneur Pin requirements, Smart Cookies, DC24, and more!

To contact us:
- New troops: Email customercare@gsksmo.org with the subject "**New Troop Cookie Questions.**"
- Product Program badges and pins or troop meeting plans: **Email** customercare@gsksmo.org with the subject "Cookie Badge Question"
- Smart Cookies, DC24, and everything else cookies: **Email** cookies@gsksmo.org

Please include the appropriate specifics (ex., troop number, Girl Scout's name) when you email us.

Best wishes for a wonderful Cookie Season!

GLOSSARY

ABC: ABC is the baker our council contracts with for cookies.

Bling Your Booth: Bling Your Booth is our annual troop cookie booth décor contest. Watch our Facebook page for more details.

Cookie Badges: There is a Cookie Business badge that girls can earn as part of participating in the annual Girl Scout Cookie Program. Badges are displayed on the front of the uniform and signal completion of an established set of learned skills. Details on badges can be found in Girl Guides and the Volunteer Tool Kit.

Cookie Cupboards: Every troop is assigned to a Cookie Cupboard. This is where you pick up reorders (Planned Orders) of cookies during the duration of the program but after your initial order delivery.

Cookie Entrepreneur Family Pin: The year-by-year Cookie Entrepreneur Family Pin is earned when families support their Girl Scouts as she develops skills while participating in the program. Each level of Girl Scouts offers a specific set of age-specific guidelines. These guidelines can be found at gsksmo.org under cookies and then cookie sellers.

Cookiegrams: Cookiegrams are email newsletters that we send out with announcements, reminders, and directions on the Cookie Program. We never send the same Cookiegram twice so be sure to read all of them. You can always access after they are sent at gsksmo.org under cookies and then troop resources.

Cookie Patches: Cookie patches are fun patches and are displayed on the back of the uniform. Some are earned by reaching package sales goals as part of the girl recognitions; others may be purchased from GSKSMO's online shop.

Cookie Share: Cookie Share is GSKSMO's donation program for cookies. Customers purchase Cookie Shares and in turn, cookies are purchased and given to the USO, Harvesters, and Convoy of Hope. Girls who sell 12 or more Cookie Shares earn a special patch. Cookie Shares are tracked in Smart Cookies. More information on tracking these sales can be found on page 29.

Digital Cookies/DC24: This is the web-based system families use to manage their Girl Scout Cookie Business. Volunteers will use it as well but only for booth-related activity.

5 Skills: The Cookie Program is first and foremost a program—meant to give girls experiences that will help them throughout their lifetime. The Cookie Badges and the Cookie Pin all reflect learning these skill sets: Goal Setting, Decision Making, Money Management, People Skills and Business Ethics.

Smart Cookies: This is the web-based system that volunteers will use to manage their troop's Girl Scout Cookie Business. Families will no longer use Smart Cookies.

SU PPM: Service Unit Product Program Manager. This volunteer oversees the Cookie Program for all troops in your Service Unit (SU).

SU: Service Unit. Every troop is assigned to a service unit. Some areas have multiple service units while others have one. This depends on the density of troops in an area. Your Volunteer Support Manager can provide more information if you are interested.

TCM: Troop Cookie Manager. This volunteer oversees the Cookie Program for a specific troop. Some troops have more than one and split up duties.

Troop Site Lead: The Troop Site Lead is the Troop Cookie Manager. Note: Site is referring to the DC24 website, not a location.

Notes:

YOUR ROLE AS THE TROOP COOKIE MANAGER (TCM)

The TCM supervises the Cookie Program for your troop. Your duties include:

- Completing the steps on the Get Ready for Cookies checklist.

- Communicating with the Troop Leaders about the financials and progress of the troop.

- Hosting a Family Cookie Meeting. **(See page 11 for all the details).**

- Setting clear expectations with the families.

- Helping girls to set a goal.

- Managing the troop's cookie inventory.

- Reading all Cookiegrams. Each Cookiegram is unique—we never send the same one twice!

- Being available for questions from your troop families.

- Attending a turn-in meeting, if needed, with your Service Unit Product Program Manager (SU PPM).

- Distribute Cookie Program recognitions before Memorial Day, 2024.

TROOP LEADER SUPPORT

Sharing duties for troop leadership is the best way to equally distribute the duties involved in running a successful troop and helping to lighten the load. Ideally, the Troop Leader and TCM are different from one another. We know this isn't always possible, but if this is the case for your troop, the Troop Cookie Manager should consistently communicate with the Troop Leader during the Cookie Program. Troop Leaders should actively participate in decisions for the Cookie Program to help set expectations, support communication, and set timelines and goals for your troop in addition to supporting safety practices. The Troop Leader should work with you to ensure that booths are being staffed appropriately, that monies are collected and deposited regularly, and that inventory is satisfactory. Troop Leaders and TCMs should be on the same page regarding troop policies regarding Cookie Booth distribution, money collection, and guidelines presented to families.

SERVICE UNIT SUPPORT

Your Service Unit Product Program Manager (SU PPM) is a volunteer like you! She/he has volunteered her/his time to support all troops in your Service Unit. The SU PPM is your first contact regarding questions regarding the Cookie Program. With troops over 47 counties divided into Service Units, each Service Unit (or SU) may have differences in how the Cookie Program is managed. This includes dates, cookie booths, and deadlines. Also, remember that this person is a volunteer; being an SU PPM is not a paid position. Please give your SU PPM time to respond to your email/text/call.

The SU PPM will be your contact for your initial order pick up, picking up recognitions for the girls, and closing out the Cookie Program.

GET READY FOR COOKIES!

TCM GET READY CHECKLIST

- ♣ Pick-up supplies from your SU PPM.

- ♣ Girl materials (one per girl): order cards, recognition flier, money envelope.

- ♣ Receipt books (three to four per troop).

- ♣ One package of Lemonades per troop for sampling.

- ♣ Set up your profiles in Smart Cookies and DC24.

SETTING UP YOUR PROFILES IN SMART COOKIES AND DC24

Smart Cookies is the web-based tool volunteers use to enter cookie orders, sign up for cookie booths, and manage your troop's Cookie Program. If you have identified yourself as the Troop Cookie Manager in GSKSMO's main registration system by December 1, 2023, and you are currently registered, you should receive an email allowing you to set up your passwords in Smart Cookie and DC24 in December. **Previous user data has been deleted** so all TCMs will need to register in Smart Cookies and in DC24.

You will receive two different emails: one from each program. Check your spam, junk and/or promotions folders for an email from noreply@abcsmartcookies.com (Smart Cookies) and an email from email@email.girlscouts.org (DC24) on December 1, 2023. (Girls receive their emails December 11, 2023.)

To identify as the Troop Cookie Manager in the main registration system

1. Go to gsksmo.org - Log in and click My Account and then My Household.

2. Under your name, add the Troop Cookie Manager role to your profile.

3. If it is not available, do not choose another role; email cookies@gsksmo.org. Include your name, troop number, email, phone number and that you should be listed as the Troop Cookie Manager.

If after December 1, 2023, you do not have one or both emails, email cookies@gsksmo.org and request that you be added as the Troop Cookie Manager. Include your name, daytime phone number, preferred email and troop number. If you are registered, we will set you up and you'll receive Smart Cookies and a DC24 registration email within 48 business hours.

For both programs your username will be your email. Your password can be the same for both programs.

If you forget your password in either program, you can reset it using the "forgot password" link on the log in page. If you are locked out, wait 30 minutes and try again.

YOUR TROOP DASHBOARD IN SMART COOKIES

Click the recycle symbol (found next to the date and time above Troop Dashboard) each time you log into Smart Cookies! You must do this to ensure you are seeing the most recent information.

The Troop Dashboard provides an overview of all activity for your troop this year and last. Key stats include:

- Per Girl Average: Total Sold/Total Girls Selling.

- Initial Order/Transfers Sold (cases)" the total of all troop initial orders and transfers to your troop.

- Cookie Share Sold (cases): All Cookie Shares sold by your troop.

- Ship only Sold (cases) = total direct ship sales, does not include cookie share.

- Total Sold (cases) = Initial Order, Transfers, + Cookie Share + Direct Ship Orders.

- Girls Registered and Selling.

- Financials, and Girl Sale Details:

  - **Total Sales:** gross amount of all packages/cases distributed to and/or credited to troops.

  - **Troop Proceeds:** Amount of sales proceeds earned by the troops.

  - **Council Proceeds:** Amount of council sales proceeds.

  - **Credits:** If the council credits your troop, it will be shown here.

  - **Deposits:** Total of deposit + payment transactions from troops to council.

  - **Debt:** Amount owed to council.

  - **Amount Collected:** total of council proceeds collected from troop (EX: Credit Card payments through DC24).

  - **Balance Due:** Total amount due to council.

