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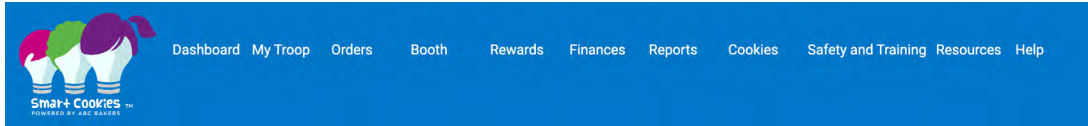
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ABC SMART COOKIES

This section of the Online Systems Manual for Volunteers goes through each of the drop-down menus in ABC Smart Cookies including Dashboard, My Troop, Orders, Booths, Recognitions, Finances, Reports, Safety and Training, Resources, Cookies, and Help.



Follow the link inside the email invitation from noreply@abcsmartcookies.com to complete the Volunteer Profile. After your Volunteer Profile is complete, you will receive a registration confirmation email and can then log into Smart Cookies.

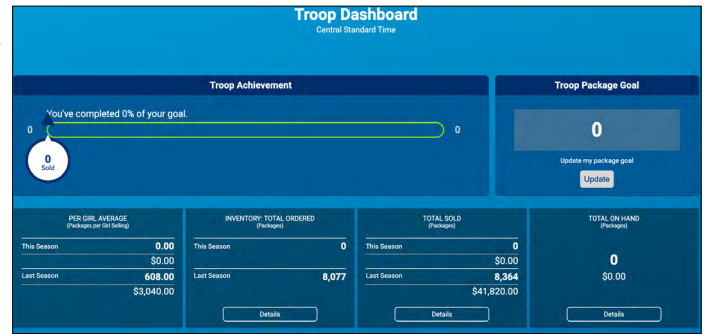


The Main Page

DASHBOARD

The Troop Dashboard provides a snapshot of current system information. This includes the per-girl-average (PGA), total boxes sold (initial order + transfers), Virtual Cookie Shares sold, number of packages sold by Direct Shipped orders, and Total Sold for your troop.

Set your troop goal on the dashboard and track your progress during the season.



Scrolling down, important dates and tasks are listed, year-over-year comparisons, and a financial summary.

Troop Set Up and Managing Girls

MANAGING GIRLS

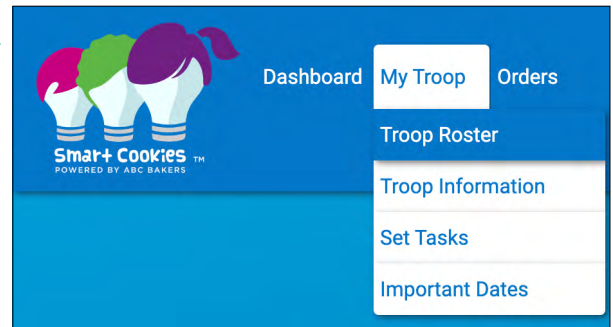
My Troop > Troop Roster

Girl Scouts of Greater Iowa (GSGI) automatically adds all registered Girl Scouts directly into Smart Cookies. If you notice someone in your troop is not in Smart Cookies, they likely are not registered for the current membership year. If you are missing someone in Smart Cookies, please email info@gsiowa.org.

Please allow up to two business days for us to verify the membership and add them to the system.

Volunteers do not have access to add or delete participants or to edit their name or member ID in Smart Cookies. However, you can make reward selections, edit grade level, and enter t-shirt size. To view the list uploaded for your troop in Smart Cookies, hover over the My Troop tab and click Troop Roster.

Click on the blue pencil to the far right of the Girl Scout's name to verify and update information as needed.



| District | Service Unit | Troop | First Name | Last Name | GSUSAID | Grade | Parent | Email | GSU... |
|----------|--------------|-------|------------|-----------|-----------|-------|--------|-------|--------|
| | SU551 | 709 | Juliette | Low | 107723709 | Six | | | |

1. **Grade Level** – Shows grade level of individual participant.
2. **Shirt Size** - Please enter each participant's t-shirt size in the event they reach the appropriate package level and earn a t-shirt or sweatshirt. This is the default size that will be ordered for them unless a different selection is entered when placing the Recognition Order. NOTE: Troop Product Managers (TPMs) do have the option to select different sizes for T-shirts and hoodies, as part of the rewards selection process.

3. **Reward Plan** - For full details on Troop Proceeds and Rewards Plans, see pages 15-17. The system defaults to Main Reward Plan for each Girl Scout unless you change the Reward Plan at the troop level. The Main Reward Plan includes the standard items shown on the Troop or Juliette Reward Panel. If a Girl Scout sells 1000+ packages and chooses any of the opt-out rewards, change their individual rewards plan to the Tech or Experience Non-Cumulative Opt-Out Reward Plan. This change can be made any time before the end of the program!

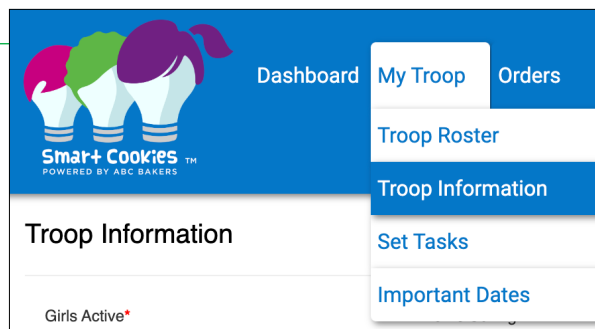
4. **Parent/Guardian Information** – The system will show the primary contact (parent/guardian) for each participant, including their name and email address. You may choose to add additional details, such as phone number, if you'd like to have all the information stored in the same place. Please note: Updating information here will not change the information on file with Girl Scouts of Greater Iowa. Please contact us at info@gsiowa.org for contact information updates.
5. Click **Save**.

TROOP INFORMATION

My Troop > Troop Information

Review and edit your troop information as necessary:

1. Hover over the **My Troop** tab at the top of the screen, click **Troop Information**.
2. **Level** – This shows the Girl Scout program level for your troop (Daisy, Brownie, etc.). If your troop includes multiple levels, choose “Group.”
3. **Proceed Plan** – For full details on Troop Proceeds and Rewards Plans, see page 15-17. The system will default to the Main Proceed Plan. The only reason you would select the CSA Opt-Out Proceed Plan is if your Cadette, Senior, or Ambassador troop (grades 6-12) decides together to opt-out of ALL rewards items/ bonus Cookie Dough in order to earn additional proceeds. If you have a CSA troop and are not sure about the group’s decision, don’t worry! You can always change the proceed plan before the end of the program.
4. **Reward Plan** – You will select a reward plan for ALL Girl Scouts in the troop, based on their preference for rewards items and/or bonus Cookie Dough or to opt-out of all cumulative rewards and Cookie Dough to receive either the



tech or experience reward item. The system will default to the Main Reward Plan. The only reason you would select the Tech or Experience Non-Cumulative Opt-Out Reward Plan is if all the Girl Scouts in your troop are choosing to opt-out of all cumulative rewards and Cookie Dough. You can adjust this for each individual if the troop members want different Reward Plan options, this is required to be selected at the troop level. See page 16 for directions on how to adjust this by individual girl.

5. **Bank Account and Bank Routing** - Troops are required to have this information in the system before they can order cookies.
6. Click **Update Information**.

Cookie Management

MANAGE ORDERS

Orders > Manage Orders

After orders are entered and saved – Troop Initial Order, Transfer Orders, or a Planned Order – they can be reviewed or changed in the Manage Orders tab.

TROOP INITIAL ORDER

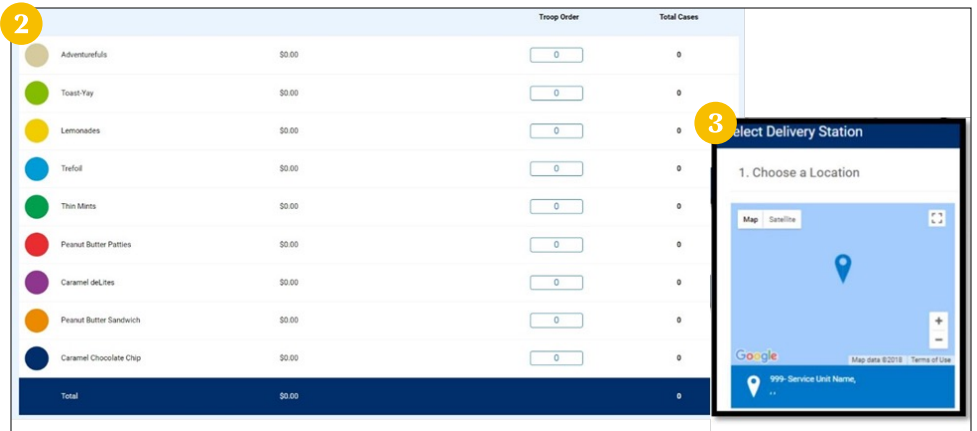
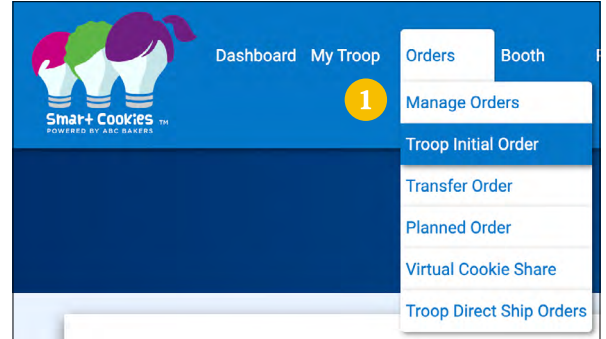
Orders > Troop Initial Order

When placing your Troop Initial Order in Smart Cookies, you will be ordering in CASES (12 packages = 1 case).

1. To place your Troop Initial Order, go to the **Orders** tab and select **Troop Initial Order** from the drop-down.
2. Enter your quantities in **CASES** by variety and click **Save**.
3. Select your **Delivery Station** and click **Save**.

NOTE: Most troops get cookies delivered to their Service Unit delivery site. However, all troops can select the Des Moines or Sioux City Mega Drops as a pickup location.

For suggestions of how many of each variety to order in your Troop Initial Order, please use the Troop Initial Order Estimator Tool on [The Bridge!](#)



TRANSFERS

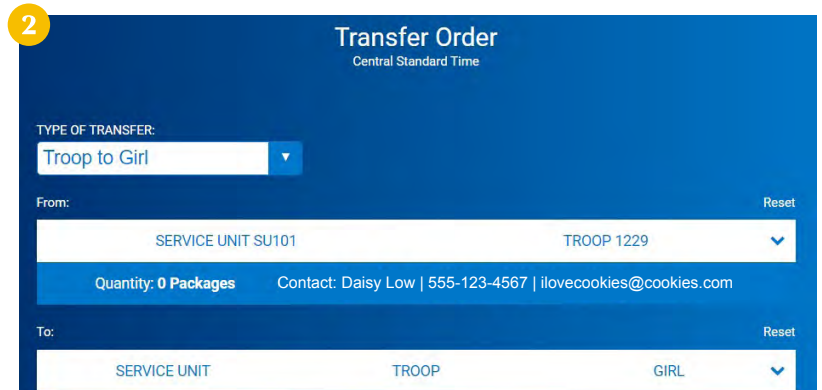
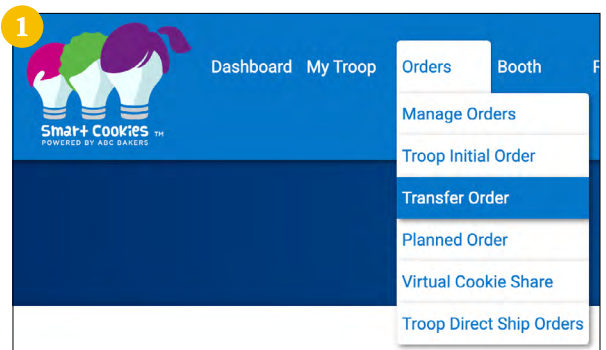
Orders > Transfer Order

TROOP TO GIRL TRANSFERS (T2G)

A Troop to Girl Transfer order in Smart Cookies needs to be made by the TPM each time cookies are transferred to individuals from troop inventory. This is how a Girl Scout receives credit for the packages they sold, and it also allows the Recognition Order to be built later. We recommend transferring cookies in the system after you have distributed cookies In-Person.

However, you can always adjust transfers and individual inventories as needed, by editing the amounts transferred OR creating new Girl to Troop transfers.

1. Go to the **Orders** tab and select **Transfer Order** from the drop-down.
2. The **Type of Transfer** defaults to **Troop to Girl**.



3. Click on the drop-down box under **To:** to select the desired Girl Scout and click **Apply**.
4. Enter the quantities in **PACKAGES** by variety.

Enter the quantity of packages the Girl Scout sold individually under the **Packages** column.

Enter in the quantity of packages the Girl Scout sold at a booth under the **Booth Packages** column – *do this only if you are not going to use the Smart Booth Divider to give credit.*

5. You may enter in any notes as you see fit in the **Order Notes** field.
6. Click **Save**.

You will receive a notification at the bottom of the screen that your order was successfully saved. Then you have the option to print a receipt. Next you can choose **Manage Orders** to review your transfers or Make Another Transfer.

Note: All transfers from troop to girl that are not designated “booth packages” will become the financial responsibility of the individual Girl Scout. All Troop to Girl Transfers will appear on the Girl Balance Summary report, which details how much money each Girl Scout owes the troop for cookies sold.

TROOP TO TROOP TRANSFERS (T2T)

Troops may transfer inventory to other troops if needed. A Troop to Troop Transfer (T2T) order in Smart Cookies needs to be made by the troop giving the cookies. Once a T2T Transfer is complete, a confirmation email will be sent to the receiving troop. Cookies transferred become the financial responsibility of the receiving troop. Troops can make transfers to troops outside of their service unit if needed.

