

OWN YOUR magic

girlscouts
of central california
south

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



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Girl Scouts of Central California South
Customer Care at 1-800-490-8653 or email at customercare@girlscoutscs.org

ABC Smart Cookies
Customer Care at 1-855-444-6682 or email ABCSmartCookieTechSupport@hearthsidefoods.com



Important Dates

DECEMBER

Training	MYGS—gsLearn ⇒ Troop: Cookie Coordinator ⇒ Service Unit: Service Unit Director ⇒ Service Unit: Cupboard Manager
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JANUARY

January 2	Service Units Lottery Opt-Out Form Due <i>-Opt-Out Service Units Secure Own Booths</i> <i>-Adhere to “Do Not Call List”</i>
Monday, January 8, at 7:00 pm to Thursday, January 11, at 11:59 pm	Booth Lottery Selections Opens in Smart Cookies
Friday, January 12	Lottery Selections Awarded to Troops
Monday, January 15	Troops Secure Own Booths <i>-Adhere to “Do Not Call List”</i>
Tuesday, January 16 11:59 pm	<i>Troops Initial Order Due in Smart Cookies</i> <i>Service Unit Cupboards Initial Order Due in Smart Cookies</i>

FEBRUARY

Friday, February 2	GIRL SCOUT COOKIE PROGRAM START (Order Card & Online Sales)
Week of February 5—9	Service Units Initials & Cupboard Drop
Saturday, February 10	Troops Initials Mega Drop
Sunday, February 11	Direct Sales Start (Online Sales Continues) -includes walkabouts and lemonade stands
Wednesday, February 14 7:00 pm	FCFS (First Come, First Serve) Booths Opens in Smart Cookies
Thursday, February 15	Council Cupboards Open Service Unit Cupboards Open
Friday, February 16	<i>Troop: In Lieu of Recognitions Form Due</i>
Saturday, February 17	Booth Sales Start -includes Single Scout Booths and Troop Booths

MARCH

Friday, March 8	ACH 1 Withdrawal (\$1.00 per package as of Feb. 26)
Friday, March 29	ACH 2 Withdrawal (\$3.00 per package as of March. 18)

APRIL

Friday, April 5	GIRL SCOUT COOKIE PROGRAM ENDS (Direct and Online Sales)
<i>Wednesday, April 10 11:59 pm</i>	<i>Troop: Parent Delinquent Form Due</i> <i>Troop: Recognitions Orders Due in Smart Cookies</i>
<i>Thursday, April 11 11:59 pm</i>	<i>Service Unit: Reviews/Confirms Troop Recognition Orders in Smart Cookies</i>
Friday, April 19	ACH 3 FINAL Withdrawal (\$5.00 per package as of Apr. 5)

May/June 2024

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

WEEKLY

Mondays, at 6:30 pm	Cookie Workshops (register on Activities Calendar) <i>Holidays excluded</i>
Mondays, by 8:00 am	Troop Planned Orders Due (4 orders MAX per week)
Mondays, by 9:00 am	Service Unit Cupboard Planned Orders Due (1 order MAX per week)

Girl Scout Cookie Program

Product Programs are an integral part of the 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.



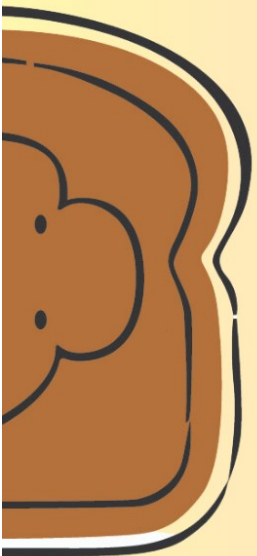
People Skills: Girl Scouts learn how to talk and listen to their customers, as well as work in a team with others. This matters because it helps them do better in school (on group projects, on a sports team, and on the playground) and later, at work.



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.



Welcome



Dear Volunteers,

Welcome and thank you for your participation in the 2024 Girl Scout Cookie Program. The Girl Scout Cookie Program is comprised of selling of variety flavored cookies. The Girl Scout Cookie Program has an online option to purchase cookies. Troops and girls can choose to participate in the sale via order card, online or both.

Benefits of Participating

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

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

2024 Girl Scout Cookie Theme is “OWN YOUR MAGIC”.

The 2024 Girl Scout Cookie Program provides girls with an opportunity to “Own Your Magic” while learning more about the Axolotl.

