

2024 Girl Scout Cookie Program  
**SERVICE UNIT PLAN BOOK**



Service Unit: \_\_\_\_\_ Troop #: \_\_\_\_\_

Volunteer Resources found on [www.GSCookiesEtc.org/cookies](http://www.GSCookiesEtc.org/cookies) Password:  Magic24

ABC Smart Cookies ID : \_\_\_\_\_ Password: \_\_\_\_\_

**[gscookiesetc.org/cookies](http://gscookiesetc.org/cookies)**

Check [gscookiesetc.org/cookies](http://gscookiesetc.org/cookies) daily for the latest information regarding the 2024 Cookie Program.

# SU COOKIE TEAM ROLES

The role of the Service Unit Cookie Team is vital to the success of the Cookie Program! The relationships you build with each other and the Troop Cookie Coordinators will help to make the program efficient, successful, and most of all fun! Please take time to be fully informed of the duties and responsibilities of team members; complete training, read the plan book, and ask questions as needed. Troop Cookie Coordinators and leaders will look to the Service Unit Cookie Team for guidance throughout the program.

## Service Unit Cookie Manager

- Appoints Troop Cookie Coordinators
- Coordinates, communicates and partners with Service Unit Cookie Team
- Supports and motivates Troop Cookie Coordinators
- Reviews Troop Reports
- Receives Materials
- Distributes and collates materials into Troop packets

## Service Unit Cookie Distributor

- Secures location to distribute product
- Coordinates Troop pick-up of product

## Service Unit Booth Sale Coordinator

- Secures Booth Sale Sites
- Runs Booth Sale Lottery
- Schedules Troops

## Service Unit Girl Rewards Coordinator

- Receives Girl Reward items
- Sorts rewards for each Troop
- Arranges time for Troop pick-up
- Reports any shortages and requests damage replacements



# TABLE OF CONTENTS

	Page		Page
Dates and Quick Checklist	1-6	Booth Sales	26-27
Meet the Cookies	7	First Come-First Serve Booth Sale	
Cookie Share	8	Reservations	
		Super Booth Sales	
Getting Started	9-14	Troop Payments	28-32
Before Troop Training		Girl Money Due to Troop Account	
Complete Training		Troop Bank Account	
BSC Obtains Booth Sale Sites		Troop Payments	
Program Materials		First Troop Payment	
Partner with Your Service Unit Cookie Team		Final Troop Payment	
Receive Registration Email for ABC Smart Cookies		Troops Who Cannot Make Full Payment	
Send ABC Smart Cookies Registration Emails to Troop Cookie Coordinators		Counterfeit Bills	
ABC Smart Cookies Instructions		Uncollected Funds	
		Extra Product	
		Cookie Swap Site	
		Transfer Product Between Troops	
Troop Trainings	15	End of Sale Processing	33-39
Initial Cookie Order	16-22	Last Day for TCC Roster Appointment	
Troops Determine Initial Order		Troop End of Sale Processing	
Last Day to Request Girl Transfer for Initial Order Bonus		Troop Final Reports Due	
Initial Order Support		Service Unit End of Sale Processing	
Initial Order Bonus		ACH Debit of Troop Final Balance	
Troops Place Initial Order		Service Unit Final Report Email Due	
Booth Sale Plan & Program Goals Due		Girl Rewards	40
Contact Troops with No Initial Order		Receive and Distribute Girl Rewards	
Troop Order Committed		Troop Final Rewards Adjustments	
Service Unit Order Processing		Service Unit Final Recognition	
SU Initial First Order Committed		Adjustments	
Paperwork Due to Council		Resources	41-43
Non-Appointment of TCCs		Customer Returns	
Girl Mailing		Damaged Product	
Girl Registration Email for ABC Smart Cookies		Online Marketing for Girls	
Super Booth Form & Booth Sale Spreadsheet Due		Rewards Adjustment Form	
Late Initial Orders		Troop's Own Donation/Service Project	
		Burglary/Theft/Robbery	
		What to Do About Selling Issues	
Delivery and Distribution	23	Websites	44
Cookie Program Begins	24	Additional Support	45
Cupboards	25	Position Description	46
Cupboards Open		Cooke Etiquette and Notes	47
Planned Orders		Dates to Remember	48
Picking Up Planned Orders			

# DATES & QUICK CHECKLIST

## Before the Program Begins

**Nov 14 - Dec 1...** Select role in "MyGS" Member Profile  
(page 9)... Review Service Unit Stretch Bonus Requirements  
... Notify Troop Cookie Coordinators of training and create roster  
... Update TCC roster with appointment steps completed  
Remind SU Cookie Distributor to complete the online Cookie Delivery &  
... Distribution Form  
... Visit [gscookiesetc.org/cookies](http://gscookiesetc.org/cookies) for updates and links  
... Access ABC Smart Cookies (our Cookie Program software)  
Host a Cookie Rookie Session  
... Complete SU Cookie Manager training online with GSLearn

**Nov 16—and later...** Receive email to access ABC Smart Cookies from [noreply@abcsmartcookies.com](mailto:noreply@abcsmartcookies.com)  
(pages 9-11)... Modify Service Unit information  
... Update delivery information if not participating in mega deliveries  
... Partner with Booth Sales Coordinator to secure booth sale sites  
... Troop Cookie Coordinator trainings begin online Nov. 21  
... Watch ABC Smart Cookies training videos  
... Send ABC Smart Cookies registration emails to TCCs

**November 30...** Booth Sale Plan Due to GSOC

**December 9 (page 17)...** Contact troops with no initial order placed

**December 12 by 11:59pm...** Troops Initial Order Committed in ABC Smart Cookies  
(pages 16-17)

**December 13 by 11:59pm...** SU initial order committed in ABC Smart Cookies by 11:59 pm  
(pages 18-22)... Service Unit Initial Order Email due to GSOC  
Deactivate TCCs in ABC Smart Cookies who have not completed the required  
... steps to be appointed  
... Service Unit Cookie Program Goals due for Stretch Bonus

**December 15...** Print Dot Sheets and give to SU Distributor for SU own deliveries

**January 2-7...** Girls receive *Cookie Guide for Girls* mailing



**January 7...** Cookie Kickoff

**January 9...** Watch for Girl Registration email for Digital Cookie  
Adult Booth Sale Online Training Goes Live

**January 10 (page 22)...** Troop Cookie Coordinator Roster due  
... Dot Sheets for Mega Delivery due by 9:00AM  
Send "Cannot Pick Up Cookies" email to non-appointed TCCs and Troop Leaders

**By January 11...** Upload of Troop bank information into ABC Smart Cookies

**January 15 (page 24)...** Cookie Pre-Order and Online Program Begins!

**January 17...** Super Booth Form & Booth Sale Spreadsheet due to GSOC

**January 22 (pages 26-27)...** Troops run the *Booked Booth Sales, Available Booth Sales, and Booth Sale Location reports*

**January 26-28 (page 23)...** Delivery & Distribution of Cookies  
... Late Initial Orders due, Planned Order feature opens

## **During the Program**

**January 28 (page 24)...** In-hand cookie sales and girl deliveries begin!

**January 31 (pages 26-27)...** *First Come, First Served Booth Sale Reservations opens in ABC Smart Cookies for troops who achieved the Fall Product Bonus*

**February 1 (pages 26-27)...** *First Come First Serve Booth Sale Reservations opens in ABC Smart Cookies*

**February 1 (page 25)...** Cupboards Begin to Open

**February 10...** Booth Sales Begin

**February 13 (pages 28-29)...** Troops make deposits to troop account  
... Payment Adjustment form submitted by 3pm (if needed)

**February 14 (page 28)...** ACH debit of troop's first payment begins

**February TBD...** Start of GSUSA Troop Cookie Finder Program

February 22 (page 32)... Cookie Swap Site opens

March 10... Cookie Program Ends

## After the Program

March 8-12 (page 33)... Troop End of Sale processing

March 12 (page 29)... Troops make final deposit into their bank account  
... Payment Adjustment Form submitted by 3:00 PM (if needed)

March 13 (page 33)... Final troop report email due to Service Unit by **9:00 AM**

March 14 (page 29)... ACH debit of troop final balance begins

March 15-17  
(page 34-39)... Service Unit End of Sale processing

March 17 (pages 39)... SU Final Report email due to Council by 11:59pm  
... Complete SU Stretch Bonus and Cookie Program Evaluation online  
... Final Troop Cookie Coordinator roster due to GSOC by 11:59pm

May 1-15 (page 40)... SU Reward Coordinators Receive & Distribute girl rewards to troops

May 20 (page 40)... Troop Final reward adjustments due

May 22 (page 40)... Service Unit reward adjustments due

## Throughout the Program

December - May... Resources

(pages 41-48)... Websites

... Additional Support

... Troop Cookie Coordinator Position Description

# MEET THE COOKIES

All Girl Scout Cookies are \$6.00 per package.  
 There are 12 PACKAGES in 1 CASE of cookies.  
 Food products are not returnable or exchangeable.\*



**Adventurefuls**

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



**Toast-Yay**

*French Toast Inspired cookies dipped in delicious icing*



**Lemonades**

*Savory slices of shortbread with a tangy lemon flavored icing*



**Trefoils**

*Iconic shortbread cookies inspired by the original Girl Scout recipe*



**Thin Mints**

*Crispy chocolate wafers dipped in a mint chocolaty coating*



**Peanut Butter Patties**

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



**Caramel deLites**

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



**Peanut Butter Sandwich**

*Crisp and crunchy oatmeal cookies with creamy peanut butter filling*



**Gluten Free**

**Caramel Chocolate Chip**

*Caramel, semi sweet chocolate chips and a hint of sea salt*  
 \*Limited Availability\*



**Donate to Cookie Share**

*Share a package of your favorite Girl Scout Cookie with military and food banks*

*Troops cannot return cookies after pick-up. Girls/Troops should always accept damaged exchange/returns from customers.\* Troops exchange damaged/returned cookies at a Cookie Cupboard.*  
 Prop 65—Please see Council’s FAQs located on [Gscookiesetc.org](http://Gscookiesetc.org) about guidance around Prop 65.

# COOKIE SHARE

## January 14-March 10, 2024 Community Service Project

Our Cookie Share program allows girls to learn about philanthropy and giving back to the community, while earning proceeds for their troop and credit towards their rewards.

The council virtual Cookie Share Program is a cookie donation opportunity for customers to buy cookies to be distributed to our nation's military, local food banks, and first responders. These purchases will be delivered directly from the council to our community partners.

The benefits to participate in the Council Virtual Cookie Share are:

- Girls receive credit towards their rewards for Virtual Cookie Share sales.
- Troops receive proceeds for each package of virtual Cookie Share sold.
- Customers are given the chance to give to others while supporting Girl Scouts.
- Virtual Cookie Share donations are tax deductible.
- Cookie inventory is managed by the Council.
- Cookie Delivery is handled by the Council.

Cookie Share can be purchased online through the Digital Cookie system

**Virtual Cookie Share is simple and easy!** Here's how to participate:

1. Before orders begin, discuss Cookie Share with your girls. Explain how to take orders, collect payment and provide special Cookie Share receipts. Explain who will be receiving the donations. Make posters for your Booth Sales.
2. Girls ask **every** customer to purchase extra packages for the Virtual Cookie Share program while selling door-to-door and during booth sales. Purchases are recorded on the girl order card while selling individually and the troop should track their Virtual Cookie Share donations at booth sales. Girls can sell online or use their order card to track in person sales.
3. Since Cookie Share purchases are tax deductible, girls should provide Cookie Share Receipts to each customer. Coach girls on how to print out receipts from the Cookie website: [gscookiesetc.org/cookies](https://gscookiesetc.org/cookies) on the [Resources & Documents page](#).
4. Troop Cookie Coordinators input Cookie Share into ABC Smart Cookies using the Cookie Share choice in the *Cookies* tab (see page 37) and deposit all money into the troop account.

Girls who sell 15+ packages of Virtual Cookie Share earn a Cookie Share patch



## Troop's Own Cookie Share

Girl Scout troops may choose their own organization to receive Cookie Share donations provided they follow the guidelines on the Donation Agreement form found on [gscookiesetc.org/cookies/documents/](https://gscookiesetc.org/cookies/documents/). Patches for Troop's Own Donation/Service Project can be ordered for purchase from our Girl Scout Shop.

**IMPORTANT**

The girls in the Troop make the decision if they would like to participate in the Council's virtual Cookie Share or host a Troop's Own Cookie Share project. Service Units who do their own Cookie Share project may invite Troops to participate, but **cannot** make it a requirement.

# GETTING STARTED

## November 14-January 14, 2023 Welcome to Training

- Complete the Service Unit Cookie Manager steps to appointment
  - ◆ Select role in “MyGS” Member Profile.
  - ◆ Registered Girl Scout Membership for 2024
  - ◆ Background and Fingerprinting Screening complete
  - ◆ SUCM Trainings Complete
- Review the Service Unit Stretch Bonus requirements.
- Partner with your Service Unit Team on strategies to achieve the Service Unit Bonus.
- Work with your Service Unit Data Management Coordinator or Operations Lead to create a roster of all Troops and Troop Cookie Coordinators for your Service Unit.
- Notify all troops of Cookie Program training.
- Update Troop Cookie Coordinator roster to record each step as completed:
  - ◆ Registered Girl Scout Membership for 2024
  - ◆ Troop Cookie Coordinator role chosen on MyGS
  - ◆ Background screenings complete
  - ◆ Troop Banking form on file (see “Troop Banking Form Received” list at [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents)).
  - ◆ Troop Cookie Coordinator Training
- Remind the Service Unit Cookie Distributor to complete the online **Cookie Delivery & Distribution** form located on the Product Sales website ([GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents)).
- Complete SU Cookie Manager training online.
- Registration email with the link to ABC Smart Cookies will be sent once training is completed. Make “noreply@abcsmartcookies.com” a safe sender.

Cookie Program forms can be found under Resources on

[GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents)



## GETTING STARTED DATES

### November - Troop Training Packets Arrive

Troops will receive training packets in the mail in November (one per troop). Training materials are available for download on [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents) . Troops not receiving a training packet and want a physical copy of the training materials should email [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) with “Cookies-Training Packet” in the subject line and one will be mailed to them.

- **Training Packet include:** The Troop Plan Book, Family Guide and Parent Responsibility Form

### November 16 and Later - Getting Started in ABC Smart Cookies

- Receive registration email for ABC Smart Cookies and create an account.
- Modify Service Unit information (page 12).
- Update delivery station information if not participating in the mega deliveries. This will be printed on delivery tickets and must be accurate (page 12).
- Add Troop Cookie Coordinators to ABC Smart Cookies and send registration email (page 13).



Only Service Units who are **NOT** participating in a Mega Delivery should modify their delivery information.

*An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order. The User Account must be deactivated if Troop Cookie Coordinator has not been appointed by December 13, 2023. See page 11 for more information.*

Please note: Service Units will NOT be able to add, edit, or delete troops or girls in ABC Smart Cookies.

### November 2 and later - Booth Sale Coordinator Obtains Booth Sale Sites

Booth Sale Coordinator will obtain booth sale sites for the Service Unit. Partner with them by:

- Providing a Troop Cookie Coordinator roster
- Helping with and during the Booth Sale Lottery
- Helping with coaching the Troop Cookie Coordinators and Leaders on booth sales

### November 30 - Booth Sale Plan Due

Remind Booth Sale Coordinators to send email to [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) with “SU Booth Sale Plan” in the subject line and attach completed booth sale plan.

### December 13- SU Cookie Program Goals Due

Send email to [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) with “SU Cookie Program Goals” in the subject line and attach completed cookie program goals.

### January 2-7 - Girl Cookie Program Packets Arrive

Girls will receive a Cookie Program Packet in the mail in early January as well. Girls who do not receive a packet will need to contact [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org).

- **The Girl Cookie Program Packet includes:**

The Family Guide, Cookie Order Card, Girl Rewards Flyer and more!