If your Service Unit or Council has sent messages, they will be shown on the dashboard. Important dates and tasks are also shown.

SMART COOKIE TABS

There are multiple tabs in Smart Cookies. Each tab has various actions associated with Smart Cookies. You are welcome to click and review any tab and/or action; you really can't hurt anything.

Step-by-step instructions on the actions under the tabs are provided throughout this handbook and will be included, when necessary, in our Cookiegrams.

If you accidentally delete something, you most likely can add it back in yourself. If you need help, **email** cookies@gsksmo.org. Here are highlights of each tab and what you can access.

My Troop: Goals, Online Activities, a list of your Girl Scouts under Troop Roster (**ACTION NEEDED:** review your girls' profiles in smart cookies and DC24 sections), Troop Information (**ACTION NEEDED:** review and edit, click save when finished), and Troop Messages. Troop Messages are messages sent from GSKSMO's Product Program Team through Smart Cookies.

Orders: Allows you to manage and review all orders for the troop and girls.

Booth: Where you will manage all schedules and reservations for your troop's cookie booths.

Rewards: Once the program has ended, you'll go to this tab to complete and place the order for your troop's recognitions.

Finances: You will track girl finances in this section.

Reports: Smart Cookies offer a multitude of reports. See **page 36** for more information.

The Cookies, Safety and Training, and Resources tabs offer information and tips on the cookies and best practices.

Help: Connects you with Smart Cookies help when there is a technical problem.

REVIEW YOUR GIRLS' PROFILES
IN SMART COOKIES AND DC24

Girls who are registered for the 2023-2024 membership year are automatically uploaded to Smart Cookies. You can review your troop by clicking Troop Roster under the My Troop Tab. Once the Girl Scout is in Smart Cookies, that information will transfer to DC24.

If a girl is not listed, it could mean she is not registered; follow up to make sure she is registered for the current year. If she is, email cookies@gsksmo.org. Include her full name and your troop number. If she goes by a nickname (EX: Missy instead of Melissa), please include that information as well.

Once they are added to DC24, the Girl Scout can set up her profile and market the program to her family and friends. You can find our Family Guide, with more information, on our website, www.gsksmo.org/cookies.

Notes:

SCHEDULE AND HOST GIRL AND FAMILY MEETINGS

Don't host these meetings together! You will need to coordinate with your Troop Leader to schedule a cookie meeting for the girls and another for their families. Girls have varied attention spans depending on age and want to talk about what's fun for them. Families want to know details: dates, expectations, rules and regulations.

Older girl troops need service hours; reach out to your SU to recruit girls to engage your troop while you meet with families. Alternatively, you could host a virtual meeting in the evening after you've put your kids to bed!

Prior to both meetings, the TCM and Troop Leader should collaborate on the details for each meeting.

At the girl meeting discuss:

- What badge are we going to work on?

- Do we have a goal in mind? If so, what is it and how many packages of cookies will that goal require?

- Do we want to host cookie booths? Be prepared to explain what a Cookie Booth is!

- Cookie booth etiquette (Specifics are noted in the Cookie Booth section of the handbook).

- Safety guidelines for door to door and online sales. You'll find these online in the Cookie section at gsksmo.org.

At the Family meeting discuss:

- How the program works.

- Set expectations and answer questions.

By providing your families with these details, you're setting your families, and your troop, up for success. This is also a good time to brainstorm Cookie Booth locations; your families may have ideas for locations.

Additional Family Resources can be found on our website, gsksmo.org under cookies and then cookie sellers.

ALL THINGS COOKIES

All varieties, except Caramel Chocolate Chip, are listed on the order card
and can be reordered throughout the program by troops.

$6 **Adventurefuls®** *made with vegan ingredients*

Indulgent brownie-inspired cookies with
caramel flavored crème and a hint of sea salt

$6 **Toast-Yay!®** *made with vegan ingredients*

French Toast-inspired cookies
dipped in delicious icing

$6 **Lemonades®** *made with vegan ingredients*

Savory slices of shortbread with a
refreshingly tangy lemon flavored icing

$6 **Trefoils®**

Iconic shortbread cookies inspired by
the original Girl Scout recipe

$6 **Thin Mints®** *made with vegan ingredients*

Crispy chocolate wafers dipped
in a mint chocolaty coating

$6 **Peanut Butter Patties®** *made with vegan ingredients*

Crispy cookies layered with peanut butter
and covered with a chocolaty coating

$6 **Caramel deLites®**

Crispy cookies topped with caramel,
toasted coconut, and chocolaty stripes

$6 **Peanut Butter Sandwich**

Crisp and crunchy oatmeal cookies
with creamy peanut butter filling

$6 **Caramel Chocolate Chip** *CERTIFIED GLUTEN FREE* *Peanut PF Free* *made with vegan ingredients*

Caramel, semi-sweet chocolate chips, and
a hint of sea salt in a delicious cookie*
Limited availability
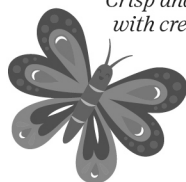
All varieties are available for online ordering while supplies last.
GSKSMO cookies retail for $6 per package. Troops and girls may not sell cookies at any other price point.
This includes pricing incentives like buy 4; get 1 free, BOGO offers, etc.

HOW THE TROOP ORDERS COOKIES

INITIAL ORDER

The first order placed by a troop is called the Initial Order. Initial orders are made up of each girl's entered order, any additional cookies you want for booths, and because cookies are distributed in full cases (12 packages per case) your order will be rounded up to equal full cases.

Your initial order should include enough product to fulfill your Girl Scout's initial orders and get you through booths scheduled through February 19, 2024. Girls can continue to take orders after turning in their initial order to you. These orders should be filled after girls' initial orders and any cookies you have for booths scheduled through February 19th are set aside. You will find information about ordering additional cookies in the Cookie Cupboard section.

THE DEADLINE TO PLACE YOUR TROOP'S INITIAL ORDER IS FRIDAY, JANUARY 12TH AT 11:59 PM.

Your Service Unit Product Program Manager (SU PPM) will let you know when and where to pick up your Initial Order. More information about picking up your Initial Order can be found on page 15.

Not all troops place an initial order and that's ok! Alternatively, troops can place an order from their assigned Cookie Cupboard and pick up cookies after initial deliveries are over. To get cookies from a cupboard, you will place a Planned Order. Directions can be found on page 17.

Gluten-Free Caramel Chocolate Chip Cookies are pre-ordered in the fall of 2023.

Do not enter your gluten-free order; they will be entered for you, and you'll need to transfer them to the girls in Smart Cookies.

COLLECTING THE INITIAL ORDERS

TCMs must complete the troop's initial order in Smart Cookies no later than Friday, January 12, 2024. To do this, you'll need your Girl Scout's initial orders. There are two ways you can collect initial orders:

1. New for 2024, families can enter the Girl Scout's order in DC24. **Families must have their orders placed by Monday, January 8, 2024, in DC24.**

2. Collect the Girl Scout's orders on paper, using Order Sheet Template found in troop resources under cookies at gsksmo. org. You'll want to collect your Girl Scout's orders ahead of your troop deadline; you'll be entering the order in Smart Cookies.

GSKSMO does not recommend collecting order cards from the Girl Scouts. Often, they are not totaled, they can be hard to read, and by not collecting them there's no opportunity for them to be misplaced. Please use the options noted above.

HOW TO PLACE THE TROOP'S INITIAL ORDER

1. Log in to Smart Cookies.

2. Hover over the Orders Tab and click Troop Initial Order.

3. Under the red bar that shows the Initial Orders be sure that that button is clicked next to Build Order by Girl.

4. Orders are entered by girl in packages.

5. Click on the girl icon on the left or the arrow on the right (your choice).

6. Enter the package total, by variety, for each girl. You will not see Caramel Chocolate Chip variety; these will be entered for you, and you will need to transfer this variety to the Girl Scouts, if applicable. More information on transferring cookies can be found on page 29.

7. If the Girl Scout has Cookie Share orders, enter the total sold for each girl at this time. Girls may continue to sell Cookie Shares and you will track them in Smart Cookies. Instructions are on page 29.

Troop Initial Order: By Girl

| Flows automatically from parent manual entry in DC. This amount can be changed by the troop leader in SC. These fields are editable. | | Flows automatically from DC pre-orders | |

Carolina Peaks	$100.00	Inv. Pkgs: 20	$600.00	Pre Sale Pkgs: 120	$700.00	Total Pkgs: 140 ∧
Cookie Share	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Adventurefuls	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Toast-Yay	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Lemonades	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Trefoil	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Thin Mints	$50.00	Inv. Pkgs 10	$600.00	Pre Sale Pkgs 120	$650.00	Total Pkgs 130
Peanut Butter Patties	$50.00	Inv. Pkgs 10	$0.00	Pre Sale Pkgs 0	$50.00	Total Pkgs 10
Caramel deLites	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Peanut Butter Sandwich	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Caramel Chocolate Chip	$0.00	Inv. Pkgs 0	$0.00	Pre Sale Pkgs 0	$0.00	Total Pkgs 0
Total	$100.00	20	$600.00	120	$700.00	140

8. GSKSMO distributes cookies by cases only. After all girl orders are entered scroll down to review the EXTRA line—these additional packages have been added to your order to round up the order to full cases. You are responsible for the sale (or transfer to another troop) of these cookies.