1. Repeat the steps from above (go to the **Orders tab** and select **Transfer Order** from the drop-down) to get to the Transfer Order screen.
2. Change the Type of Transfer to **Troop to Troop** from the drop-down.
3. Click on the drop-down box under **To:** search and select the desired troop and click **Apply**.
4. Enter the quantities in **PACKAGES** by variety and click **Save**.
5. You may enter in any notes in the **Order Notes** field and print a receipt.

You will receive a notification at the bottom of the screen that your order was successfully saved.

Next you can choose **Manage Orders** to review your transfers or Make Another Transfer.

GIRL TO GIRL TRANSFERS (G2G) - WITHIN THE SAME TROOP

Troops may need to transfer packages between Girl Scouts in their troop. A G2G Transfer can be entered by the TPM.

Note: Cookies transferred become the financial responsibility of the Girl Scout/family receiving the cookies.

1. Repeat the steps from above to get to the Transfer Order screen.
2. Change the Type of Transfer to **Girl to Girl** from the drop-down.
3. Click on the drop-down boxes under **To:** and **From:** to select the desired Girl Scout and click **Apply**.
4. Enter the quantities in **PACKAGES** by variety and click **Save**.

You will receive a notification at the bottom of the screen that your order was successfully saved.

The screenshot shows the 'Transfer Order' interface. At the top, it says 'Transfer Order' and 'Central Standard Time'. Below that, there's a dropdown menu for 'TYPE OF TRANSFER:' set to 'Girl to Girl'. A yellow circle with the number '2' is next to this dropdown. Underneath, there are two sections: 'From:' and 'To:'. Each section has dropdowns for 'SERVICE UNIT SU224', 'TROOP 1217', and a Girl Scout name. The 'From:' section is for 'GIRL Allyah Hall' and the 'To:' section is for 'GIRL Abby Heidemann'. A yellow circle with the number '3' is next to the 'From:' dropdowns. Below these sections, there's a red bar that says 'LAST EDITED: N/A ON: N/A'. At the bottom, there's a 'PACKAGES' section with a yellow circle with the number '4' next to it. This section has a 'Clear Quantities' button and a table with columns for package name, price (\$0.00), and quantity (0). The packages listed are Adventurefuls, Toast-Yay, Lemonades, Trefoil, Thin Mints, and Peanut Butter Patties.

GIRL TO GIRL TRANSFERS (G2G) - BETWEEN DIFFERENT TROOPS

Sometimes Girl Scouts give other participants cookies that are not in the same troop – for example, siblings in different troops. In this case, transferring cookies ensures the proper Girl Scout gets credit for their sales, and that financial responsibility for the cookies is transferred between troops. To do this type of transfer there is a 3-step process as we must do a Girl to Troop Transfer, Troop to Troop Transfer, and then Troop to Girl Transfer.

Step 1: Completed by the TPM of the Girl Scout giving the cookies.

1. To transfer packages from one Girl Scout (Girl Scout A) to another (Girl Scout B) in a different troop, go to the **Orders tab** and select **Transfer Order** from the drop-down.
1. Change the Type of Transfer by selecting **Girl to Troop** from the drop-down.
2. Click on the drop-down box under **From:** to select the desired Girl Scout and click **Apply**.
3. Enter the quantities in **PACKAGES** by variety and click **Save**. (This transfers the packages from Girl Scout A back to the troop.)
4. You will receive a notification at the bottom of the screen that your order was successfully saved.
5. Click **Make Another Transfer**.

Step 2: Completed by the TPM of the Girl Scout giving the cookies.

1. Change the Type of Transfer by selecting **Troop to Troop** from the drop-down.

2. Click on the drop-down box under **To:** to search for Girl Scout B's troop, type in the troop number, select it, and click **Apply**.
3. Enter the quantities in **PACKAGES** by variety and click **Save**.
4. You will receive a notification at the bottom of the screen that your order was successfully saved.

Step 3: Completed by the receiving Girl Scout's TPM

1. Go to the **Orders tab** and select **Transfer Order** from the drop-down.
2. The Type of Transfer defaults to **Troop to Girl**.
3. Click on the drop-down box under **To:** select Girl Scout B's name and click **Apply**.
4. Enter your quantities in **PACKAGES** by variety and click **Save**.

You will receive a notification at the bottom of the screen that your order was successfully saved.

Next you can choose **Manage Orders** to review your transfers or **Make Another Transfer**. Note: Cookies

transferred this way become the financial responsibility of the Girl Scout/family receiving the cookies.

CUPBOARD TO TROOP TRANSFERS (C2T)

Once your Planned Order is picked up and approved, it turns into a Cupboard to Troop Transfer in Smart Cookies, and the receiving troop will then get a confirmation email. It may take up to 48 hours for your order to show as transferred in Smart Cookies. If you do not see it after two business days, please contact us at info@gsiowa.org.

Note: All Cupboard to Troop Transfers become the financial responsibility of the receiving troop.

TROOP TO CUPBOARD TRANSFERS (T2C)

These are used to indicate when cookies have been exchanged. These transfers will be made by the Cupboard Manager and the troop will receive a confirmation email.

See the Cookie Program Kit for full policy on exchanging and returning cookies.

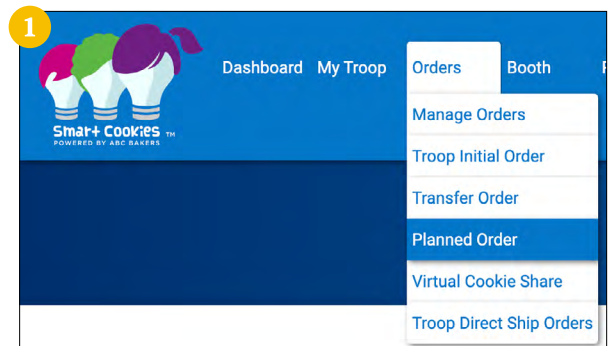
ORDERING COOKIES

Orders > Planned Orders

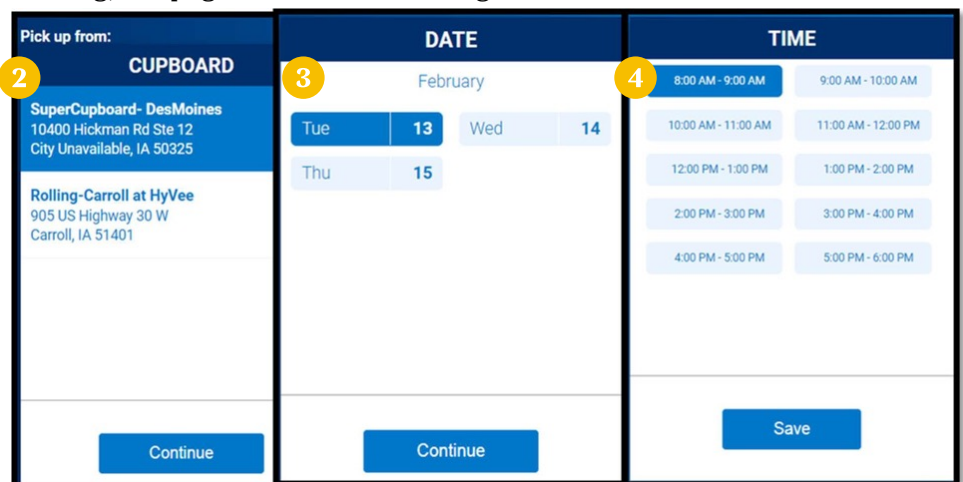
PLANNED ORDERS

The Planned Order process is how you receive more cookies from a local Cookie Cupboard. To guarantee product each week, all troops and Juliettes are required to enter a Planned Order in Smart Cookies.

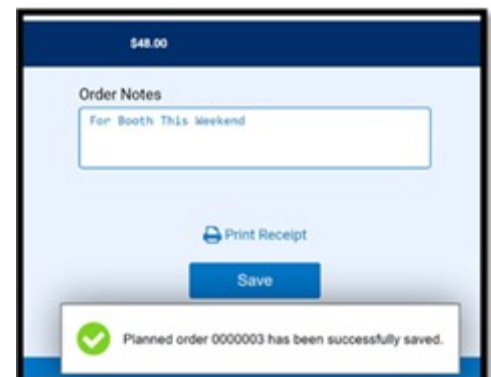
PRO TIP! During Express Ordering, orders are placed in CASES only. For details surrounding Express Ordering, see page 8 in the Cookie Program Kit.



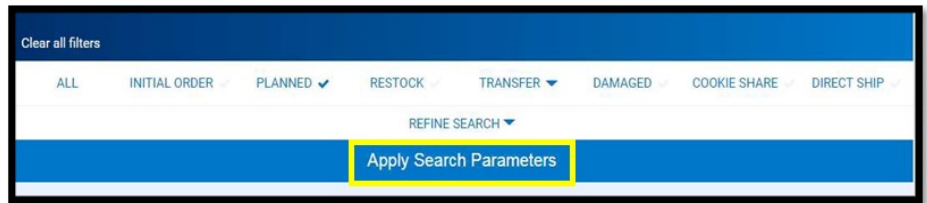
1. To place a Planned Order, go to the **Orders** tab and select **Planned Order** from the dropdown.
2. Select the desired **Cupboard** from the list shown on the left side of the screen and click **Continue**.
3. Select the desired **pick-up date** and click **Continue**.
4. Select the desired **pick-up time** and click **Save**.



5. Enter your quantities in **PACKAGES** by variety and click **Save**.
6. You will receive a notification at the bottom of the screen that your order was successfully submitted.
7. You may enter notes in the **Order Notes** field and print a receipt.



To review your Planned Orders, go to the Orders tab, and select Manage Orders. (You can narrow down the search parameter to only show Planned Orders.)



Once your order has been picked up, the Cookie Cupboard Manager will approve your order. It may take up to two business days for your order to show as approved in Smart Cookies. If you do not see it after two business days, please contact us at info@gsiowa.org.

The Planned Order becomes a Cupboard to Troop Transfer, which you will be able to view on your Manage Orders page.

Once the order is approved, the packages will then be available for you to transfer to girls. Do not transfer packages from your Planned Order to girls in your troop before you have picked up your order.

COOKIES DONATIONS

Orders > Virtual Cookie Share

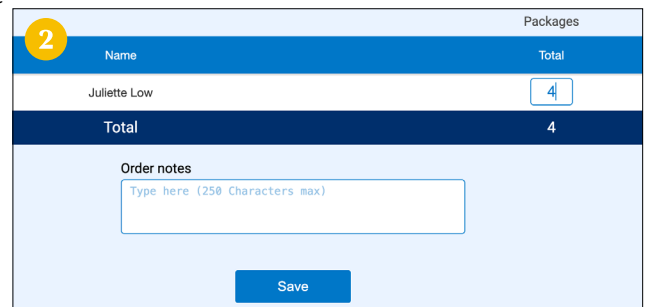
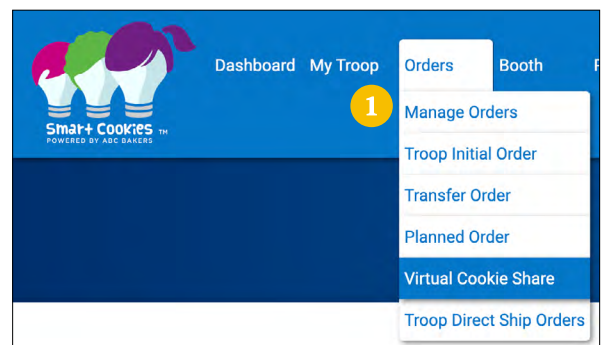
VIRTUAL COOKIE SHARE

Virtual Cookie Share is used to track troop donations towards participation in GSGI's Virtual Cookie Share Program. For each \$6 donation by customers, the TPM assigns one Virtual Cookie Share in Smart Cookies to a girl.

GSGI donates Virtual Cookie Share cookies to various non-profit organizations across our council, including food banks, shelters, and military organizations. Virtual Cookie Share cookies do not come from your troop inventory.

1. To record a Virtual Cookie Share, go to the **Orders tab**, and select **Virtual Cookie Share** from the drop-down.
2. Enter the quantities in **PACKAGES** by girl and click **Save**.

Each Girl Scout that has at least six Virtual Cookie Share donations credited to them will receive the Virtual Cookie Share patch.



LOGGING VIRTUAL COOKIE SHARE USING THE SMART BOOTH DIVIDER

If a troop receives Virtual Cookie Share donations at a booth sale, the Smart Booth Divider can be used to record the Virtual Cookie Share donations. Virtual Cookie Share is recorded under CShare.

See [page 12](#) for more information on how to use the Smart Booth Divider.

TROOP COOKIE DONATION

Your troop can also choose to use your troop's cookie inventory for donations to local charities or organizations. Troop Cookie Donations are separate from Virtual Cookie Share. For Troop Cookie Donations, you will need to transfer the donated cookies to participants in the troop, as a Troop to Girl Transfer in Smart Cookies, just like any other cookies they sold.

Booth Sales

The benefit to entering cookie booths in Smart Cookies is that it will be entered in to the “Find Cookies!” tool on girlscoutsiowa.org and on girlscoutcookies.org. This is also the only way your troop can receive their sample package credit used during your booth times. Customers will be able to find your booth sale by typing in their ZIP code.

COUNCIL-SECURED BOOTHS

Booths > Schedule Booths

PREMIUM AND NON-PREMIUM COUNCIL-SECURED BOOTHS

To give all troops an equal chance to have a time slot at Council-Secured Booths that are highly requested, we have made some locations Premium. These booths will be indicated with a ‘P’ to the right. Premium locations have additional restrictions on the number of time slots a troop can win in the lottery or pick up in First Come, First Serve (FCFS). See page 16 of the Cookie Program Kit for more details.

