



## The Cookies are Here!

Cookie pickups/deliveries begin this week. Here is a checklist for receiving your troop's initial cookie order:

- You should have received an email from your delivery station manager with details for your pickup location.
- Double-check where and when you signed up to pick up in ABC Smart Cookies. To check, go to ORDERS, Troop Initial Order, and scroll to the bottom for location and time.
- Double and triple count your order before loading it into your vehicle.
- Empty your vehicle to make room for cookies – a carefully packed minivan with the seats down can easily fit 100 cases.
- In ABC Smart Cookies, the TROOP INITIAL ORDER report will show exactly what you are picking up. You can print this for your own records. The delivery site will have a copy for you to double-check and sign off on at pick-up.
- To sort cookies by Girl Scout after you pick up the troop order, pull the GIRL COOKIE ORDER DETAIL report GIRL INITIAL ORDER report in ABC Smart Cookies and filter by initial order. Do NOT sort using totals on an order card.
- Make sure families double-count their order before loading their own order. You can use the receipt book that was included in your cookie materials or have families sign off on the report.
- Cookie Share cookies will NOT be included in your troop order. Cookie Share is donated by the council at the end of season.
- Each Girl Scout's order includes all order card orders entered in Digital Cookie and all online girl delivery orders received before February 11.
- Girl Scout families should let you know if they need additional cookies to fill orders that came in after February 10. If you can fill these orders with cookies from your troop inventory, simply complete a TROOP TO GIRL transfer in ABC Smart Cookies. If your troop does not have enough cookies in the troop inventory, place a planned order in ABC Smart Cookies for pick-up at a cookie cupboard. Don't forget to complete the troop-to-girl transfer.
  - It is recommended to place one planned order for all the additional cookies your troop will need to minimize multiple trips to the cupboard.
- Families can use this helpful [Cookie Share Receipt](#) for customers who purchased only donated cookies or this [general cookie receipt](#).
- Be careful when storing cookies in your garage; little critters love to eat Girl Scout Cookies.

## Damaged Cookies

If you receive a case of damaged cookies, please open the case to see if the packages are truly damaged. Many times, the case may appear damaged, but the cookie packages inside are fine. Damaged cookies can be exchanged at any cookie cupboard during normal cupboard hours. You may also contact [customercare@gswise.org](mailto:customercare@gswise.org), and the package(s) can be removed from your troop inventory, so your troop will not be charged for the damaged package(s).

## Additional Cookies

If your troop will need additional cookies, you can place a planned order to pick up at a cookie cupboard. The Milwaukee and Kenosha cookie cupboards will be open this week. All other cupboards, including Milwaukee and Kenosha, will open throughout the month of March. Planned orders are placed in packages, not cases, so you can pick up exactly what your troop needs. Place one planned order for all the additional cookies your troop will need.

## Cookie Transfers

Review your Cookie Captain dashboard in ABC Smart Cookies to see how many cookies your troop has in its on-hand inventory. Troop inventory is comprised of any booth cookies you ordered in the initial order, in addition to the extra packages needed to make full cases. 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.

## Cookie Share

If a Girl Scout received an order for cookie share online or in person after February 10, the troop Cookie Captain must "order" those cookies in ABC Smart Cookie through the VIRTUAL COOKIE SHARE button. Remember: the troop/Girl Scout will NOT receive the physical cookies; they are donated by the council at the end of the sale. Cookie Share counts toward troop proceeds, as well as Girl Scout totals for rewards.

- Log into ABC Smart Cookie
- Hover over Orders
- Select Virtual Cookie Share
- Allocate the number of cookie share packages to the Girl Scouts that they received after February 10
- Cookie share ordered through direct ship do NOT need to be allocated this way

## Digital Cookie Orders

Girl Scouts that have set up an account in Digital Cookie may continue to receive online girl-delivered orders. To fill these orders, families should request cookies that will need to be transferred from the troop inventory. If a Girl Scout would like to only have direct ship cookies as an option, they must turn off the girl-delivery option.

- Log in to Digital Cookie
- Click on MY COOKIES
- Scroll down to "allow my Girl Scout to deliver cookies"
- Click the INACTIVE button

Payments made through online orders are automatically posted to each Girl Scout once the order has been approved. The cookie total will not update until the girl-delivered cookies have been transferred to the Girl Scout.

## Cookie Booths

All troops with scheduled cookie booths this weekend should have received an email with details to make the most of your booth! Here are some tips to increase booth sales:

- Promote the "buy four or more" customer sweepstakes!
- Make posters of your own or use [these!](#)
- Make your booth a [virtual cookie booth](#) to take pre-sales!
- Be ready to take [online payments in Digital Cookie](#).
- Make sure your Girl Scouts share their goals with customers.



## Online Cookie Cupboard

The [online cookie cupboard](#) is a shareable spreadsheet where troops can post unsold cookies for other troops to pick up and sell. No payment is required between troops—a TROOP TO TROOP transfer is done in ABC Smart Cookies to reallocate the cookies and recalculate troop proceeds for both troops. If you feel you ordered too many cookies, post them here!

[ONLINE COOKIE CUPBOARD](#)

## Reports in ABC Smart Cookies

- The GIRL COOKIE ORDER DETAILS report in ABC Smart Cookies will show you all online orders your Girl Scouts have received and will indicate which ones were included in the initial order. Hint: sort by date of February 11 and girl-delivery only to see all orders that were NOT included in the troop's initial order and need to be filled by troop inventory cookies.
- The GIRL INITIAL ORDER report in Digital Cookie will print out one page for each Girl Scout showing what was ordered in her initial order.
- The GIRL BALANCE SUMMARY report in ABC Smart Cookies will show what each Girl Scout has sold in total and how much is owed to the troop if a paper order card was used. Remember: if additional online girl delivery orders came in after February 10, the customer payment will be part of this report immediately, and the cookies to fill that order will not show up until the TROOP TO GIRL transfer is done in ABC Smart Cookies.

## Rewards

Girl rewards are now visible in Digital Cookie for Girl Scouts to begin making choices.

- Choices at each level will be "unlocked" as Girl Scouts achieve each level in sales.
- Girl Scouts log into Digital Cookie and click on MY REWARDS.

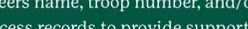
## Get Cookie Help with a Cookie Chat

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 reach out as much 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.