2024 Girl Scout Cookie Program Mascot is the AXOLOTL.

Axolotls are a type of salamander. An axolotl’s gills appear as feathery appendages on the outside of their bodies, along with their gills they also have develop lungs. Remarkably, axolotls are only found in a single location on Earth, that is the freshwater Lake Xochimilco and its surrounding canals and waterways which are located near Mexico City in Central America. There are carnivorous—they eat everything from fish and worms to insects and crustaceans.

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

We appreciate you so much and are here to support you!
-The Product Programs Department



ABC Bakers

5 Core Classics



CARAMEL
DELITES



PEANUT BUTTER
SANDWICH



THIN MINTS



PEANUT BUTTER
PATTIES



TREFOILS

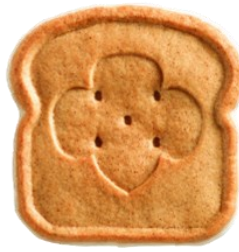
+4 More Crowd Pleasers



ADVENTUREFULS



LEMONADES



TOAST-YAY!



CARAMEL
CHOCOLATE CHIP

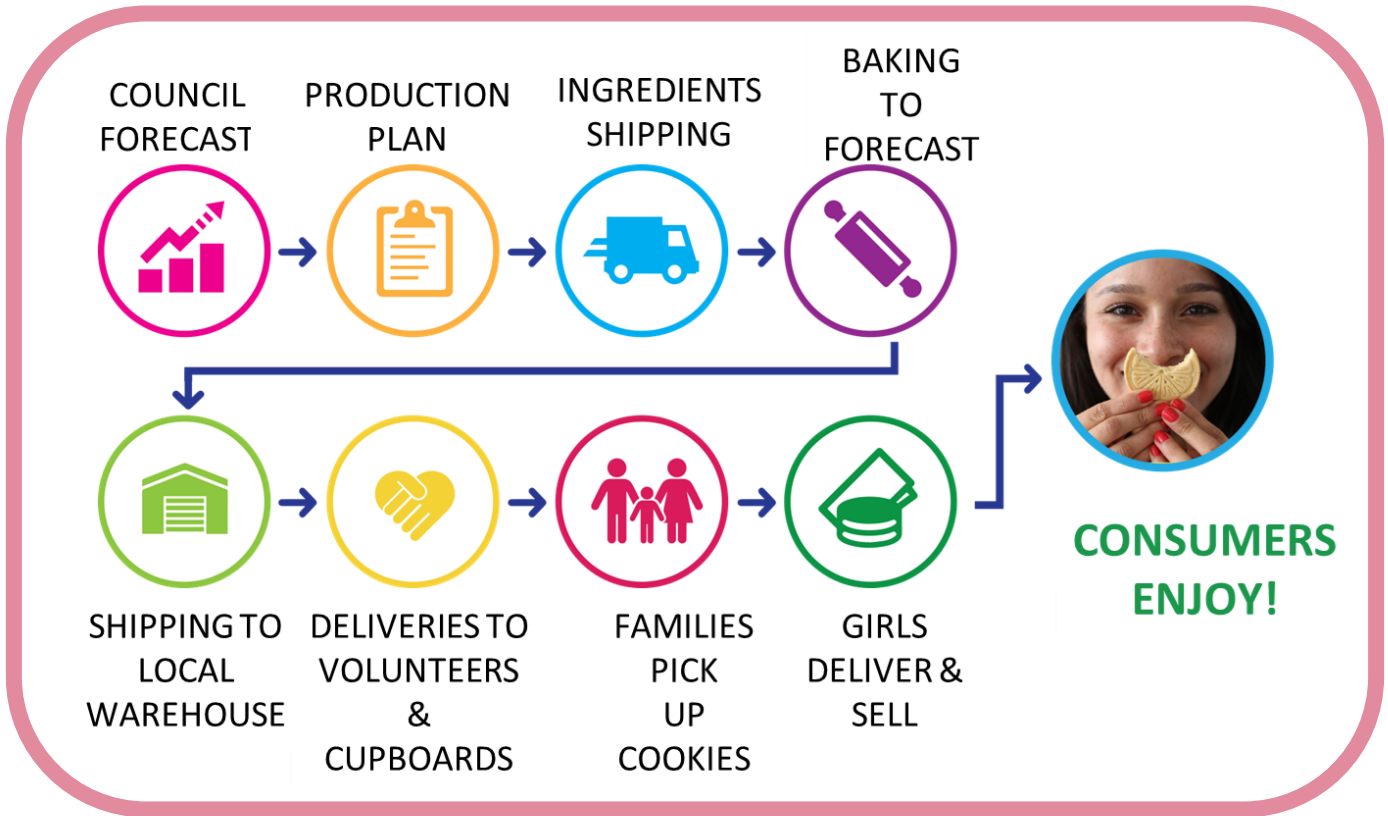
ABC Bakers cookies feature

- 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)

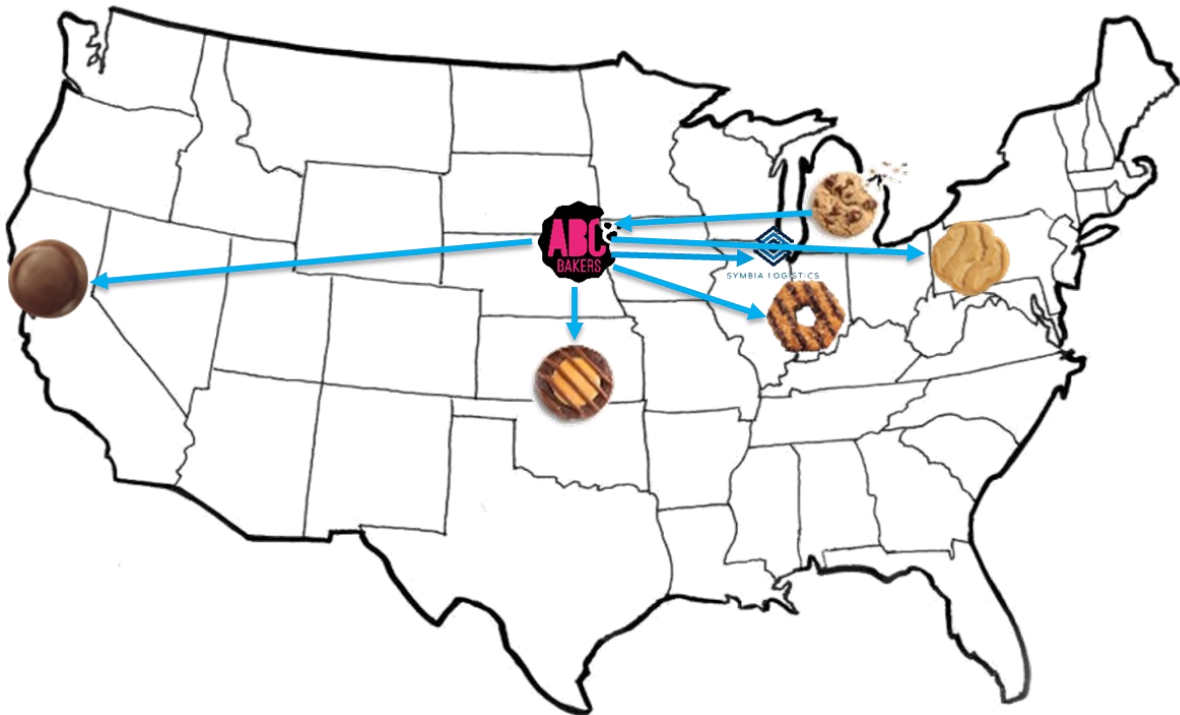


ABC Bakers

Journey of a Girl Scout Cookie



Network of Distributors



Smart Cookies

Digital Toolkit & Online Resources

ABC's digital toolkits and online resources can all be found in one place – Smart Cookies! This is a snapshot of some 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. And our Facebook page for volunteers is super helpful as well.