BOOTH LOTTERY

The Booth Lottery is the randomized way troops can request to sign up for time slots at Council-Secured Booths. Troops sign up for five potential time slots. Troops are not guaranteed any spots but may be awarded up to three, only one of which can be a Premium location. For cookie booths happening the first weekend of the program, you must plan to order cookies to stock this booth during your Troop Initial Order. You can place additional Planned Orders for cookies as needed. Troops must bring their own cookies to all booths. Booths are not pre-stocked.

1. To submit a Booth Lottery request, go to the **Booth tab**, and select **Schedule Booths** from the drop-down.
2. Use the Search feature to find a booth location or scroll through the list shown on the left side of the screen.
3. Click on the desired booth location to bring up a calendar of available dates for that location (available dates are blue).
4. Select the desired **date**.
5. Select the desired **time slot**.
6. Click **Save**.

Repeat this process to request additional locations/dates/times.

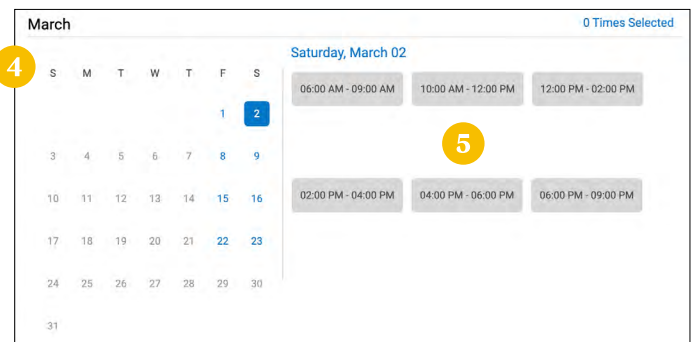
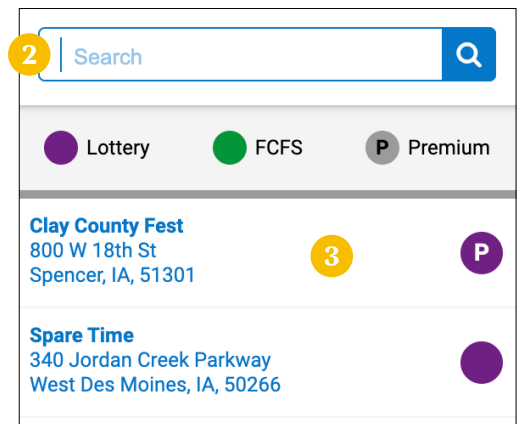
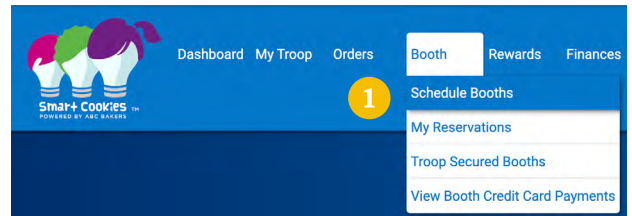
Troops will receive a confirmation email from noreply@abcsmartcookies.com if they win any lottery booths on January 4. This email will be sent to the TPM’s email address.

To review your requested booths, go to the **Booth tab** and then **My Reservations**.

Jordan Creek Mall
101 Jordan Creek Parkway
West Des Moines, IA, 50266

P

Hobby Lobby - Haymarket Mall
4080 Merle Hay Road
Des Moines, IA, 50310

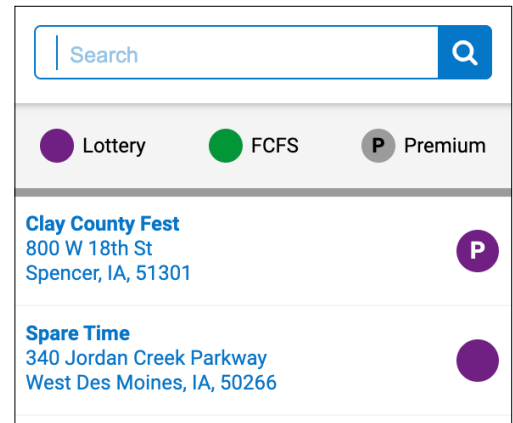


FIRST COME, FIRST SERVE (FCFS)

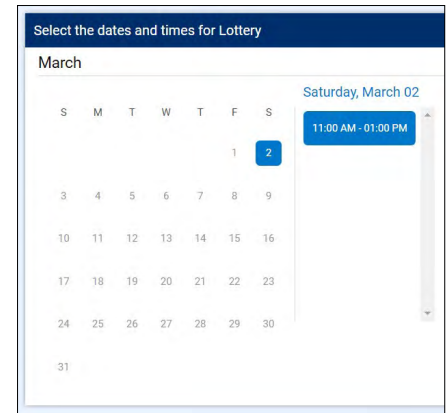
In the event a Council-Secured Booth time slot is not assigned during the lottery or locations are added after the lottery runs, troops may select up to three booth sale time slots (one of which can be Premium) on a first-come, first-served basis. Through Feb. 7, troops can sign up for a limit of five time slots, two of which can be Premium.

From February 8 at 10 a.m. through February 13 at 11:59 p.m., troops can sign up for another five booths, two of which can be Premium.

Starting at 10 a.m. on February 14, all limitations are removed and troops can sign up for as many additional booths as they'd like.



1. To submit a FCFS request, go to the **Booth tab**, and select **Schedule Booths**.
2. Use the Search feature to find a booth location or scroll through the list shown on the left side of the screen.
3. Click on the desired booth **location** to bring up a calendar of available **dates** for that location (available dates are blue).
4. Select the desired **date**.
5. Select the desired **time slot**.
6. Click **Save**.



Troops will receive a confirmation email from noreply@abcsmartcookies.com when the FCFS booth is accepted. This email will be sent to the TPM's email address.

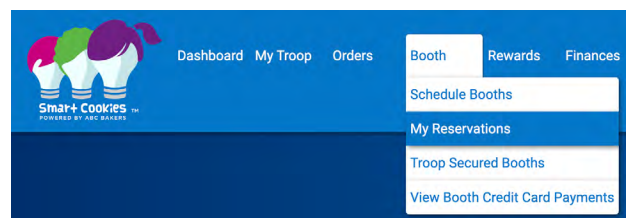
To review your requested booths, go to the **Booth tab** and then **My Reservations**.

EDITING BOOTH DETAILS

Booths > My Reservations

All booth reservations logged in the system (Lottery, FCFS and Troop-Secured Booths) can be found under the My Reservations tab.

REVIEWING REQUESTED LOTTERY, FCFS, AND TROOP-SECURED BOOTHS



1. To review your requested booth sales, go to the **Booth tab** and select **My Reservations**.
2. Use the Search feature to find the desired booth request or scroll through the list shown.
3. Scroll to the right using the scroll bar under the list of booths to see additional information such as booth type and status.
4. Click the three vertical dots to the far right to view booth details (to add additional timeslots and/or edit booth information), use the Smart Booth Divider or remove the reservation, as needed.

| CITY | ZIP CODE | DATE | TIME | PREMIUM | TYPE | STATUS | QTY SOLD | TOTAL \$ |
|------------|----------|------------------|---------------------|-------------------------------------|---------|-----------|----------|----------|
| Altoona | 50009 | Sunday, Mar 10 | 04:00 PM - 06:00 PM | <input checked="" type="checkbox"/> | LOTTERY | REQUESTED | | |
| Des Moines | 50310 | Saturday, Mar 16 | 10:00 AM - 12:00 PM | <input checked="" type="checkbox"/> | LOTTERY | REQUESTED | 0 | 0 |

ADDING ADDITIONAL TIMES TO BOOTH LOCATIONS ALREADY ENTERED IN SMART COOKIES

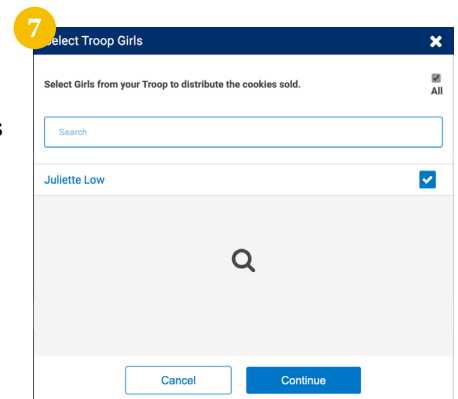
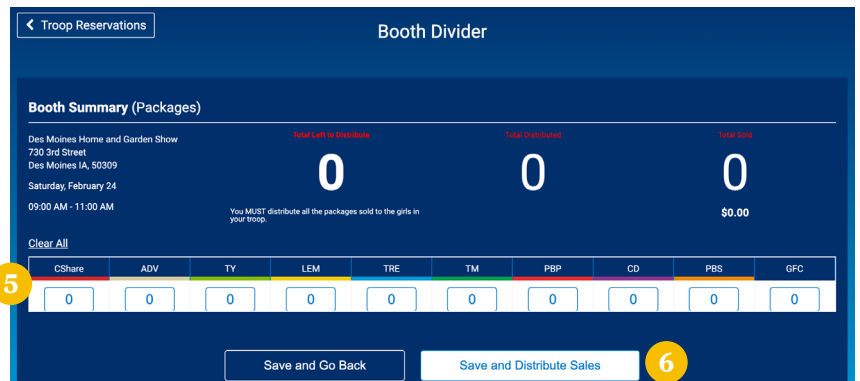
If you have already entered a Troop-Secured Booth location in Smart Cookies but need to add more time slots, you will need to add those times to your existing location. If you try entering in the booth information in again, you will get an error message that says, "The booth address has already been requested by your troop."

1. To add more time slots to a Troop-Secured Booth location already in the system, go to the **Booth tab**, and select **My Reservations** from the drop-down.
2. Use the Search feature to find the desired booth request or scroll through the list shown.
3. Scroll to the right using the scroll bar under the list of booths to see additional information such as booth type and status.
4. Click the **three vertical dots** to the far right to and click **Booth Details**.
5. Click on the **Appointment Times tab** and then **Request Appointment Time**.
6. Enter the Date, Start Time, and End Time, and click **Save**.
7. **You MUST click Request Troop Secured Booth to finish the process**, or the newly added date and time won't save. Once requested, you'll receive a notification on the bottom of the screen that says, "Successfully requested Troop-Secured Booth."

SMART COOKIE DIVIDER

The Smart Booth Divider is a great way to give credit to girls who have sold during a booth.

1. To use the Smart Booth Divider, go to the **Booth tab** and select **My Reservations** from the drop-down.
2. Use the Search feature to find the desired booth or scroll through the list shown.
3. Scroll to the right using the scroll bar under the list of booths.
4. Click the **three vertical dots** to the far right and select **Smart Booth Divider**.
5. Enter the quantities in **PACKAGES** by variety that was sold during the booth.
6. Click **Save and Distribute Sales**.
7. Select the Girl Scouts who sold at the booth, click **Continue**.



The packages will automatically be divided evenly between all Girl Scouts selected. If there are any varieties that were not able to be distributed evenly, they will be highlighted RED, and you will choose which participant gets those extra packages. You may also edit any of the amounts for any of the Girl Scouts present at the booth.

8. Once the packages have been distributed, click **Save**.

| GIRL_NAME | CShare | ADV | TY | LEM | TRE | TM | PBP | CD | PBS | GFC | PACKAGES SOLD |
|-----------------------------|--------|-----|----|-----|-----|----|-----|----|-----|-----|---------------|
| Juliette Low | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Packages left to Distribute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Troop Total | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

EDITING THE SMART BOOTH DIVIDER

1. To edit the Smart Booth Divider after you have already completed the steps above, go to the Booth tab and select My Reservations from the drop-down.
2. Use the Search feature to find the desired booth request or scroll through the list shown.
3. Scroll to the right using the scroll bar under the list of booths.
4. Click the **three vertical dots** to the far right and select **Smart Booth Divider**.
5. Make the necessary edits:

- ↪ Click **Edit Booth Sales** if you need to edit the quantities sold during the booth.
- ↪ Click **Edit Girls** if you need to add or remove girls who sold at the booth sale.

| CShare | ADV | TY | LEM | TRE | TM | PSP | CD | PIG | GFC |
|--------|-----|----|-----|-----|----|-----|----|-----|-----|
| 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

TROOP-SECURED BOOTHS

Booths > Troop Secured Booths

1. To schedule a booth, go to the Booth tab, and select **Troop-Secured Booths** from the drop-down.
2. Enter the Booth Information. The troop contact information should be the volunteer who set up the booth.
3. Click **Save** after entering the booth location and contact information.
4. You will be redirected to the Appointment Times tab where you will request appointment times by selecting **Request Appointment Time**.
5. Enter the Date, Start Time, and End Time, and click **Save**.
6. You MUST click Request Troop-Secured Booth to finish the process, or the location won't be saved. Once requested, you'll receive a notification on the bottom of the screen that says, "Successfully requested Troop-Secured Booth."
7. Your request will be sent to GSGI for approval. The booth location will say "pending" until the location has been approved.
8. Once the request is approved, a confirmation email from noreply@abcsmartcookies.com will be sent to the email address provided under the troop contact listed for the booth. Please note: It may take up to a week for your booth sale to be approved.
9. To review your requested booths, go to the **Booth tab** and then **My Reservations**.

NOTE: Virtual Booths are housed in Digital Cookie this year. Please see Page 31 of this document for more information.

CREDIT CARD PAYMENTS

Booths > View Booth Credit Card Payments

To see orders received, navigate to the Booths menu and select View Booth Credit Card Payments. These will be all digital transactions from traditional booths and virtual booths.

NEW: Booth digital transactions will be processed in Digital Cookie. Please see page 37 for more details.