9. If you need additional cookies add them under BOOTH (More information on Cookie Booths can be found on pages 18-26, including tips on ordering for your booth).

10. Order notes may be entered but are not viewed by council—these are for you only. If you need to ask a question, email cookies@gsksmo.org.

11. Click save.

12. If you are done, slide the "Ready for Review" button. You can undo this step and edit it until **11:59pm on Friday, January 12, 2024.**

13. Your screen will change to the Delivery Info screen.

14. Click on your delivery location (click on the bar under the map—it will turn blue) and click save.

15. Your screen will change again and will show the location and order detail.

16. Your initial order is complete!

PICKING UP YOUR TROOP'S INITIAL ORDER

Your SU PPM will alert you to your troop's pick-up time and location. Each troop is responsible for moving the cases from the SU pick up site to the troop's secure location.

- Plan ahead to pick up your full order. Your SU PPM is not responsible for your cookies. Many do not allow partial order pick-up and your cookies cannot be stored at the pick-up location. Recruit help if needed. The chart below gives an approximate number of cases that can be fit into **an empty vehicle – in other words, no kids, no pets, no lawn chairs, etc.**

- Arrive early; if you are assigned a time and you are late, you may have to wait.

- Count and double count your order. Once you sign the receipt you are responsible for what you receive.

Approximate Number of Cases, by Vehicle Type:

VEHICLE *with driver only	NUMBER OF CASES
Compact Car	23
Hatchback/Small Wagon	25-30
Mid-Size Sedan (six passenger)	35
Minivan/SUV (eight passenger)	60
Full-Size Wagon	75
Van (seats left in)	150
Van (seats removed)	200

DAMAGES

Damages and shortages may happen. Don't worry; GSKSMO will help! Damages include a case missing packages, packages that are unsealed, crushed, or missing product inside.

Damages at Initial Order Delivery

Bring any damages noticed on initial delivery to the attention of the SU PPM. If it can be fixed at that time your SU PPM will fix it. If it cannot, order a replacement case (even if you just need one or two packages) on a planned order and bring it to your cupboard to exchange.

Damages after Delivery

If you open a case after cookies are removed from the initial delivery site and there's a problem, place a planned order and bring it to your cupboard to exchange.

Questions about damages?
Email cookies@gsksmo.org.

DISTRIBUTING COOKIES TO FAMILIES

Create a plan to distribute cookies to your troop families and communicate the pick-up plan to them ahead of time.

Receipts must be filled out every time you give a Family* packages of cookies or accept payments from a family. **THIS IS A REQUIREMENT.**

*Only give cookies or accept payments from a family member 18+ years of age. Girls under 18 cannot sign receipts.

Reminders:

- Sort orders prior to family pick-up.

- Have helpers!

- Cookies should be kept in an odor-free, controlled temperature (40-70 degrees, F) location.

- Do not expose cookies to dirt, fuel, exhaust, pets or cigarette/tobacco smoke.

CREDITING GIRLS FOR THEIR INDIVIDUAL COOKIE SALES

When you place an initial order, the cookies that are ordered for each girl are automatically assigned to the girl. Any other sales, other than Direct Ship orders, need to be assigned to the girls. They include:

- Any packages ordered in the Extras or Booth sections by the troop, including Caramel Chocolate Chip.

- Packages picked up from a Cookie Cupboard and distributed to the Girl Scout.

- Cookies sold at a Cookie Booth.

- Cookies sold via the Troop Ship Link.

- Any Cookie Shares that were sold, but not assigned to the initial order.

Reminders:

- Direct Ship sales, including any Cookie Shares sales on Direct Ship, are automatically assigned.

- If you placed an Initial Order, you do not need to manually transfer initial order cookies to the girls.

GIVING GIRLS CREDIT FOR INDIVIDUAL SALES:

1. Log in to Smart Cookies .

2. Hover over the Orders tab and click Transfer Order.

3. The system defaults to Troop to Girl under type of transfer. You use these same instructions for transfers between troops, girls or if the need arises to take cookies back from a girl (not advised).

4. Under Girl, click on the girl's name, the field will turn blue.

5. Click apply.

6. Enter the quantities, by variety, you wish to transfer under PACKAGES (see image below).

7. Enter notes (optional) if you wish; these notes are for your reference only.

8. Click save Enter notes (optional) if you wish; these notes are for your reference only.

9. Click save.

Smart Tip:
Complete a transfer as soon as possible after giving the family cookies so that the girls accounts are kept current.
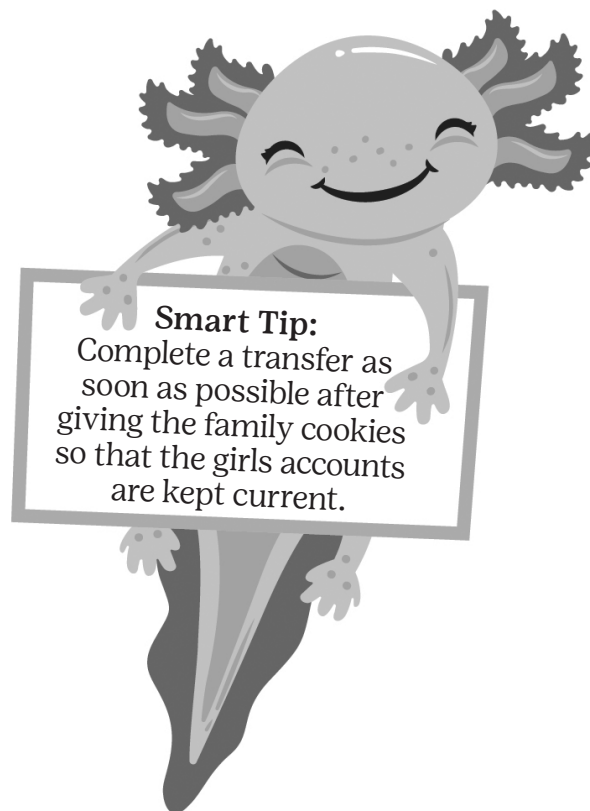
COOKIE CUPBOARDS

GSKSMO is committed to you having the cookies you need, as quickly as possible. Every troop is assigned to a Cookie Cupboard; by placing a Planned Order, you can pick up cookies at your assigned Cookie Cupboard.

Some cupboards are run by a SU Volunteer, others are run by the council. Your SU PPM can tell you where your SU's cupboard is located. No matter the location, all SU have the same deadline to place a Planned Order – Sundays at 9:00 pm.

If you place an order after 9:00 pm on a Sunday, the system will default to dates available the following calendar week. If that happens, reach out to your Cupboard Manager to see if the Cookie Cupboard can accommodate you earlier.

Cookie Cupboards run by SU Volunteers have varied hours of operation. The two Cookie Cupboards run by GSKSMO are open on **Fridays from 11:00 am to 6:00 am**

PLANNED ORDERS

Like initial orders, cookies obtained from the cupboard are in full cases. **The weekly deadline to place a Planned Orders is 9:00 pm CST, Sundays.**
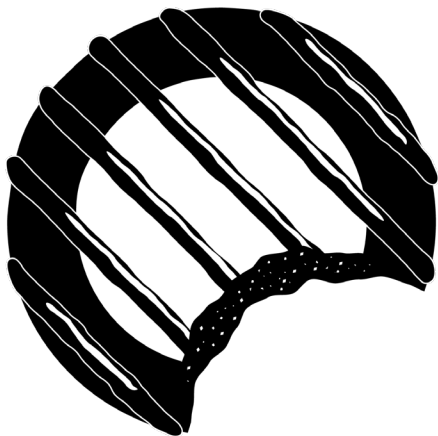
HOW TO PLACE A PLANNED ORDER

1. Log in to Smart Cookies.

2. Hover over the orders tab and click on planned order.

3. Your cupboard options will be listed. Most troops have a single choice, but some may have more than one option. If you do have more than one, choose one.

4. Select a date and time and click save. You may edit by picking edit under each category.

5. Enter your order. Planned orders are always in cases. Each case has 12 packages.

6. Click save.

7. If you'd like, click print receipt at the bottom. You will not need it to pick up your order; it's for your reference only.