The Family Guide is newly updated and formatted to support girls and their families through out the Cookie Program! Parents must complete a Parent Responsibility form and send it to their Troop Cookie Coordinator before the start of the Cookie Program. A printer friendly and electronic version of the form can be found on [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents)

## January 9 - Girls Receive Registration Email for Digital Cookie

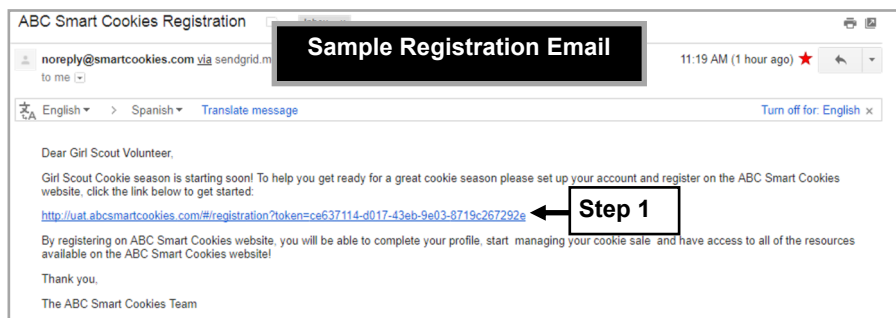


Digital Cookie is the online system girls with support from their parent/guardian will use to manage their cookie business. Troop Cookie Coordinators will use Digital Cookie to monitor the troop's progress, access the Troop's virtual booth link and more. Girls and their parent/guardian will receive a registration email from [email@email.girlscouts.org](mailto:email@email.girlscouts.org) with details about participating in the online selling of cookies including a registration link for ABC Smart Cookies.

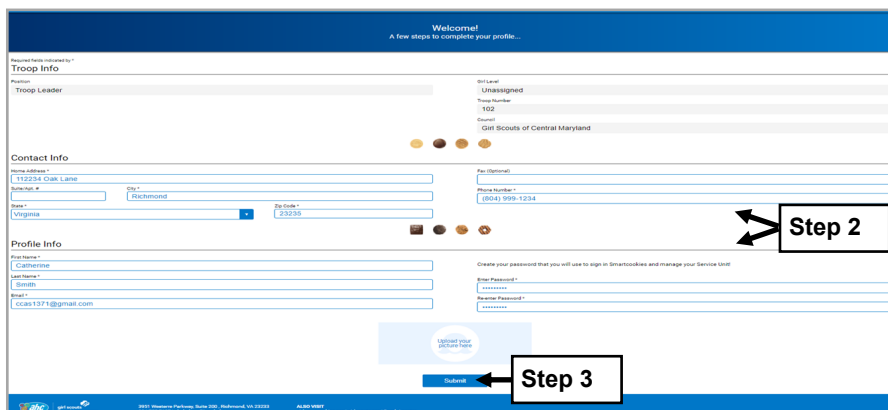
### Access To ABC Smart Cookies:

As a Service Unit Cookie Manager you will still need access to the baker's software, ABC Smart Cookies. An email with the link for registering as a volunteer will be sent to you in November. Click the registration link to create your account in ABC Smart Cookies.

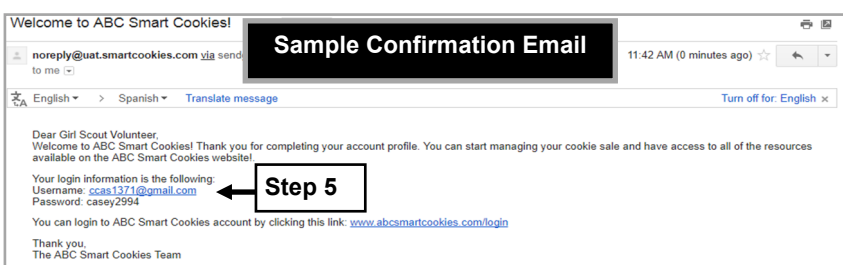
Add [NoReply@ABCSmartCookies.com](mailto:NoReply@ABCSmartCookies.com) to your contacts (safe sender) to ensure registration email is not blocked as spam.



1. Click on your unique Registration Link.
2. Complete the *Contact Info* and *Profile Info* sections.
3. Click Submit.
4. A confirmation message will appear upon successful completion of the registration process.
5. You will also receive an email confirmation.



**IMPORTANT:** Save this email since it will contain your username and password as well as the link to ABC Smart Cookies.





## Modify Service Unit information:

Service Unit Information ← Step 2

The Service Unit address is used for delivery of Rewards; do not use a P.O. box address.

Update Information ← Step 3

1. Click Service Unit Info under *My Service Unit*
2. Enter and/or update the contact information for the SU Cookie Rewards Coordinator.

**Note:** ABC Bakers will deliver rewards for the Service Unit to this address.

3. Click on Update Information.



Changes to the address of the Service Unit Cookie Rewards Coordinator must be made in ABC Smart Cookies by the Service Unit Cookie Manager. Service Unit may be held financially responsible if rewards are lost due to incorrect address for the SU Cookie Rewards Coordinator in ABC Smart Cookies.

## Manage Delivery Station:

\*Only Service Units who are **NOT** participating in a Mega Delivery should add their delivery information\*

Manage Delivery Stations

← Step 1

← Step 2

1. Click Manage Delivery Station under *Delivery*
2. Click Add New Delivery Station
3. Enter the delivery station information, be sure to scroll down to complete form
4. Click Save

Add Delivery Station

← Step 3

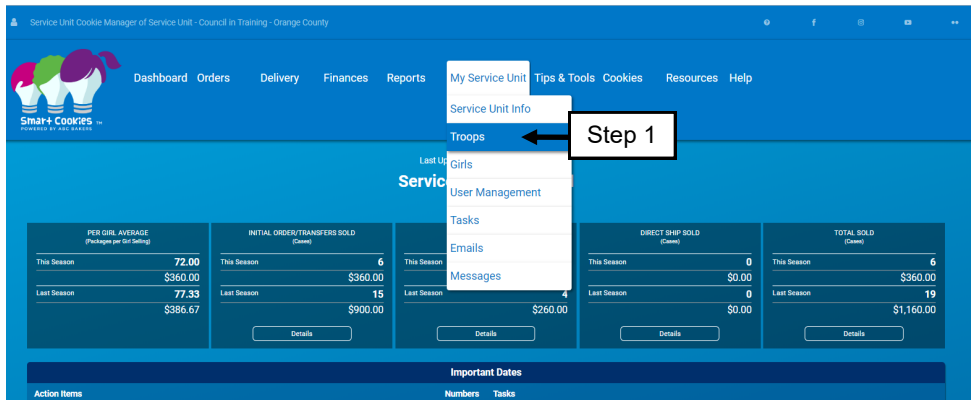
← Step 4

**Note:** Council will enter the delivery station for Service Units participating in a Mega Delivery.



## To Add New User (Troop must be added to ABC Smart Cookies first):

An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order.



1. Click Troops under *My Service Unit*
2. Click the pencil icon on the troop line
3. Check Create User Account

4. Enter the Troop Cookie Coordinator's information

•**New**—be sure to enter correct User Global ID

5. Click Save

A user account will automatically be created and the Troop Cookie Coordinator will be sent a registration email.

Manage Troops

Drag a column header here to group by that column

Active	District	Service Unit	Troop	First Name	Last Name	Email
<input checked="" type="checkbox"/>		Coastal One	123	Michael	Straham	testerabc2381@outlook.com
<input checked="" type="checkbox"/>		Coastal One	124	Carson	Daly	testerabc2381@outlook.com
<input checked="" type="checkbox"/>		Coastal One	125	Sara	Gilbert	testerabc2381@outlook.com
<input checked="" type="checkbox"/>		Coastal One	126	Arsenio	Hall	testerabc2381@outlook.com

Step 2 points to the pencil icon on the right side of the table.

Update Troop

Girls Active\*    Girls Selling\*    Expected Number of Girls Selling (0-999)\*

Troop Number\*    Level\*    Service Unit\*

Proceed Plan\*

Guaranteed Proceeds

Main Recognition Plan

Main Rewards Plan

Step 3 points to the 'Create User Account' checkbox.

Step 4 points to the 'Email' field.

Step 5 points to the 'Save' button.

Form fields include: Email (GirlScoutsTest1@sink.sendgrid), First Name (Melinda), Last Name (Sullivan), Street (405 Muirfield), City (Irvine), State (CALIFORNIA), Zip (12345).



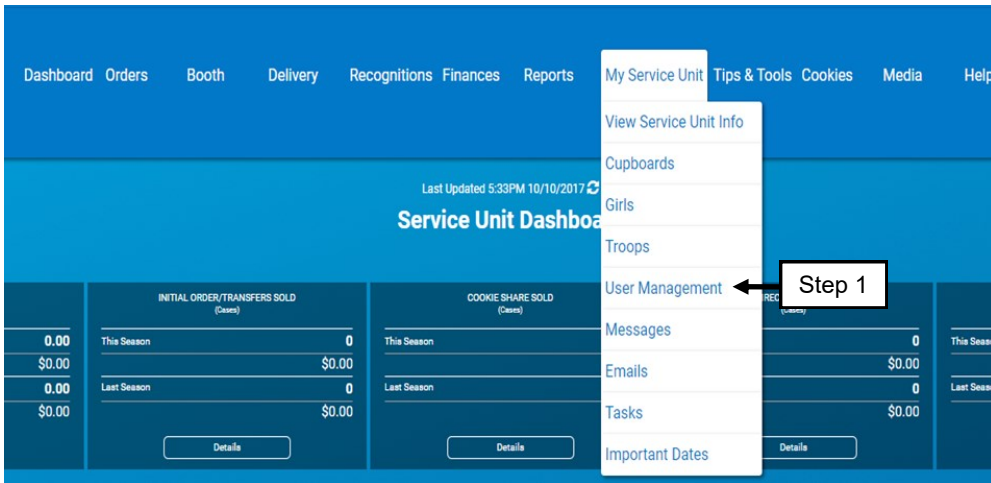
When entering Primary and Alternate Contacts, volunteers now require a User Global ID specific to each user. This ID is acquired through the Full Roster in Looker that is provided by the Service Unit Data Management Coordinator or Operations Lead. The Global ID entered in ABC Smart Cookies must match exactly.



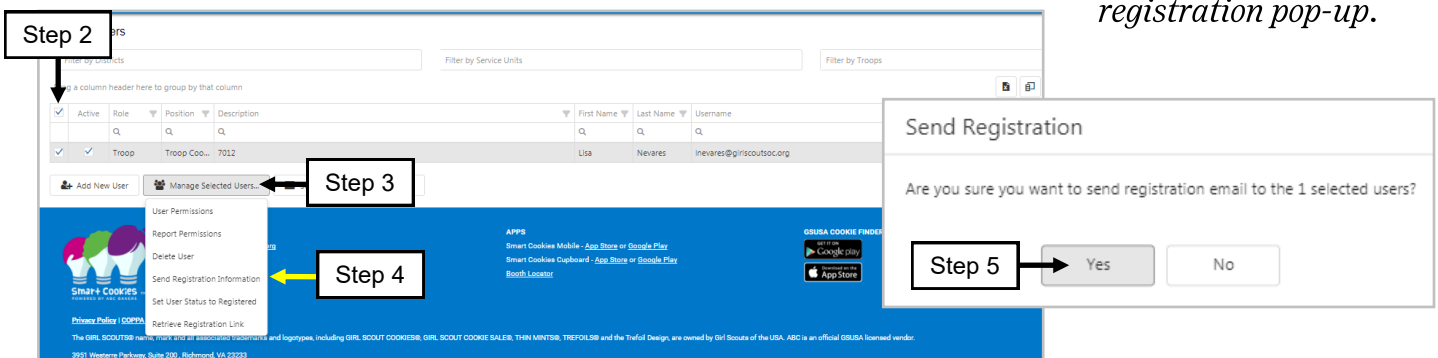
Service Unit	Troop/Group	Program	Participation Type	Members	Role Name	First Name	Last Name	Global ID
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An arrow points from the axolotl illustration to the 'Global ID' column header.

## To Resend Registration Notification:

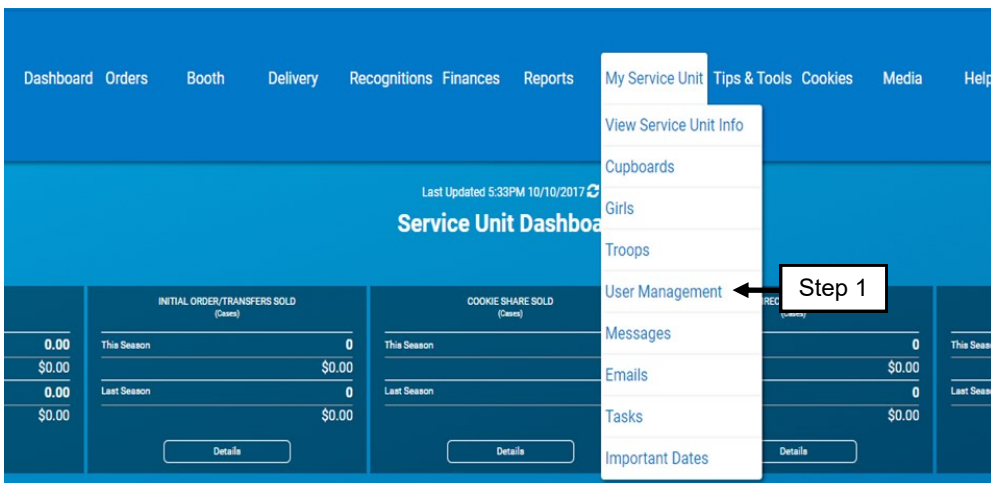


1. Click User Management under My Service Unit
2. Click the check box in the first column for the person to receive the registration email.
3. Click Managed Selected User.
4. Click Send Registration Information
5. Click Yes on the Send registration pop-up.

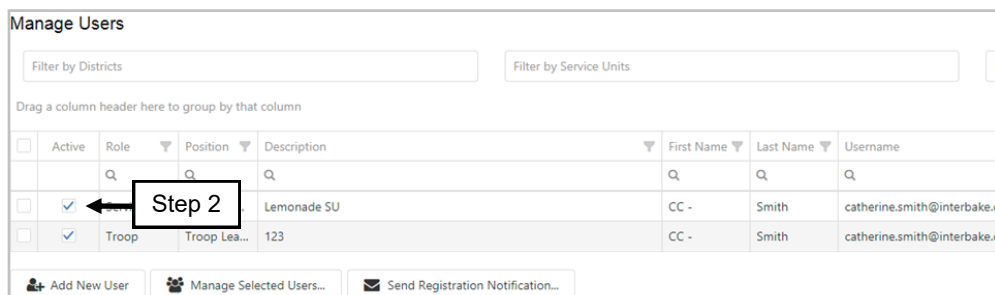


## To Deactivate a User Account:

The User Account must be deactivated if Troop Cookie Coordinator has not been appointed by December 13, 2023.



1. Click on User Management located under Council.
2. Click the check box next to the name of the user to be made inactive.



Go back into User Management and click the check box next to the name of the user to re-activate their user account.

# TROOP TRAININGS

The key to a successful cookie program is training. It is mandatory for every Troop Cookie Coordinator to participate in a training — even if it is not their first time doing the job. Training ensures Troop Cookie Coordinators have information and are prepared to support their girls. Troop Cookie Coordinator training is online through GSLearn. Troop Cookie Coordinators can choose the New or Experienced training — new training is highly recommended for volunteers that have held their role for fewer than 3 Cookie Programs.

The council will post a report of Troop Cookie Coordinators who have completed their training on [www.gscookiesetc.org/cookies/service-unit](http://www.gscookiesetc.org/cookies/service-unit).

After Troop Cookie Coordinators complete their training, they will then need to connect with you to receive Service Unit specific info (including SU date for Booth Sale Lottery and Initial Order distribution) and the Service Unit Materials Coordinator for receipt books and a package of our classic cookie with a new name, the Trefoils.

Enter Troop Cookie Coordinators into ABC Smart Cookies and send them the registration email (see page 13 for more information).\*

*\*An ABC Smart Cookies registration email may be sent to Troop Cookie Coordinators who are still going through the appointment process so they have access to enter their troop's Initial Order. See page 14 to deactivate user account if TCC not appointed by December 13.*

## ABC Smart Cookies Training Videos

Training videos for ABC Smart Cookies are available on [ABC Baker's YouTube channel](#). A link to the videos can be found on the Product Sales website under ABC Smart Cookies Resources.

([GSCookiesEtc.org/Cookies/documents](http://GSCookiesEtc.org/Cookies/documents)).

Videos include on ABC Baker's YouTube channel include:

- Smart Cookies Online Sales Management
- Virtual Troop booth link
- Troop to Girl transfers
- Virtual Cookie Shares
- And more!