Rewards

TROOP PROCEED PLANS, REWARD PLANS, AND RECOGNITION ORDERS

Rewards > Recognition Order

Before placing your Recognition Order, you will need to make sure that you have selected the right Proceed Plan and Reward Plan for your troop, all Troop to Girl Transfers are completed, Virtual Cookie Share orders are placed, and the total packages transferred to each Girl Scout is correct. You can verify these numbers using the following reports:

- ↪ Proceed Plan: Troop Balance Summary
- ↪ Main Reward Plan: Troop Balance Summary
- ↪ Total Packages per Girl: Girl Cookie Total Summary. The number of packages that each Girl Scout has sold is the number that will correspond with their recognitions and Cookie Dough.
- ↪ Virtual Cookie Share: Troop Balance Summary
- ↪ Troop to Girl Transfers: Transfer Order Summary

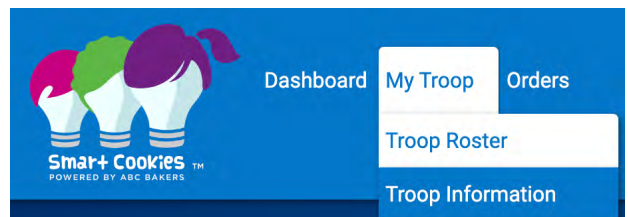
SELECTING A PROCEED PLAN

Troops and Juliettes will need to choose from one of two proceed plans. When you select at this level you are deciding whether your troop or Juliette will be opting-in to earn rewards (whether it's an item or Cookie Dough) or opting-out completely (to earn additional Troop Proceeds/Program Credits). Select from the following proceed plans:

- ↪ **The Main Rewards Plan:** This is the default plan. Troops earn Troop Proceeds and Juliettes earn Juliette Program Credits, plus the Girl Scouts earn Cookie Dough based on the number of packages sold AND collect reward items or additional Cookie Dough as levels are reached.
- ↪ **The Opt-Out Plan:** Cadette, Senior, and Ambassador Troops and Juliettes can opt-out of all reward items to earn more Troop Proceeds or Juliette Program Credits! Individual Girl Scouts still earn Cookie Dough based on the number of packages sold. This is a group decision, individual participants within a troop cannot choose this option without the rest of the group in agreement.

For more details on each plan, see the Cookie Program Kit or the Juliette Program Guide.

1. To choose your proceed plan, go to the **My Troop tab**, and select **Troop Information** from the drop-down.
2. Select the desired **Proceed Plan** from the drop-down. The Main Proceed Plan is the default choice.
3. Click **Update Information** at the bottom of the screen to save your choice.



Everyone, including Juliettes, will still be able to earn Instant Rewards, patches, 700 Club at Adventureland, Hobby Kit, and CEO Party if earned, regardless of proceed and reward plan selected.

A screenshot of the 'Troop Information' form. It has a white background with a blue header. The form contains several input fields and dropdown menus. The 'Girls Active' field has the value '1'. The 'Troop Number' field has the value '709'. The 'Proceed Plan' dropdown is set to 'Troop Proceeds'. The 'Main Recognition Plan' dropdown is set to 'Main Reward Plan'. The 'Troop Recognition Plan' dropdown is also set to 'Main Reward Plan'. There are also fields for 'Girls Selling' and 'Expected Number of Girls Selling (0-999)' which are currently empty.

ASSIGNING A REWARD PLAN TO GIRL SCOUTS (TROOP LEVEL)

Troops and Juliettes will need to choose from one of two Reward Plans. Select a Reward Plan for ALL members in the troop, based on their preference for rewards items and/or bonus Cookie Dough, or opt-out of all cumulative rewards and Cookie Dough to receive either the tech or experience reward item. See the Troop Rewards Panel or Juliette Rewards Panel for details on what items are earned at each level. You can adjust this for each individual Girl Scout (see directions below) if not everyone in your troop wants to select the same Reward Plan option. Select from the following Rewards Plans:

- ↪ **Main Reward Plan:** This is the default reward plan. Rewards within the Main Reward Plan are cumulative, and girls earn the items and/or bonus Cookie Dough at each level they reach.

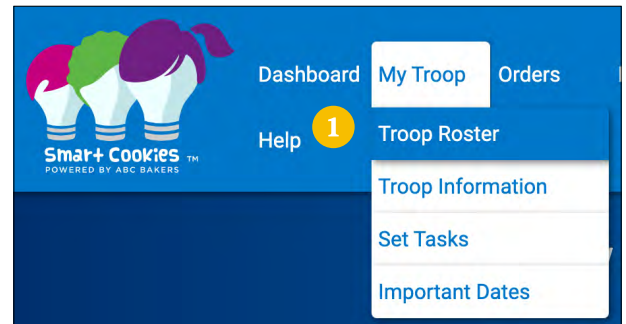
They also earn Cookie Dough based on the number of packages sold. Girl Scouts must select either Cookie Dough or items at each reward level, mixing and matching Cookie Dough with reward items if they choose. Therefore, a reward item or Cookie Dough selection must be made at each reward level for each earner. These selections can be made when you place the Recognition Order for the troop at the end of the program.

- ↪ **Opt-Out Reward Plan:** Girl Scouts who sell 1000+packages may select the Opt-Out Reward Plan instead of the Main Reward Plan. With this plan, the participant opts-out of all reward items AND Cookie Dough. Girl Scouts who choose the Opt-Out Reward Plan will start earning Cookie Dough at 1050 packages! See the Reward Panel for details on what items are offered at specific levels.

ASSIGNING A REWARD PLAN TO GIRL SCOUTS (INDIVIDUAL LEVEL)

You can adjust or select a reward plan for each Girl Scout, based on their preference for rewards items and/or bonus Cookie Dough. See the Troop Rewards Panel or Juliette Rewards Panel for details on what items are earned at each level.

1. To assign a Rewards Plans to a Girl Scout, go to the **My Troop** tab, and select **Troop Roster** from the drop-down.
2. Find the desired Girl Scout and **double click** on their name. (You may also click on the pencil to the right.)
3. Select the desired **Main Recognition Plan** from the drop down. The Main Reward Plan is the default choice.
4. Click **Save**.



Girl Scouts who choose the Opt-Out Reward Plan are still eligible for Instant Rewards, patches, Adventureland 700 Club Celebration, 1500+ main reward level, and CEO Party, if earned.

| Manage Troop Girls | | | | | | | | | | |
|---|--------------|-------|-------------|-----------|-----------|-------|--------|-------|--------|---|
| Drag a column header here to group by that column | | | | | | | | | | |
| District | Service Unit | Troop | First Na... | Last Name | GSUSAID | Grade | Parent | Email | GSU... | |
| q | q | q | q | q | q | q | q | q | q | q |
| | SU551 | 709 | Juliette | Low | 107723709 | Six | | | ✓ | |

Update Troop Girl

Girl GSUSA ID:*

First Name:*

Last Name:*

Troop:*

Nickname:

Main Recognition Plan:

Grade Level:*

Apparel:

Socks:

Parent Information

First Name

Last Name

Email

Street

Suite

City

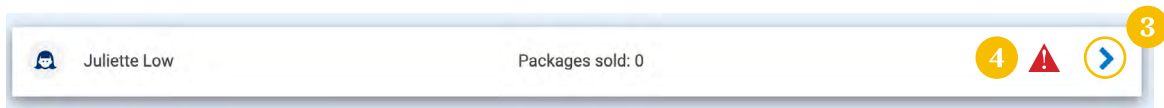
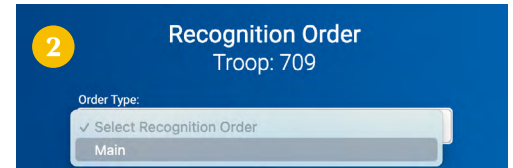
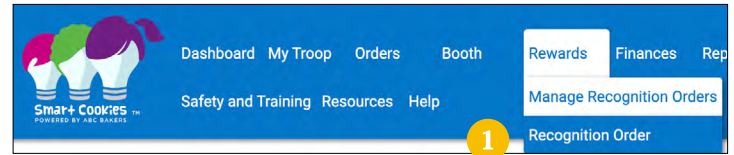
State

Zip

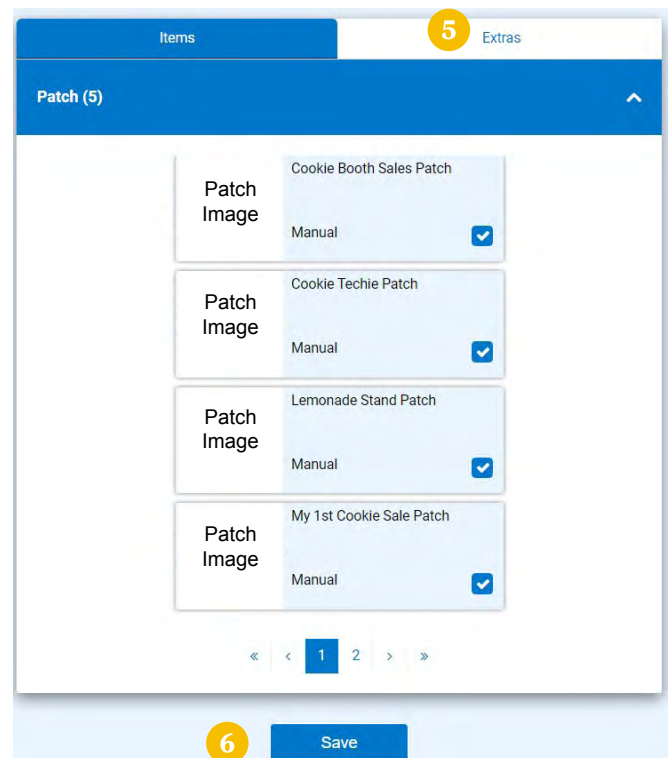
CREATING AND PLACING THE RECOGNITION ORDER

After cookies have been transferred down to the participants, EVERY TROOP AND JULIETTE will need to create a Recognition Order, so the appropriate rewards and patches are ordered. The reward screen will populate the rewards each Girl Scout has earned according to the number of packages that have been transferred to her.

1. Go to the **Rewards tab** and select **Recognition Order** from the drop-down.
2. Select the **Order Type** from the drop down where it says **Select Recognition Order**. The only option should be Main.
3. Click on the desired Girl Scout by selecting the **arrow** on the right side of the screen to have their rewards calculate.
4. If there is anything that needs attention, such as choosing a reward at a level or needing a t-shirt size, a red triangle with an exclamation point will appear.



5. To request the 1st Cookie Sale, Cookie Booth or Sister Selling patches, click on the **Extras** tab and check the box. These are ordered 'on your honor.'
6. Click **Save** at the bottom of the screen.
7. Repeat this process for each Girl Scout.



SOME ADDITIONAL NOTES ABOUT RECOGNITION ORDERS:

Do not commit the Recognition Order. Once the order has been committed, no changes can be made. Girl Scouts of Greater Iowa will commit all orders after the deadline has passed. All that you as TPM needs to do is click Save and GSGI will do the rest!

Once you create the Recognition Order for the first time, you will need to select Manage Recognition Orders, under the Rewards tab, to be able to see your order and make any edits if needed.

Tracking Finances

TROOP TRANSACTIONS

Finances > Financial Transactions > Troop Transactions

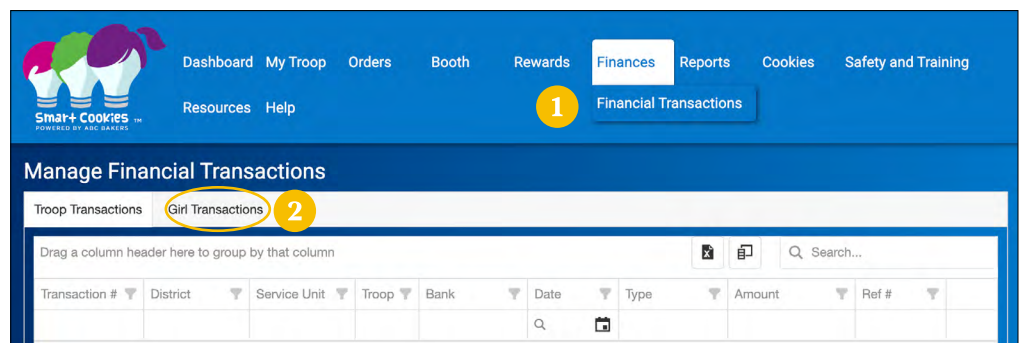
Only GSGI has access to enter financial transactions for payments made by the troop. You will see these under the Troop Transactions tab under Financial Transactions. You'll most often see two transactions: ACH Deposits, indicating money received by GSGI from the auto withdrawals, and Direct Ship Direct Deposit, from online sales through Smart Cookies Direct Ship.

GIRL TRANSACTIONS

Finances > Financial Transactions > Girl Transactions

After you have given out the Troop Initial Order, each Girl Scout/family should be turning in money before they get more cookies. Smart Cookies gives you the ability to track each Girl Scout's payments within the system. **This is an optional tool for your convenience – tracking Girl Scouts' finances in Smart Cookies is not required.**

1. To add a payment received from a Girl Scout/family, go to the **Finances** tab, and select **Financial Transactions** from the drop-down.
2. Click on the **Girl Transactions** tab.
3. Click on **Add Girl Transaction**.
4. Select the desired Participant, Type, and Payment Method.
5. Enter in the Transaction Date and Amount.
6. Use the Reference field as you see fit.
7. The Notes section can be useful to remind yourself where you collected the money and who gave it to you.
8. Click **Save**.
9. You will receive a notification at the bottom of the screen that your financial transaction was successfully created.





This page walks you through the remaining drop down menus in Smart Cookies.