Notes:

♣ The order will say Not Approved. This means the order hasn't been picked up. Once you pick up the order and the Cupboard Manager enters it in Smart Cookies the order is approved.

♣ You can delete the order by clicking delete.

♣ We allow two planned orders per week. If you need to edit your order you may do so if it is before the deadline (9:00 pm, Sunday) by visiting the Manage Order screen under the Orders tab.

♣ If you are out of a variety of cookie, you can turn that variety on and/or off by going into your troop site in DC24.

  1. Log into DC24.

  2. Go to the My Cookies tab.

  3. Scroll down and use the toggle to turn varieties on or off.

COOKIE BOOTHS

Cookie Booths are a fun way for Girl Scouts to sell cookies in the community because they can run their business—marketing, people skills and money management are all skills needed to run a booth!

In highly desirable locations, the council and/or the SU may decide to manage those locations for the troops in the area. This allows troops to share the location equitably. These Cookie Booth locations are distributed in our Cookie Booth Lottery (typically locations in Cass, Clay, Jackson and Platte counties in MO, Johnson and Wyandotte counties in KS).

Because the locations are distributed via lottery, they are on our No Call List, on the next page. Troops **should not** contact the stores as we've already reached out to and requested their permission to hold Cookie Booths. The No Call List applies all year, not just during Cookie Season.

Businesses listed on the No Call list are not guaranteed to be available Cookie Booth locations. Some will be part of the Cookie Booth Lottery, some may be managed by the SU, and some have told us no to hosting a booth.

If you are not in one of the counties listed on the left side of this page, consult your SU PPM for more details on SU organized booths in your area before reaching out to businesses.

If a location is not on the No Call List, troops are welcome to secure their own booths. All locations must be approved by the council. Approval is confirmed through Smart Cookies; see page 22 for instructions on adding a booth to Smart Cookies.

Be a sister to every Girl Scout and be mindful of where you secure a booth; setting up in the parking lot of a Walmart, for example, is unfair to the troop at the Walmart.

Smart Tip: We want to work to fight germs. We highly recommend that you have hand sanitizer handy at all booths and bring sanitizer wipes for the devices you will be using.
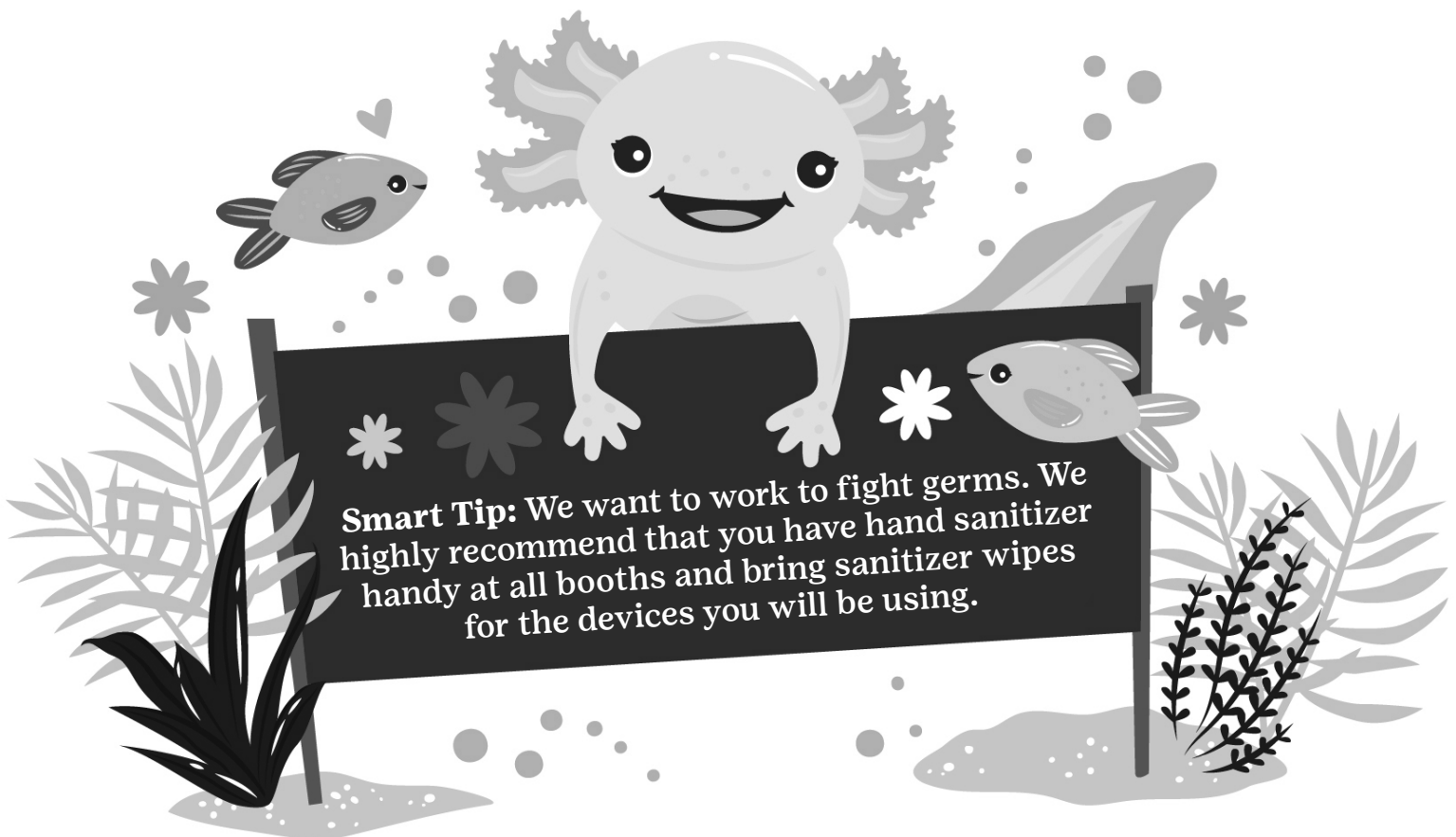
NO CALL LIST LOCATIONS:

Ace Hardware Stores
Aldi
AMC Theatres
American Legion
– Independence, MO
Andy's Frozen Custard
Apple Market
At Home
B&B Theatres
Barnes and Noble
Bass Pro
Best Buy
Bichelmeyer Meats
Big Biscuit
Big Lots
Broadway Cafe
Burlington Coat Factory
Cabela's
Cable-Dahmer Arena
Casey's
Central Library (MO)
Chicken-N-Pickle
City Barrel
Costco
Cosentino's Markets
Country Market Grocery Stores
Crowley Furniture
Crown Center
CVS
Dick's Sporting Goods
Dillons
Dollar General
Euston Hardware
Feldman's Farm & Home
First Watch
Five Below

Furniture Mall of Kansas
Furniture Mall of Missouri
Go Chicken Go
GNC
Grain Valley Market
Green Acres Market
Half Price Books
Harbor Freight Tools
Hen House
Hobby Lobby
HyVee
IKEA
Independence Center
Independence Event Center
 Jo-Ann Fabric + Craft
Kansas City Chiefs
Kansas City Comets
Kansas City Current
Kansas City River Market
Kansas City Mavericks
Kansas City Public Libraries
Kansas City Royals
Kansas City Soccer Dome
Kendra Scott
Kohl's
Legends Shopping Center
LL Bean
Love's Travel Stops
Lowe's
Macy's
Main Event
Maj-R Thrift Discount Store
McKeever's Market & Eatery
Menards
Michaels
Midwest Cyclery

Minsky's Pizza
Nebraska Furniture Mart
Office Depot/OfficeMax
Old Navy
Old Time Pottery
Payless Discount Foods
Petco
PetSmart
Planet Fitness
Price Chopper
Quik Trip
Raygun
REI
Roeland Park Dome
Sam's Club
Scheels
Soccer Nation KC
Sporting KC
Sprouts
Strasser Hardware/Strasser True
Value Hardware
Summit Fair Shopping Center
Sunfresh Market
Sutherlands
Target
Trader Joe's
True Value Hardware
Waffle House
Waldo Hardware
Walgreens
Walmart
Walmart Neighborhood Market
Westlake Hardware
Zona Rosa

THE BOOTH LOTTERY

The lottery's purpose is to provide an equitable division of the most popular locations, primarily in the six-county KC Metro counties: Cass, Clay, Jackson, and Platte counties in MO, Johnson and Wyandotte counties in KS.

In addition, the Product Program Team also manages ALL Walmart, Walmart Neighborhood Markets and Sam's Clubs in GSKSMO's 47 county footprint.

Troops outside of the six counties listed above should discuss the businesses on the No Call List with their SU PPM before reaching out to secure booths.

HOW THE LOTTERY WORKS

- The lottery will open in Smart Cookies on January 2 and close at 11:59pm on January 7, 2024.

