

Case Subject Lines - Product Program - Cookies

Subject Line	Used for
Buy Cookies (+zip if included)	anytime someone is looking to purchase cookies
Cookies: Order Issue	
Cookies: Cookie Share	
Cookies: ABC Cupboard orders	
Cookies: ABC Access	TCC or SUCM request access to ABC Smart Cookies. SUCM gets uploaded by Product Program Team - TCC gets uploaded by SUCM. Please verify everyone has correct roles and clearance
Cookies: ABC Troop Roster	when a TL or TCC reports a girl appearing on her smart cookie roster that she does not recognize
Cookies: ABC Tech Issues	
Cookies: ABC Reports	
Cookies: Booth Sales	
Cookies: Case Exchange Day	Part of Initial Order Bonus (IOB) - needs to be verified by Product Program Team. Limitations apply
Cookies: Damaged	anyone(customer, parent or volunteer) reporting damaged cookies
Cookies: Girl Packet	Parents requesting Girl Guides - verify mailing address
Cookies: TCC Packet	TCC request for Troop Plan book to be mailed out
Cookies: Participation Concern	All 'Cookie Police' type cases: post on Social Media, booth sale conflicts etc
Cookies: IOB Missing Items	IOB = Initial Order Bonus

Cookies: Juliette Participation	
Cookies: Mega-Timeslot	
Cookies: Mega-Location	
Cookies: Mega-Overage	
Cookies: Mega-Shortage	
Cookies: Missing Order	
Intent to Donate Form - Troop's Own Care to Share	
Cookies: Mystery House	
Cookies: Rewards	Inquiries on any of the reward items - for any of the cookie experience, please use the appropriate subject line.
Cookies: 500+ Dave & Busters	
Cookies: 750+ Wild Rivers	
Cookies: 875+ Lego Experience	
Cookies: 1000+ All Star Ceremony	
Cookies: 1000+Letterman Jacket	
Cookies: 1500+ Portable Photo Set & Scrapbook Experience	
Cookies: 2000+ Ninja Creami and Cooking Experience	
Cookies: 3000+ Wireless Beats & Silent Disco	
Cookies: 4000+ Disneyland Overnight	
Cookies: 5000+ Mackinac Island, Michigan	
Cookies: Program Rules	all questions having to do with 'rules' for girls selling. Such as when they can start selling or door to door vs booth sales or the difference between a booth sale and a cookie stand etc
Cookies: Gluten Free	
Cookies: ACH Troop First Payment	
Cookies: ACH Troop Final Payment	

Cookies: Cookie Swap	
Cookies: SU, Troop, Adult Trainings	
Cookies: Older Girl Reward Opt-Out	Older girl opt out of rewards
Cookies: Digital Cookie Issue	
Cookies: Digital Cookie Registration	
Cookies: Too Much Product	Requests for help selling/getting rid of product
Cookies: TCC Roster	Service Units submit Troop Cookie Coordinator Rosters
Cookies: Payment Adjustments	End of sale processing - payment adjustments
Cookies: SU Stretch Bonus	
Cookies: End of Program Processing	
Cookies: Tech Enthusiast	For anything related to the Tech Enthusiast pilot program
Cookies: Staff Facilitated	For anything related to the Council Staff Facilitated pilot program
Cookies: Toxic Materials	For any inquiries or questions about the reports that GS Cookies have toxins or metals
Cookie Dough	For inquiries about Cookie Dough and OC Bucks. The shop staff will provide the most up to date remaining balance.
Cookies: Cookie Kickoff	
Cookies: gsCookies	
Cookie Booth Sale Plan	
SU Cookie Program Goals	SU Completed cookie program goals
Cookies: SU Initial Order Processing Complete	SU Initial Order Committed in ABC Smart Cookies
Cookies: Small Gift for SU	Gift for a TCC for a SU meeting
Cookies: Booth Angel	Packet of materials for any SUCM's that visit booths