# INITIAL COOKIE ORDER

## **By December 12, 2023 at 11:59 pm - Troops Place Initial Order**

The only way to GUARANTEE troops have the cookies they want is for the troops to place an Initial Order. We encourage troops to **place an Initial Order for 85% of the cookies their troop plans to sell.** *There are no limits (minimum or maximum) on Initial Orders!*

- Monitor entries made by troops.
- Make sure Initial orders are entered as cases.
- Contact troops if it appears too many/not enough cookies have been ordered.

## **Initial Order Support**

SU Cookie Manager should assist troops in determining their Initial Order.

- ◆ **Refer troops to the “Initial Order Bonus”** flyer for helpful information and a table showing the average number of packages sold per Girl Scout in 2023. This flyer, and the *2023 Cookies Sales History Chart* containing Service Unit numbers by troop, is located on the Product Sales website ([GSCookiesETC.org/Cookies](https://GSCookiesETC.org/Cookies)).
- ◆ **Strongly encourage troops to conduct goal setting sessions** to set troop and individual girl goals for the cookie program prior to placing their Initial Order.
- ◆ **Promote the importance of family meetings** where the Troop and Girl goals are shared with families and written down on each girl’s Family Guide for her parents to post in a visible place.
- ◆ **Encourage Initial Orders of 85%** of their Troop goal so they don’t run out of cookies in the first weeks. The Cupboards will be **VERY BUSY** and may occasionally run out of certain varieties.
- ◆ **Remind troops to include additional cookies** in their Initial Order to ensure they have all the cookie varieties.
- ◆ **Advise troops there are no minimum orders required.** Troops should not feel pressured to order more cookies than they feel comfortable, but it will likely mean more trips to pick-up additional cookies and a possibility that we may run out of a variety. A Cupboard garage only holds so many cookies and the delivery truck comes only once a day.
- ◆ **Help troops know the difference between cases and packages.** Troops must place their orders in cases. There are 12 packages to a case.
- ◆ **Remind troops Initial Order cookies are not ordered by girl.** Cookies are allocated to individual girls later, so troops can handout some cookies to each girl, collect initial payments and then handout more cookies as needed. This allows flexibility, minimizes returns and delinquencies, and ensures the Troop has inventory on hand for booth sales.
- ◆ **Emphasize NO Initial Order means NO cookies the first days of the program.** The Cupboards will not open until February 1, 2024 and will be very busy the first week of the Cookie Program.

**Helpful Hint:** Hold an informal virtual meeting to help troops determine their Initial Orders.

See pages 14-16 in the Troop Plan Book for more information about Initial Cookie Orders and late Initial Orders.

## Initial Order Bonus

Troops who meet all Troop Initial Order Bonus requirements by December 12, 2023 will earn a Stellar Seller Kit for every girl member registered in ABC Smart Cookies on December 12, 2023! In addition, Bonus Troops will have the option to participate in a special Case Exchange Day.

See Initial Order Bonus flyer on [gscookiesetc.org/cookies/documents](https://gscookiesetc.org/cookies/documents) for more information.

## December 9 - Contact Troops With No Initial Order Placed

Service Unit Cookie Managers should:

- ❑ Check if troops have created an Initial Order by running the Troops with no Initial Order report located on the Dashboard under *Action Items* (see below).
- ❑ Contact troops with no Initial Order and remind them that orders must be entered into ABC Smart Cookies by 11:59 pm on December 12, 2023.

### To Run the Troops with No Initial Order report:

The screenshot shows the Service Unit Dashboard with three summary cards: PER GIRL AVERAGE, INITIAL ORDER/TRANSFERS SOLD, and COOKIE SHARE SOLD. Below these is an 'Action Items' table with the following data:

Action Items	Numbers
<u>Troops with no Initial Order</u>	201
<u>Troops with no Early Recognition Orders</u>	202
<u>Troops with no Main Recognition Orders</u>	202
<u>Uncommitted Order</u>	1

A white box labeled 'Step 1' with an arrow points to the 'Troops with no Initial Order' link in the table.

1. Click Troops with no Initial Order located under *Action Items* on the Service Unit Dashboard.

Contact troops listed on the report and remind them their Initial Orders are due in ABC Smart Cookies by 11:59 pm on December 12, 2023.

## December 12 Troop Initial Order Committed in ABC Smart Cookies by 11:59 pm

Troops must place their Initial Orders by 11:59 pm on December 12, 2023. After this time ABC Smart Cookies will not permit them to place an Initial Order, troops will not qualify for the Initial Order Bonus, and will not have cookies the first day of the program.

NO PAPERWORK is due to the Service Unit at this time.

Remind troops to:

- ❑ Print a copy of the Troop Initial Order report to use when picking up cookies on distribution day.
- ❑ Email [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) with girl transfer requests.

These requests must be submitted by December 12, 2023 in order to count for the Initial Order Bonus.



## December 13 Service Unit Order Processing

- ❑ Run a Troop Order Summary report.
- ❑ Check each Troop's order making sure they have not ordered too many cookies and that the order was placed by the case for each variety (1 cases = 12 packages of cookies).
- ❑ Contact Troop Cookie Coordinator to resolve errors.
- ❑ Make Initial Order corrections and submit orders under Manage Orders.

**Note:** If changes are made to a troops' Initial Order, run a new Troop Initial Order report.

- ❑ Create an Initial Order for troops who contacted you after the Initial Order deadline as necessary.
- ❑ Print Troop Distribution "Dot Sheets" beginning December 15 (see page 21) and give to Service Unit Cookie Distributor.
- ❑ Check "Troops with no specific delivery station" report and update the delivery station for each Troop listed.

**IMPORTANT** Any order placed in ABC Smart Cookies whether it is "Saved" or "Submitted" will be ordered and the troop will be financially responsible for the order.

- ❑ Email copy of your Service Unit Cookie Program goals to cookies@girlscoutsoc.org by December 13 to earn points towards the SU Stretch Bonus



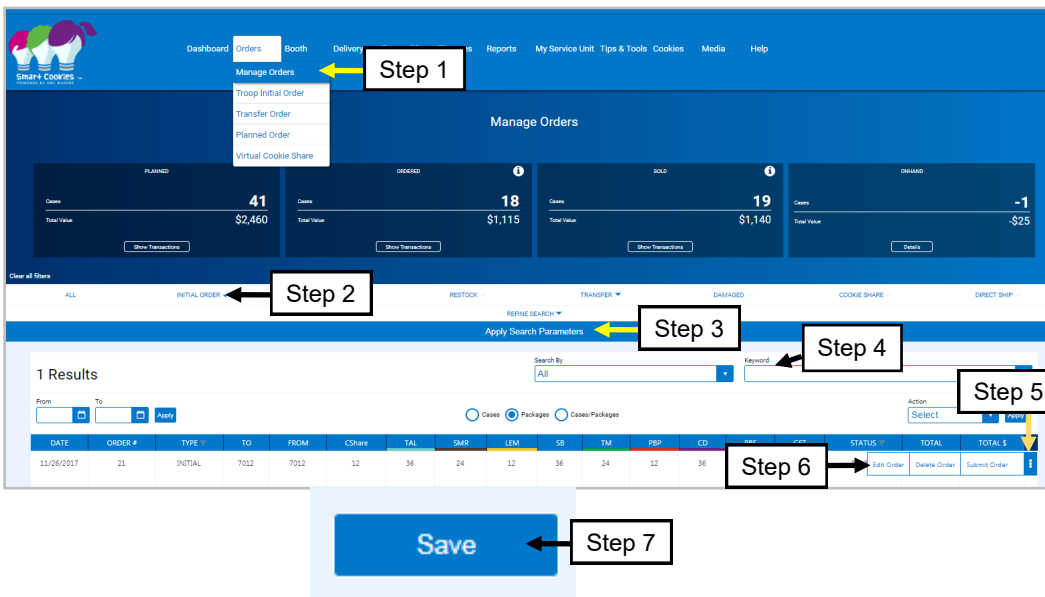
### To Run the Troop Order Summary Report or Uncommitted Orders Listing Reports:

1. Click on Current located under *Reports*.
2. In the *Report Categories* field, click on: Inventory & Delivery for the *Delivery Station Appointment Summary Report*  
Orders for the *Uncommitted Orders Listing Report*
3. Click the name of report in the *Reports* field.
4. Click on Go To Report.
5. Click on View Report.
6. Filter Troop Order Summary Report for Initial Order

The screenshot shows the ABC Smart Cookies website interface. The top navigation bar includes 'Dashboard', 'Orders', 'Delivery', 'Rewards', 'Finances', 'Reports', 'My Service Unit', 'Tips & Tools', 'Cookies', 'Resources', and 'Help'. The 'Reports' dropdown menu is open, showing 'Current' (selected) and 'Archived'. A box labeled 'Step 1' points to 'Current'. Below the navigation bar, the 'Reports' section is visible. Under 'Popular Reports', there are links for 'Booked Booth Sales Summary', 'Dot Sheets', 'Recognition Order Summary By Girl', 'Troop Listing', and 'Troop On Hand Inventory'. A box labeled 'Step 2' points to 'Troop Listing' and 'Step 3' points to 'Troop On Hand Inventory'. Below this is the 'Report Categories' section, which includes 'Booths', 'Inventory & Delivery', 'Finance', 'Orders', 'Entity', and 'Rewards'. A box labeled 'Step 4' points to the 'Go To Report' button. The 'Reports' section lists various reports, including 'Available Booth Sale Summary', 'Booked Booth Sales Summary', 'Booth Sale Location', 'Delivery Station Order Detail', 'Dot Sheets', 'Girl Balance Summary', 'Girl Cookie Order Detail Summary', 'Girl Cookie Order Summary', 'Girl Cookie Totals Summary', 'Girl Deposit Summary', 'Girl Online Goal Report', 'Incomplete Recognition Orders', 'Mobile and Ecard Summary', 'No Orders Listing', and 'Recognition Order Summary By Girl'. A box labeled 'Step 5' points to the 'View Report' button. At the bottom of the 'Reports' section, there are 'Add to Favorites' and 'Go To Report' buttons. A box labeled 'Step 4' also points to the 'Go To Report' button.



## To Make Initial Order corrections and submitting orders:

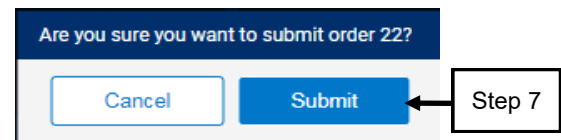
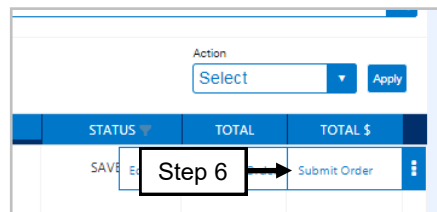


1. Click on Manage Orders located under Orders.
2. Click the Initial box.
3. Click Apply Search Parameters.
4. Enter troop number in the Keyword field and click enter.
5. Click the menu icon on the troop line.
6. Click Edit Order.
7. Make necessary changes and click Save when finished.

## To submit orders only

Follow instructions one through five above:

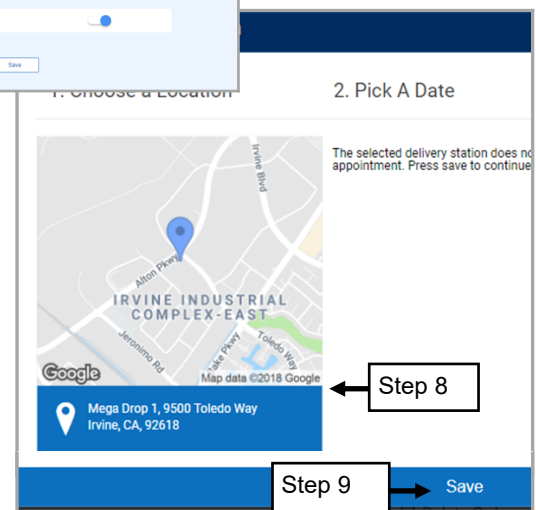
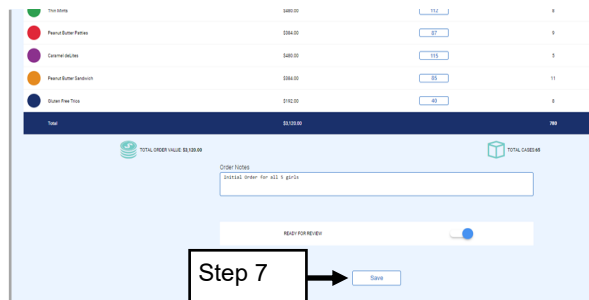
6. Click Submit Order to commit the Troop's orders.
7. A pop-up will asking if you are sure you want to submit the order. Click Submit.



## To update delivery station:

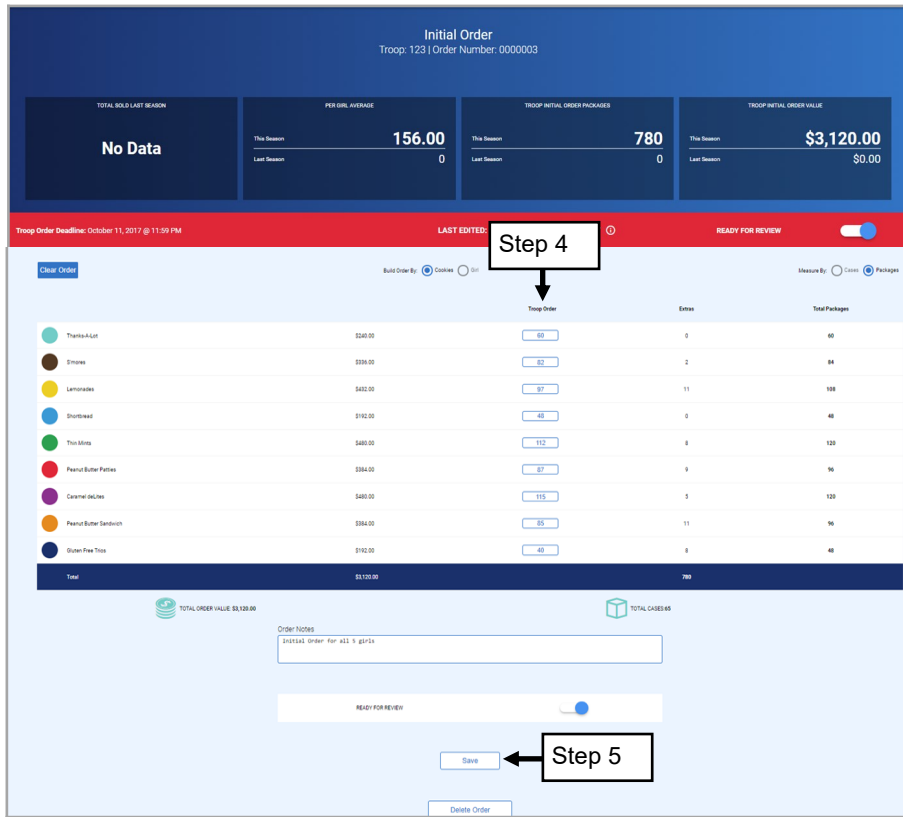
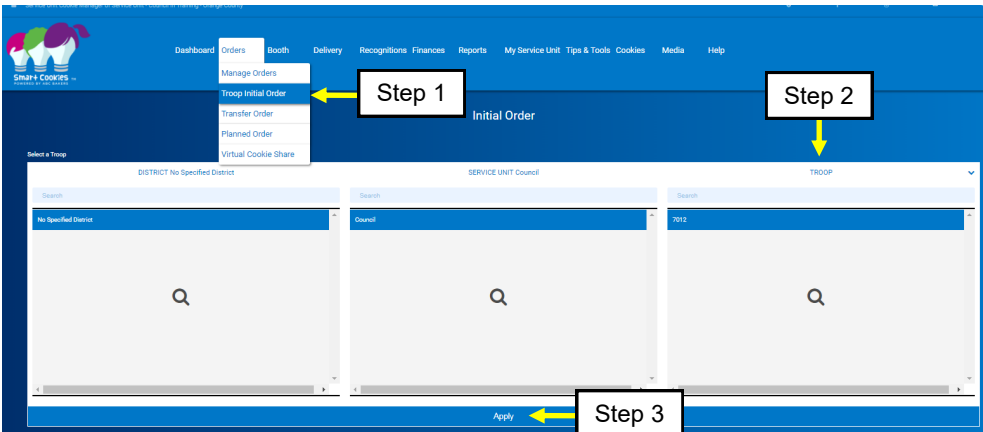
Follow instructions one through six above:

7. Click Save at the bottom of page.
8. Click the delivery station (there will only be one).
9. Click save.

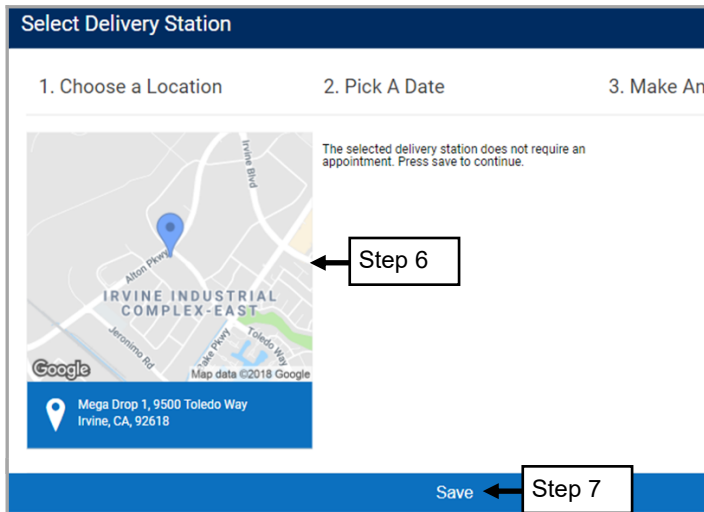


**Please note:** If your service unit is participating in one of the council's mega deliveries, you will need to select the pick-up date, the time of day for pick-up (morning, afternoon, evening), select the pick-up hour, select the pick-up time, and click save.