- There is no advantage to what day you enter the lottery.

- No locations have been designated as "premium" in our lottery.

- Troops enter up to three entries (defined as a location + date + time).

- Troops can win one spot in the lottery. Not all troops will "win" a lottery choice.

- Troops are notified, via email, if they won or lost. GSKSMO doesn't get to write the automatic messages that you receive so here's a few notes on them:

  1. If the troop isn't awarded a booth your message will say to contact the council. You don't need to do this, we'll contact you!

  2. Troops awarded a booth through the lottery or when the Product Program Team calls do not need to add the booth to Smart Cookies; they will be automatically added to Smart Cookies.

- While we are contacting troops the week of the lottery, the Cookie Booth function of Smart Cookies is not accessible by troops.

- Troops located outside of the six county areas are welcome to join the lottery for locations that are destinations or places they would normally shop. (Ex: Bass Pro, Sam's Club.) We ask that you otherwise enter the lottery in the businesses in your area; retailers want to support local troops.

- Not all the stores on the No Call list will be in the lottery. Additional stores may be offered in lotteries via email; this happens when stores commit after the electronic process. As stores are added we will notify the SU where they are located via email.

After the lottery runs and the Product Program Team has reached out to the troops who did not "win" a choice, we will release what is called a First Come, First Serve (FCFS) schedule. This allows troops to pick up additional booths in a fair manner. Watch your email for a Cookiegram with the schedule.

HOW TO ENTER THE BOOTH LOTTERY

1. Log in to Smart Cookies.

2. Hover over the booth tab and click on schedule booths.

3. Click on the location you're interested in.

4. Click on the desired month and date.

5. Click save.

To delete a selection, go to the My Reservations screen and delete them.

You may enter up to three times. You can only earn a maximum of one time.

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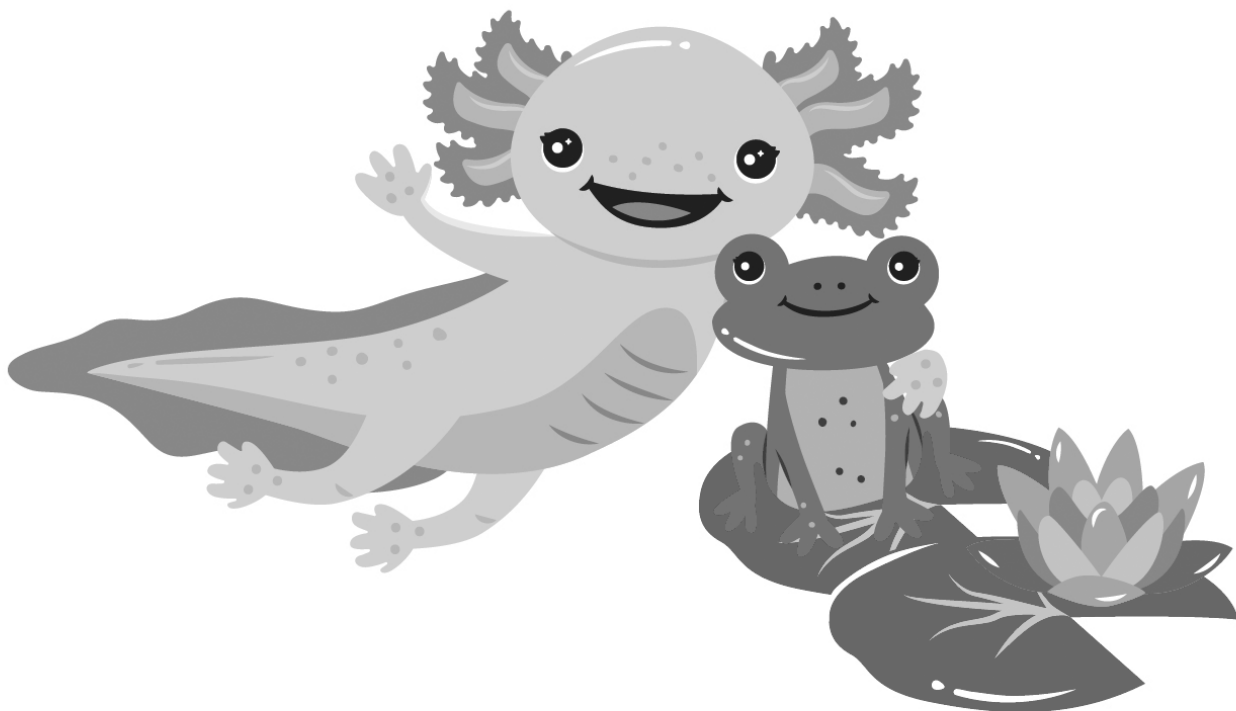
TO ADD A FIRST COME, FIRST SERVE (FCFS) BOOTH

1. Log in to Smart Cookies.

2. Go to the Booth tab and choose Schedule Booths.

3. Click on the desired location on the list on the left.

4. A calendar will open, and available dates will be highlighted. Click a date to see what time slots are available. If you see a time slot that works for you click it and it will turn blue.

5. Click SAVE to secure the spot. A pop-up box indicating that the reservation was received will appear.

If you use the search field, enter a store name or city for best results.

NOTE: Because all booths in Smart Cookie were part of the lottery, they are all designated as Lottery Booth with a purple dot. **Ignore** the designation/color coding.

VIEW ALL AVAILABLE BOOTHS AT ONE TIME

If you would prefer to run a report of all available booths for a time range vs looking at each location, you can do so by running a report called Available Booth Summary.

1. Log into Smart Cookies.

2. Go to the Reports tab and click Current from the list.

3. Under Report Categories click Booths.

4. Under Reports click Available Booth Summary.

5. Click Go to Report.

6. You can choose a location or leave as All to see All.

7. Enter a beginning date and end date.

8. To create a sortable report, change View Type to Text_Excel.

9. Click View Report.

The main contact listed under Troop Information (under the My Troop tab) will receive a confirmation email from noreply@ abcsmartcookies.com. You are welcome to edit this area before you secure a booth.

ADDING A COOKIE BOOTH TO SMART COOKIES

REMINDER: You do not need to enter the booth if you earned the booth via the Council's Cookie Booth Lottery, if you were assigned a booth with the help of the Product Program Team, or if claimed a booth from the available booths on Smart Cookie. These instructions are for troop secured booths and booths that were secured by the Service Unit.

To enter a troop secured booth:

1. Log in to Smart Cookies.

2. Choose the booth tab, then Troop Secured Booths.

3. Enter the info on both tabs – Booth Information and Appointment Times.

4. Click save.

Your entry will be reviewed and approved by the Product Program Team. Allow 72 hours for approval.

For more information Cookie Booths see page 24-25 of this handbook.

HOW TO CANCEL YOUR TROOP'S COOKIE BOOTH RESERVATION

If you cannot attend a Cookie Booth, please cancel the reservation in Smart Cookies as soon as possible; another troop may want to pick up the shift.

1. Log in to Smart Cookies.

2. Go to the Booth tab and choose My Reservations.

3. Click on the hamburger menu (≡) on the far right (you may have to reduce your screen image to 90% to see it).

4. Click on Remove Reservation and confirm by clicking Delete Forever. You no longer have this reservation. Email notification is also sent.

Reminder:

If you set up a pickup at this booth, you'll need to contact those customers to plan for pick up or refund those orders.

Notes:

PREPARING FOR A COOKIE BOOTH SALE

DO!

- Secure a location. Review No Call list first if securing your own!

- Recruit booth workers:

  - **Girls**: There should be a minimum of one girl and maximum of four Girl Scouts at every booth. We do not allow booths without currently registered Girl Scouts.

  - **Adults**: There should be a minimum/maximum of two adults at every booth. Even if there is only one girl, GSKSMO would like two adults so there is always one at the table and one with the girl.

- Create signs and props for your booth. Pinterest is a great resource for ideas. Dollar store balloons, tablecloths and décor are economical. Promoting Cookie Share is a great way to show another way Girl Scouts give back!

- Review Booth Etiquette with the girls.

  - **INSIDE BOOTHS:** Minimize the volume. Greet customers as they approach, do not yell. No chants, songs, cheers, etc.

  - **OUTSIDE BOOTHS:** Again, keep the volume in check and do not shout at customers—let them approach you.

- Order cookies for the booth.

  - GSKSMO estimates, in general, troops sell approximately 50 packages an hour at high traffic locations like Walmart or a weekend grocery store. The number of packages sold at any location can vary depending on the weather, the store's traffic, what you have in stock, and if you've promoted the booth. Discuss your location with your sister TCMs – they will have the best advice because they have most likely hosted a booth at the location.

- Get plenty of change, especially ones, fives and tens. A change box or fanny pack is helpful as well as a secondary box or envelope so you can pull large bills out.

