**Service Unit Cookie Manager**

**Email templates for Troop Cookie Coordinator Appointment**

Below are email templates as referred to in your Service Unit Plan Book.

***Welcome Email*** *(Send to Troop Cookie Coordinator once appointed)*

Dear Volunteer’s Name,

Welcome! You are officially appointed as a Troop Cookie Coordinator for our 2023 Cookie Program. Thank you for taking on this vital volunteer position! Please refer to your Troop Plan Book and <http://gscookiesetc.org/cookies> for helpful information, dates and links to resources and forms.

Watch for an email from [NoReply@ABCSmartCookies.com](mailto:NoReply@ABCSmartCookies.com) with your link to access the ABCSmartCookies software. Add this email to your contacts so your spam filters don’t send it to your junk folder.

Record your ABCSmartCookies ID (*your email*) and Password (*you create*) on the front page of your Troop Plan Book so you can always find it. This will ensure you receive Cupboard confirmation & payment emails.

*To keep your troop banking information confidential, please do not share your SmartCookies ID or password with anyone.*

Please fill in the inside front cover of your Troop Plan Book with the following information.

* Our *SU Materials Coordinator is: name, email & phone #*
* Our Cookie Distribution Day is: date at location

Our Service Unit Cookie Distributor is: *name, email*

* Our SU Cookie Rewards Coordinator will contact you to pick-up girl patches & prizes in May:

*SU Cookie Rewards Coordinator name, email & phone #*

Please refer to your Troop Plan Book and [www.GSCookiesEtc.org](https://gscookiesetc.org/cookies/) for more information. I can be reached by phone/text at *(111) 111-1111* or [*email@email.com*](mailto:email@email.com). Please let me know how I may support you!

*Insert your name here*

Service Unit Cookie Manager

*Email & phone #*

***Cannot Appoint Email*** *(Send to TCC who has restrictions on their background screening)*

Unfortunately, I cannot appoint you to be a Troop Cookie Coordinator at this time due to a restriction on your background screening. Due to the confidential nature of the background screening process, I am not privy to the reason for your restriction, but it is possible it does not apply for this position. Please contact [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) to request a review of your background screening status. Thank you.

***Missing Information Email*** *(Send to TCC who has not completed one of the steps for appointment)*

Thank you for volunteering to be a Troop Cookie Coordinator. Please complete the steps below as soon as possible so I may appoint you to your position. Thank you!

* **2022-2023 Adult Girl Scout Membership** – Please renew online in [MyGS](https://mygs.girlscouts.org/)
* **Background Screening** – Please select the *Troop Cookie Coordinator* position in [MyGS](http://r20.rs6.net/tn.jsp?f=001ACWZ8PTtW2YgFjtAoLJ6GSp3kydMhSsV5LKcoSWxewf5zqwYYJWdb9Nh7gftggf9OX7RI32Mv3E4fhgtkCnwIXeV7xKd7D1xGOyn0MwMB7nv-lKyYIi0x1smctX04lFfgQRFS_SIoogYBKafCxFPmf8XLNibOZJyZmeAWgazy6I3elB4HADNoDdHnAjGFmZneBcR1lQhRo9B7hzcn7vrCg==&c=JZTvhgybecFspRc54wJiQI27hKuLvLrgunMBn7TcHDfbMI81KXKDbA==&ch=hGlMITE8GpmOHgjuVtctvPKudsbXEThxB0KO0QM7HaxJ1rpqwqJwmQ==) and the system will guide you through completing the background screening process. Email [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) if role is not visible.
* **Training** – Please complete the Troop Cookie Coordinator training.
* **Troop Banking Form** – Please ensure your Troop Treasurer submits a Troop Banking Form

***Temporary Password Email*** *(See Service Unit Plan Book page 13)*

I have issued you temporary permission to access the ABC Smart Cookies software so you may verify girl information and place the Troop’s initial order for cookies. Your user account will be deactivated on **December 14, 2022** if you have not yet completed the Troop Cookie Coordinator appointment process and troop will not be able to pick-up cookies until all steps are completed.

Watch for an email from [NoReply@ABCSmartCookies.com](mailto:NoReply@ABCSmartCookies.com) with your link to access the ABC Smart Cookies software. Add this email to your contacts so your spam filters don’t send it to your junk folder.

Record your ABC Smart Cookies ID (your email) and Password (you create) on the front page of your Troop Plan Book so you can always find it. This will ensure you receive Cupboard confirmation & payment emails.

*To keep your troop banking information confidential, please do not share your SmartCookies ID or password with anyone.*

Please fill in the inside front cover of your Troop Plan Book with the following information.

* Our *SU Materials Coordinator is: name, email & phone #*
* Our Cookie Distribution Day is: date at location

Our Service Unit Cookie Distributor is: *name, email*

* Our SU Cookie Rewards Coordinator will contact you to pick-up girl patches & prizes in May:

*SU Cookie Rewards Coordinator name, email & phone #*

Please refer to your Troop Plan Book and [www.www.GSCookiesEtc.org](http://www.www.GSCookiesEtc.org) for more information. I can be reached by phone/text at *(111) 111-1111* or [*email@email.com*](mailto:email@email.com). Please let me know how I may support you!

*Insert your name here*

Service Unit Cookie Manager

*Email & phone #*

***User Deactivated Email*** *(Send to TCC & copy Troop Leaders. See SU Plan Book page 11)*

Your SmartCookies Account has been deactivated because you have not yet completed the following:

* **2022 Girl Scout Adult Membership** – Please renew online in [MyGS](https://mygs.girlscouts.org/)
* **Background Screening** – Please select the *Troop Cookie Coordinator* position in [MyGS](https://mygs.girlscouts.org/) and the system will guide you through completing the background screening process
* **Training** – Please complete the Troop Cookie Coordinator training.
* **Troop Banking Form** – Please ensure your Troop Treasurer submits a [Troop Banking Form](https://www.emailmeform.com/builder/form/2B752e254ad5qPi4D6QJ1TK)

After the above has been completed, I will reactivate your SmartCookies account. You must complete the above by **January 12, 2023** or you will NOT be permitted to pick-up cookies. Thank you.

***Non-Appointment of TCC - Missing Troop Banking Form*** *(See page 28 of SU Plan Book)*

Your [Troop Banking Form](https://www.emailmeform.com/builder/form/2B752e254ad5qPi4D6QJ1TK) has not yet been received. Please submit ***by January 12, 2023*** or your troop will NOT be able to pick-up cookies at our Service Unit Distribution/Mega Delivery nor from a Cookie Cupboard. Your SmartCookies account has been deactivated until this step is completed. Thank you.

***Cannot Pick-Up Cookies Email*** (Send on January 12 to TCC & Troop Leaders)

Unfortunately, you have not yet completed the Troop Cookie Coordinator appointment process and you are NOT permitted to pick-up cookies or have access to ABCSmartCookies.

Your Troop Leaders will need to appoint a **Troop Helper** (position selected in [MyGS](https://mygs.girlscouts.org/)) to pick-up cookies and take on the Troop Cookie Coordinator responsibilities until you can complete the step below:

* **2022 Girl Scout Adult Membership** – Please renew online in [MyGS](https://mygs.girlscouts.org/)
* **Background Screening** – Please select the *Troop Cookie Coordinator* position in [MyGS](https://mygs.girlscouts.org/) and the system will guide you through completing the background screening process
* **Training** – Please complete the Troop Cookie Coordinator training

Please provide me with contact information for your new Troop Cookie Coordinator or complete these steps to be re-instated. Thank you.