Reports

CURRENT

Reports > Current

A variety of reporting is available. Favorites include:

- ^ Troop Balance Summary
- ^ Girl Balance Summary
- ^ Girl Cookie Total Summary
- ^ Transfer Order Summary
- ^ Troop Initial Order

ARCHIVE

Reports > Archive

Archive information is available for the past three seasons.

Safety and Training

Safety and Training > Smart Cookies Training

ABC created PowerPoint and YouTube videos breaking down ways to use Smart Cookies to build your cookie business, track goals, and connect with customers.

Safety and Training > Safety

Review safety information to ensure participants, parents, and volunteers are familiar with the Girl Scout Program Safety Resources for cookie sellers.

Resources

Resources

Download printable resources, training materials, and digital art to boost cookie sales. You can also find the Allergen Flyer, and Rally Guide.

Cookies

Cookies

Learn more about your favorite cookies, including ingredient lists and nutrition facts.

Help

Help

NEED HELP USING THE SMART COOKIES PLATFORM?

Call: 855-444-6682

Email: ABCSmartCookieTechSupport@hearthsidefoods.com

QUESTIONS ABOUT ABC COOKIES?

Email: ABCSmartCookieBakers@hearthsidefoods.com

Visit: [Cookie FAQs](#)

DIGITAL COOKIE

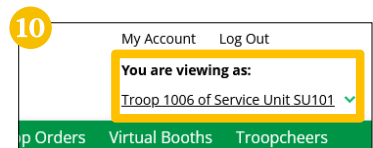
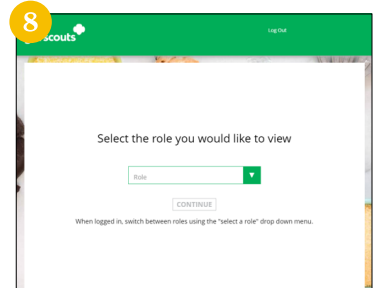
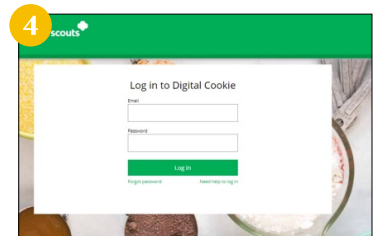
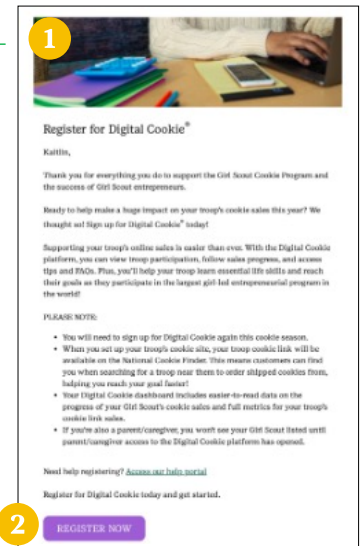


Digital Cookie is the new online platform that Girl Scouts and their families will use to manage the Girl Scout Cookie Program. Troop leaders will use Digital Cookie to manage virtual booths, share their virtual troop link, accept booth payments, send Cheers to their Girl Scouts and track troops progress.

Registration

VOLUNTEER REGISTRATION/LOGIN

1. Watch for your registration email* from the Girl Scout Cookie Program (email@email.girlscouts.org) on January 17. You may receive your volunteer email before parents have access. Be sure to add that email address to your safe senders list so you don't miss any emails! *If you didn't receive a registration email, go to [page 22](#).
2. Click the **Register Now** button in the email to take you to the Digital Cookie registration site. (For best results, use the most up-to-date version of your web browser)
3. Once you click the link you'll be on the Digital Cookie platform. Create a password.
4. Use your new password to log in. Remember to use the same email address where you received your registration email.
5. Watch the video that shows up on your screen. If you are also the parent/guardian of a Girl Scout 12 and under, you will not be able to proceed any further until you have viewed the video.
6. Read and accept the Terms and Conditions - Volunteer. If you are also a parent, you will need to read and accept the Terms and Conditions for parents when parent access opens.
7. If parent registration has opened and you are also a parent of a Girl Scout 12 and under, you will see the girl pledge appear. If parent access has not opened, you will see it appear on your next login once parent access begins. *Note: For GSGI, Parents will get this access on January 17, so you'll have to wait until then to access this step.*
8. If you have roles in addition to Troop Volunteer, you will be taken to a role selector screen once parent access opens, which may be after your volunteer access. Once parent access has begun, if you have additional roles and aren't taken to this screen OR all of your roles do not show up on the drop-down, please contact GSGI (info@gsiowa.org) for assistance.
9. For information on completing the Girl Scout registration process, see the Online Systems Manual for Parents/Guardians.
10. Each time you log in, you can indicate what role you want to get to the correct homepage. You can also navigate to your other roles at the top of every screen by using the drop-down.



FORGOT PASSWORD/RESET PASSWORD

1. Go to digitalcookie.girlscouts.org/login and click the **Forgot password** link.
2. Enter the email address associated with your Digital Cookie registration.

Log in to Digital Cookie

Email

Password

1 Forgot password Need help to log in

Log in

Forgot your Password?

Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.

2 Email

Submit

3

Your Digital Cookie Password Request

Dear Kaitlin,

Did you recently request to reset your Digital Cookie® password? If so, you may **reset** it now.

RESET PASSWORD

Please note: Each time you request a password change, we will email you a unique link. Only the new link will permit you to change your password.

If you didn't request this change, let us know by contacting [customer service](#).

Thank you,
Girl Scout Cookie Program

3. You will be sent an email with the subject: *Your Digital Cookie password reset request from Girl Scout Cookies* (email@email.girlscouts.org) within about 15 minutes. Check your junk/spam/promotions folders if you don't receive it and be sure to add email@email.girlscouts.org to your safe sender list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the **Reset Password** link.

4. You will be taken to a page to reset your password.
5. If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click **Forgot password** and this time select **contact customer support** to be taken to a customer service form.
6. Select **Password Reset** then complete the online form for customer support.

4 Reset your New Digital Cookie Password

When you reset your password, a confirmation email will be sent.

Password

Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, @, or \$.

Confirm Password

Submit

6 **Contact Us**

Account Management

- Registration
- Locked account / **Password reset**
- Incorrect account information

Cookie Page Setup

- Cookie page setup

My Cookie Customers

- Customer list
- Marketing emails

My Cookie Orders

- Order details
- Order issues
- Mobile app

FAQs

- FAQs on all topics

Additional Topics

- eBuddy™
- System errors
- Other questions or issues

How are we doing?

Share ideas & feedback

Tutorials

4 EASY STEPS to Get Started with Digital Cookie

Learn About Cookie Orders

How to Use Your Troop Dashboard

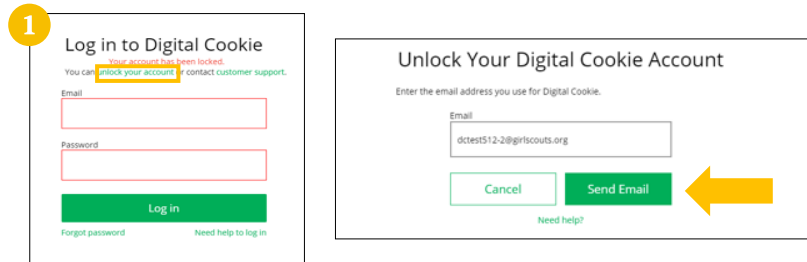
Tip sheets

Live Chat

UNLOCK ACCOUNT

If you have attempted multiple times to login at digitalcookie.girlscouts.org/login and did not successfully input your password, you may find yourself locked out. You can contact Digital Cookie customer support or unlock your account.

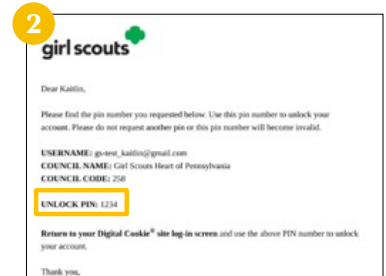
1. If you click the **unlock your account** link, you will be asked to validate the email address you use for Digital Cookie, then click the **Send Email** button.



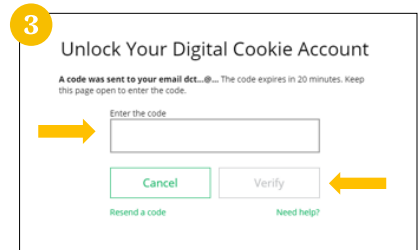
2. You will be sent an email with the subject: *Your requested pin number from Girl Scout Cookies* (email@email.girlscouts.org). Check your junk/spam/promotions folders if you don't receive it and be sure to add email@email.girlscouts.org to your safe sender list.

You will have a pin number in the email.

3. Enter the pin code back in Digital Cookie on the unlock screen, then click on **Verify**.
4. You will be taken back to the Digital Cookie login screen with your account unlocked and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the **Forgot password** link.



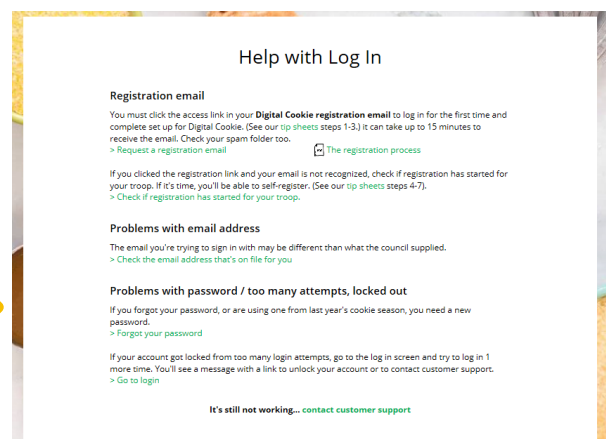
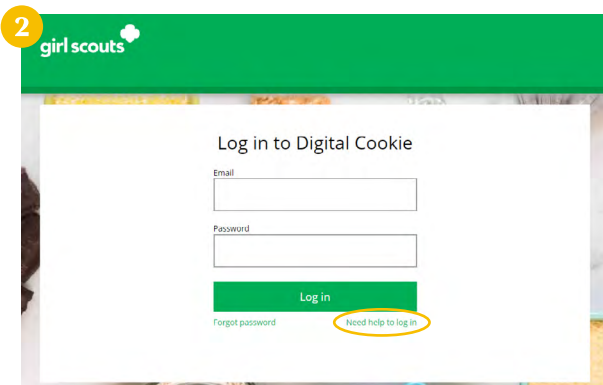
Otherwise, login and get started with your Digital Cookie experience.



NO REGISTRATION EMAIL RECEIVED

In order to receive a Digital Cookie registration, you must be registered for the current membership year and GSGL will need to have the correct email address on file. If you have opted out of receiving emails from GSGL, skip to Step 4.

1. Check your junk/spam/promotions inbox one more time for an email from Girl Scout Cookies (email@email.girlscouts.org). If you do not see the email, follow these steps to get registered for Digital Cookie.
2. Go to digitalcookie.girlscouts.org/login and click the **Need help to log in** link. (For best results, use the most up to date web browsers.) You will get a screen of steps you can use to try and get registered for Digital Cookie.



3. Start by clicking on the **Request a Registration Email** and enter the email address that you used to register.

4. If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

If you get the error message (shown to the right) and think you are already a registered Girl Scout member with GSGI, you can choose check the email address that's on file for you.

5. You will select your Girl Scout Council: Girl Scouts of Greater Iowa.

6. Then enter your first name, last name, and troop number.

If your information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact GSGI. You may do so by emailing info@gsiowa.org or calling 800-342-8389.

7. If your information is loaded into the Digital Cookie system, you will see the information to verify that it's correct.

If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.

If the information is incorrect, click on the **Update Details** button. *NOTE: You will also need to update your email address in Smart Cookies.*

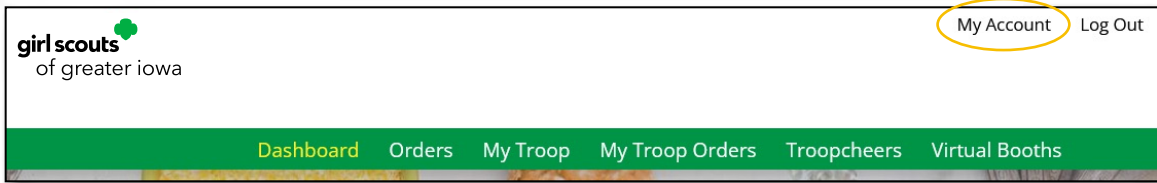
8. To update your information, you will need to enter your Date of Birth as a security measure, then you can update your name and/or email address.

You will get a success message once you submit your changes. GSGI will then review the updates and approve or reject the updates. You will receive an email notification when they have completed that step.

