



One More Week

Girl Scouts have one more week to hit their cookie selling goals. Online selling will stop on March 31. Cookie cupboards will be open this week to pick up your last orders.

The steps below will help you wrap up your troop's sale smoothly:

- Double check all online girl-delivered orders have been filled.
 - Check the GIRL COOKIE ORDER DETAIL report in ABC Smart Cookies.
 - All girl-delivered orders should have been filled with cookies from the troop inventory and transferred to the Girl Scouts (troop to girl transfer) which affect their total packages sold and their amount due to the troop.
- Transfer cookies from the troop inventory to Girl Scouts.
 - Cookies sold at a cookie booth (use BOOTH DIVIDER or TROOP TO GIRL transfer)
 - All additional cookies sold by Girl Scouts not included in initial order (TROOP TO GIRL transfer).
 - Your troop inventory (on the Cookie Captain's ABC Smart Cookies dashboard) should be close to zero.
- Check all your transfers in ABC Smart Cookies. Look at the TRANSFER ORDER SUMMARY report in ABC Smart Cookies.
 - If you picked up additional cookies from a cookie cupboard, make sure the cupboard to troop transfer was done correctly (human error is going to happen)!
 - Make sure all troop to girl transfers were done correctly and transferred to the correct Girl Scout.
- Look at the TROOP BALANCE SUMMARY report.
 - This report shows total sales, troop proceeds, and the amount due to the council.
 - The amount paid the council on the March 16 ACH will be posted and the balance at the bottom will be the final amount due to the council 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 April 30.
- Look at the GIRL BALANCE SUMMARY report.
 - This report shows how much each Girl Scout should have collected from customers and turned into the troop. Girl Scouts with all online sales should have a zero balance.
 - Log each payment in ABC Smart Cookies (see below for more information).
 - All online orders have been paid online and the amount owed by the girl to the troop is deducted by this amount.
If a Girl Scout has a negative balance, that means that one or more online order has not been filled. Customer payments are posted immediately and until the cookies are transferred that go with the payment, the Girl Scout will have a negative balance.

How to enter Girl Scout payments into ABC Smart Cookies:

- Hover over the Finances tab and choose Financial Transactions.
- Choose GIRL TRANSACTIONS on top, then scroll down and click "Add Girl Transaction."
- Choose the Girl Scout, select "payment," and enter the amount paid and date of payment.

Online Cookie Cupboard

If you need a few more cookies, help out your Girl Scout sisters and take some of their unsold cookies from the online cookie cupboard. Make sure to do a TROOP TO TROOP transfer in ABC Smart Cookies!

[ONLINE COOKIE CUPBOARD](#)

Creating the Reward Order by April 3

Complete all troop-to-girl transfers in ABC Smart Cookies so that the Girl Scouts' totals in Digital Cookie are accurate and the troop has a zero balance in their troop inventory. Girl Scouts can choose their earned rewards in their Digital Cookie account. All rewards without a choice made will default to Program Activity Credit.

Reward Opt Out

Troops in grades 2-12 can choose to opt out of receiving the recognitions (including PACs) and earn an additional \$0.05 per package. This must be a troop decision. To opt out, email customercare@gswise.org with the troop number and indicate you are opting out of cookie rewards. Each Girl Scout selling will receive earned patches only.

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.