## To Create a Troop Initial Order (if necessary):

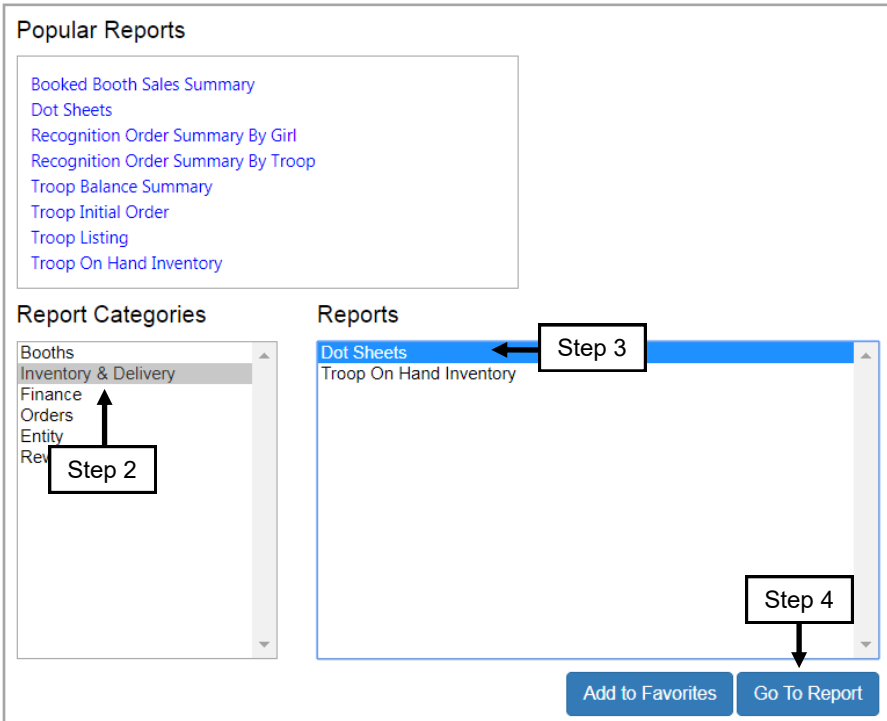
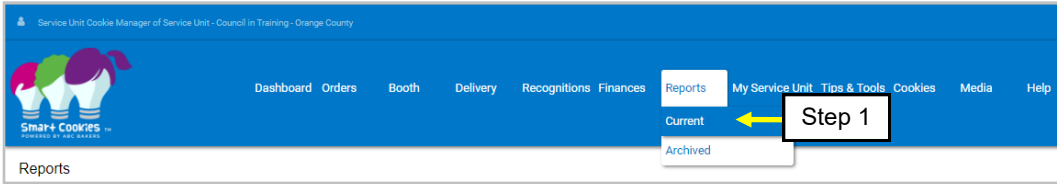


1. Click Troop Initial Order located under Orders.
2. Select the Troop number in the *Troop* field.
3. Click Apply.
4. Enter troop's Initial Order. Each cookie variety is ordered by the CASE .
5. Click on Save.
6. Select a Delivery Station.
7. Click Save.





## To Print Dot Sheets:

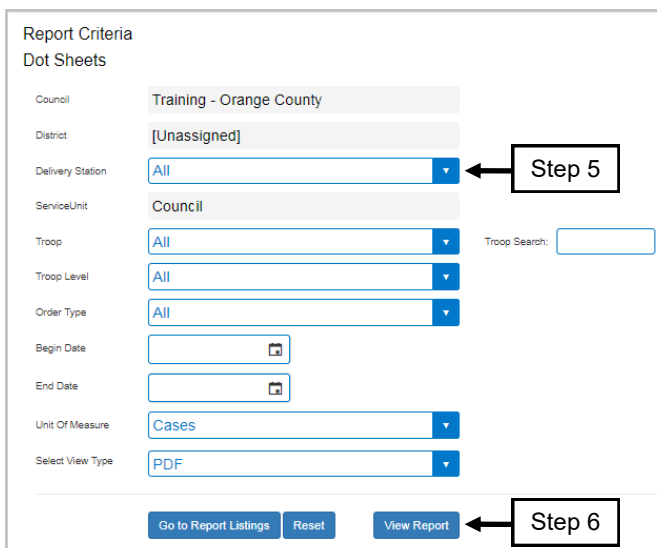


1. Click on Current located under Reports.
2. Click Inventory & Delivery in the Report Categories field.
3. Click on Dot Sheets in the Reports field.
4. Click Go to Reports.
5. Click on delivery station in the Delivery Station field and choose your delivery station.
6. Click on View Report.
7. Print report using the colored dot sheets provided by ABC.

Printed dot sheets should be given to SU Distributor to use on delivery and distribution day.

Dot Sheets are due to Council by January 10, 2023 from Service Units who are participating in the Council Mega Deliveries.

**Helpful Hint:** You will want to wait until December 15th to print to ensure the Gluten Free Cookie orders are included on the dot sheets .



Dot sheets are used to pull Troop orders on the day of delivery and distribution.

## December 13 - SU Initial Order Committed in ABC Smart Cookies by 11:59 pm

All Troop Initial Order entries and/or corrections done by the Service Unit must be completed in ABC Smart Cookies prior to December 13 at 11:59 pm.



Send email to [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) with "SU Initial Order Processing Complete" in the subject line and in the body of the email include a list of troops who have earned the Initial Order Bonus.

## January 10 - Paperwork Due to Council

Print Dot Sheets after December 15, 2023 to include Gluten Free orders.

Service Units hosting their own delivery/distribution:

- ◆ Service Unit Distributor retains Dot Sheets to be used on Service Unit distribution day.
- ◆ No paperwork is due to Council unless you are part of the Mega Delivery.

Mega Delivery Paperwork Due to Council by 9:00 am on January 10, 2024

- ❑ Dot Sheets are due from Service Units in the Council Mega Deliveries on January 10, 2023 or sooner (**not later**). These may be placed in the after hours drop box in the GSOC parking lot adjacent to the basketball court.

All Service Units:

- ❑ Email the completed *Troop Cookie Coordinator (TCC) Roster* to GSOC at [cookies@girlscoutsoc.org](mailto:cookies@girlscoutsoc.org). Submit updated TCC Rosters as appointments are made. See the instruction tab on the *Troop Cookie Coordinator Roster* for more information.

## January 10 - Non-Appointment of Troop Cookie Coordinators

If a Troop Cookie Coordinator has not been appointed by January 10th, send an email to the Troop Cookie Coordinator and Troop Leader explaining that the TCC cannot pick-up the troop's cookies on distribution day and another one of the Troop's "Troop Helpers" must pick them up. A sample "Cannot Pick-Up Cookies" email can be found on the [gscookiesetc.org/cookies/documents](https://gscookiesetc.org/cookies/documents)

Reminder, Troop Cookie Coordinators who have not been appointed should not have access to ABC Smart Cookies. See page 14 to deactivate a user account.

## January 17 - Super Booth Form and Booth Sale Spreadsheet Due to GSOC

- ◆ SU Booth Sale Coordinator submits completed Super Booth form and Booth Sale Spreadsheet to GSOC with any updates being submitted as changes occur.

## January 26 - Late Initial Orders

Troops missing the cutoff for placing their Initial Order online will need to order cookies through a Cupboard. Troops may place a Planned Order in ABC Smart Cookies beginning on Sunday, January 26, 2024. A confirmation will be sent to troops from the Cupboard Manager with pick-up date and time.

# DELIVERY AND DISTRIBUTION

## January 26—28 - Delivery of Product for Service Unit Deliveries

### SU Distributor should:

- Follow the “Safety Tips for the Girl Scout Cookie Program” posted on [www.gscookiesetc.org/cookies/documents](http://www.gscookiesetc.org/cookies/documents).
- Select a cool, dry, sheltered area before the truck arrives.
- Have cases stacked by variety.
- Inspect cases for visible damage- have damaged cases replaced.
- Count cases by variety to ensure correct quantities.
- The delivery ticket should match your Delivery Station Order Detail report.
- If shorted any cookies at delivery, you must make appropriate corrections to the delivery ticket before signing. Email CustomerCare@girlscoutsoc.org to notify a shortage after your distribution is complete.
- Sign the delivery ticket for the actual amount received.

Only sign for actual cookies received.

Be sure to sign delivery ticket against a hard surface and press firmly to make certain that the numbers and signature go through all copies. **Service Unit is financially responsible for cookies once the delivery ticket is signed.**

**DO NOT** distribute any product to troops until the delivery is completed to your satisfaction and the truck has gone. Under no circumstances is the truck driver to load from the truck to people’s cars.



If the Troop Cookie Coordinator has not been appointed by January 10, they cannot pick-up the troop’s cookies on distribution day and another one of the Troop’s “Troop Helpers” must pick them up. See page 22 for more details.

## January 26—28 - Distributing Troop Orders

- Remind troops to bring a copy of their Troop Initial Order report and not to bring children.
- Pull the Troop’s entire order using the Dot Sheets.
- Have troops carefully check and count their cookies. Cookies received should exactly match the Troop Initial Order report and Dot Sheet.
- Do not allow the Troop to move any cookies to their car until they have verified their full order and have **signed** the Dot Sheet.
- Remind troops to keep their copy of the Troop Initial Order report for their records.
- Troops wanting additional cookies may place an order with a Cupboard.

## January 27 - Mega Delivery and Distribution of Cookies

- ◆ SU Cookie Distributor follows Mega Delivery instructions found at [GSCookiesEtc.org/Cookies](http://GSCookiesEtc.org/Cookies).

# COOKIE PROGRAM BEGINS



Girls may begin selling cookies online via the NEW Digital Cookie platform and take preorders using order cards on **Sunday, January 14, 2024**. Girls can begin collecting online girl delivery and direct ship orders through emails on Digital Cookie and their online URL on social media.

Continuing this year is the online girl delivery with credit card payment option. This feature will be available from January 14—March 10.



A minimum of 4 packages is required for online purchases of Girl Scout Cookies. Girl Scouts of Orange County will run shipping promotions periodically throughout the Cookie Program. Emails will be sent to Troops announcing when a shipping promotion is taking place and promotion details.

On **Sunday, January 28, 2024**, girl delivery and in-person sales begin. Girls can start delivering cookies from online girl delivery and order card orders they received and can continue using the cookie order card to collect new orders.

## Be A Cookie Cheerleader!

### Be Friendly & Helpful This Cookie Season

Help us ensure our volunteers feel valued and respected for taking on the responsibilities of Troop Cookie Coordinator. Our goal is for everyone to have a safe and positive Girl Scout Cookie Program experience. Refocus your guidance so it comes across as helpful advice. **Be a Cookie Cheerleader**, not a Cookie Cop. Your actions and words can build community as you serve in this vital role.

### Random Acts of Cookie Service

Here are some ideas on how to coach and cheer on your cookie volunteers:

- ◆ Proactively reach each out to your Cookie Rookies and ask if they need help determining their Initial Order.
- ◆ Check with your troops frequently.
- ◆ Surprise someone at a Service Unit meeting by presenting a gift because they have a TCC who is NOT a Girl Scout leader. You can contact Entrepreneurship for a possible small gift you can give away if needed.
- ◆ Send a personalized email to an experienced TCC and thank them for renewing their commitment.
- ◆ Help a new troop who didn't place an Initial Order to get cookies right away by connecting them with an experienced troop willing to transfer them some cookies.
- ◆ Tell an adult at a booth sale all the amazing things they are doing to help the girl be successful.
- ◆ **Be a Booth Angel!** Cheer on girls & adults by visiting their booth sales to make them feel special. Email [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) for a packet of materials. Bonus—visit booths outside your Service Unit.
- ◆ Ask your Service Unit Data Management Coordinator to use Looker to help identify areas without Girl Scouts as great places to conduct a Walkabout. Share with your troops.
- ◆ Recruit someone in your Service Unit to be a Mystery House Host. See [GSCookiesEtc.org](http://GSCookiesEtc.org) for details.
- ◆ Add your own idea: \_\_\_\_\_
- ◆ Add your own idea: \_\_\_\_\_
- ◆ Add your own idea: \_\_\_\_\_

The NUMBER ONE reason why people didn't BUY Girl Scout cookies last year is because they were never ASKED!



# CUPBOARDS

## February 1 - Cupboards Open

Additional product will be available from Cookie Cupboards.

Cookie Cupboards will:

- ◆ Accept Planned Orders in ABC Smart Cookies only.
- ◆ Close gradually throughout the sale to minimize excess inventory at the end of the program.

Locations of the Cookie Cupboards will be **posted on [gscookiesetc.org](https://gscookiesetc.org) under Volunteer Resources under Helpful Links** (password required) . This listing will be updated as locations close throughout the program to consolidate inventory.

## Planned Orders

The only way for troops to order additional cookies is to place a Planned Order in ABC Smart Cookies with a Cupboard beginning January 26, 2024.

### Cookie Cupboard Managers are Volunteers Too

Cookie Cupboards are run by VOLUNTEERS and they deserve courtesy and gratitude. All Girl Scout *Troop Helpers* who pick-up troop orders should always be kind and polite towards our Volunteer Cupboard Managers.



## General information regarding planned orders:

- ◆ Troops are allowed five (5) Planned Orders per week (a week = Monday-Sunday).
- ◆ Troops place planned orders in ABC Smart Cookies using the Planned Order choice in the *Cookie* icon.
- ◆ **Troops enter orders for each cookie variety by the case** (1 case = 12 packages of cookies) **NO MIXED CASES!**
- ◆ Cookie Cupboard Managers will confirm order, pick-up date and time via email.

**IMPORTANT** Remind troops to turn their spam controls off to allow Cupboard confirmation emails. Volunteer Cookie Cupboard Managers are **extremely** busy and do not have time to complete spam control forms.

## Picking Up Planned Orders

It is important for troops to follow the Pick-Up Guidelines found on the Cupboard Locations document as well as the pick-up confirmation from the Cupboard Manager.

- ◆ Troops bring a copy of the Cupboard confirmation email when picking up orders.
- ◆ Only Troop adults who pass background screening are allowed to pick-up and sign for cookies. If you authorize another member of the Troop to pickup, they must be a registered and screened Troop Helper. Please give the Cupboard volunteer the person's name when replying to confirmation email. **Minors may not sign for product.**
- ◆ The Cookie Cupboard will confirm planned orders in ABC Smart Cookies within 48 hours of pick up.
- ◆ Troops should verify entries made by the Cookie Cupboard.
- ◆ Troop orders not picked up on confirmed pick up date will be deleted and troops will have to place a new planned order.

# BOOTH SALES

## January 22 - Troops Run Booked Booth Sales Summary Report (Pages 25-26 in Troop Plan Book)

- ◆ Troops run the Booked Booth Sales Summary report in ABC Smart Cookies.
- ◆ Troops contact Booth Sale Coordinator to report and have corrected any booth sale entry errors immediately.
- ◆ Troops run the Available Booth Sales Summary report to see the most updated open Booth Sale locations.

