



The Cookies are Coming!

More than 1.2 million packages of cookies are on their way to southeastern Wisconsin for next week's cookie deliveries! Great job troops and Girl Scouts on great sales so far!

Cookie Pick Up/Deliveries are next week starting March 4!

- If you forgot where and when you chose to pick up, look at your troop's initial order in ABC Smart Cookies (ORDERS, troop initial order) and scroll to the bottom of the page.
- You will receive a reminder email from your delivery station manager a few days before your pick-up with details. If you need to tweak your pickup time, please ask your station manager after receiving the email.
- If your troop qualified for a home delivery (congrats!), the delivery agent is currently piecing together all the locations, and you will receive your delivery date and time window (morning or afternoon) later this week. Please note: the agent can provide a maximum of 30 deliveries per day and almost every troop selected Wednesday as their first choice.
- Remember your troop's initial order is in full cases (one case = 12 packages). To see the extra packages your troop will be responsible for selling that were used to make full cases, go to the initial order and open the EXTRA line at the bottom.
- To view your total order in cases, go to REPORTS, current, orders category, and troop initial order.

How to fill additional cookie orders

Look at the report in ABC Smart Cookies called GIRL COOKIE ORDER DETAIL to see if any of your Girl Scouts received additional online orders for girl delivery that were not included in your troop's initial order. Remember: all orders that came in after February 10 were not included in your troop's initial order. Any orders with an "N" on the report were not included in your troop initial order and need to be filled from your troop inventory. Troop inventory is made of the extra packages needed to make full cases and any additional cookies your troop ordered in the booth line of the initial order.

Any cookies from the troop inventory that are given to a Girl Scout to fill orders after the initial order need to be transferred in Smart Cookies with a TROOP TO GIRL TRANSFER. Use the first column in the transfer screen, which will also assign financial responsibility to the Girl Scout. Transfers in the "booth" column do not transfer the financial responsibility, so only use that column when the troop has already collected payment (at a booth).

Need more cookies?

If you do not have enough cookies in your troop inventory for additional orders or booths, you can pick up more at a cookie cupboard. To order cookies for cupboard pickup, go to ORDERS, planned order and choose your cupboard location and pick up date and order away! Remember: all orders are in packages, so you do not need to pick up in full cases.

Gluten-Free Chocolate Chip Cookies

If your troop did not pre-order the gluten-free cookies back in October and needs some, the Milwaukee and Kenosha service center cupboards and Chinook cupboard will have GF cookie available. You cannot enter those cookies in your planned order. Just come in while supplies last!

Cookie Booths are coming!

If your troop is planning to sell cookies at a troop-secured booth, please make sure it has been approved by council in Smart Cookies. This will allow your booth to be seen by customers visiting the [Cookie Finder](#).

There are still open booths in council-secured booths. Troops can schedule through first-come, first-serve in Smart Cookies now!

The average cookie booth usually sells 100 packages of cookies. We are all hoping for good weather. Warm, spring weather = better cookie sales!

See more booth details in the [Feb. 3 Booth Scheduling Cookie Connection Email](#).

Get Cookie Help with a Cookie Chat

Cookie Chats are designed to offer a designated time to connect one-on-one with a Cookie Program Coach to support answering questions, providing demos, etc. Time slots are set up for 30 minutes and can be held via the phone, a virtual meeting, or in-person. We look forward to supporting you and your Girl Scout(s) reach their cookie business goals.

[REQUEST A COOKIE CHAT](#)

Don't Crumble! Contact Us.

To assist the council Customer Experience team in providing the best customer service possible, please include as much information as you can when you contact customercare@gswise.org or call 800-565-4475. Information such as your Girl Scout's/volunteers name, troop number, and/or order number will help us more quickly access records to provide support.



Have a question? Don't be shy!
[Contact us](#) for more information.