

GETTING STARTED

What do you most recommend for us new Troop Product Managers (TPMs) who are nervous?

Read your [Cookie Program Kit](#) front to back! This is found on [The Bridge](#) in Product Program Cookies in the Getting Started section. We also highly recommend attending in-person trainings if possible. They are great for camaraderie and the connections you can make, especially for your first year and beyond. You will find it super helpful to hear other experiences and share in the excitement, and it gives you a sounding board amongst other TPMs.

RESOURCES AND TOOLS

What is The Bridge?

A one-stop-shop for everything program related and one of the biggest tools for your cookie program at Girl Scouts of Greater Iowa (GSGI). Here you'll find resources that are updated weekly, including training registrations and recordings, program guides, forms, tools for service units, troops, and Juliettes, reward panels, and so much more! Find it at gsgibridge.com.

Where can dates and forms mentioned throughout the training be found?

Find these on [The Bridge](#) and in your weekly Shout Out! Newsletters.

Where do I find the Product Program Permission Forms?

Permission forms were shipped with your TPM packets, additional forms can be found on [The Bridge](#).

If Girl Scouts already have a signed Product Program Permission Form from the 2023 Fall Product Program, do they need another one for the 2024 cookie program?

No, the permission form can be used for the 2024 cookie program.

Do we need to request Rally Kits?

Yes! You can find a request [form here](#) if you have a large troop. If you don't, we highly recommend hosting a rally with other troops to get the Girl Scouts excited!

When do the Rally Kits arrive?

They begin being mailed out the first week in January, depending on what date you indicate you are hosting your rally.

Where do I get receipt books?

Receipt books will arrive in your initial materials kit. You can request additional receipt books from your Cookie Cupboard. You can also request additional supplies at your Cookie Cupboard, including order forms and materials in Spanish. You can email GSGI at info@gsiowa.org if you need the materials before your trip to a Cookie Cupboard.

ONLINE SYSTEMS

What is ABC Smart Cookies?

This is the baker website that TPMs and SUPCs use. Whether it's checking your cookie dashboard, tracking averages, orders and transfers, direct ship tracking and totals. Use this tool to set your requests for the Booth Lottery, find topic-focused Smart Cookie video trainings, track finances, and enter reward orders.

Will Girl Scouts themselves not use Smart Cookies this year?

This is correct, Girl Scouts will only use Digital Cookie. This is great news, too! Digital Cookie should be more attuned to Girl Scouts' use and provide a better experience for their customers.

What exactly is Digital Cookie?

A new system this year, Girl Scouts can set up and manage virtual cookie sales using this online sales site. This will support the Girl Scout and families with visibility to the troop's online activities and be the online storefront Girl Scouts can share with their friends and family near and far.

When should Girl Scouts receive emails to register for Digital Cookie?

Watch for this in email boxes January 17, 2024. TPMs will also be receiving their registration emails this day.

Does Digital Cookie allow the scanning of credit cards for easier sales? Can this be used at booths?

Yes and yes! Some troops also choose to use Clover Go.

Will the TPM logins for Smart Cookies and Digital Cookie be separate?

Yes! Use two different logins for these programs.

If I am a parent AND a TPM for our troop, do I register for each?

Yes, and you can still use one email for the username. You will use Smart Cookies for your TPM role only. In Digital Cookie, you can toggle/switch between your Girl Scout and the troop, or additional Girl Scouts within your family.

Is there a way to filter the roster in Smart Cookies into alphabetical order?

Yes! It does not default this way, but here is how: click on the column header you want to get into alphabetical order, find and click the option you want to filter as.

INITIAL ORDERS

For Juliettes, are the initial troop orders being sent to their homes?

The Initial Orders will be sent to your Service Unit Product Chair (SUPC) delivery station. This unless you have chosen to be part of the Mega Drop, then your pickup will be at your Mega Drop location.

In Smart Cookies when figuring out Initial Orders, is this a working document? Meaning, can we keep editing without ordering until January 11?

Yes! You can get in and keep editing until 11:59 p.m. on January 11, at that point the order goes live and gets processed.

When do Initial Orders arrive?

They will arrive February 1-8. Delivery can be affected by weather and other factors.

What is the last day for Initial Orders?

This is a hard date of January 11 at 11:59 p.m. The system will automatically move to order January 12 at 12 a.m.

How do you pay for the initial cookie order?

Dates to remember: February 29 and April 4! On these dates, balances owed will be auto-withdrawn from the troop's bank account. The first auto-withdrawal on February 29, will include all Initial Orders + the first few weeks' cookie orders (\$1.50 per package). On April 4, final balances will auto-withdrawn and include the rest of your orders. You will receive an email about a week ahead of the auto-withdrawal as a reminder. Troop Proceeds will remain in your account at this time. Watch your weekly Shout Out! Newsletters for important dates.

How much do we pay per package of the Initial Order?

\$1.50 per package ordered through February 16.

BANKING AND FINANCES

If I have the same bank account as before, do I have to enter this again?

Yes! For security reasons, this information is not carried over each year and must be entered again.

Can Cookie Dough be used to pay for next year's membership?