## January 31 at noon - Early Access to Booth Sale Reservations, Fall Program Bonus

- ❑ Remind troops who obtained the Fall Product Program Bonus of the early access. List of troops earning the Fall Product Bonus can be found on [GSCookieEtc.org/cookies/documents](https://GSCookieEtc.org/cookies/documents).

## February 1 at noon - First Come, First Served Booth Sale Reservations Begin at Noon

- ❑ Remind all troops that the Booth Scheduler is open for reservations on a first come-first serve basis.

## Partner with the Booth Sale Coordinator to remind troops:

- ◆ To complete Adult Booth Sale Training Online
- ◆ When booth sales begin (February 9)
- ◆ To run the *Booked Booth Sales Summary*, *Available Booth Sales Summary*, and *Booth Sale Location* reports
- ◆ About the first come-first served booth sale reservations in ABC Smart Cookies
- ◆ Of the importance of canceling booth sales at least 48 hours prior in ABC Smart Cookies to ensure the Online Booth Sale Locator has the most accurate information for potential customers
- ◆ About product displays for booth sales
- ◆ To have girls dress for success by wearing their Girl Scout Uniform
- ◆ To review Booth Sale Etiquette—remember we are guided by the Girl Scout Promise and Law
- ◆ To work with the Service Unit Booth Coordinator if they have a new booth location

## During the Booth Sale Period

- ❑ Remind troops to go over the Booth Sale Etiquette section in the *Troop Plan Book* (page 27) with the troop girls and their parents.
- ❑ Remind troops about online booth sale training for every adult participating in a booth sale, even parent/daughter booth sales.
- ❑ Remind troops to collect product money from girls frequently throughout the booth sale period.
- ❑ Remind troops to deposit money frequently into their **TROOP** account.
- ❑ Assist those troops that need help in attaining additional product.



Check in with troops and provide coaching if a troop has excess inventory (see page 31) for more information regarding extra product).

- ❑ Remind troops of cutoff date and time for making entries, selecting rewards, and submitting reports. (prior to March 13, 2024 at 9 am).



See pages 25-28 in the *Troop Plan Book* for more information about the following:

- ◆ First Come-First Served Booth Sale Reservations (January 31 & February 1)
- ◆ Parent/Daughter and Troop Booth Sales
- ◆ Running booth sale reports (January 23)
- ◆ Door-to-door sales, Cookie Stands and Walkabouts

### **Troop Cookie Link**

Troops can find their Troop Cookie Link on ABC Smart Cookies. This link give girls a way to achieve their sales goals and help others in their community without leaving home. Check with your Troop Cookie Coordinator for more information.

### **The National Girl Scout Cookie Link**

The National Girl Scout Cookie link is one national link that can be shared by GSUSA, councils, troops, and girls to help customers find cookies nearby to purchase, donate or to have them shipped. GSOC will upload active troops into ABC Smart Cookies and Direct Ship Troop Links will be automatically given to troops. Links will be shared by GSUSA (tentatively beginning in February). More information can be found on [gscookiesetc.org/cookies](http://gscookiesetc.org/cookies) as it becomes available.



### **QR Code and Tiny URL**

**QR Code**— Troops and Girls will have their own unique QR code when they go to share their social links. Using the camera feature on either an Apple or Android smart device to scan the QR code, the consumer will link directly to the Troop or Girl’s unique website to purchase cookies. The QR code will also scan directly from a smart phone screen, by another smart device.

**Tiny URL**— A Tiny URL is a customized, shortened redirect of a long link that links to a web page. Each Troop and Girl will have their own unique Tiny URL to link customers to her online store. This unique link will be available for print or to copy on the dashboard under “My Cookie Site” using Digital Cookie .

### **Troop Direct Ship Link**

Troops can find their Troop Cookie Link on ABC Smart Cookies. This link give girls a way to achieve their sales goals and help others in their community without leaving home. This link gives customers the option to order cookies online through the direct ship option only. The link can be used by troops and girls during virtual booth sales, on leave behind flyers, and will be posted on GSUSA’s national cookie finder. Troop

Cookie Coordinators evenly distribute all orders received from the Troop Cookie Link. See page 36 in the Troop Plan Book for step-by-step instructions.



### **Troop Virtual Booth Link**

Troop Virtual Booth links will help troops make sales online instead of, or in addition to, their regular in person cookie booths. The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials. These links will let troops reach new customers in their local community and beyond. Troop virtual Booth links are set up in the new Digital Cookie online platform. See the “Troop Virtual Booth Links” and the “Troop Pickup Orders” tip sheets located in the Digital Cookie Resources accordion on [www.gscookiesetc.org/cookies](http://www.gscookiesetc.org/cookies).

# TROOP PAYMENTS

## February 13 and March 12 - Girl Money Due to Troop Account

- ◆ Troops may not require payment from parents in advance.
- ◆ Troops collect money from girls frequently and before giving more cookies.
- ◆ Accepting checks is highly discouraged. Troops who choose to accept checks should refer to the **Checks or Cash** section on page 29 of the *Troop Plan Book*.
- ◆ Troop Cookie Coordinators record girl payments in ABC Smart Cookies and issue receipts for any money received. Refer to page 29 of the *Troop Plan Book*.
- ◆ Troops should deposit money frequently into their troop bank account.

See page 29 in the *Troop Plan Book* for more information about Girl Payments

## Troop Bank Account Information

- ◆ Troops complete the online Troop Banking form before being appointed.
- ◆ GSOC will upload troop banking information (e.g. bank name, routing number, and account number) into ABC Smart Cookies beginning **January 11, 2024**.
- ◆ Troops deposit all cookie money into their individual troop bank account promptly and frequently.

Troops will not have access to make changes to the banking information once it is uploaded into the system. **Please have troops complete a new online Troop Banking form immediately if their troop banking information has changed after the upload was completed on January 11, 2024.**

**IMPORTANT**

Failure to notify GSOC of bank account changes may result in a \$15 processing fee.

## Troop Payments

All Council payments will be made via ACH Automatic Clearing House debit. Council will automatically withdraw the amount owed from the troop's account on each troop payment deadline beginning Wednesday, February 14, 2024 and Thursday, March 14, 2024.

- ◆ Troops deposit all product money into their **TROOP** account by deadlines.
- ◆ GSOC will upload the troop's payment in ABC Smart Cookies after the payment has cleared the bank.

## February 14 - First Troop Payment

- ◆ Troops deposit sufficient funds into **TROOP** accounts no later than Tuesday, February 13, 2024.
- ◆ First Troop Payment– sales received through **Sunday, February 4, 2024** will be debited from troop accounts beginning **Wednesday, February 14, 2024**.
- ◆ An email will be sent to the Troop email address in ABC Smart Cookies with the first troop payment amount to be debited from their bank account.



Troops will not be able to pick up more cookies at the Cookie Cupboards until first payment has been confirmed.



## March 14 - Final Troop Payment

- ◆ Troops make final deposits into the **TROOP** account by end of day on **Tuesday, March 12, 2024**.
- ◆ Final Troop Payment- The full balance of Council proceeds will be debited from troop accounts beginning on **Thursday, March 14, 2024**.

**Note:** Troop proceeds will be adjusted in ABC Smart Cookies as each GSOC goal is achieved and before the final troop payment on March 14, 2024.

## Troops Unable to Make Full Payment

Instruct troops having difficulties making their first or final payment to:

- ◆ Complete the online *Payment Adjustment* form to request a reduction of the troop payment amount due to insufficient funds **or credit card payments** taken by girls. Credit card reduction only applies to the first payment. Troops submit the online *Payment Adjustment* form **by 3:00 pm on Tuesday, February 13, 2024** for the first payment or **by 3:00 pm on Tuesday, March 12, 2024** for final payment to reduce the troop payment amount due to insufficient funds (see pages 31-32 in the *Troop Plan Book* for more detailed information).

**Note:** Troops will not be able to pick up more cookies from the Cookie Cupboards until their **first** payment has been made in full via Cashier's check or money order.

- ◆ Schedule additional booth sales using the Booth Scheduler or by contacting their SU Booth Coordinator.
- ◆ Schedule troop Walkabouts (**if permitted**). Seek areas/schools without troops.
- ◆ Post excess inventory on the Cookie Swap site (pages 31-32). **Should a troop have an excessive amount of cookies, contact council at [customercare@girlscoutsoc.org](mailto:customercare@girlscoutsoc.org) immediately.**
- ◆ Complete and submit delinquency report online. See page 31 for information regarding uncollected funds.

Troops with payment plans or NSF will be required to submit payment to GSOC via money order or cashiers check.

**IMPORTANT!** If troops do not notify us in time, and the ACH debit is not honored by their bank, the ACH debit will be rejected and the Troop will be charged for all NSF (Non Sufficient Funds) fees incurred by the rejected transaction.

- ◆ For end of sale adjustments, a late charge of \$15 a week will be assessed for late payments beyond the payment plan agreement

See pages 31-32 in the *Troop Plan Book* for additional information regarding Troop Payments.

Troops will be charged for all NSF (Non Sufficient Funds) fees.



## Credit Cards for In-Person Sales

If a customer wishes to pay by credit card for in-person sales, girls can process those payments through the Digital Cookie App or access Digital Cookie through their phone's browser to use the scan credit card feature.



Girl Scouts of Orange County will absorb all transaction fees when using the Digital Cookie credit card option.

Each time a credit card payment is made, the girl and the Troop will be credited with the full payment collected. Transactions at booth sales will be credited to troop only.

Follow the instructions below in Digital Cookie if a refund needs to be issued to a customer.

The screenshot shows the Girl Scouts dashboard with the 'Orders' tab highlighted in the navigation menu. The top right corner includes links for 'My Account' and 'Log Out'. Below the navigation menu, the user is identified as 'Troop 1006 of Service Unit SU101'.

1. Start by navigating to the “Orders” tab on your troop dashboard. Locate the order on the *Manage Orders* grid

The screenshot shows the 'Orders' search form with various fields for filtering orders. A red box labeled 'Step 2' points to the green 'Search' button.

2. On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email Address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last)

The screenshot shows a table of orders. A red box labeled 'Step 3' points to the order number '05119734' in the 'Order #' column.

3. Click on the green order # to bring up the order details to begin processing a refund.

The screenshot shows the 'Order Details' page for order 05119734. A red box labeled 'Step 4' points to the 'Refund' button in the 'Payment Status' section.

4. At the top, next to payment status will be a Refund button. Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.

The screenshot shows the 'Refund Order' dialog box. A red box labeled 'Step 5' points to the 'Full Refund' radio button. Another red box labeled 'Step 6' points to the 'Continue with refund?' buttons at the bottom right.

5. Select an option for refund reason. Add clear notes and details for why the order was refunded.

Depending on the customer's bank, it can take a few weeks until their bank will show the refund on their account. To verify the refund went through, you can scroll to the bottom of their order details and see “refund follow on” in the “Payment Transactions” section and see the date the system processed it.

6. Once all the information has been completed, click Yes to continue with the refund.

## Counterfeit Bills

While it doesn't happen often, a troop may receive a counterfeit bill and not even know it. If a troop contacts you about receiving a counterfeit bill, please have them:

1. Complete the online Counterfeit Bill Report located on [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents).
2. Obtain a receipt from the bank for the counterfeit bill and attach it to the Counterfeit Bill Report
3. Completed Counterfeit Bill Report with the receipt attached must be submitted online no later than **9:00 AM on March 13, 2024**

See page 30 of the Troop Plan Book for more information regarding counterfeit bills.

## Uncollected Funds

If a Troop calls to report a delinquent girl/parent:

- ◆ Offer to call the parent to try to arrange for payment.
- ◆ If the attempt to make payment arrangements fails, have the troop fill out and submit a delinquency report **online by Wednesday, March 13, 2024**. Delinquency Report forms can be found at [GSCookiesetc.org/cookies/documents](https://GSCookiesetc.org/cookies/documents). Be sure they include copies of all signed receipts and the signed Parent Responsibility form
- ◆ Keep a written record of the situation, noting dates and contacts made regarding the delinquent funds. Upload the written record to the online Troop Delinquency Report and submit both to Council.
- ◆ **The Troop should not hold up payments to Council because of an outstanding parent.**
- ◆ Troop should note Delinquency Report submission in final report email to their Service Unit Cookie Manager.
- ◆ The Council office will follow up on Delinquency Reports. Unpaid accounts may result in collection procedures.

**IMPORTANT** Delinquency Reports need to be completed and submitted online by above deadline otherwise Council will not be able to assist the troop with collection.

## Extra Product

Sometimes a troop may end up with leftover product due to unforeseen circumstances: illness of girls, orders refused by customers, canceled booth sales, etc. Here are some proactive suggestions on how to avoid the problem.

- ◆ During booth sales, touch base occasionally with your troops to see how they are doing.
- ◆ Encourage them to schedule additional booth sales through the Booth Sale Scheduler.
- ◆ Suggest conducting a rolling sale or walkabout as a troop outing.
- ◆ Suggest that some members of the troops have a cookie stand in front of their home.
- ◆ Suggest they use the Cookie Swap Site to facilitate exchanges of their extra cookies with sister Girl Scout Troops. Troops should make the transfer in ABC Smart Cookies however the transfer should be made by the Service Unit if the Troop paperwork deadline has passed. See page 32 for instruction on how to access the Cookie Swap Site and Troop to Troop Transfers.

**Should a troop have an excessive amount of leftover product near the end of the program, notify the Product Sales Department at [customercare@girlscoutsoc.org](mailto:customercare@girlscoutsoc.org) immediately. Do not wait until the Cookie Program has ended.**

## Cookie Swap Site:

The Cookie Swap Site is a password protected online site that allows troops to advertise extra cookies they do not need to other Girl Scout Troops. Troops can access the site by going to [GSCookiesEtc.org/Cookies](https://GSCookiesEtc.org/Cookies) and login using the ID and password emailed to them by GSOC on February 22. Instructions on how to post and remove extra cookies are located on the Cookie Swap site after they have logged in.



**Troops who do NOT delete transferred cookies from the Swap Site will lose their Swap Site privileges**

### Cookie Swap

Fields marked with an \* are required

First Name \*

City \*

Contact Email or Phone \*

Have or Need \*

How Many \*

Boxes or Cases \*

**All Cookies retail for \$6 per package including Gluten Free.**

Troops who do NOT remove transferred cookies from the Swap Site will lose their Swap site privileges.



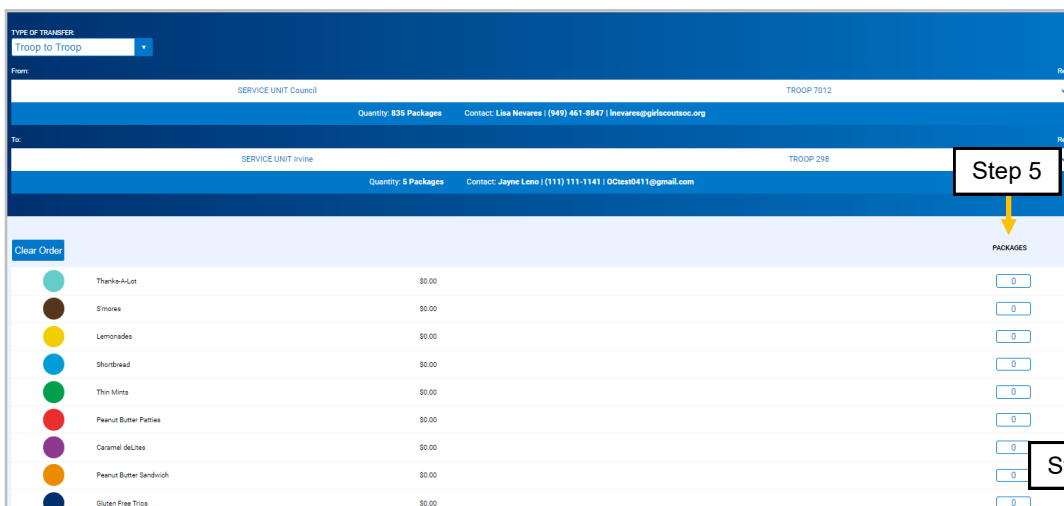
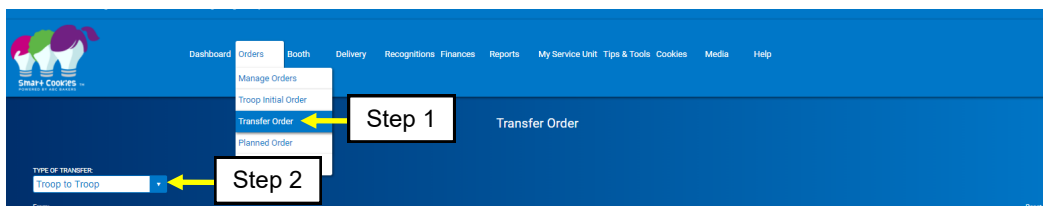
### Protected: Cookie Swap List

Cookie:  City:

**SEARCH**

Name	City	Contact Info	Have or Need	How Many	Boxes or Cases	Cookie
Sarah	Newport		Need	1	Cases	Adventurefuls™
Benny	Fountain Valley		Have	5	Boxes	Caramel Chocolate Chip
lauren	Huntington beach		Have	20	Cases	Lemonades®

## Transfer Product Between Troops by the Service Unit:



1. Click on Transfer Order in the *Cookies* icon.
2. Highlight Troop to Troop in the Type field.
3. Click the service unit and troop number transferring the product out and click **Apply**.
4. Click on the service unit and troop number for the transferring in troop and click **Apply**.
5. Enter the quantity for each variety to be transferred.
6. Click **Save**.