- Download the Digital Cookie app! This app is free for both iPhone and Android users from your app store. You'll use this app to accept credit cards from Booth Customers! DC24 uses OCR (scanning) to capture and send (not photograph and save) credit cards. Girls can also manually enter a credit card using DC24. Think of it as a portable cash register.

- Have a table, chairs, and a way to move the cookies from the car to the booth. Some stores provide tables and chairs, but most don't. Look at the location notes for this info.

- Thin Mints are the #1 selling Girl Scout cookie (26% of our sales); it's key you have them at your booth. Ideally, you'll have the rest of the varieties, but plan accordingly based on average sales. Here are average sales, by variety, for our council in 2023:

  - Thin Mints: 26.1%

  - Peanut Butter Patties: 15%

  - Caramel deLites: 14.9%

  - Lemonades: 10.9%

  - Peanut Butter Sandwiches: 9.3%

  - Adventurefuls: 8.5%

  - Trefoils: 6.2%

  - Toast-Yay!: 4.1%

  - Caramel Chocolate Chip: 1.7%

DO NOT
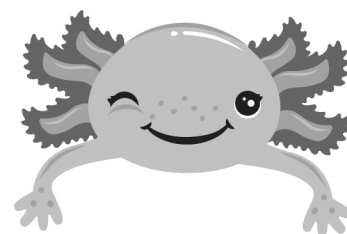
- Ask the retailer for change.

- Use shopping carts to transport cookies from the car to the booth and back.

- Tape signs to the walls of the stores.

- Bring non-troop children to the booth. Tag-alongs are not allowed!

- Use an empty cookie box or any other "disposable" thing for booth money. If you don't have money boxes or envelopes, use storage containers, a lunch box, a fanny pack/belt bag, or something you can designate as the place you keep cookie money.

BOOTH SALE BEST PRACTICES

- If there's a problem call or text 816-759-3028 and include your contact info (phone).

- Be ready to go at your start time and ready to close out at the finish, especially if you're at a location where another troop is there before and after you.

- If you are at a location where another troop is scheduled before you, do not begin selling until your booth time.

- Be friendly and always say thank you even if the answer is no from a potential customer.

- Have fun but be respectful to customers and sister troops.

- Girls should stay with the booth. Do not let girls wander throughout the business.

- **Take all trash and supplies with you and dispose of it offsite.** Do not jam empty case packaging in the store's trash can. Leave the location better than you found it.

- Give the girls who worked at the booth credit for the sales of the booth. Your troops, and ideally your families, need to be transparent about how you are diving up credit for booths.

There are several ways to assign credit for booth sales. The most common:

- · Divide total number of packages sold by the number of girls who worked the booth.

- · Add up all packages sold at booths through the season and divide by number of shifts worked. This option is helpful to girls who worked at booths where traffic was slower.

- Make sure your girls and their families know how the cookies will be distributed.

- For instruction on how to distribute cookies, sold at booths, in Smart Cookies see page 27.

"AT HOME" BOOTHS

Cookies can be sold at home booths (think lemonade stand or during a garage sale) if you follow these guidelines:

- For <u>every</u> Girl Scout present, an adult (18 years+) must be present, even for Girl Scouts aged 18+.

- Your local community ordnances/HOAs/ etc. allows Cookie Booths.

- Girls are in a safe location.

TROOP VIRTUAL BOOTHS

Virtual booths allow troops to capture orders ahead of, or instead of, a physical booth sale. You can create a link, offer pick-up and/or delivery to enhance sales.

Virtual Booth links will be set up in DC24.

Reminder: DC24 is the web-based program that Girl Scout families use to manage their Cookie Business. Volunteers will also use DC24 for a handful of tasks. You can find more information about DC24 for troops on page 34-35 of this handbook.

New Jargon-Troop Site Lead

The Troop Site Lead is referring to the DC24 website (not the location of a Cookie Booth) and should be the Troop's Cookie Manager.

There are a few variations on Troop Virtual Booths:

1. Troop Virtual Booth Link: this allows the troop to share a link for customers to order on behalf of the troop. The order may be direct ship or girl delivered. A link and/or a QR code can be used.

2. Troop Shipped Only Link: this allows the troop to share a link for customers, but they can only order direct ship and/or Cookie Share.

3. Troop Booth Pick Up: This allows customers to order and pick up from your troop's physical cookie booth. Pre-orders are captured, and your customers will know they need to stop by your booth to get their order. In other words, they are reserving the product they want.

The first two options are part of your set up as the TCM logs into DC24. The third option is available once you set up your booth in Smart Cookies and those details transfer over to DC24. Once you can view the booth in DC24, follow these steps:

1. Under the Virtual Booths tab select an existing cookie booth from your list and click "Add Pick-Up Option.

2. Enter the details requested. The end time should be 12 – 24 hours before the physical booth sale start time you have time to approve orders and acquire the inventory needed.

3. Send out the link to customers.

Before the booth, review the orders:

1. Log into DC24.

2. Navigate to the My Troop Orders Tab.

3. Choose Digital Cookie Orders to Pickup.

4. Approve (or decline) orders.

Once you approve the order it moves to the Orders to Pick up section. Once the order is picked up, mark the order as "Order Picked Up" to remove it from your list of orders.

REFUNDING ORDERS

If a customer doesn't show up to pick up their order, you can contact them to arrange another pick-up time or you can simply refund the order.

To Refund the Order:

1. Log into DC24.

2. Go to the Order Tab.

3. Enter one qualifier.

4. Click search.

5. Click on the green order number to bring up the order.

6. Click Refund.

7. Choose the appropriate options.

8. Click Yes. This will begin the process to refund the customer which can take a few weeks.

DISTRIBUTING COOKIES TO GIRLS SOLD AT A COOKIE BOOTH

You can manually distribute packages sold at a booth or, if your booth was in Smart Cookies prior to the booth, you can use the Smart Cookie Divider.

Using the Smart Cookie Divider:

1. Log into Smart Cookies.

2. Hover over Booth and choose My Reservations.

3. Click the booth sale you are distributing cookies for. Do this by scrolling. 'Click Booths Left to Distribute' to filter the booths that do not have cookies distributed.

4. At the far right of the row, click on the three dots on the far right; a tab will extend.

5. Click on Smart Booth Divider.

6. Verify the booth is correct. If it isn't, click the back arrow to change the booth.

7. Enter the number of packages sold, by variety, at the booth.

8. Click the Save and Distribute button.

9. Click Select Troop Girls (next to Save & Distribute) and select girls that you wish to include in the distribution (click on the box to the right of their name).

10. Girls selected appear on the grid and the divider will distribute as evenly as possible. Any remaining packages will need to be manually distributed. To do this in Smart Divider, edit the boxes.

11. Once complete, click save. You'll receive a confirmation package, and all packages will show as distributed.

Crediting Girls for Booth Sales, manually:

This is exactly like crediting them for their individual sales except that you enter the packages under a different column.

1. Log in to Smart Cookies.

2. Hover over the Orders tab and click Transfer Order.

3. The system defaults to Troop to Girl under type of transfer. You use these same instructions for transfers between troops, girls or if the need arises to take cookies back from a girl (not advised).

4. Under Girl, click on the girl's name, the field will turn blue.

5. Click apply.

6. Enter the quantities, by variety, you wish to transfer under BOOTH PACKAGES (see image below).

7. Enter notes (optional) if you wish; these notes are for your reference only.

8. Click save Enter notes (optional) if you wish; these notes are for your reference only.

9. Click save.

Use BOOTH PACKAGES column to credit girls for booth sales

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GIVING GIRLS CREDIT FOR COOKIE SHARE:

REMINDER: Any Cookie Shares entered with the initial order are already credited to the girls. You will only need to complete this step if the girls sell more Cookie Shares after the initial order.

And Cookie Shares sold online via Direct Ship do not need to be added.

To give girls credit for Cookie Shares sold after the initial order:

1. Log in to Smart Cookies.

2. Hover over Orders and choose Virtual Cookie Share.

3. Enter the total number of additional Cookie Share packages for each girl.

4. You can enter for one or more girls, and you may enter as many times as you need to during the program.

5. Enter notes if you wish; these are for your info only.

6. Click Save. You should receive a pop-up window alerting you that the order was successfully updated.

7. You may edit or delete your Cookie Share order by going to the Manage Order Screen (under Orders tab).

OTHER TRANSFERS:

You may need to transfer cookies between girls or to another troop. The process is simple and works just like you're transferring cookies from the troop to the girl or another troop. After you log in to Smart Cookies and choose Transfer Cookies, choose the action you want from the drop-down menu (EX: Troop to Troop, Girl to Girl) and proceed with your transfer.

Once the transfer is complete, the receiving party will get an email confirming the transfer.

Reminder: If you are transferring cookies to a troop, the giving troop should complete the transfer AND fill out a receipt, so you have proof, in writing.