www.abcsmartcookies.com

Volunteers

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

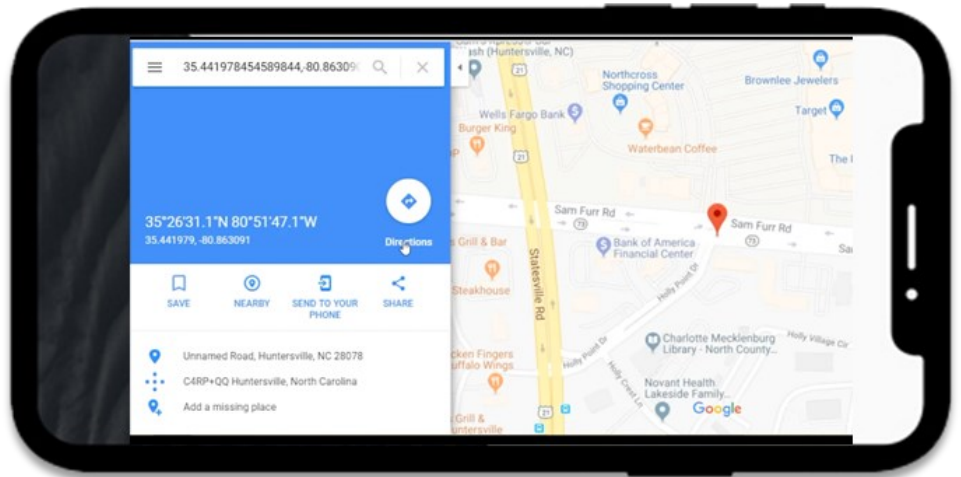


Smart Cookies (end)

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 selling platform.



Virtual trainings and powerful online tools for volunteers!



**SMART COOKIES
ONLINE TRAINING**



**VOLUNTEER
PAGE**

facebook



ABC CHANNEL

YouTube



**ABC IMAGE
LIBRARY**

flickr



**DIGITAL
GUIDES & Council
resources available**

Booth Basics



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.

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 Coordinator 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.

Drive-Thru Booth

Girls should be instructed on safety and never be allowed to approach vehicles. Adults must hand cookies to customers, take money, etc.

- Assign designated duties for each participant
- Troops must have permission from store property manager to set up a Drive-Thru booth
- All booths locations must be entered in Smart Cookies

Storefront Booth

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

- Verify locations IS NOT on the “Do Not Call” list
- Download the Booth Request letter from the council website
- Submit completed Booth Request letters to Customer Care
- Enter all Troop Secured Booths in Smart Cookies for council approval
- Once approved, the troop may actively host a troop booth

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

Booth Basics (end)

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 store entrances
- No eating or drinking while talking to customers. All food and drinks must be away from the booth table/area
- Girls are actively selling at a booth and not playing games, or on their phones—same goes for volunteers
- Girls are never to 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
- 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

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 girls 	<ul style="list-style-type: none"> ◆ Delivered by girls to customers ◆ Direct sale to customers <p><i>Girls 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 	Shipped directly to customers. <i>(1-2 weeks standard deliver after order processing)</i>
	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 cookie order card ◆ Girls collect money from customers ◆ Girls turn in money to Troop Coordinator ◆ Juliettes/Council Ran Troops turn in money to Council, Goldmine Stores 	<ul style="list-style-type: none"> ◆ Delivered by girls to customers ◆ Direct sale to customers <p><i>Girls 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>

Types of Sales



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 Marketplace, Offerup, Let it Go, Amazon, Mercari, etc.
- ◆ May advertise their Girl Scout is selling on resale sites but they CANNOT process any payments through these resale sites
- ◆ Online customers will have the option to have cookies shipped directly to them or have them "girl delivered" by the Girl Scout

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.



Troop Coordinator

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



Troop Coordinator

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.

Troop Coordinator (cont.)

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—Opens January 8 at 7:00 pm, Closes January 11 by 11:59 pm, Awarded January 12

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

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.

Troop Initial Order—January 16 by 11:59 pm

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

Review your “initial order”

Go to Orders—Manage Orders—Initial Orders

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

Troop Coordinator (cont.)

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.

Girl Scout Cookie Drop (Mega Drop) - February 10 (Fresno & Bakersfield)

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

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

First Come, First Serve Booth (FCFS) - February 14 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.

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 **+0.20¢** per package sold
- Every girl and parent/guardian in the troop must sign and agree on NOT receiving recognitions
 - ⇒ Girls only receive patches, earned membership and Cookie Dough
- Download the In Lieu of Recognitions Form from council website
 - ⇒ Submit In Lieu of Recognitions form to Customer Care by the due date

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

Troop Coordinator (cont.)

