



## The Cookies are Here!

Girl Scouts are busy delivering cookies in the community, at cookie booths, and still selling online. Customers are out looking for cookies and want to try the new Exploremores!

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

Girl Scouts should manage their girl-delivered cookie orders and request more cookies from the troop when needed.

Cookie Captains can view all online girl-delivered orders for all Girl Scouts in ABC Smart Cookies using the GIRL COOKIE ORDER DETAIL REPORT. Any girl-delivered orders that were not part of the initial order will have an “N” on the order and will need to be transferred by the Cookie Captain (troop to girl).

## Cookie Booths

Cookie sales at cookie booths last weekend were great! If your troop has a booth planned for this weekend and this great weather stays, make sure you have enough cookies! There are still council-secured cookie booths available in ABC Smart Cookies if you're looking to add one. Go to REPORTS, current, available booth sale summary to see what dates and shifts are still open.

## Turn Your Cookie Booth into a Virtual Cookie Booth

A virtual cookie booth will provide your troop with a cookie link you, which your troop can share with friends and family. They can pre-order cookies to pick up at your scheduled cookie booth.

[HOW TO SET UP A VIRTUAL COOKIE BOOTH](#)

## Credit Card Payments at Booths

Any Girl Scout that has the Digital Cookie mobile app can take cookie payments at a cookie booth, provided the troop Digital Cookie site has been set up and published.

Here's how:

- The troop Cookie Captain publishes the troop link in Digital Cookie
- Girl Scouts switch profile and choose TROOP in the Digital Cookie app
- Click the big blue bar that says NEW COOKIE ORDER
- Enter packages requested by customer
- Click GIVE COOKIES TO CUSTOMER NOW
- In the credit card # field, click the green credit card icon to SCAN the card
- Customers can also pay with PayPal and Venmo

## 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.

[ABC SMART COOKIES BOOTH DIVIDER TUTORIAL](#)

## Where to find Cookie Booth Credit Card Payments

Troop cookie captains can view online credit card payments in ABC Smart Cookies. Go to BOOTH > view booth credit card payment.

## 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.

## 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.

## 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 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.
- Choices do NOT flow into ABC Smart Cookies. Cookie Captains can pull the Rewards Selection report in Digital Cookie to enter into the Recognition Order in ABC Smart Cookies by April 3.

## 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 [customer@gswise.org](mailto:customer@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.