# END OF SALE PROCESSING

## March 8—13 - Troops End of Sale Processing

- ❑ Remind troops to:
  - ◆ Collect girls' final balances and make final deposits to **troop** account.
  - ◆ Make final entries for additional cookie sales, Cookie Share, and booth sales into ABC Smart Cookies.
  - ◆ Allocate girl rewards and create recognition order (feature becomes available March 1).

**IMPORTANT** Service Unit Cookie Managers should run the Troop on Hand Inventory report (see page 34) during the Troop end of sale processing to ensure cookies are being allocated by the troops to their girls. Follow up with troops to see if they need guidance on how to allocate cookies.

- ◆ Complete all entries in ABC Smart Cookies, Troop recognition order placed, and reports must be printed by 11:59 pm on March 13, 2024.
- ◆ Submit final paperwork to the Service Unit by **9:00 am on March 13, 2024**.
- ◆ Complete online evaluation survey.

See pages 29-39 of the *Troop Plan Book* for more information about the following:

- Girl Payments and Troop Payments
- Delinquencies and Extra Product
- Troop End of Sale Processing including allocating cookies to girls and entering Virtual Cookie Share
- Creating the Final Recognition Order (feature opens Friday, March 1)
- Transferring Product Between Troops



Remind troops to retain a copy of all reports for their Troop records.

## March 13 - Troop Final Paperwork Due to Service Unit at 9:00 am

Troop final paperwork is due to the Service Unit. The troops should turn in the following reports:

- ❑ Email a copy of their Troop Balance Summary to their Service Unit Cookie Manager noting any unresolved issues in the body of the email.
- ❑ Troops must note if a Delinquency or Counterfeit Bill reports were submitted in the body of their email (if necessary).
- ❑ Remind troops to copy their Troop Leaders and Treasurer on email.
- ❑ Remind troops to print a copy of their *Recognition Order Summary by Troop* report to use when picking up their girl rewards.
- ❑ Contact any troops who have not met this deadline.

## March 16-19, 2023 - Service Unit End of Sale Processing

All troop final order entries and/or corrections done by the service unit must be completed and Service Unit reports run by 11:59 pm on March 17.

- ❑ Verify that all product has been assigned using the Troop On Hand Inventory summary and allocate any unapplied units to the girls for each Troop. Make sure inventory has not been over allocated to any Girls.
- ❑ Make entries and changes for troops as necessary. Use the ***Transfer Order or the Manage Order*** features to access or make changes to orders and transfers already placed in ABC Smart Cookies.
- ❑ Verify a Recognition Order has been placed by each participating Troop using the No Order Listing report. **Note:** Some troops may not have sold enough to create a recognition order.
- ❑ Check for incomplete Recognition Orders listed on the dashboard and make updates as needed.
- ❑ Create a final recognition order for troops as needed. Contact the Troop Cookie Coordinator for girl rewards choices based on the Parent Responsibility form. Download Rewards Order Summary by Troop report and email to SU Rewards Coordinator.
- ❑ Contact Troop Cookie Coordinator to resolve any errors.
- ❑ Remind troops to reprint their reports if changes have been made (if necessary).

### To run the Troop On Hand Inventory:

The screenshot shows the ABC Smart Cookies Reports page. The navigation path is as follows:

- Step 1:** Click on Current in the Reports dropdown menu.
- Step 2:** Click on Inventory & Delivery in the Report Categories list.
- Step 3:** Click on Troop On Hand Inventory in the Reports list.
- Step 4:** Click on Go To Report button.

1. Click on Current located under Reports.
2. Click Inventory & Delivery in the Report Categories field.
3. Click on Troop On Hand Inventory in the Reports field.
4. Click Go To Report.
5. Click on Packages in the Unit of Measure field.
6. Click View Report.

Report will display the number of unallocated packages.

The screenshot shows the configuration page for the Troop On Hand Inventory report. The configuration is as follows:

- Step 5:** Select Packages in the Unit Of Measure dropdown.
- Step 6:** Click on View Report button.



## To allocate cookies to girls (Troop to Girl Transfers):

Cookie sales made using the direct ship link also need to be allocated to girls

The screenshot shows the 'Transfer Order' form with the following details:

- TYPE OF TRANSFER:** Troop to Girl
- From:** SERVICE UNIT
- To:** SERVICE UNIT, TROOP, GIRL
- Transfer Order Details:**
  - From:** SERVICE UNIT 654, Quantity: 2955 Packages, Contact: Chris McDaniel | centralmaryland.troop@outlook.com
  - To:** SERVICE UNIT 654, TROOP 102, GIRL Share, Quantity: 500 Packages, Contact: Catherine Smith | (804) 614-9999 | csm1371@gmail.com
- Order Items:**

Item	Price	PACKAGES	BOOTH PACKAGES
Thank-A-Lot	\$40.00	5	5
S'mores	\$40.00	5	5
Lemonades	\$40.00	5	5
Shortbread	\$40.00	5	5
Thin Mints	\$40.00	5	5
Peanut Butter Patties	\$40.00	5	5
Caramel Delites	\$40.00	5	5
Peanut Butter Sandwich	\$40.00	5	5
Gluten Free Trisc	\$50.00	5	5
<b>Totals</b>	<b>\$270.00</b>	<b>45</b>	<b>45</b>
- Order Notes:** "Packages" are for Shannon's "Door to Door" sales. The "Booth Packages" are for her booth event this Saturday.
- Action:** Save

1. Click on Transfer Order located under *Orders*.
  2. Click on Troop to Girl Transfer in the *Type* field.
  3. Click the Service Unit Name and the Troop Number in the *From* field and click Apply.
  4. Click on Service Unit Name, the Troop Number and Girl in the *To* field and click Apply.
  5. Select Troop to Girl in the *Type of Transfer* field.
  6. Enter the number of packages to be allocated to the girl.
- Enter additional girl orders in the *Packages* column and booth sale sales in the *Booth Packages* field.
7. Click Save.

## To Correct a Transfer Order Already Placed:

The screenshot shows the 'Transfer Order' form with the following details:

- TYPE OF TRANSFER:** Troop to Troop
- From:** SERVICE UNIT
- To:** SERVICE UNIT, TROOP
- Transfer Order Details:**
  - From:** SERVICE UNIT 654, Quantity: 2955 Packages, Contact: Chris McDaniel | centralmaryland.troop@outlook.com
  - To:** SERVICE UNIT 654, TROOP 102, GIRL Share, Quantity: 500 Packages, Contact: Catherine Smith | (804) 614-9999 | csm1371@gmail.com
- Order Items:**

Item	Price	PACKAGES	BOOTH PACKAGES
Thank-A-Lot	\$40.00	5	5
S'mores	\$40.00	5	5
Lemonades	\$40.00	5	5
Shortbread	\$40.00	5	5
- Action:** Save

1. Click on Transfer Order choice located under *Orders*.
  2. Choose the type of transfer to be made in the *Type of Transfer* field.
  3. Enter the information needed (Service Unit, Troop, Girl) for the transfer.
  4. Make the transfer
  5. Click Save.
- Continue process until all corrections have been made.

## To Check for Incomplete Recognition Orders:

The screenshot shows three summary boxes at the top: 'PER GIRL AVERAGE (Packages per Girl Selling)', 'INITIAL ORDER/TRANSFERS SOLD (Cases)', and 'COOKIE SH...'. Below these is an 'Action Items' table with the following data:

Action Items	Numbers
Troops with no Initial Order	22
Troops with no Early Recognition Orders	80
Troops with no Main Recognition Orders	25
Uncommitted Recognition Order	55
Troops with no Girls	1
Incomplete Recognition Orders	4

Arrows labeled 'Step 1' and 'Step 2' point to the 'Incomplete Recognition Orders' row and the 'Numbers' column header, respectively.

1. Click on Incomplete Recognition Orders located under *Rewards*.
2. If any Incomplete Recognition Orders exist go to step 2 below.

## To Update Girl Rewards:

The screenshot shows the 'Troop Dashboard' navigation menu. A dropdown menu is open under 'Recognitions', with 'Manage Recognition Orders' highlighted. An arrow labeled 'Step 1' points to this option.

The screenshot shows a table with 4 orders. The table has columns for District, SU, Troop, Type, Date, Number, Status, and actions. The 'Status' column for the last row (Troop 40024) is 'INCOMPLETE' and is highlighted with a red box. An arrow labeled 'Step 2' points to the 'Status' column header, and an arrow labeled 'Step 3' points to the 'INCOMPLETE' status cell.

1. Click on Manage Recognition Orders located under *Rewards*.
2. Check for incomplete orders under the *Status* column.
3. Click the Pencil icon on the *Troop* line.

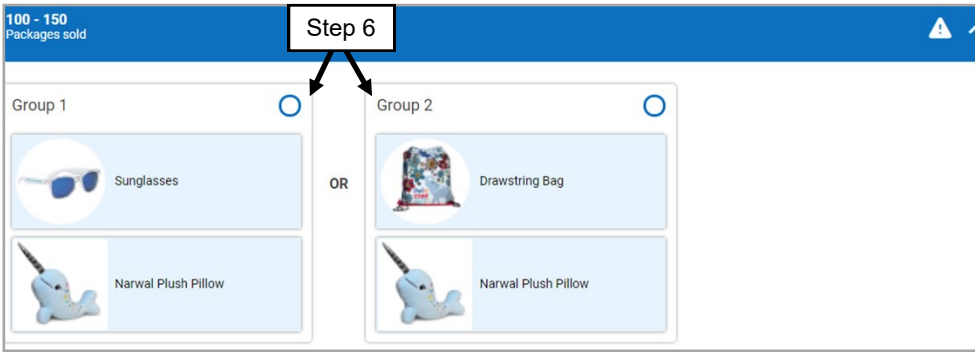
Girls with red triangles have choices to be made.

4. Click the Arrow next to the red triangle.
5. Click the Down Arrow next to the red triangle.

The screenshot shows the 'Manage Recognition Order' page for Troop 40024. The status is 'INCOMPLETE'. It lists four girls with their package counts and status: Amelia Lobo (266, UNREAD), Aubrey Hellar (118, UNREAD), Emma Marquart (405, UNREAD), and Madeline Blasingame (270, UNREAD). Each girl's row has a red triangle icon and a right-pointing arrow. An arrow labeled 'Step 4' points to the right-pointing arrow for Amelia Lobo. Below this is a table with columns 'Items' and 'Extras' and rows for package ranges: 1-12, 13-24, 25-99, 100-150, and 151-300. An arrow labeled 'Step 5' points to a red triangle icon next to the '100 - 150 Packages sold' row.

Continued on next page



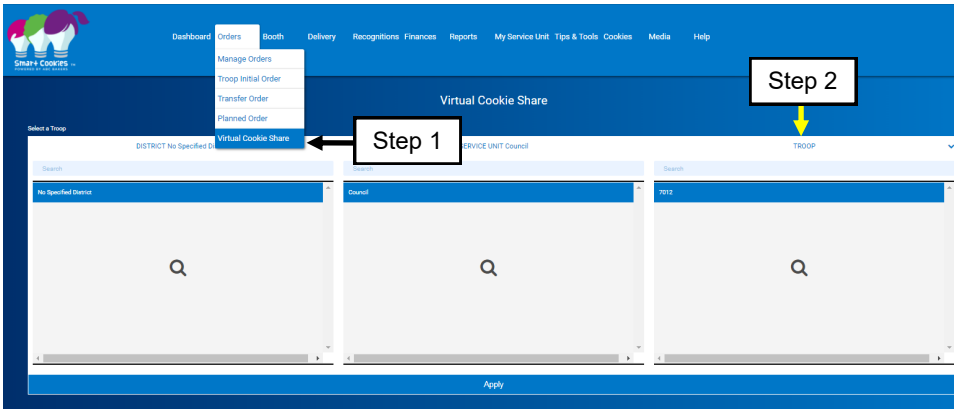


6. Make the required selection.
7. Click Save.

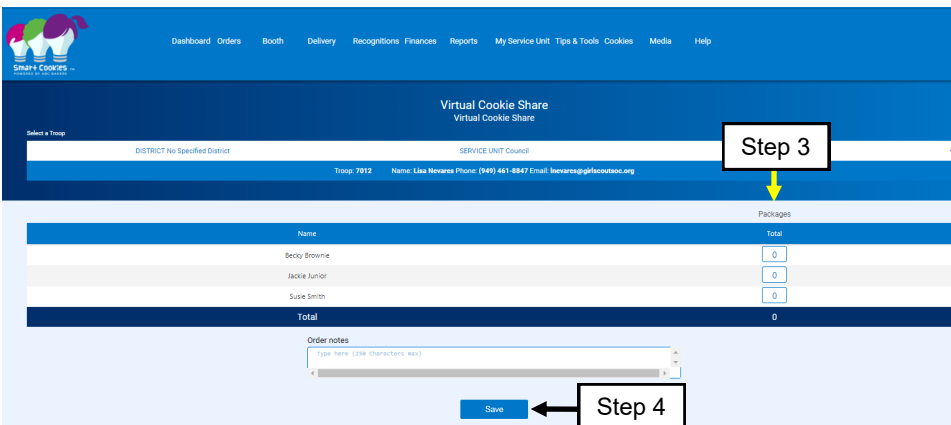


**To Enter Cookie Share as needed:**

Including Cookie Share ordered through online girl delivery, not needed for direct ship Cookie Share ordered.



1. Click on Virtual Cookie Share located under Orders.
2. Click on the Troop number in the Troop field.
3. Enter the number of Cookie Share packages sold for each girl.
4. Click Save when finished.

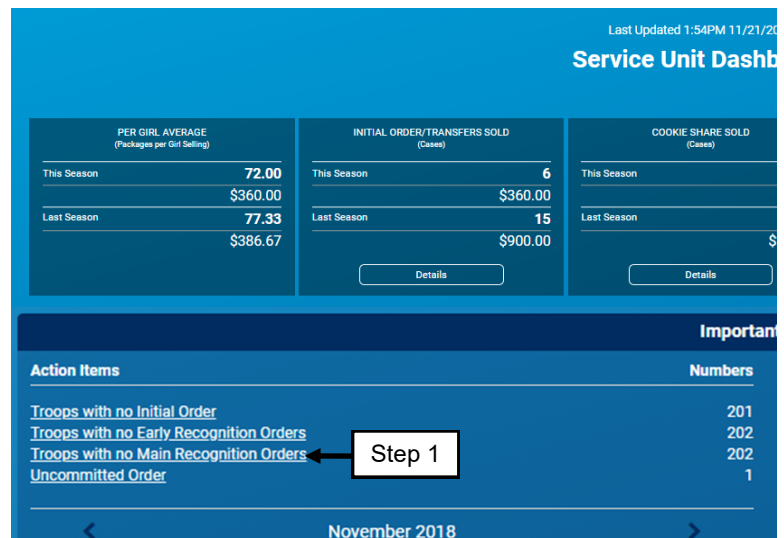


Use the *CShare* Column for virtual Cookie Share only. **DO NOT** use for troop's own Cookie Share.