Transfer Orders

Troop transfers are used to transfer cookie inventory from the troop's main inventory to the transferred party. Girls 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.

At the end of the sale, Troop Dashboard should show "Cookies on Hand" at 0.

- Transfer Types
 - ⇒ T2T—troop to troop
 - ⇒ T2G—troop to girl
 - ⇒ G2T—girl 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 Payment Transactions

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

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

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— **March 8 (as of February 26 by 11:59 pm)**
 - ⇒ Total packages, includes all initial orders and any planned orders
 - ⇒ Minus credit card payments
 - ⇒ -\$1.00 per package
- ACH 2—Withdrawal—**March 29 (as of March 18 by 11:59 pm)**
 - ⇒ Total packages, includes all planned orders
 - ⇒ Minus ACH 1, credit card payments, and cookie donor buyouts
 - ⇒ -\$3.00 per package
- ACH 3—Final Withdrawal
 - ⇒ Total packages sold—**April 19 (as of April 5 by 11:59 pm)**
 - ⇒ Minus ACH 1, and ACH 2, credit card payments, and cookie donor buyouts
 - ⇒ -\$5.00 per package

Troop Coordinator (end)

End of Sale—April 5 at 11:59 pm

- Verify troops Total On Hand Inventory is **0**
- Verify troops girl balance summary is accurately recorded in Smart Cookies
- Verify all recognition orders have been submitted
- Deposit all monies to bank for ACH withdrawals
- Record all girl payments in Smart Cookies to be accurate
- Download all reports needed for End of Year Financials
- Download all reports needed for Troop Recognition distribution
- Save/download necessary reports from Smart Cookies

Parent Delinquency Form—April 10 by 11:59 pm

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

- Download the Parent Delinquency form from the council website.
- Submit all receipts, Girl Balance Summary report from Smart Cookies, and Annual Permission Form
 - ⇒ Submit the Parent Delinquency form to Customer Care at customer care@girlscoutscs.org

Recognitions—April 10 by 11:59 pm

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

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

Reports—June 30 Archival Shutdown

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

NOTE Smart Cookies website shuts down for archiving, save all reports by June 30th

Report Listing

- Girl Cookie Detail Summary
- Mobile and E-Card Summary
- Troop On-Hand Inventory
- Troop Balance Summary
- Girl Balance Summary
- Available Booth Summary
- Booth Sales Credit Card Transactions Export
- Recognitions Order Summary by Girl
- Girl Cookie Totals Summary

Service Unit Director

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



Service Unit Director

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

Navigating the Smart Cookies Dashboard—Service Unit Dashboard



The Service Unit Dashboard shows the following information.

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

Orders

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

Booth

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

Rewards

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

Finances

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

Reports

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

My Service Unit

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

TIP: Smart Cookies created step-by-step instructional videos and PowerPoint decks. Available on Service Unit Dashboard—Safety and Training.

Service Unit Director (cont.)

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.

Service Unit Lottery Opt-Out Form—**January 2**

Service Units host their own “lottery” and governs its locations within its service unit demographic. As a result, troops within the service unit may not be participate of the council lottery.

Service Unit Secure Booths —**January 2**

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.

Managing Initial Orders for Troops—**January 17 by 11:59 pm**

- 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

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—**April 5 at 11:59 pm**

- Verify troops Total On Hand Inventory is **0**
- 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 11 by 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 Recognitions Order for each Troop to council in Smart Cookies
- Commit ALL troop orders for processing

Service Unit Director (end)

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 30th

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

Service Unit Cupboard Manager

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



Service Unit Cupboard Manager

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



Navigating Smart Cookies—Cupboard Dashboard

The Cupboard Dashboard shows the following information.

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

Orders

- **Manage Orders**—Displays all orders for your cupboard.
 - ⇒ 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.

Service Unit Cupboard Manager (end)

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 9:00 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 9:00 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 9:00 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—April 12

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

Glossary

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

- **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 Scout Cookie Delivery**—items ordered online and delivered by girls.
- **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 program. 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.

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Volunteers

Girl Scouts of Central California South
Customer Care at 1-800-490-8653 or email at customer care@girlscoutscs.org

ABC Smart Cookies
Customer Care at 1-855-444-6682 or email ABC Smart Cookie Tech Support@hearthsidefoods.com