Do not transfer cookies between the same girl entered twice in Smart Cookies. If a girl is listed twice in Smart Cookies stop and email cookies@gsksmo.org with details.
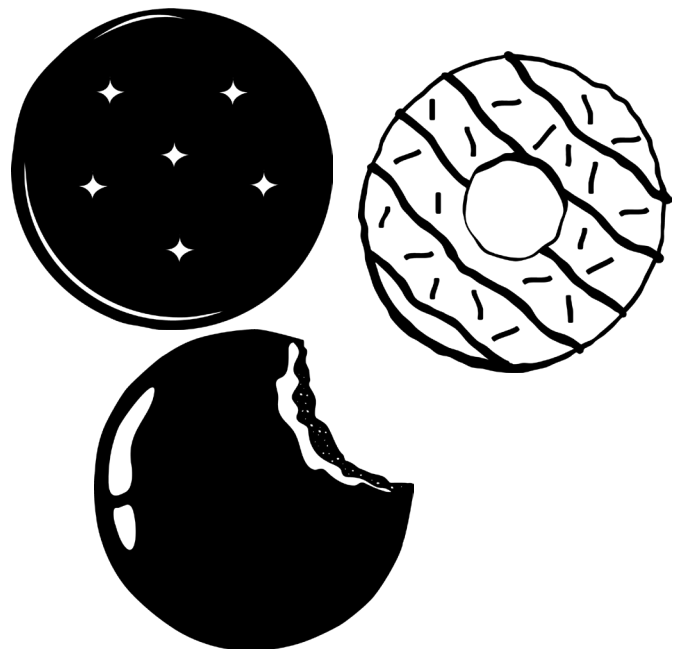
PAYING FOR COOKIES:

Cookies are given to troops on credit. GSKSMO uses ACH to deduct funds from your troop account. ACH is the process where money can be taken, or given, to your troop bank account with your permission. ACH is a standard banking process; an example of another ACH process is when you've authorized a bank to take your rent or mortgage payment from your bank account.

> **If your troop has not opened a Troop Bank Account, make this a priority.**
> **Once the account is open, the troop will need to fill out an ACH authorization form. Confirm with Troop Leaders that there is a Troop Bank Account AND the ACH f orm has been filled out. For assistance, email customercare@gsksmo.org.**

- ♣ February 19, 2024: We will deduct $1 per package assigned to the troop. Credit card payments made to the troop are counted towards the amount due.

- ♣ March 18, 2024: We will deduct the remaining balance due.

- ♣ All cash and checks* should be deposited into your troop account.

- ♣ Checks should be made to Girl Scouts but checks that are made out to variations of Girl Scouts like GSKSMO, GSUSA, GSA, your troop number can be deposited.

- ♣ Endorse checks with "For Deposit Only."

- ♣ If a check bounces, visit our website for information on reimbursement found under gsksmo.org, cookies and then troop resources.

*We strongly recommend you not accept checks or limit acceptance to people you know.

TRACKING TROOP MONEY

Any credit card payments accepted by the troop or Girl Scout through DC24 will automatically be credited to the troop and will appear on the Troop Balance Summary. (See page 34 for directions on how to run this report in Smart Cookies).

Troop deposits made to the troop's bank account are not recorded in Smart Cookies. Troops wishing to track cookie money deposits into the Troop's account should keep records on a ledger or in a spreadsheet.

Once GSKSMO completes the ACH process (which can take two to three weeks) we will add the amount of that payment to Smart Cookies. By running the Troop Balance Summary Report, troops can see both their credit card payments and, if applicable, any ACH payments.

After the final ACH pull, GSKSMO will identify troops who have a balance owed and will contact the Troop Leader; Troop Leaders should be watching over the program and making sure that funds are collected, and deposited, regularly.

If it's determined that the Troop Cookie Manager is responsible for the debt, GSKSMO will shift the debt to a Family debt and proceed accordingly.

Our Service Unit Support Team will evaluate this list and determine if any leaders/volunteers are not eligible to return in a leadership role prior to August 1st.

Girl Scouts under the care of any non-eligible volunteer may participate in Booth sales and Direct Ship sales only.

Troops that have Cookie Program balances will not be able to participate in council-sponsored travel and troop trips.

> **If you need help understanding the financial process of the Cookie Program, it is important that you connect with your SU PPM or Council Support Person before the Program is over.**

TRACKING COOKIE MONEY

Keeping the finances straight can be challenging; if you follow the steps outlined below your experience can be smooth one!

- ♣ Set expectations from your families as to when and where you'll collect money.

- ♣ Introduce a schedule during your Family Meeting. Families tend to hang on to money due.

- ♣ Do not let families turn in one check at the end; they should be turning in money as it's collected.

- ♣ Fill out a receipt, completely and correctly, any time you collect money from a family and enter the amount into Smart Cookies (directions on adding girl payments are on this page). **THIS IS MANDATORY!**

- ♣ The full date: MM/DD/YY – important since the receipts can be the same from year to year.

- ♣ Legible signatures on the Received from and Received By lines.

- ♣ Use separate receipts for each transaction – don't put cookies taken and money received on the same receipt.

- ♣ Troops keep the white copy; families keep the yellow copy.

- ♣ Deposit money regularly. Your safety is important so please go to the bank at an appropriate time but do so as soon as possible.

- ♣ If the TCM turns money over to the Troop Leader, a receipt should be filled out.

> **If money is lost/stolen, the person who was holding the money is financially responsible for replacing it.**

More receipt books are available from your SU PPM or the GSKSMO office. Please email cookies@gsksmo.org ahead of time so we can be sure to accommodate you.

TRACKING FAMILY MONEY IN SMART COOKIES

Every time a family turns in money, TCMs should enter the payment into Smart Cookies. This allows you to have a record of every payment and easily see what each Girl Scout's balance is.

Entering Girl Money into Smart Cookies:

1. Log into Smart Cookies.

2. Hover over the Finances tab and choose Financial Transactions.

3. The program opens automatically to the troop transaction tab, click on Girl Transaction.

4. Scroll down and click Add Girl Transaction.

5. Choose the girl, type and payment method from the drop-down menus.

6. Enter the date (the day the cash/checks were accepted) and the amount of the deposit.

7. The reference and notes fields are optional and as a rule the council will not see these fields. If something has been entered in these fields do not erase.

8. Click Save.

You can review each girl by running the Girl Balance Summary Report in Smart Cookies. Instructions can be found on page 34.

Families assume financial responsibility for every package of cookies they take. These packages can be transferred to other girls or troop if a recipient is available.

> **Make sure your families know you cannot take cookies back; you cannot return them to the council.**

Check in regularly with families about payments and inventory.

UNPAID DEBT FROM FAMILIES

If a family has unpaid debt at the end of the program, the TCM must have correctly filled out receipts in order to turn in the debt AND TCMs must meet with their SU PPM to turn over receipts and debt details.

Families who owe funds will be listed in a database; GSKSMO will reach out to follow up. If the family pays the troop, the TCM must notify GSKSMO with an update.

Unpaid debt may result in the Girl Scout and/or Family members being restricted from participating traditionally in the Cookie Program. Cookie Booth sales and Direct Ship participation will be allowed.

If a family has unpaid debt, the Girl Scout will receive recognitions distributed by the TCM (patches, cups, shirts, etc.) but higher-level items (Day at the K, WOF, Cookie Dough, etc.) will not be distributed until the debt is paid. We will not provide make-up tickets for events that are over by the time the debt is paid.

In the event of fire, theft, or other disaster, the adult who possesses the cookies or cookie money is financially responsible. GSKSMO will work with the family responsible with a police report.

Notes:

GIRL RECOGNITIONS

Girl Scouts work hard -it's important to make sure each girl is rewarded for the level of work she has completed for the annual program.

Completing the recognition order should be the very last step you take in Smart Cookies. Do not enter a recognition order until you've completed all transfers.

Online sales continue through March 3; check your order after that date.

Remember to check any virtual orders your troop may have received and distribute to girls.

The deadline to complete your troop's recognition order in Smart Cookies is **March 12, 2024**.

Junior, Cadette, Senior, and Ambassador troops may opt to forgo traditional troop recognitions in favor of earning additional proceeds. This must be a unanimous decision by the girls. If a troop opts out, Girl Scouts will still earn patches so all troops should complete a recognition order.

You may potentially need a size for a t-shirt. Remember that the t-shirt will be distributed in May so order up if you're concerned about sizing. All shirts come in youth and adult sizes.

Completing Your Troop Recognition Order:

1. Log into Smart Cookies.

2. Hover over the Rewards tab and click Recognition Order.

3. Under Order Type use the drop down and click Main.

4. All the girls in your troop will be listed. If a girl is missing from the list, email cookies@gsksmo.org. Include the girl's name, your name, your troop and service unit numbers.

