



Weather Closure: March 16

All GSWISE shops and offices will be closed Monday, March 16.

To facilitate cookie pickup, the Marion Chester Read Service Center will open Tuesday, March 17 at 11 a.m. The Woodhaven Service Center will resume normal operating hours tomorrow, March 17.

ACH - Tuesday, March 17

To see what your troop owes, pull the TROOP BALANCE SUMMARY REPORT in ABC Smart Cookies.

Then:

- Double-check all CUPBOARD to TROOP and TROOP to TROOP transfers were completed correctly. These affect how much you owe.
- Look at your "Average pkgs per girl selling," which determines how much your troop is earning per package sold in proceeds. If your PGA (per girl average) is close to 125 or 200, it might only take a few more cases to push your troop to the next earning level, which can make a big difference. See page 9 of the [troop cookie captain guide](#) for a review on troop proceeds.
- Check out the total packages sold by troop (direct ship, cookie share, initial order, and additional cookies picked up), troop proceeds earned, total money in sales, and the amount due to council. After depositing all cash customer payments into your troop bank account, your troop proceeds will come from that and remain in your troop account.
- The balance due at the bottom of the troop balance summary is the amount due to council after subtracting all the online payments. 50% of that amount will be electronically transferred from your troop bank account on March 17 and the remaining balance on April 7.
- If your troop has a negative balance, that means that you had more online payments than the amount your troop owes the council. If you still have a credit balance on April 7, you will receive your troop proceeds via ACH into your troop balance account by the middle of April.

Make the last two weekends count!

- Pick up an extra cookie booth! Pull the AVAILABLE BOOTH SALE SUMMARY report in ABC to see if there are open booths in your area or set up a troop-secured booth on your own.
- If you need more cookies while at a booth, check the [online cookie cupboard](#) to see if someone in the area will deliver them to you.
- Encourage your Girl Scouts to do a last push online! If Girl Scouts have turned off the "girl delivery" option and only offer direct ship, this is a great way to sell more with no added work. Remind customers that if they purchase 12 packages for direct ship, shipping costs less than \$5, which is a steal!
- Make sure all online girl-delivered orders have been filled. The GIRL COOKIE ORDER DETAIL report will show all the orders that came in online after the initial order (Feb. 10) by Girl Scouts. Make sure your Girl Scouts have delivered all those orders.
- Take leftover cookies out in the neighborhood to sell door to door (use the Digital Cookie app to take online payments).
- Swap out cookies at the Milwaukee or Kenosha cookie cupboards to have best sellers on hand.
- Post unsold cookies on the [online cookie cupboard](#) to have another troop take them off your hands.

[ONLINE COOKIE CUPBOARD](#)

Cookie Transfers

Review your Cookie Captain dashboard in ABC Smart Cookies to see how many cookies your troop has in on-hand inventory. Troop inventory is made up of the extra packages needed to make full cases, any booth cookies you ordered in the initial order, and cookies picked up at a cookie cupboard.

When you pick up extra cookies from a cupboard (planned order), a CUPBOARD TO TROOP transfer will be completed and your troop inventory will increase. To give Girl Scouts credit toward rewards for selling additional cookies, you must complete a TROOP TO GIRL transfer in ABC Smart Cookies. Use the "order notes" box to indicate any reminders about the transfer.

By the end of March, your troop inventory should be close to zero.

Give Girl Scouts Credit for Cookie Booth Cookies Sold

Cookies sold at a cookie booth must be transferred to the Girl Scouts managing the booth to give them credit toward rewards. If the cookies are to be evenly distributed between the Girl Scouts at a booth, use the BOOTH DIVIDER in ABC Smart Cookies. Booth cookies can also be transferred as a TROOP TO GIRL transfer, but make sure to use the booth column as the cookies are already paid for. Only total quantity matters, so don't worry about transferring by variety.

[BOOTH DIVIDER VIDEO TUTORIAL](#)

Cookie Share Clarification

You should have received an email last Thursday regarding how to record Cookie Share. The council corrected any Cookie Share recorded inaccurately in ABC Smart Cookies until this point.

Moving forward, troops only need to transfer Cookie Share packages if they were included in an order that also contained other cookies or in-person order card orders. In these situations, please ensure the Cookie Share portion of the order is transferred appropriately in the Virtual Cookie Share section in ABC smart cookies.

This [tutorial](#) shows you how!

[VIRTUAL COOKIE SHARE TUTORIAL](#)

Online Cookie Share orders do *NOT* need to be transferred if they were part of:
- A Direct Ship order
- A Digital Cookie order that includes ONLY Cookie Share packages

Post Girl Scout Payments in ABC Smart Cookies

Girl Scouts that sold cookies in person (not online) will owe money to the troop. Payments should be made in cash or checks made payable to the troop. Record these payments in ABC Smart Cookies under FINANCES, add Girl Scout Payment. To see what each Girl Scout owes, pull the GIRL BALANCE SUMMARY REPORT in ABC Smart Cookies.

Get Cookie Help with a Cookie Chat

Cookie Chats are designed to offer a designated time to connect with a Cookie Program Coach to answer questions, provide demos, etc. Time slots are set for 30 minutes and can be hosted over the phone, a virtual meeting, or in-person.

[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.

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