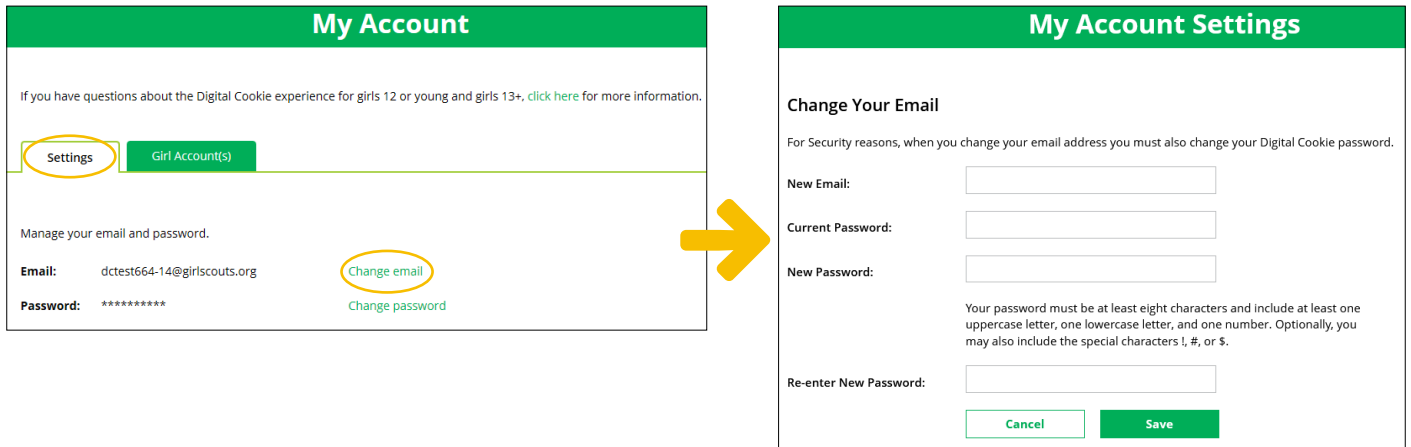
MY ACCOUNT TAB

Use this tab to update your password or your Girl Scout's information. *NOTE: As a TPM or SUPC, you will need to make updates to your email address in Smart Cookies. This change will then flow into Digital Cookies.*

1. While logged into Digital Cookie, click on **My Account** at the top of the page.
2. You can either change your password OR click on the Girl Account(s) to change the Girl Scout's name or email address (if they are 13+).



3. Clicking on the **Change email** link will give you a screen to update your email address, *but remember— as a TPM or SUPC, for email changes to remain permanent they HAVE to be made in Smart Cookies, not in Digital Cookie.*
4. Clicking on **Change password** will give you the opportunity to update your password.



5. Clicking on the **Girl Account(s) tab** will allow you to update the preferred first name and email address if the Girl Scout is 13+

NOTE: Updating your email in Digital Cookie OR Smart Cookies does not mean it will be updated on file with

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, [click here](#) for more information.

Settings Girl Account(s)

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

| Digital Cookie Status | Girl Scout | Date of Birth | GSUSA ID | Troop | Preferred First Name* | Girl Email Address | Action |
|-----------------------|-----------------|---------------|------------|-------|-----------------------|--------------------|----------------------|
| Registered | Alicia Martinez | 07/01/2006 | 9999998985 | 12362 | Alicia | --- | Edit |

GSGI. Please login to MyGS to update your email there as well or email the change to info@gsiowa.org.

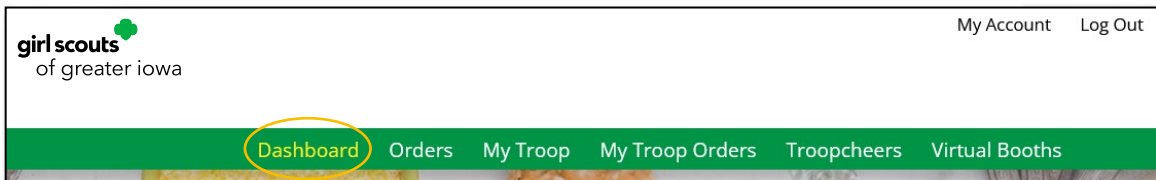
Site Use

TROOP DASHBOARD

Your Digital Cookie Dashboard has information that helps you support your troop members and their parents in their Digital Cookie sales.

TPMs have access to this Dashboard when they login to Digital Cookie.

There are six tabs on your troop dashboard – **Dashboard, Orders, My Troop, My Troop Orders, Troop Cheers,** and **Virtual Booths.**



The dashboard itself has five sections.

- ^ Troop Virtual Booth Info
- ^ Pending Virtual Booth Orders
- ^ Troop Rewards Deadline
- ^ Troop Online Sales and Marketing + Troop Goal Progress
- ^ Reports

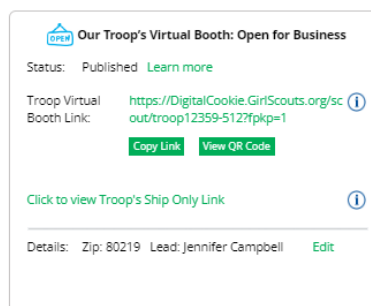
Scan or click the QR code for a [video walk through](#) of the five sections of your dashboard.



TROOP VIRTUAL BOOTH INFO

Your Troop Virtual Booth links will help your troop make sales online instead of, or in addition to, your regular in-person cookie booths. When you set up your Troop Virtual Booth site, there will be two links you can use. These links will let your troop reach new customers in your local community and beyond.

Scan or click the QR code for a [video walk through](#) for Troop Virtual Booth Links.



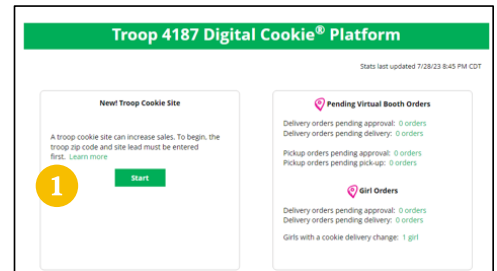
QR codes can be added to business cards and door hangers found on The Bridge!

SETTING UP YOUR TROOP VIRTUAL BOOTH SITE

The first time a leader or cookie volunteer for the troop logs in to their volunteer role in Digital Cookie, they will see a place to begin the process to have a Troop Virtual Booth link.

1. To begin, click the **Start** button.
2. You will be asked to enter a ZIP code for your troop. Enter one that is representative of the majority of the Girl Scouts in your troop.

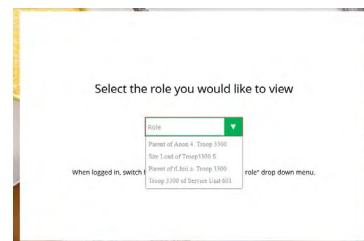
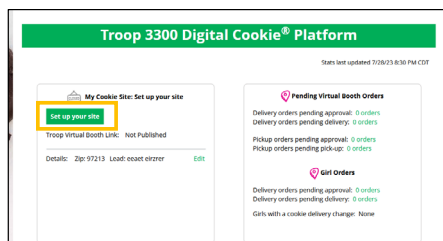
You will also select a name from the drop-down of one of the volunteers from the troop to serve in the role of troop site lead. The troop site lead will be responsible for working with the Girl Scouts in the troop to set up the troop site and approving orders.



Once the first volunteer for the troop has made those selections, everyone will see the selections that have been made and can change them if needed.

3. If you assigned yourself to be the troop site lead, your dashboard will be updated with a **Set up your site** button. If you have assigned another troop cookie volunteer to be the troop site lead, the next time they log into Digital Cookie they will see the new role in their role selector drop down.

To begin setting up the troop site, click **Set up your site**.



The site lead will then need to complete the registration process as if the troop were a new Girl Scout by watching the safety video and accepting the terms & conditions and Girl Scout pledge, plus activating the account.

It is important to leave the Preferred First Name as it appears so it's clear this is your Troop Site.

After that, the troop site lead will use the Site Setup to work with the Girl Scouts in the troop to create their message and photo/video. It functions the same way as the individual Girl Scouts' site setup.

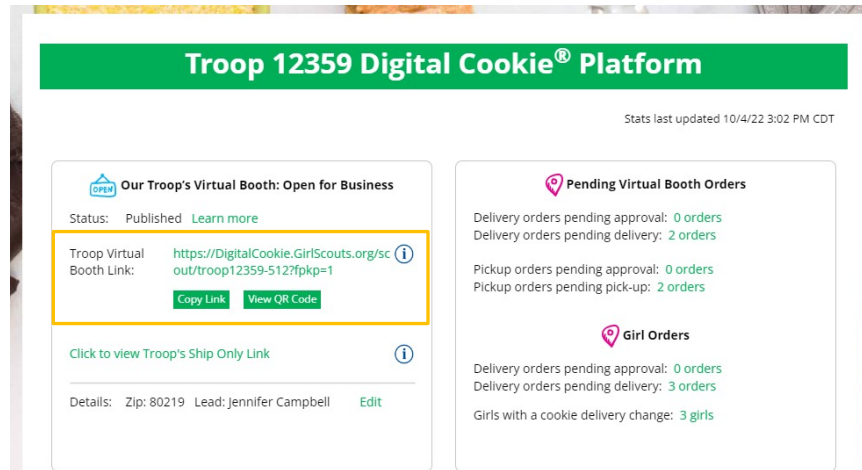
Once the site is published and the cookie season has started, the troop will have two links they can use for the cookie season.

TROOP VIRTUAL BOOTH LINK

From your Troop Dashboard, you will see two links available for your troop.

The top link is your **Troop Virtual Booth Link**.

This link will function the same as any Girl Scout's link with Shipping, Donation, and In-Person Delivery (on the app) as options that customers can use. You can turn delivery off for the troop link the same way a parent/guardian can turn delivery off for their individual Girl Scout.



This link will enable customers to select pickup orders as a delivery type.

The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials.

Scan here or click the QR code to see how to utilize the [Troop Booth Pick Up Option](#)



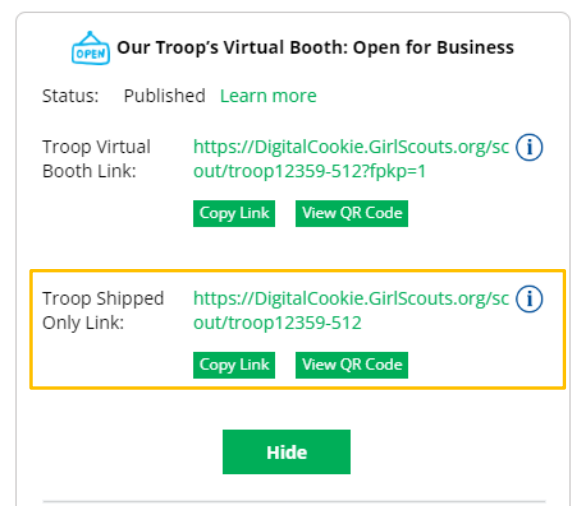
TROOP SHIPPED ONLY LINK

The **Troop Shipped Only** link is available if you need a shipped/donated only link. You can find this beneath the **Troop Cookie Link** and if you click on it, you will see the full URL and QR code for this link.

This link will only allow customers to purchase Shipped and Donated orders. This link will be sent to the National Girl Scout Cookie Finder beginning National Girl Scout Cookie Weekend.

Once your site is set up and published, there is nothing additional you will need to do in order to have your Troop Ship Only link appear to customers coming to the cookie finder to find a troop near them to purchase shipped cookies from.


All purchases on either of your links will appear in your troop records in Smart Cookies.



PENDING VIRTUAL BOOTH ORDERS


This section will let you know if your Virtual Booth Link OR any Girl Scouts in your troop have an order that needs to be approved or delivered.

It will also let you know if any parent/guardians have turned off a cookie variety or in-person delivery in their site. For details on that function for parents, view the Delivery Settings Section of the Digital Cookie Manual for Parents/Guardians.

 Pending Virtual Booth Orders

Delivery orders pending approval: **0 orders**
 Delivery orders pending delivery: **0 orders**

Pickup orders pending approval: **1 orders**
 Pickup orders pending pick-up: **0 orders**

 Girl Orders

Delivery orders pending approval: **0 orders**
 Delivery orders pending delivery: **2 orders**

Girls with a cookie delivery change: **4 girls**

TROOP REWARDS DEADLINE

If you have a need for your Girl Scouts to submit their rewards choices to you earlier than the date GSGI has set, you can change this date.

Troop Rewards

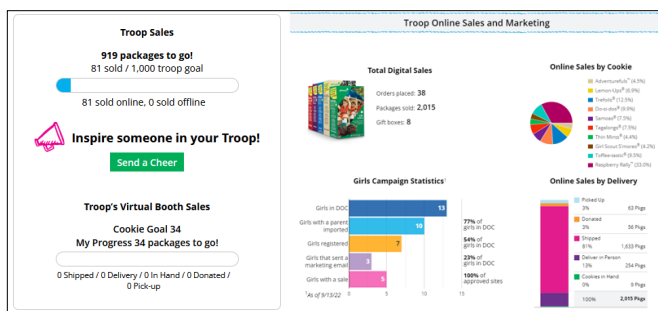
Troop Reward End Date

ⓘ

Save

TROOP ONLINE SALES AND MARKETING

These two sections will show you the sales for the Girl Scouts in your troop at a glance. It's a great way to make sure they are actively participating in reaching their customers. You can also send Cheers to the Girl Scouts from here.







REPORTS

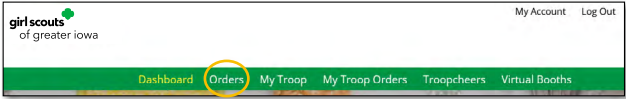
You have four reports to view that can help you manage your Girl Scout's Digital Cookie activity.

- 📄 **All Order Data** will show you details on every order for every participant.
- 📄 **Initial Order** is not a setting used by GSGI.
- 📄 **Cookie Badges** will let you know if Girl Scouts are completing any of the Cookie Business badges and/or the Family Entrepreneur Pins. Encourage them to complete these with their families to increase their cookie program learnings!
- 📄 **Rewards Selection** will be helpful if participants select their rewards in Digital Cookie. You simply pull this report and enter their choices into the baker software without needing to track down every choice for each Girl Scout in the troop.

Reports: Troop 12359

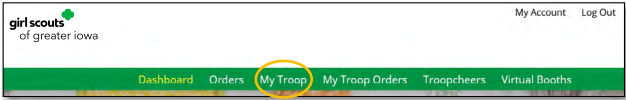
| | | | |
|---|-------------------|---|-------------------|
|  | All Order Data | For each girl see full order details including varieties, delivery type, etc. | Get Report |
|  | Initial Order | 8/24/22 Parent's due date 8/24/22 Troop due date | Get Report |
|  | Cookie Badges | See the steps girls completed for their cookie badges and entrepreneur pin. | Get Report |
|  | Rewards Selection | See which rewards girls have selected to enter in your baker software. | Get Report |

Orders



The Orders area allows you to see the information you need to look up order details for any order in your troop. Please contact Girl Scouts of Greater Iowa at info@gsiowa.org if you need to refund an order.

My Troop



Use this tab to see sale details for each participant in the troop.

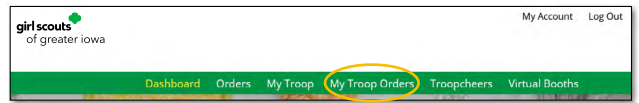
- Troop Goal:** This pulls the troop goal set in Smart Cookies and measures the troop's progress towards that goal. If the goal has not been set yet, it shows total troop's sales to date.
- Cookie Site:** If the Girl Scout's site is published, click on the link to be taken to their customer facing site. If it shows as Not Published, offer to help the family to get started and see sales roll in.
- Orders to Approve:** This will indicate if the family has any orders that need approving.
- See Details/Delivery Change:** Clicking See Details will bring up details on the Girl Scout, their orders, their email marketing to customers, and if their parent has turned off delivery for any varieties.

| GIRL NAME | PACKAGES SOLD / GOAL | COOKIE SITE | ORDERS TO APPROVE |
|--------------------------|----------------------|-------------------|--|
| Adrianna | 35 / 400 | Yes, Published | 0 orders see details |
| Isabel | 90 / 300 | Yes, Published | 0 orders see details Delivery change |
| Georgia | 0 / 0 | No, Not Published | 0 orders see details |
| Sienna | 0 / 0 | No, Not Published | 0 orders see details |
| Olivia | 0 / 0 | No, Not Published | 0 orders see details |
| Emily | 141 / 300 | Yes, Published | 0 orders see details Delivery change |
| Total: Girl sales | 266 / 1000 | | |
| Troop 12359 | 0 / 0 | No, Not Published | 0 orders Delivery change |
| Total: All sales | 266 / 1000 | | |

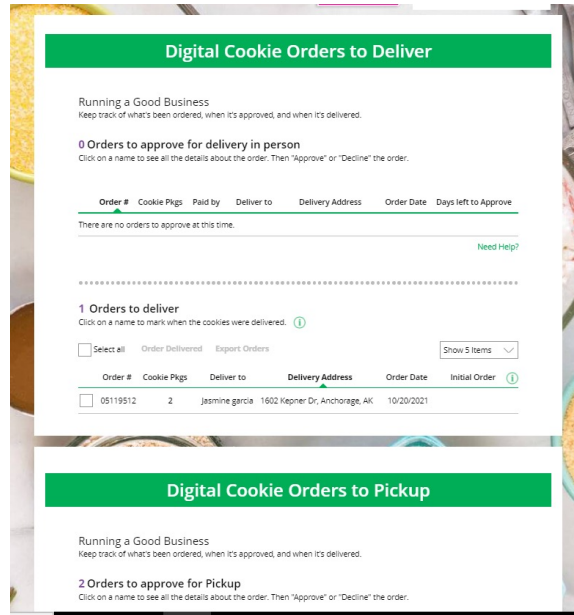
| COOKIES SOLD | PARENT / GUARDIAN | DELIVERY SETTINGS | CUSTOMERS EMAILED |
|--|--|--|---------------------|
| Online: 23 Offline: 67 Total: 90 | Jessica Garcia dctest512-1@girlscouts.org | Girl Scout delivery: Inactive Cookie varieties: Off | Marketing emails: 0 |

- If your troop link has been published, you will see the troop's goal. You can click the link to go to the troop site, and you can see any sales that have come in for the troop link.

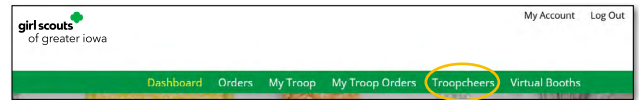
My Troop Orders



See page 31 in the Virtual Booth section to read more about Troop Booth delivery orders.

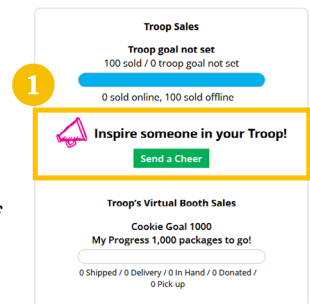


Send a Cheer!

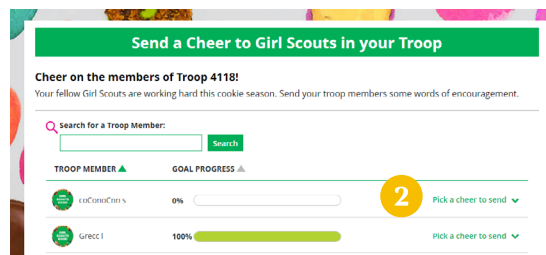


You can help inspire Girl Scouts in your troop by sending a cheer to celebrate their achievements or encourage them to keep reaching for their goals.

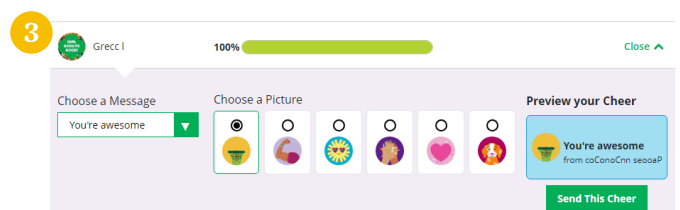
1. Troop volunteers can **Send a Cheer** from the button on your homepage or the **Cheers** tab.
2. In the Cheers module, you can see the Girl Scouts in your troop and the percentage of their sales towards their goal.



You can then select that **pick a cheer to send** drop-down next to the name of the Girl Scout you wish to cheer.



3. Volunteers will see a choice of .gif images and short messages you can send. As you select the message and image you will see a preview of the cheer and then can click **Send this Cheer**.



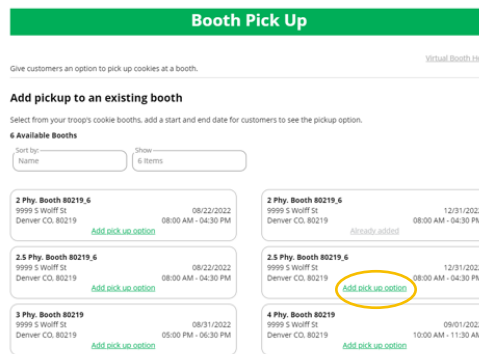
The Girl Scout will then be able to see the Cheer on their dashboard. Girl Scouts are unable to send a Cheer back to volunteers or customers.

The ability for customers to purchase from your troop can happen at a booth or virtually using Digital Cookie. One great feature your troop can offer customers is the option to pre-pay for an order for pickup at a cookie booth your troop has scheduled. Let customers know that if they choose that option, you are sure to have the cookies they want and it speeds up their cookie buying process; no waiting outside in the cold and rain to make an order!

To activate that for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.

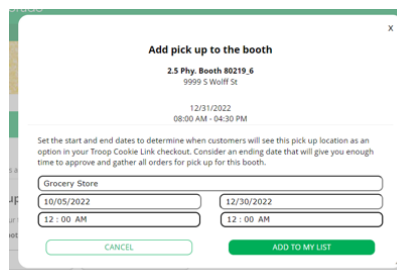
SETUP

1. Start by navigating to the **Virtual Booths tab** on your troop dashboard. Select an existing cookie booth from your list by clicking on **Add Pick-Up Option**.

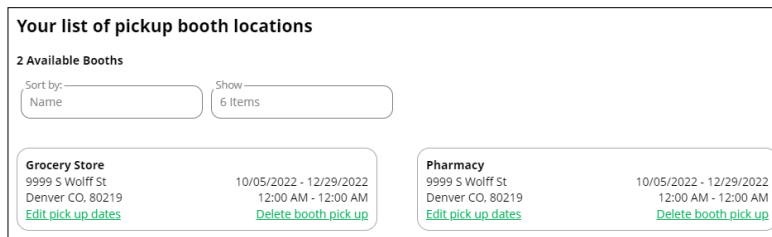


2. Once you have selected a booth to add a pickup option to, you will need to enter a few details about when the customer will see that pickup location as an option.

PRO TIP! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.



3. If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.



Important! If you cancel a booth in Smart Cookies, you must also delete the booth from Digital Cookie so customers can no longer select it as a pickup option.

Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them.

CUSTOMER VIEW

When the customer gets your troop link and wishes to make a pickup order, here is what it will look like for them.

1. They select **I'll pick up the cookies** as an option at checkout.

CHOOSE YOUR DELIVERY METHOD
Delivery methods cannot be combined.

- Ship the cookies
* 4 package minimum. [See details](#)
- Have Girl Scout Troop 12359 deliver the cookies
* Have your order delivered for free. [See details](#)
- I'll pick up the cookies
* Select a local place, date and time to pickup your order. [See details](#)
* This method might be affected by COVID-19 restrictions.

2. They will be asked for a ZIP code and see your booths with pickup options closest to that ZIP code. They will select with booth location and date/time they want to pick up those cookies.

Pick Up Your Order

Find a location where this troop will have your order ready to pickup on the date and time indicated.

ZIP Code: Sort By:

SEARCH

| | |
|--|---|
| Grocery Store 123 Main Street Trefoil, Iowa 12345 1.5 Miles | Hardware Store 975 2nd Street Trefoil, Iowa 12345 3.7 Miles |
| <input checked="" type="radio"/> Monday, February 12 6:00 PM - 8:00 PM | <input type="radio"/> Saturday, February 17 10:00 AM - 1:00 PM |

CONTINUE **CANCEL**

3. The checkout screen will automatically populate the address as the pickup location.

Customers will receive an email letting them know their order needs to be approved and letting them know if it was approved or not after you review it. If it was approved, it will also remind them of when/where they are picking up their cookies.

Order Checkout

PICK UP INFORMATION

First Name Last Name

(Other Company Name/Address)
Grocery Store

Address 1
123 Main Street

Address 2 (optional)

City State ZIP Code

Phone Number

Billing Email (In case we need to reach you)

CONTINUE

ORDERS

As customers order cookies to be picked up at your cookie booth, those orders will need to be reviewed and approved within 5 days of the order being placed.

1. To review the orders, navigate to your **My Troop Orders**.

Digital Cookie Orders to Pickup

Running a Good Business
Keep track of what's been ordered, when it's approved, and when it's delivered.

5 Orders to approve for Pickup
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Select all in view [Approve Order](#) [Decline Order](#) [Show 5 Items](#) ▾

| Order # | Cookie Pkgs | Paid by | Deliver to | Delivery Address | Order Date | Days left to Approve |
|--|-------------|----------------|----------------|-------------------------------|------------|----------------------|
| <input checked="" type="checkbox"/> 05119495 | 6 | Jasmine garcia | Jasmine garcia | Chautauqua Mall, Lakewood, NY | 10/15/2021 | 5 |

2. Scroll down until you see the pickup orders section, below the delivery section.

.....

4 Orders to Pickup
Click on a name to mark when the cookies were pickedup. ⓘ

Select all [Order Pickedup](#) [Export Orders](#) [Show 5 Items](#) ▾

| Order # | Cookie Pkgs | Deliver to | Delivery Address | Order Date | Initial Order ⓘ |
|-----------------------------------|-------------|----------------|-------------------------------|------------|-----------------|
| <input type="checkbox"/> 05119495 | 6 | Jasmine garcia | Chautauqua Mall, Lakewood, NY | 10/15/2021 | |
| <input type="checkbox"/> 05119045 | 8 | Leslie Thomas | Chautauqua Mall, Lakewood, NY | 10/7/2021 | |

You can check the box in front of the customer order to approve or decline it. If you approve it, it will move into the Orders to Pickup section.

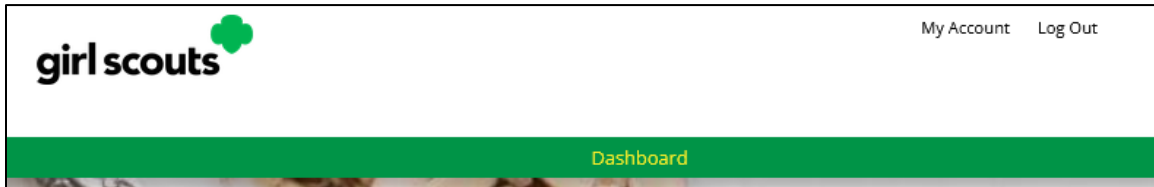
In Orders to Pickup you can click on any of the column headers to sort the orders. You can also check the boxes in front of the orders to select some or all the orders to export to get a list of orders to prepare for your booth sale. When the customer has picked up their order, be sure to mark the order as Order Picked Up so that it will clear out of your list of orders that need attention.

Service Unit Volunteer Access

Service unit volunteers can use Digital Cookie to monitor their service unit's digital sales, as well as run Order Data reports for troops, and can even check if a Girl Scout has registered to use Digital Cookie and set up their site.

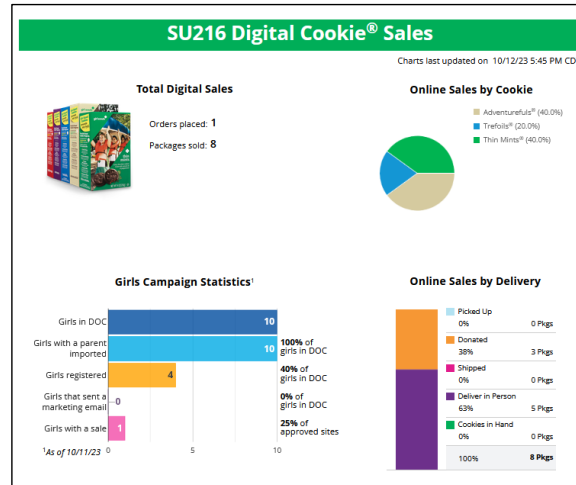
Use the link in the registration email. Find details on page 2.