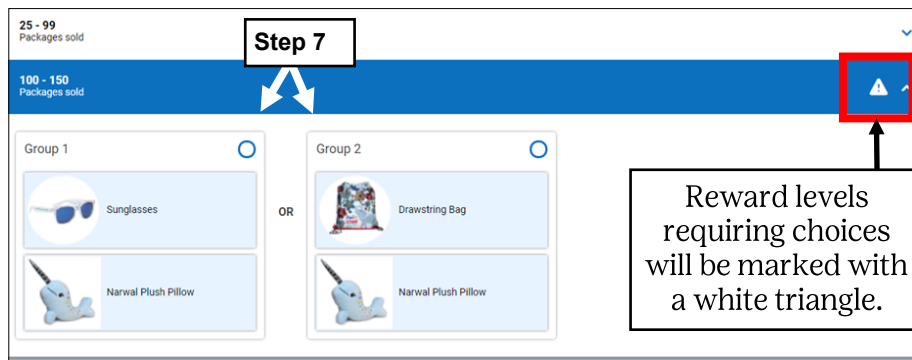
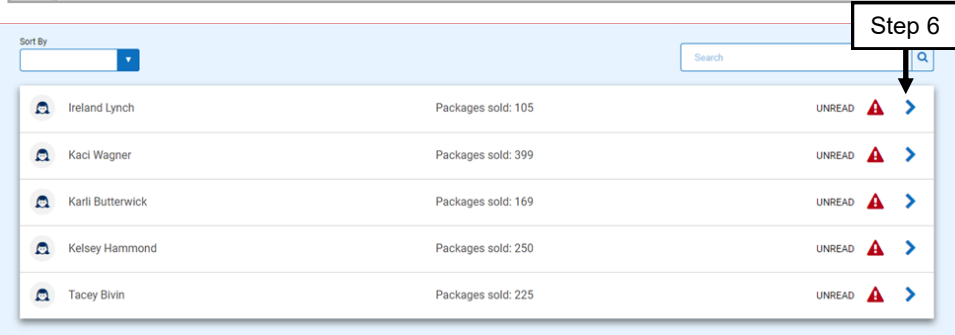
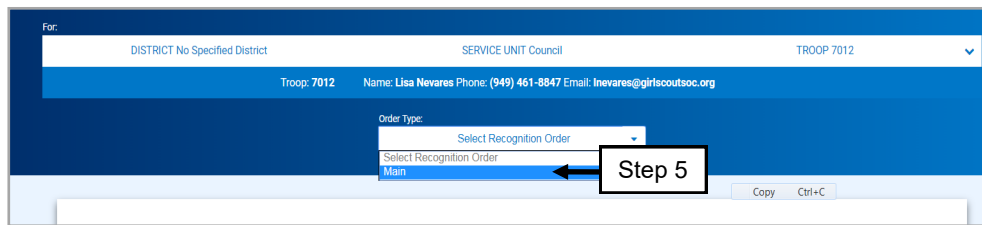
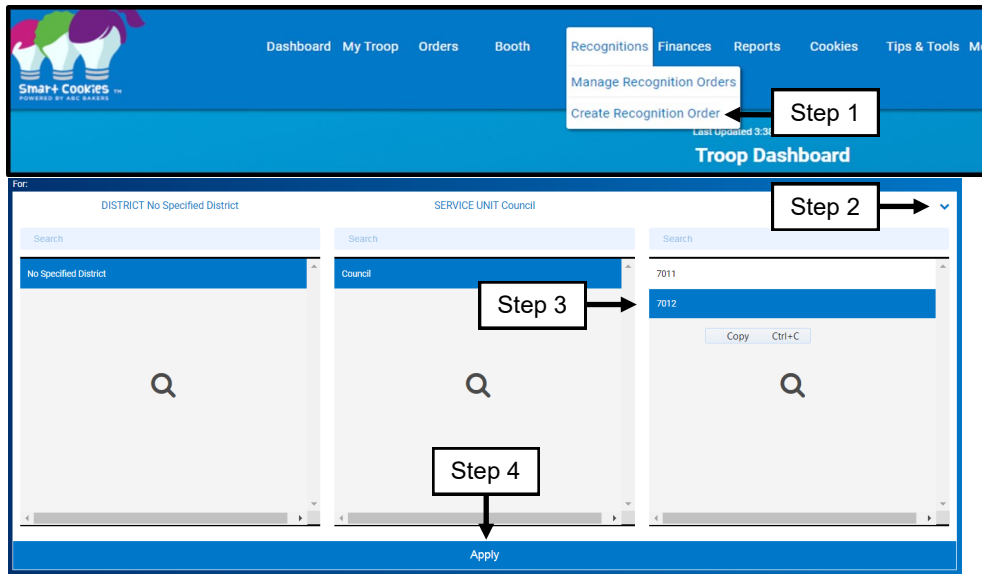
**To Run the Troops with No Initial Order report:**

1. Click Troops with no Initial Main Recognition Orders located under Action Items on the Service Unit Dashboard.

Create recognition orders for troops who have participated listed on the report.



## To Create Final Recognition Order for Troops (as needed):



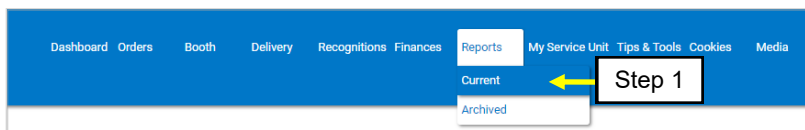
1. Click Create Recognition Order located under Rewards.
  2. Click the arrow on the For line.
  3. Select the Troop Number in the Troop field.
  4. Click Apply.
  5. Select Main for Order Type.
  6. Click the arrow for the girl who's recognition order needs reviewing.
- Note: There will be a red triangle next to a girl's name if order needs attention (size or choice).
7. Make recognition choices.
  8. Click save.

Continue process for each girl.

**Note:** Contact the Troop Cookie Coordinator to find out girl recognition choices made on the Parent Responsibility form. If you do not hear back from the TCC, default the recognition to the prize, not Cookie Dough.

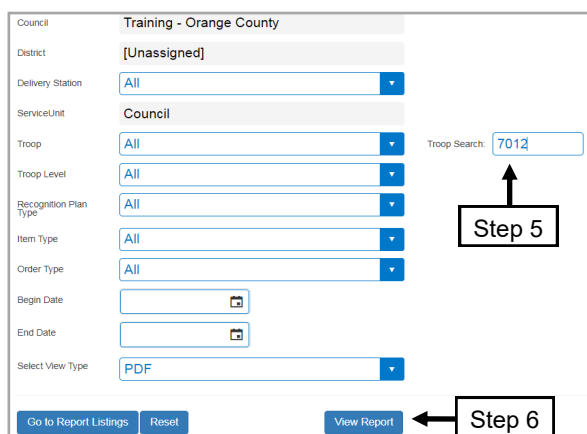
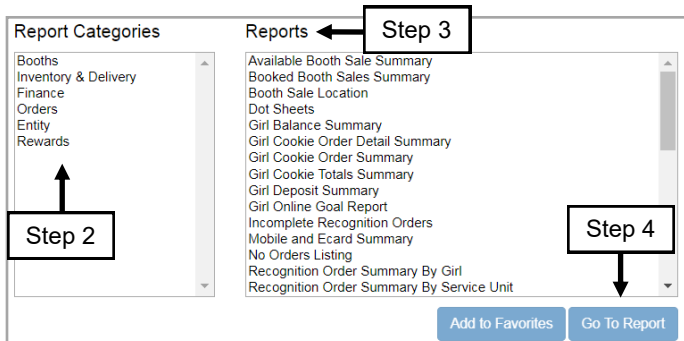


## Run the Recognition Order Summary by Troop and Troop Balance Summary Reports:



To run the *Recognition Order Summary by Troop*:

1. Click on Current located under *Reports*.
2. Click on Rewards under *Report Categories*.
3. Click on Recognition Order Summary by Troop in the *Reports* field.
4. Click Go to Report.
5. Search for Troop in the Troop Search field
6. Click on View Report.



To run the *Troop Balance Summary*:

1. Click on Current located under *Reports*.
2. Click on Finance under *Report Categories*.
3. Click on Troop Balance Summary in the *Reports* field.

Follow steps 4-6 from above.

Use the *Unit of Measure* field to view this report in Cases/Packages or Packages.

### March 14 - ACH Debit of Troop Final Balance Begins

GSOC withdrawals final payment to Council proceeds from troop accounts beginning Thursday, March 14, 2024.

### March 17 - Service Unit Final Report Email Due to GSOC

The following is due to Council on or before **11:59 pm**:

- ❑ Send an email to [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) saying “Service Unit Processing is complete” in the subject line. In the body of the email, include information for troops with unresolved errors, delinquencies or Counterfeit bill reports if necessary. Note if a troop was unresponsive.
- ❑ Submit FINAL TCC roster to [Cookies@GirlScoutsOC.org](mailto:Cookies@GirlScoutsOC.org) by 11:59 pm on March 17. Troops will NOT earn proceeds unless Troop Cookie Coordinator has completed appointment steps as reflected on your TCC roster as submitted to GSOC.
- ❑ Complete online Service Unit Stretch Bonus form.
- ❑ Complete the online Cookie Program evaluation.

**Service Units who miss the deadline will forfeit any Service Unit Stretch Bonus funds earned.  
DO NOT hold up Service Unit paperwork for delinquent troops!**

No Appointed TCC = No Proceeds

# GIRL REWARDS

See pages 40-42 of the Troop Plan Book for more information about Girl Rewards, Troop Rewards, and Troop Proceeds.

## SU Rewards Coordinator Receive and Distribute Rewards (April-May)

Some of the girl rewards will be available for pick up at GSOC in April.

In May, Cookie Dough and Online Loot will be emailed directly to the girls who choose this reward.

All other rewards will be shipped to the address listed under the “Service Unit Information” under *Council* in ABC Smart Cookies. See page 12 for instructions on entering the Cookie Rewards Coordinator’s address.

## Rewards Shipment

The Service Unit Cookie Rewards Coordinator will:

- ◆ Open each shipment immediately when it arrives.
- ◆ Verify the items and quantities received match the packing slip exactly (**do not distribute any items to troops before completing this step**).



If more rewards are received than listed on report, the SU Cookie Rewards Coordinator will ask you to run a new Rewards Order Summary by Troop report. Sometimes errors are caught and fixed by GSOC which may change the number of recognition items received. Return any extras to GSOC.

- ◆ If shorted on delivery and/or additional items needed, complete Rewards Adjustment form online at [GSCookiesEtc.org](https://GSCookiesEtc.org). Upload a copy of the packing list(s) noting any extras or shortages. GSOC will notify SU Rewards Coordinator when ready for pick-up (please allow 2 weeks).
- ◆ Count out Rewards for each troop using the Rewards Order Summary by Troop report.
- ◆ Contact the Troop Cookie Coordinators to arrange for the pick up of their rewards.
- ◆ Have the Troop count out items received in your presence, verifying against their Rewards Order Summary by Troop report.
- ◆ Obtain a signature on the Service Unit’s copy of the Rewards Order Summary by Troop report.

## May 20 - Troop Final Rewards Adjustments

- ◆ Troops submit any adjustments to their Service Unit Cookie Rewards Coordinator as soon as possible, but no later than **May 20, 2024**.

## May 24 - Service Unit Final Rewards Adjustments

- ◆ All rewards adjustments must be reported to GSOC no later than **May 22, 2024** using the online Rewards Adjustment form that can be found at [GSCookiesetc.org/cookies/documents](https://GSCookiesetc.org/cookies/documents).

## Reward Opt-Out Option for Older Girls

This is an opportunity **only for Older Girls** (Cadettes, Seniors, and Ambassadors) seeking to earn more troop proceeds to fund an event, excursion, or project. Troops that choose to opt out will receive an *additional 10¢ per package* in troop funds. Deadline to submit for this program is January 14th, 2024. Please see the Girl Rewards Opt-Out Option for Older Girls flyer on [gscookiesetc.org](https://gscookiesetc.org) for how to qualify for this program.

## Troop Proceeds

Troops earn at least .80¢ per package of cookies sold to fund troop activities. Troops may earn more based on the Council’s overall cookie program results. See Troop proceeds flyer on [GSCookiesetc.org](https://GSCookiesetc.org) for additional details. The proceeds troops earn by participating in the cookie program belongs to the troop and not to individual girls. It makes no difference if a girl sells 3 items or 300 items, the proceeds belong to the troop. See page 5 of the Troop Financial Guidelines for more information.

# RESOURCES

## Customer Returns

There may be times when a customer decides to return product. Troops should follow these steps:

- ◆ Accept the returned product from the customer even if they did not sell to that customer.
- ◆ Offer the customer an **even exchange** for the same or other variety of product.
- ◆ If the customer does not want product replaced, give the customer a refund from the troop funds. **Do not give a refund without first getting the unwanted product from the customer** since you will need to exchange returned product for new at a Cupboard.
- ◆ Complete the Damaged Product Report, giving as much detail as possible. This form is available on the Resources & Forms page at [GSCookiesEtc.org/Cookies](http://GSCookiesEtc.org/Cookies).
- ◆ Exchange product at a Cupboard.
- ◆ If a foreign object is found in the product, **immediately** contact Council Headquarters at 949-461-8800 and ask for someone in Entrepreneurship. For after hours or over the weekend, call 949-461-8800 and select the emergency option.
- ◆ In the case of an injury, **immediately** call Lisa Nevares at 949-461-8847 Mon-Thurs 8am-6pm or 714-287-3761 after hours and weekends.

**Troops should accept returned product and make exchanges or issue refunds for any customer.**

## Damaged Product

Sometimes product received may be damaged (dented, crushed, etc.). Troops should place an order with a Cupboard via email for replacement of the damaged product. Remind troops to do the following:

- ◆ Email a Cupboard to make arrangement for a replacement.
- ◆ When placing their replacement order, Troops need to:
  - a. Type “Damaged Product” in the subject line of their email.
  - b. Enter the number of units needed, by variety to be replaced.
- ◆ Complete a *Damaged Product Report* located on [GSCookiesEtc.org/Cookies/documents](http://GSCookiesEtc.org/Cookies/documents).
- ◆ Give the damaged product along with the completed *Damaged Product* report to the Cupboard when making the exchange.

Damage product replacement orders should be placed separately from other orders and must be replaced by March 13th.

Product should be kept off the floor on a pallet or shelf. This will help prevent damage from insects or water.

**Please note:** Troops should follow the Cupboard Manager’s instructions for exchanging damages at the cupboard.

**Product damage caused by girl/parent negligence (such as melting) will NOT be replaced.**

**girl scouts**  
of orange county

9500 Toledo Way, Suite 100 • Irvine, CA 92618  
949-461-8800 • 800-979-3444 • Fax 949-461-8804  
Español 949-461-8834 • TDDing 949-461-8885  
www.GirlScoutsOC.org

**Damaged Product Report**

- Please retrieve product if at all possible.
- Take product and this report to a cupboard for exchange.
- Complete all information, including the type of products and number of damaged units.

Reporting Troop # \_\_\_\_\_ Association \_\_\_\_\_ Service Unit # \_\_\_\_\_  
Troop Product Manager's name \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_  
Date of this report \_\_\_\_\_ Time \_\_\_\_\_

Type of product(s) \_\_\_\_\_ Number of units \_\_\_\_\_  
Code number(s) on product(s) \_\_\_\_\_  
Who complained? \_\_\_\_\_  
Address \_\_\_\_\_ Zip \_\_\_\_\_  
Complaint:  Damaged Container  Other \_\_\_\_\_

**If a foreign object was found in product or if the product has caused physical harm contact your Service Unit Product Manager right away and provide the following additional information:**

Are there children in the household?  Yes  No What age(s)? \_\_\_\_\_  
Name of parent/guardian if child is involved \_\_\_\_\_  
Complaint:  has product  discarded product  
Product has been picked up by \_\_\_\_\_ Date \_\_\_\_\_  
Pick up notes \_\_\_\_\_  
Troop who originally sold product \_\_\_\_\_  
Who delivered the product/where was it purchased? \_\_\_\_\_  
Where was the product stored before delivery? \_\_\_\_\_

Reported to: Phone \_\_\_\_\_ Method \_\_\_\_\_ Date/Time \_\_\_\_\_  
Service Unit Product Manager \_\_\_\_\_  Phone  Email \_\_\_\_\_  
Product Sales Director 949-461-8846  Phone  Email \_\_\_\_\_



## Online Marketing for Girls

Girls can use electronic marketing, social networking, and group web sites to gather sale commitments from family, friends, and previous customers. Please keep in mind that girls, volunteers, and/or parents:



- ◆ Must read, agree to, and abide by the [Girl Scout Internet Safety Pledge](#), the [Digital Cookie Pledge](#), and the [Supplemental Safety Tips for Online Marketing](#) before engaging in online marketing and sales efforts through the cookie program.
- ◆ Review Girl Scouts' [Safety Activity Checkpoints](#) for Computer and Internet Use and Cookie and Product Sales.
- ◆ Must not market or share a girl's contact information, sales links, or sales information on public-facing online sites such as Amazon, e-Bay, Craigslist, or Facebook Marketplace.
- ◆ Cannot expose a girl's email address, physical address, or phone number to the public.
- ◆ Must adhere to all terms and conditions on the Smart Cookie Platform.