Yes!

Where can Cookie Dough be spent?

Awarded in April, this gets emailed to each Girl Scout as a digital account number and can be spent on GSGI program events, summer camp registration, in the shop, or even next year's Girl Scout membership!

How do the Troop Proceeds percentages work? Are Troop Proceeds increased based on PGA or actual number of packages last year?

Both! Please look at your [Cookie Program Kit](#), page 25 for details and several examples.

JULIETTES

How long do deposit-only cards for Juliettes take to arrive?

These can take 4-6 weeks to get to you from the bank and must be requested.

REWARDS

Where do I get the patches mentioned in the training?

The Cookie Share patch will be delivered with the rest of the cookie program rewards in the Spring. The others can be purchased at your local leadership center or Girl Scout online shop.

Are rewards cumulative?

Yes, unless a girl opts-out for a higher reward (in the purple box on the Reward Panel)! Girl Scouts get to pick a prize out of each level as they level up, and automatically get an Instant Reward for each level achieved!

How does the Girl Scout receive their rewards?

All rewards for cookie season get shipped to the Girl Scout's home, we will be verifying addresses towards the end of the cookie season, so please let your parents know to be on the lookout for those emails in their inboxes.

Are the troop experiences cumulative or only at the highest level earned?

They are cumulative!

What if I need more Instant Rewards?

Contact us at info@gsiowa.org or call us at 800-342-8389 to let us know what items you need.

DONATIONS

How do I donate a virtual purchased cookie?

These boxes come out of the GSGI's supply for donations. They are distributed to a number of council partners, for example last year over 40 donation facilities received cookies! See page 20 of your [Cookie Program Kit](#) for more details.

How do I handle in-person donations for Cookie Shares?

Troops may choose to apply monetary donations to cover the cost of cookies remaining in the troop inventory at the end of the season. The troop can then choose a local charity or organization to receive the donated cookies, and troop members can make the deliveries. This is a wonderful way to help manage your inventory down to zero!

What is flat rate vs subsidized shipping?

With the direct shipping program, when a customer purchases from a Girl Scouts online storefront, there is a flat-rate shipping fee of \$12.99 (4-8 packages) or \$14.99 (9-12 packages). If there is a purchase of 6-12 packages Girl Scouts of Greater Iowa subsidizes the shipping bringing the shipping total for those orders to \$7.49. Virtual cookie purchases do not have a shipping cost at all and there is a 4 package minimum order for all direct shipments this year.

BOOTHS AND LEMONADE STANDS

How do I edit a Troop-Secured Booth in Smart Cookies?

Simply click somewhere on the line of the booth you want to alter (it does not highlight where you click!), then hit your arrow key to the right until you see the 3 dots, click on this to open additional options, and alter the lines entry.

Can we set up a booth in a public space like a city park?

You can put in an ask anywhere, get creative! We have seen them at parks, and all types of set ups. Contact your local government office if there are any questions with public spaces or parks. Find more resources for this in [The Bridge](#) in Product Program Cookies!

You can learn more about cookie booths on page 17 of the [Cookie Program Kit](#), and find resources on The Bridge under Booth Sales.

Where can I request a Council-Secured Booth reservation?

In Smart Cookies! Enter your booth lottery choices by January 3 at 11:59 p.m. The lottery automatically runs on January 4. After the lottery runs there are still more ways to reserve those booth spots with First Come, First Serve (FCFS)! Find out more on page 16 in your [Cookie Program Kit](#).

Can lemonade stands be requested from Smart Cookies?

You can begin requesting a Council-Secured Booth location for lemonade stands for any open booths starting February 14. More information will be provided in upcoming weekly Shout Out! Newsletters for how to request them.

Does a lemonade stand count towards the \$6 booth credit per 2 hours?

They do not count towards this credit.

What is the Do Not Call List for booths? Where can it be found?

These are Council-Secured Booths that are established as Do Not Call for several reasons. Some Council-Secured Booths are large establishments wanting to host cookie booths, but not wanting to handle scheduling requests from multiple troops. Others include malls or events where GSGI pays the

booth fees to provide awesome locations for a cookie booth! Finally, there are booths simply to provide a location for rural troops to have options in their greater areas that may provide ability to reach more foot traffic than their local community may provide.

What are Premium Council-Secured Booths?

These Council-Secured Booths are the highest foot traffic booth locations we can provide and are reserved using PGA (Per Girl Average) awards and the booth lottery. These booths mostly represent breweries, tradeshow, events, or malls. Reminder! Get your booth lottery choices into Smart Cookies beginning December 5 through January 3 at 11:59 p.m., with the lottery running on Thursday, January 4.

RISK-FREE COOKIE CHECK OUT

What are Risk-Free cookies?

During Risk-Free Cookie Checkout beginning the week of March 10, troops and Juliettes can pick up all varieties of cookies that are still in stock at Cookie Cupboards. That means you can place a Planned order on March 10 based on anticipated sales (including cookie booths) and then return remaining cookies that don't sell (up to the quantity checked out). See page 10 of the [Cookie Program Kit](#) for details.