Once logged in, volunteers will see their Dashboard.



ONLINE SALES AND MARKETING

The online sales and marketing section represents a rollup of data from the troops in your service unit. It is a great way to see how troops are progressing through the season.



TROOP REPORTS

Volunteers can pull a report of orders by troop in this section.

The Order Data report consists of the following details and more:

Troop Number

Girl Scout first and last name

Order details

Order details include:

- Order number
- Order date
- Order type
- Billing name
- Shipping name
- Gift box qty
- Each cookie variety qty
- Donation qty
- Total packages
- Total cost
- Refunded packages
- Shipping cost
- Order status
- Date order approved
- Date order rejected
- Customer's second choice (cancel order or donation)

Reports

Report Type: Order Data

Council: Service Unit: Troop:

GIRL SCOUTS

Search for all Girl Scouts in a troop OR a specific Girl Scout in your service unit to see if they have set up their site, to view their Digital Cookie link, and to see if the Girl Scout has emailed customers or has any packages sold or orders that need to be approved.

Girl Search

To see troop information on girls, click "See Details"

Council Service Unit Troop

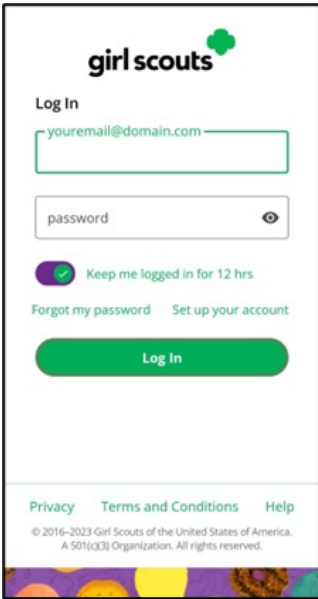
Girl Scout

[Reset](#) [See Details](#) ⓘ

Girl Scouts

| Girl Name | GSUSA ID | Parent Name | Parent Email | DOB | Site Live (Y/N) | Customer (Link) | Customers Emailed | # of Pkgs | Orders Pending Approval |
|-----------|-----------|--------------|----------------------|------------|-----------------|-------------------------------|-------------------|-----------|-------------------------|
| Daisy Low | 106433924 | Juliette Low | Juliette@cookies.com | 04/02/2011 | Y | ccgrg46999953 | 0 | 8 | 0 |

DIGITAL COOKIE APP



Girl Scouts and troop volunteers can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site as well as the troop site.

Users will start by downloading the Digital Cookie Mobile App from the iTunes or Google Play Store. The app is free and can be found by searching for Digital Cookie Mobile app. Users should download a new version of the app every year.

The same email and password used to access Digital Cookie is the same to log into the mobile app. Note: Before the app will work, the TPM must set up and approve the Troop's Digital Cookie Website and the Parent/Guardian must set up and approve the Girl Scout's Website.

Once a user is logged into the app, they see the different accounts available. The user will select which account they want to use. The Girl View is used to take sales on behalf of a specific Girl Scout. The Troop View is used to take sales on behalf of the troop and not an individual, for example at a troop booth.



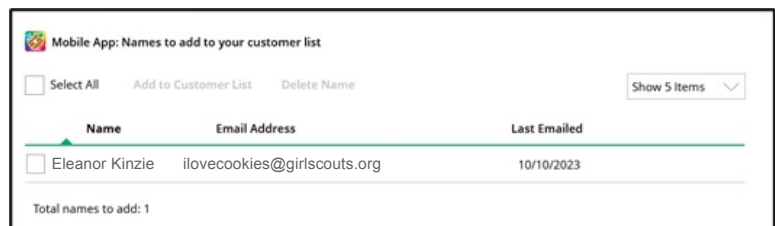
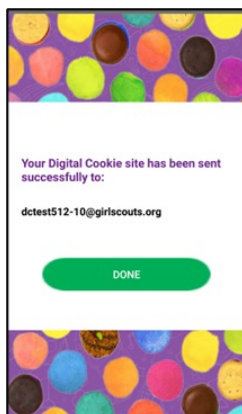
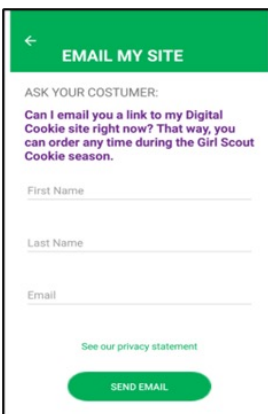
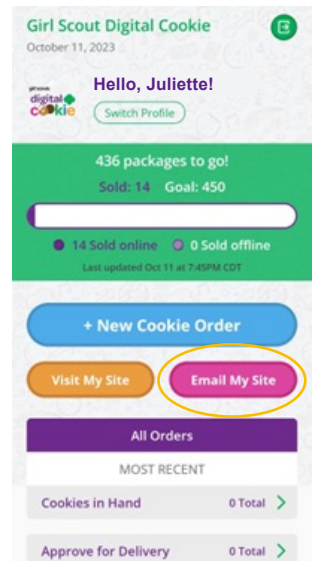
LOGGED IN AS GIRL SCOUT

From the home page, the user can select **New Cookie Order**, **Visit My Site**, **Email My Site**, or **All Orders**.

EMAIL MY SITE

Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.

The customer's information will populate into the Girl Scout's Customer tab in Digital Cookie under the Mobile App section. The Girl Scout will need to add the customer to their list prior to sending additional emails or to keep the customer for future seasons.



VISIT MY SITE

Visit My Site is used to see the Girl Scout's QR code. Girl Scouts can then show the customer their phone for the customer to scan the QR code which will take them directly to the Girl Scout's site to make a purchase.

NEW COOKIE ORDER

New Cookie Order is used to take cookie orders directly through the app.



1. Click the **New Cookie Order** button to be taken to the order screen to enter which cookies the customer wants to order by using the + **and** - buttons. Once the correct number of cookies have been selected click the **CHECKOUT** button.
2. Select how the customer would like to receive their cookies. After marking the selection, click **continue**.

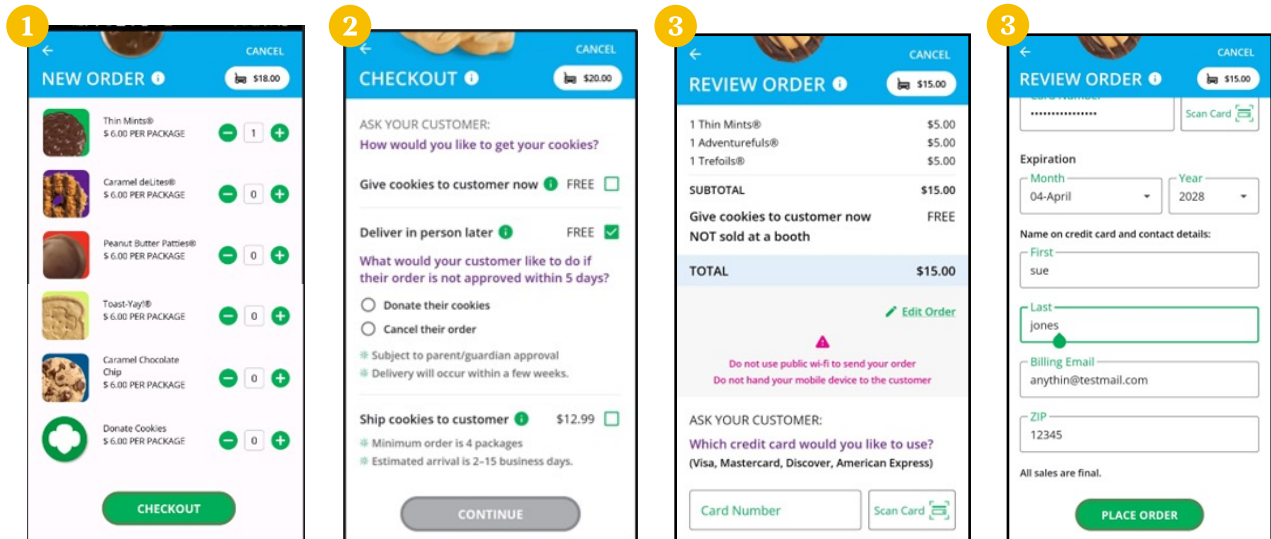
If deliver in-person later is selected, the Girl Scout will need to ask the customer what they would like to do if their order can't be approved by the parent/guardian within five days, the same as all delivery customers are asked at checkout. Once the selection is made, they can continue with the checkout process.

3. Review order and enter customer and payment details. Girl Scouts can review the order with the customer and gather the customer's information including payment details.

If the order is shipped or delivered, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to.

For In-Person Delivery orders (give cookies to customer now), an address is not required, only the customer's name, email address, and billing ZIP Code.

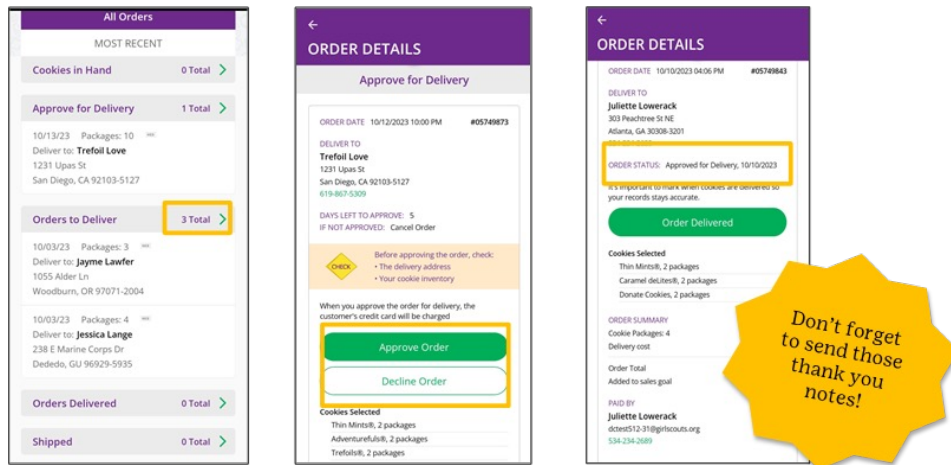
After completing the required info, click review or place order depending on the order type. Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!



ALL ORDERS

All Orders is used to view all the orders visible by delivery method.

1. Click the **green arrow** to view all orders under that specific delivery method.
2. See order details. Click the **green arrow** next to the order, the details will appear. Users can then review the order, see the status, and depending on the type of order and status, the user can approve/decline the order or mark it as delivered.

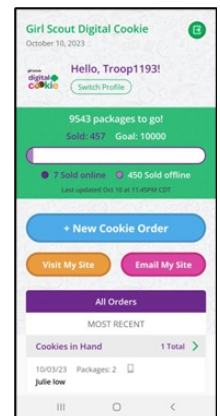
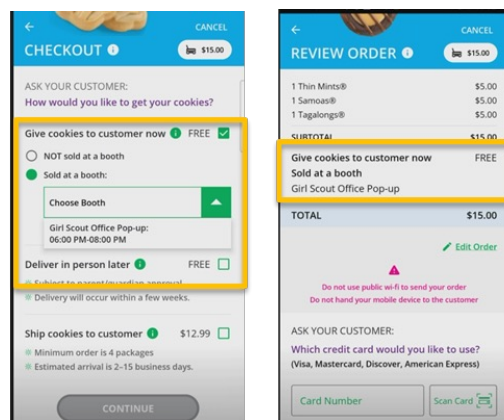


LOGGED IN AS TROOP

When users are logged in as the troop, they will see the same dashboard as if they were a Girl Scout and have the same choices **New Cookie Order**, **Visit My Site**, **Email My Site**, or **All Orders**. Many of the steps taken as a Girl Scout are the same as a troop. This section will focus on the different functionality.

NEW COOKIE ORDER

When processing a new order, during the checkout steps if the selection Give cookies to customer now is selected, the user will see additional options. Depending on the council's settings, once a user has selected Sold at a booth they may be able to select that specific booth. When reviewing the order users can see which booth was selected.



APPROVING ORDERS

All users when logged in as the troop will be able to view and approve/decline orders the same way Girl Scouts can above. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.

CUSTOMER SUPPORT HELP

| | |
|---|---|
| <p>SMART COOKIE SITE</p> <p>For ABC Smart Cookie access, registration, booth submissions and tech issues, contact the Smart Cookie Tech Team.</p> | <p>For questions pertaining to the Smart Cookies Site, email: ABCSmartCookieTechSupport@hearthsidefoods.com</p> |
| <p>DIRECT SHIPPED ORDER QUESTIONS</p> <p>Contact ABC Bakers directly for questions about tracking direct shipped orders or for quality issues.</p> | <ul style="list-style-type: none"> ~ Order Status Page ~ Customer FAQs ~ Contact Customer Support (order issue) |
| <p>DIGITAL COOKIE WEBSITE</p> <p>Use these resources for assistance with site set up, reports, customer lists, order viewing and mobile app issues.</p> | <ul style="list-style-type: none"> ~ Volunteer FAQs ~ Parent/Girl Scout FAQs ~ Contact Customer Support with a System Issue |
| <p>DIGITAL COOKIE REGISTRATION & IN-PERSON DELIVERY INQUIRIES</p> <p>Contact GSUSA's Digital Cookie team for issues with registration or system information.</p> | <ul style="list-style-type: none"> ~ Volunteer FAQs ~ Parent/Girl Scout FAQs ~ Contact Customer Support with Registration Issue ~ Contact Customer Support with Account Information Issue |
| <p>OTHER</p> | <ul style="list-style-type: none"> ~ Contact Customer Support with Other Questions ~ Provide Feedback to Customer Support |