*Excerpts are taken from the Volunteer Essentials Handbook.*

**Please note:** Before participating in any money-earning Girl Scout activity, it's super important for girls and adults to review the materials mentioned above as well as the [Digital Marketing Tips for Cookie Entrepreneurs and Families](#), and [Girl Scout Cookie and Product Sales Safety Activity Checkpoint](#). These documents are located on [www.gscookiesetc.org/cookies/documents/](http://www.gscookiesetc.org/cookies/documents/)

## Rewards Adjustment Form

This form is to be used if your delivery of rewards has been shorted, if a troop notifies you that they have damaged items or need additional items.

The Rewards Adjustment form is available on the Product Sales website ([GSCookiesEtc.org/Cookies/documents](http://GSCookiesEtc.org/Cookies/documents)).

Reward adjustments must be submitted to the Product Sales Department as soon as possible and no later than May 22.

Please note: If a troop is missing items because they lost them or made errors in ABC Smart Cookies that were not corrected by the end of the sale, the troop will be charged for these items.

A screenshot of a web form titled 'girl scouts of orange county Payment Adjustment Form (Final) - 2023'. The form includes instructions: 'Run the Troop Balance Summary report in ABC Smart Cookies (see page 35 of Troop Plan Book). If the amount due is more than the balance in the troop bank account, you must complete this online Payment Adjustment form to reduce the troop payment amount due to insufficient funds. This form below must be submitted by 3pm Tuesday, March 15, 2022.' The form fields are: 'Service Unit:' with a dropdown menu and a note to contact the Service Unit Cookie Manager; 'Troop #:' with a text input field; 'Name:' with 'First' and 'Last' sub-inputs; 'Email:' with a text input field; and 'Phone:' with three separate input fields for area code, number, and extension, each with a '\*' above it and '###' below it.

If Service Unit Rewards Coordinator has not submitted confirmed packing lists, Service Unit will be responsible for cost of rewards ordered.

## Troop's Own Donation/Service Project

Girl Scout troops may choose their own organization to receive Cookie to Share donations provided they follow the guidelines on the [Donation Agreement form](#) found on [GSCookiesEtc.org/Cookies/documents](http://GSCookiesEtc.org/Cookies/documents)



Patches for Troops Own Donation/Service Project can be purchased in the Girl Scout Shop.



## **Burglary/Theft/Robbery**

Products are insured against fire and theft through the point of delivery to the Service Units. Once the items have been delivered to the Troop, the items and related funds are the responsibility of the Troop, parents, and girls. Product must be distributed to the girls quickly, delivered to the customers immediately, and funds deposited frequently for their own protection.

In the event product or funds are stolen, the police must be called and a report taken within 48 hours of the incident. The number of packages and/or money stolen must be specified on the police report. **The police report number should be submitted with an explanation in writing in the troop's final reports email.** A copy of the police report is to be submitted to the Council office as soon as it is available. In some cases, homeowner's insurance will cover the loss.

Product that is damaged due to improper handling (such as melted chocolate left in a car) is the responsibility of the volunteer/parent.

## **What to Do About Selling Issues (Early Sellers, unauthorized booth sales, etc.)**

Deal with the situation when it occurs. If problem is widespread in the Troop, a Court of Honor meeting might be held to discuss the incident.

If a selling issue has been reported on a girl or parent in your troop, you and/or the Troop Leader should:

- ◆ Kindly take the name and phone number of the person reporting the girls—no anonymous calls
- ◆ Identify the girl or adult by name and/or troop number
- ◆ Date and time of incident
- ◆ Notify the Leader and the Troop Cookie Coordinator. Most times this is an innocent mistake and a simple explanation of the reasons for the rules as it relates to the Girl Scout Promise and Law and business ethics is all that is needed.
- ◆ Remind them not following Girl Scout guidelines for the Cookie Program can result in negative consequences for the entire troop.
- ◆ Document your conversation.

The Leader and/or Troop Cookie Coordinator should:

- ◆ Notify the parent as soon as possible. Explain the reasons for the rules as it relates to the Girl Scout Promise and Law and business ethics.
- ◆ Remind the girl/guardian not following the Girl Scout guidelines for the Cookie Program can result in negative consequences for the entire troop.

If the problem persists, please contact Council and provide details of the issue and documented conversations. Send details via email to [CustomerCare@girlscoutsoc.org](mailto:CustomerCare@girlscoutsoc.org)

## **Is the purchase of products tax-deductible?**

### **Yes and No**

**No**, if the customer keeps the product. Individuals who buy and take the product home or consume it have purchased a product at a fair market value. For this reason, no part of the price of a package of cookies used in this way is tax-deductible.

**Yes**, if the customer leaves the product with Girl Scouts. Many Girl Scouts ask customers to pay for one or more packages of cookies for use in their community service project such as Cookie Share. The customer who did not receive any Girl Scout products will not benefit directly from paying for them and may treat the purchase price of the donation as a charitable contribution. A receipt should be given for every Cookie Share purchase. Cookie Share receipts are available at [GSCookiesETC.org/Cookies/documents](https://www.girlscoutsoc.org/Cookies/documents).

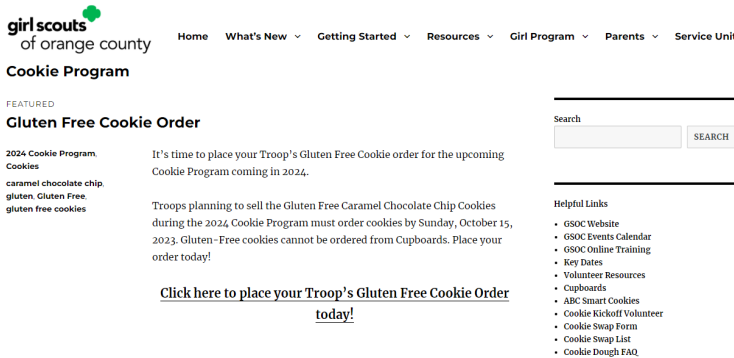


# WEBSITES

## Product Program Website ([GSCookiesEtc.org/Cookies](https://GSCookiesEtc.org/Cookies))

Find everything in one place! Check here often for the latest information regarding the Cookie program. Here is a list of some resources found on the Product Sales website:

- 5 Skills
  - Cookie Program Family Guide
  - Cookie Troop Plan Book
  - Cookie Share Flyer
  - Cookie Share Receipts
  - City Permits
  - Counterfeit Bill Report
  - Delinquency Reports
  - Damaged Product Reports
  - Excerpt from chapter 5 of Volunteer Essentials handbook
  - Frequently Asked Questions (FAQs)
  - Girl Activities
  - Girl Rewards Info
  - Girl Scout Internet Safety Pledge
  - Glossary of Terms
  - Information for Parents
  - Link to Volunteer Resources
  - Link to Cookie Booth Sale Locator
  - Product Info
  - Safety Activity Checkpoints for Entrepreneurship
  - Service Unit Cookie Team Rosters
- ...and more!



**Digital Cookie** - The online site used by girls to manage their cookie business. Troops have access to Digital Cookie as well to send cheers to girls, to access their troop's virtual cookie link, issue refunds, and more.



**[ABC Smart Cookies.com](https://ABC Smart Cookies.com)** - The online site used by Troops to manage the Cookie Program and by girls to manage their cookie business. Girls and troops can find resources such as cookie related clip art (ABC Baker's Flickr), Rally Guide, Volunteer Success Guide, Digital Tools, Nutritional Facts, and more!



**[ABC Bakers.com](https://ABC Bakers.com)** - Our baker's public online site where you can find recipes, cookie nutritional information, FAQs, and more!

# ADDITIONAL SUPPORT

## Who Do I Contact About...

### Money

- For online Troop Banking form- see [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents).
- For Troop payment adjustments- complete the online Payment Adjustment form located at [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents).
- For parent non-payment- complete Delinquency Report located at [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents)



### Other

- Personality Conflicts– contact your Volunteer Specialist at [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org)
- Rewards Shortages and/or adjustments– complete the online Reward Adjustment form located at [GSCookiesEtc.org/Cookies/documents](https://GSCookiesEtc.org/Cookies/documents). All adjustments to troop rewards must be reported to Council by **May 22, 2024**.

## ABC Smart Cookies and Digital Cookie Resources

Check out the ABC Smart Cookies and Digital Cookie Resources on [www.gscookiesetc.org/cookies](http://www.gscookiesetc.org/cookies) on the Resources tab. There you will find instructions, tutorials, tip sheets, and much more!

## Troop Cookie Chats

Girl Scouts of Orange County will be offering Troop Cookie Chats via Zoom throughout the cookie program. These sessions will give you the opportunity to ask cookie-related questions and share best practices with other Troop Cookie Coordinators. More information including a list of Troop Cookie Chat dates and topics can be found on [www.gscookiesetc.org/cookies](http://www.gscookiesetc.org/cookies).

## Product Program Committee

If you need help, the Product Program Committee is ready to answer your questions and lend you a helping hand throughout the program. Please remember **they are volunteers and they deserve courtesy and gratitude**. PLEASE DO NOT CALL BEFORE 9am OR AFTER 9pm.

Heather Sterling  
[hes534@hotmail.com](mailto:hes534@hotmail.com)  
909-224-6900

Amorita Love  
[gssu204products@gmail.com](mailto:gssu204products@gmail.com)  
714-609-7439

Martha Fluor  
[gstroop3283@gmail.com](mailto:gstroop3283@gmail.com)  
949-933-4151

## Girl Scouts of Orange County's Entrepreneurship Staff:

Emailing [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) is the fastest and most efficient way to connect with us.

Megan Duarte ~ Heaven Jauregui ~ Samantha Mooney ~ Lisa Nevares

# POSITION DESCRIPTION

## *Service Unit Cookie Manager*

**PURPOSE OF POSITION:** Support Fall Product and/or Cookie Program within the Service Unit by managing Troop Fall Product/Cookie volunteers.

**TERM:** Appointed by GSOC Entrepreneurship Manager for duration of program.

**TIME COMMITMENT:** Approximately 5-8 hours per month during program season ( December through February)

**ACCOUNTABLE TO:** GSOC Entrepreneurship Manager and Service Unit Program Lead

**SUPPORTED BY:** Service Unit Program Lead and Team, GSOC Entrepreneurship staff

### **RESPONSIBILITIES:**

- Advise and support Troop Cookie Coordinator volunteers through consistent and clear communications.
- Manage roster of Troop Cookie volunteers and ensure volunteer have completed required training and background screening.
- Liaise with GSOC Entrepreneurship staff as primary point of contact for Cookie programming information.
- Review Troop Cookie Coordinator reports to ensure they are completed fully and accurately.
- Ensure reporting deadlines are met.
- Provide positive, girl-focused support for Cookie Program and operate within the product program guidelines defined by GSOC.
- Complete evaluation to provide feedback and make recommendations.
- Serve as part of the Service Unit Program Team, supporting and participating in Program Team initiatives. Attends Service Unit and Team meetings.
- Completes annual Girl Scout membership registration, background screening (as required), role selection in MyGS, and submission of Volunteer Agreement and Non-Disclosure Agreement.
- Completes all position-related training within three months of appointment and/or prior to start of product program season, whichever comes first.

### **QUALITIES REQUIRED:**

- Commitment to Focus on Girls: Understands that girls experience the Girl Scout Leadership model through using girl-led, cooperative-learning and learning-by-doing activities.
- Confidentiality and Conflict Resolution: Exercises discretion, integrity and impartiality in dealing with Service Unit personnel issues.
- Ability to Foster Diversity: Understands and embraces differences.
- Communication Skills: Expresses ideas clearly and concisely.
- Model the Girl Scout Promise and Law: Demonstrates personal integrity, credibility and dependability for girls and a commitment to the mission, goals, guidelines, policies and standards of GSUSA and GSOC

## Cookie Program Etiquette

As Girl Scouts everything we do, including the Girl Scout Cookie Program, is guided by the principles of the Girl Scout Promise and Law. It is important to review this with the troop and parents and guardians and to reinforce that they are representing all Girl Scouts when selling Girl Scout Cookies.

### Girl Scouts will:

- Follow the Girl Scout Promise and Law
  - Talk about how it applies for volunteers
- Be polite, friendly and helpful
  - This includes Girl Scouts, families and volunteers
- Remember my behavior reflects on Girl Scouts
  - Remind your volunteers that they represent Girl Scouts
- Follow the Cookie Booth sale start dates
  - Review all important program dates
- Arrive on time and give notice of cancellations
  - Let your volunteers know who to contact
- Wear Girl Scout uniform
  - Includes vest/sash, pins and Girl Scout attire.
- Say thank you to every customer even if they say no
- Clean up and take all trash home
  - This includes any broken down empty cases

### Girl Scouts will not:

- Block entrances
  - Show volunteers how to review Booth Sale location notes
- Go into a host business without an accompanying adult
  - Remind volunteers of the Adult Booth Training
- Get in the way of customers
- Give out their full name, address or phone number
  - Review [Cookie Sales Safety Activity Checkpoints](#)
- Run around or play while selling at a booth
  - The Cookie Program should be fun! But we also want girls to be safe.
- Eat or chew gum while at a booth
  - There should not be any food/drink on your booth setup other than Girl Scout Cookies

#### Girl Scout Promise

On my honor, I will try:  
To serve God and my country,  
To help people at all times,  
And to live by the Girl Scout Law

#### Girl Scout Law

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong,  
and responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout.

## NOTES



# DATES TO REMEMBER

November 14 — November 29	Complete Service Unit Cookie Manager training online
November 21 — January 13	Troop Cookie Coordinator Training
December 1 — December 12	Troops Place Initial Order in ABC Smart Cookies
December 9	Contact troops with no Initial Order placed
December 12 by 11:59 pm	Troop deadline to submit initial cookie order in ABC Smart Cookies
<b>December 13 by 11:59 pm</b>	<b>Service Unit Initial Order Due in ABC Smart Cookies, email Cookies@girlscoutsoc.org initial order complete &amp; deactivate TCCs not yet appointed</b>
January 9	Adult Booth Sale Online Training Live
January 10	Troop Cookie Coordinator Roster and Dot Sheets due for Mega Delivery
<b>January 14</b>	<b>Cookie Pre-Order and Online Program Begin</b>
January 17	Super Booth and Booth Sale Spreadsheet Due to GSOC
January 22	Troops run Booth Sale Reports to confirm assignments, Late Troop Initial Orders due, Planned Orders open
January 26-28	Delivery and Distribution of Cookies
<b>January 28</b>	<b>Girl Delivery and In-person Sales Begins</b>
January 31 at Noon	Booth Sale Reservations in ABC Smart Cookies opens for Fall Sale Bonus Troops
February 1 at Noon	First Come-First Served Booth Sale Reservations in ABC Smart Cookies
February 1	Cookie Cupboards open
February 9 — March 10	Booth Sales Begin and Door-To-Door Sales continue
February 14	First Troop Payment to Council via ACH Debit begins
March 1	Recognition Order Feature Active
March 9-12	Troop End of Sale Processing
<b>March 10</b>	<b>Cookie Program Ends</b>
By March 12	Final deposits made into Troop account
March 13 by 9:00 am	Troop Final Email due to Service Unit
March 13—17	Service Unit End of Sale Processing
March 14	Final payments to Council via ACH Debit begins
March 17	Last Day to Submit TCC Roster for Troop Adjustments in ABC Smart Cookies
March 17 by 11:59 pm	Service Unit Final Email Due to Council
April — May	Distribute Rewards to Troops
May 20	Troop Final Reward Adjustments to Service Unit
May 22	SU Final Reward Adjustments to GSOC