5. All girls will be marked unread; if the order is marked with a red symbol, something is missing from the girl's order; a choice or a size needs to be selected.

6. To edit the girl's order, click on the blue arrow.

7. Click expand all and look at each section.

8. Make the appropriate choice or choose the size(s) needed.

9. Click save; the red symbol will disappear when all choices needed have been made.

10. Click on the extras tab. You'll find the achievement and Cookie Share patches here. Click save.

11. After completing all girls, return to main screen. If all choices have been made the order will be marked complete.

Editing Girl Recognitions:

If you find a need to edit a recognition order, and it's before our March 12 deadline, your order will be marked incomplete, and you may edit the order. Click Manage Recognition Order and edit as needed.

If you make changes and those changes don't require choices your order will remain in complete status, and you no longer need to review again. The order updates automatically.

If it is after March 12, email cookies@gsksmo.org with your troop number and the details of the edit.

Finalizing Girl Recognition Orders:

If you are completely done, and no additional changes are needed, click to submit.

If you submit and need to make changes, your SU PPM or cookies@gsksmo.org can de-submit the order for you if it's before March 12, 2024, 11:59 pm.

If you forget this step, there's no need to worry! GSKSMO will complete it for you.

Your recognition order will show a status:

Incomplete (means action needs to be taken like a size or choice)

Complete (no further action needs to be taken)

T – Submitted by the troop

S - Submitted by the SU

C - Submitted by the council

RECOGNITION ORDERS ARRIVE IN MAY:

Your SU PPM will alert you when they arrive. Distribute all recognitions by Memorial Day weekend.

TO RUN THE GIRL RECOGNTION REPORT:

1. Log into Smart Cookies.

2. Under the Reports tab choose Current.

3. Click Rewards on the left, click Recognition Order by Girl on right.

4. Click Go to Report.

5. Click View Report.

REMINDERS:

Families will be contacted directly for Girl Scout Day at the K, Girl Scout Day at WOF, Newsies, the Painting Party Picnic, the Nintendo Switch Lite, Great Wolf Lodge, the Apple MacBook Air, and the GS Trip by the email we have on file in our main registration system. Action steps must be taken to redeem.

Cookie Dough notifications will be made in mid-April 2024, via email.

MORE ABOUT DC24

For a TCM, most of your work will happen in Smart Cookies but DC24 will be needed for a few activities.

DC24 also offers TCMs a Troop Dashboard where TCMs can review orders, send cheers to the members of the troop, and manage Virtual Booth Info along with your Troop Cookie Link. More information about Virtual Booths can be found on page 26 of this handbook in the Booth section.

DC24 has six tabs: Dashboard, Orders, My Troop, My Troop Orders, Cheers, Virtual Booths.

DC24 Site Lead Dashboard

There are five sections on the dashboard:

1. **Troop Virtual Booth Info:** Troop Virtual Booths allow you promote online sales for your regular in-person booths. Customers can place an order, pre-pay and then pick up their order at your scheduled booth. You'll find a link and a QR code you can choose from to promote your sale.

    You'll also see your Troop's Ship Only Link. This allows you to send a link to a potential customer to place a Direct Ship order. If a customer orders, you can assign those sales to the girls.

2. **Pending Virtual Booth Orders:** Indicates if your Virtual Booth Link or and Girl Scouts in your troop have an order that needs to be approved or delivered.

3. **Troop Rewards Deadline:** If you need to set your deadline earlier than the council date, you can edit this date for your troop.

4. **Troop Online Sales and Marketing:** This allows you to send notes of encouragement to the girls in your troop.

5. **Reports**: You can access four reports to assist you in managing your Girl Scout's DC24 activity:

    - All Order Data: details on every order for every girl.

- Initial Order: Shows what the family entered as the Gir Scout's initial order.

- Cookie Badges: Indicates if the Girl Scout is completing steps towards Cookie Business Badges and/or the Family Entrepreneur Pins.

- Rewards Selection: Click to pull the report and enter into Smart Cookies so you don't have to track the Girl Scout down to find out what she wants.

Orders

The Orders tab allows you to search for orders in multiple fields including customer name, girl name, and more. Click Orders Pending Validation to see if your troop has orders that need approval.

My Troop

This tab shows you each Girl Scout in your troop and how many packages she has sold. It also shows you her goal (if she entered one), if she published her cookie site on DC24, if she has any orders to approve, and details like cookies sold, her parent/guardian, her delivery settings (is she offering Girl Delivery and are all varieties available), and how many marketing emails she sent.

The total troop number of packages sold is also on this page and if you set a troop package goal in Smart Cookies, it will also show you a bar graph with your progress.

Finally, there is a quick link to an initial order report for your convenience on this tab.

My Troop Orders

This tab offers info regarding DC24 Online Orders and a link to an instructional sheet regarding online ordering.

Cheers

Make a Girl Scout's Day when you use the Cheer tab! The tab allows you to see each Girl Scout and her percentage to goal progress. A couple of mouse clicks and you can send a girl a "way to go" message. What a fun way to keep the girls motivated!

RUNNING REPORTS IN SMART COOKIES

Most of the data you will want is on your dashboard; however, there are some reports that are not. If you need to run a report in Smart Cookies.

1. Log in to Smart Cookies.

2. Hover over reports and click Current.

3. For previous year's reports, click Archived. If the archived report is not available, email your request to cookies@gsksmo.org; we may have the info you need.

4. Choose the Report Category in the left-hand box, then the Report in the right-hand box.

5. If this is a report you'd like to access regularly, click Add to Favorites. On your next login the report will be under Reports/Favorites.

6. Click Go to Report and choose the format you prefer.

7. A new screen will appear; don't change any settings other than UOM (Unit of Measure). Change to packages.

8. Click "view report."

FAQs

Q: A Girl Scout transferred to/from my troop in the middle of the program. What do I do?

A: Email details (SU number, former troop number, new troop number) to cookies@gsksmo.org. The Product Program Team will address the situation with each leader and ensure that all steps are taken to make sure all details are addressed. Please do not transfer cookies.
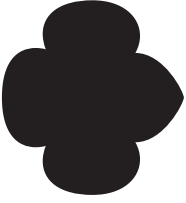
Q: What if someone complains about the cookies?

A: Email details (customer contact info including name, phone number or email) to cookies@gsksmo.org. Ask the customer to keep the packaging. We will contact the customer and take care of any issues. Please do not refund the customer or replace cookies from your troop inventory.
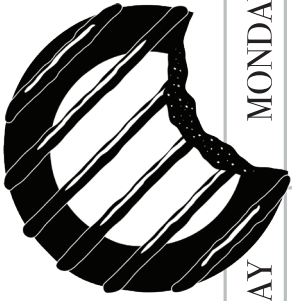
Q: What if I'm contacted by the media?

A: If local media reaches out to do a story on your Cookie Program, that's great! We ask that you refer any media requests to Gina Garvin. You can email her at ginagarvin@gsksmo.org or call her at 913-706-1975.
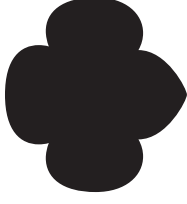
JANUARY 2024

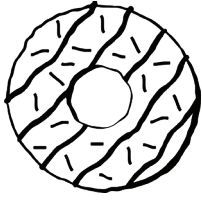Program launches Dec 18

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 New Year's Day	2 Booth Lottery Opens	3	4	5	6
7 Booth Lottery Closes (11:59 pm)	8 Booth Lottery Runs | Family Orders Due to Troop	9 First Come / First Serve Booth Selection Process Begins	10	11	12 Troop Initial Orders Due (11:59 pm)	13
14	15 MLK DAY Martin Luther King Jr. Holiday	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 **Initial Order Delivery Days** (Your Service Unit Product Program Manager will provide your specific pick-up date)	2	3
4	5 **Cookie Booths**	6	7 **Initial Order Delivery Days** (Your Service Unit Product Program Manager will provide your specific pick-up date)	8	9 Council Cupboards Open **Cookie Booths**	10
11 Super Bowl	12 **Cookie Booths**	13	14 LOVE Valentine's Day	15	16	17
18 1st ACH Pull ($1 per package)	19 President's Day Holiday	20 **Cookie Booths**	21	22	23	24
25 **Cookie Booths**	26	27	28	29		

MARCH 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3 **Cookie Program Ends**	4	5	6	7	8	9
10	11 **Troop Recognition Order Due / Troops Only Have Access to Reports in Smart Cookies (11:59 pm)**	12	13	14	15	16
17	18 **Final ACH Pull (Balance Due)**	19	20	21	22	23
24/31	25	26	27	28	29	30

Cookie Booths

May 2024: Recognitions Arrive, Distribute May 27

Notes: