2019-20 Smart Cookies
Caregiver/Girl Database Guide

Website: https://abcsmartcookies.com/

Last Updated: 11/8/2019
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Gaining Access to Smart Cookies

The following requirements must be met for parents/girls to gain access to Smart Cookies:

- **Girl must be registered for the 2020 membership year**

As long as the girl has registered to Girl Scouts, as soon as a girl upload is done (at least once per day, sometimes more) in Smart Cookies, an automatically-generated email, from a no reply address (noreply@abcsmartcookies.com), will be sent directly to the email the girl was registered to:

```
Dear Girl Scout Parent/Guardian,

Girl Scout Cookie season is starting soon! We invite you to register your daughter on the ABC Smart Cookies website so she can set her cookie sales goals and start managing her cookie program!

By allowing your daughter to register for the ABC Smart Cookies website you are providing consent for ABC Bakers to collect the following information: Your daughter’s first name, last name, nickname, grade level and t-shirt size. Parent/Guardian first and last name along with their email address.

To let your daughter set up her account and register to the ABC Smart Cookies website, click on the link below:

https://abcsmartcookies.com/#/registration?token=cf84039-b217-455b-b27e-0e7f5c59de4d

Once your daughter’s registration is complete, we will provide you, via email, with her Username and Password to login to the ABC Smart Cookies website.

If you do not wish to allow your daughter to register and access her ABC Smart Cookies account online, please disregard this email.

Thank you,

The ABC Smart Cookies Team

COPPA Statement | Terms and Conditions

This email may be promotional.
```

Note: If there is a question/issue regarding girl registration, please contact customercare@gsema.org.
Registering to Smart Cookies

Once you click the unique link in the email, you will be sent to the following page:

Required Fields (some may be pre-filled; check for accuracy):
- Parent Phone Number
- Username
- Password
- Re-enter Password

Once all fields have been filled out, click “Submit”.

Note: You can also select a T-Shirt size at this time, as that will help when the recognition order is created. If earned, the size will automatically appear in the order.

After you click “Submit”, a confirmation page will appear:

You've successfully registered!

Let’s get started with your Girl Scout Cookie Program, Travis! Go to www.abcsmartcookies.com to login!
Logging into Smart Cookies

Click the link on the registration page (https://www.abcsmartcookies.com/#/login) to go to the home page for the Smart Cookies System:

![Smart Cookies login page](image)

Login with your username and the password you selected during the registration process and click “Sign In”.

Multiple Girls linked to same Email (if applicable)

If you have multiple girls with the same email address attached to them (such as sisters), a prompt will appear allowing you to choose which girl to view/edit:

![Choose a user account](image)

Click the radio button next to the girl you want to view and click “Apply” to be taken to that girl’s dashboard.

Note: Girls cannot be combined into a single dashboard in order for you to see both at the same time. You will need to switch between girls to see each of their information (see next section).
Switching between Girls (if applicable)

When you are logged in under one girl’s profile and want to switch to another’s, you will start by clicking the person icon in the far top-left corner of the page:

You will see options for “Switch User”, “Edit Profile”, and “Sign Out”. Click on “Switch User” and the prompt that appears when you first login will appear:

Select the appropriate girl and click “Apply”. This will take you to that girl’s dashboard.

Note: If you are also a Service Unit Cookie Mentor or Troop Cookie Coordinator, you cannot access these roles from the Girl account. You will have a separate login for these roles.
The Girl Dashboard shows you a high-level view of girl activity, individually, as well as within the context of the troop. You are also able to set a personal goal by typing a number into the “My Goal” box at the far-right of the ribbon next to your name (HIGHLY RECOMMENDED):

Below this ribbon, you can see the recognition levels and even set one as your goal for the length of the program. You can click on each of the boxes under their ranges to see the individual items available at a given level:

Also, you can make one of the recognition levels your goal by click the “Make this level my goal” button. A star will appear at the range you have selected as your goal to remind you on subsequent visits.

Below the recognitions section is where you can view your personal selling progress and the rest of your troop’s selling progress:
The following boxes appear:

- **Sales credited to me** – shows any packages assigned to you through transfers of packages from your troop leader for booth sales, any packages for Cookie Share/Donations, Direct Ship/Online, and shows a summary of finances based on what has been assigned

- **Packages sold (from on hand inventory)** – shows any packages you have received through girl delivery (for you to deliver to customers physically) or if there are any others you sold based on door-to-door sales – this allows you to keep track of any packages you have promised to sell, but still need to receive them from your troop for distribution to customers

- **Troop Progress** – shows you the troop’s package goal and how many packages have been sold to reach that goal, updated throughout the length of the program

- **Top Sellers** – shows the top selling girls in the troop, how much has been assigned to them (sold), and whether or not they are participating in the online portion of the sale; you can also send a cheer to a participating girl by clicking the box that says “Send a cheer...” under the girl’s information – this is a good way to keep others motivated throughout the length of the program

The final section of the dashboard pertains to Virtual Patches:

This allows you to view patches you’ve earned when you participate in fun activities based around the five key skills of successful Girl Scouts: Goal Setting, People Skills, Decision Making, Business Ethics, and Money Management. More information on this section will be explained in the “My Skills” section (see pages 19-21).
Navigating through Smart Cookies

To navigate through Smart Cookies, you will use the ribbon at the top of the page:

There are multiple sections of the database, each with their own set of sub-sections:

- **Dashboard**
- **My Orders**
  - Take Cookie Order
  - Take Direct Ship Order
  - Send e-card
  - Share My Cookie Link
  - Manage My Orders
  - View e-cards Sent
  - My Contacts
- **My Troop**
- **My Skills**
- **Booth**
  - NEW! Take Booth Credit Card Payment
  - NEW! View Booth Credit Card Payments
- **Tips & Tools**
  - Be a Cookie Boss
  - Cookie Rookie
  - Safety
- **Cookies**
- **Resources**
- **Help**

To go to each section, hover over heading and click on the desired sub-section. “Dashboard”, “My Troop”, “My Skills”, “Cookies”, “Resources”, and “Help” all act as their own sub-section, so all you will need to do is click them.

Next, we will discuss each section in more detail.

*Girl Dashboard – see pages 6-7*
My Orders

There are two primary types of online orders girls can provide their customers, with the help of social media and e-cards:

- **Direct Ship** – this option allows the customer to purchase AND pay for all cookies they want online without intervention from the troop or the girl/parent. Cookies will be shipped to the customer directly. The troop and girl never see the physical packages.

- **Girl Delivery** – this option, once an order has been placed, requires the cookies to be reserved for pick-up, at a cupboard, by the Troop Cookie Coordinator. Upon delivery of cookies, you can collect money by cash OR credit card (by entering information into Smart Cookie app) – if payment is made by credit card, the troop’s balance is adjusted automatically in Smart Cookies.

Note: The main difference between the two options is the need to pay for shipping. For the Direct Ship option, the customer will be charged an additional shipping fee, whereas with the Girl Delivery option, the shipping fee is waived and not necessary, since the girl will be handling them.

Important: Once a Direct Ship order has been submitted and paid for, the girl is automatically credited with the packages sold.

Take Cookie Order

From this page, you can take an order from a customer in-person and it counts as a girl delivery order, one which needs to be given to the Troop Cookie person for a Planned Order and given to the girl to deliver personally.

To begin:

- Enter as much information as you have for the customer (Email Address, First Name, and Last Name are required) – select “Save to my contact list” for future e-card sends (if applicable):
Enter the details of the order, by variety, in packages:

If you do not have the cookies on-hand, you can designate the order as “Ordered”. If you do have the cookies on-hand, you can go ahead and designate the order as “Delivered”. There is also an option if the customer decides to cancel the order. Then, you can designate whether the customer has paid or not, this is essentially a virtual order card:

Click “Save” and this will bring you to the “Manage My Orders” page (more details on pages 14-15)

Important! Once an order is designated as “Delivered” and “Paid”, no edits can be made to the order. Marking the order “Paid” will also give you the option to say what type of payment it was. You can select “Cash”, “Check”, and “Credit Card”. If “Credit Card” is selected, you will be prompted to enter the information on the page that appears.

Take Direct Ship Order

From this page, you will do the same process for a customer that you did with the “Take Cookie Order” process, but the customer would be required to give all mailing and billing information, as well as, pay up-front for cookies that would be directly shipped to them, as opposed to the girl giving them or delivering them at a later time.
Send e-card

The Send E-card page shows you the process in which an e-card is sent to customers: Select Contact -> Delivery Type -> Create Message -> Review & Confirm:

The first thing you will need to do is to build your contact list. There are two other ways to build your contact list (see first step of “Take Cookie Order” for the first mention of adding contacts – page 9):

1. At the bottom of the “Send E-card” page by entering the customer’s first name, last name, and email, then selecting whether they would receive an English or Spanish e-card, then clicking the big ‘+’ button at the far-right:

2. Hover over “e-card” in the navigation ribbon and click “My Contacts” – this section allows you to import a contact list or enter them manually (more information on pages 16-18)

After the contact list has been created, you can then select who you want to send e-cards to by clicking the “Send e-card” checkbox (or “Select All” button) under that column name and click “Next”:

Next, you will need to choose whether or not the selected customers receive an invitation to purchase cookies using the Girl Delivery option. All of the e-cards include the Direct Ship option (by default), but selecting Girl Delivery will allow the customer to receive them physically from the Girl Scout. Refer to page 9 to see the difference in the options.

Click the “Girl Delivery” checkbox to give them that option, or leave it blank to default to the customer paying for shipping and have them shipped directly to their mailing address; click “Next”: 
Next, you will make decisions on what information you would like to include in the text of the e-card that goes out to customers:

Click any of the checkboxes next to the information you would like to provide, including your package goal, what your troop is doing with your cookie earnings, your favorite cookie, or, if the customer wants to donate cookies, where they will be going. Click “Next” when you have made your decision(s).

Next, you will be sent to the “Review & Confirm” page which will show you the email message going out to your selected customers, including the information you chose to include on the previous page. Once you are satisfied with the content, click “Send Now!” to send the e-cards to your customers.

Finally, you will see a confirmation page letting you know the e-cards have been sent and you have the option to “View e-card Sent List” or “Send Another e-card”; you can also navigate to another section by using the ribbon at the top of the page:
Share My Cookie Link

The tools page allows you to increase visibility to your customers by adding a link to a user-created video the Girl Scout has made and having it appear in the e-cards sent out to customers. Also, you can share a custom link with your family and friends on social media sites (not transactional/marketplace sites) by copying and pasting the link (see below):

My Video Link

When you send an e-card invitation, you will have the option to include this link in your invitation.

Enter your video link.

Enter your video URL

Submit

Create a video to share.

Create a video to share your cookie sale goals with family and friends.

To upload your video, copy and paste the link in the box above.

My Smart Cookies Direct Ship Link

Share this link with your friends and family via email or social media. When they buy cookies with this link, you will be one step closer to your goal!

https://abcsmartcookies.com/

Copy Link

Select link by clicking Copy Link. Go to where you want to paste it, right click, choose PASTE.
Manage My Orders

Once orders start being received from your sent e-cards, you will be able to view all activity by going to “My Orders” -> “Manage My Orders”:

At the top of this page, you will see four boxes (see explanations below):

- **Total Packages Ordered** – shows total amount of packages that have been ordered through e-cards, regardless of them being Direct Ship or Girl Delivery (for a reminder of the difference between these two types, refer to page 9)
- **Total Direct Ship Ordered** – shows total amount of packages that have been ordered online and paid for automatically by the customer
- **Total Girl Delivery Ordered** – shows total amount of packages that have been ordered online and will need to be physically delivered by the girl to the customer
- **Action Needed** – shows the number of orders needing action, such as girl delivery orders that need to be delivered and paid for
  - The table below these boxes shows the status of different types of orders; you can update their paid status (Yes/No), as well as, if the packages have been delivered or canceled (default is “Ordered”)
  - By clicking the three stacked boxes to the right of each order, you can view/edit/cancel (only for Girl Delivery orders) the order and update the contact’s information (if needed)

Note: Once the customer has paid, you can set the paid status to “Yes” and the delivery status to “Delivered” (the customer will receive a confirmation email as well). The system will save these automatically and update the “Action Needed” box appropriately.
There is now also an option to take new Direct Ship and Girl Delivery orders from this page, instead of navigating through the menu ribbon to select the options. Whichever is selected, the system will redirect to the appropriate pages:

Also, you can now print a report of all of your orders from this page by clicking the “Print Report” link at the top-left of the order table:

The page reformats to a printer-friendly page:

Click the “Close Report” button at the top-right to return to the previous page.
View e-cards Sent

Once e-cards have been sent to customers, you can check the progress on whether they were viewed, ordered from, or if there has been no response at all. The page has four boxes:

- **Invitation Sent** – shows the number of total e-cards sent to customers
- **Viewed** – shows the percentage of customers who have looked at the e-card
- **Ordered** – shows the percentage of customers who have ordered from an e-card
- **No Response** – shows the number of e-cards that have not yet been viewed

Below these boxes, you will see a table showing their status as well. By clicking the three stacked boxes next to each e-card sent, you can view the customized e-card that was sent to that customer.

My Contacts

As referenced on page 9, there is an additional way to add contacts and you would do that by going to “My Orders” -> “My Contacts”.

The existing list of contacts will appear and you can either add new ones manually, or add them by clicking the “Import Contacts” button and uploading a spreadsheet with the contacts. Importing contacts should only be done for a larger amount of contacts (20+), as doing them manually takes virtually no time at all.
To add contacts manually:

- Click “Add Contact” button; the following window will appear:

![Add a new contact window](image)

- Enter the required information: First Name, Last Name, Email, and Language
- Click “Save” when done and the contact will be added to the table list:

![Contact list](image)

To import contacts:

- Click “Import Contacts” button; the following window will appear:

![Contact File Upload window](image)

- Open Excel and following the instructions:
  - The columns must be (in order): first name, last name, email address
  - Do not use column headers
  - Save as type .csv
- Click “Browse...” button to find the file and Open
• Click “Upload” to complete the process and you will receive a prompt confirming the upload has been successful; click “Close”

Note: Uploads set the default e-card language to “English”. If you need to change to Spanish, click the three stacked boxes in the “Action” column next to the correct person’s name and click “Edit Contact”. Once in the edit contact window, click “Spanish” for the language and click “Save” to finish.

Deleting a Contact (if applicable)

In the contact table, you will see your list of current contacts. If you need to clean this list up from year-to-year, you can delete out-of-date contacts.

To delete a contact:

• In the contact table, under the “Action” column, click on the three stacked boxes next to a person’s name:

• Options will appear for editing or deleting, click “Delete”
• A prompt will appear asking if you want to “Delete Forever” or “Go Back”; click “Delete Forever” and the contact will instantaneously disappear from the contact list
My Troop

The “My Troop” page basically reiterates what was shown on the Girl Dashboard (refer to page 7). The only addition to this page is now you can see the cheers received from other girls/troop leader/etc. These appear below the troop goal tracker in the “Your Cheers & Messages” section:

My Skills

As mentioned earlier (refer to page 7), the “My Skills” page allows you to earn Virtual Patches based on activities that you, or your troop, sets. Smart Cookies includes some default activities, with their associated skill, for you to choose from, such as “Make your own goal chart to show how many cookies you want to sell.” (associated with the Goal Setting skill):

Manage My Activity Plans

<table>
<thead>
<tr>
<th>Plan</th>
<th>Activities</th>
<th>Skills</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Make your own goal chart to show how many cookies you want to sell.</td>
<td>Goal Setting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Set a giving goal to sell packages for a donation program.</td>
<td>Goal Setting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make a list of all the people you can sell cookies to -- neighbors, family, friends.</td>
<td>People Skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Practice talking to customers. Be ready to answer questions on what is your favorite cookie or what your plans are.</td>
<td>People Skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Decide how many boxes of cookies you’d like to sell.</td>
<td>Decision Making</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Think of ideas on how to spend your troop money and choose one or two.</td>
<td>Decision Making</td>
<td></td>
</tr>
</tbody>
</table>

You can go through each of these individually, or as a troop, to decide what activities you would like to do, which may help your selling.

Note: Click on the checkbox next to the activity to add it to your plan, or you can make your own custom activity.
Important: Once a checkbox has been clicked, the Troop Cookie Coordinator in Smart Cookies can then see what activities were chosen by the girl and designate whether they have completed this activity so the girl can receive the appropriate Virtual Patch for that skill.

To make a Custom Activity:

- Scroll down to bottom of “My Skills” page and click “Add Custom Activity” button
- In the window that appears, select the skill type (Goal Setting, People Skills, etc.) and enter a description of the activity:

  ![Add My Activity Plan](image)

  - Click “Save” and you will be returned to the previous page

Note: Custom Activities will be added to the existing list of activities, but will show a pencil icon for editing and a trash icon for deletion.

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Skill Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide how many boxes of cookies you’d like to sell</td>
<td>Decision Making</td>
</tr>
<tr>
<td>Take part in activity to increase decision making skill</td>
<td>Decision Making</td>
</tr>
<tr>
<td>Think of ideas on how to spend your troop money and choose one or two.</td>
<td>Decision Making</td>
</tr>
<tr>
<td>Make sure you know the safety rules for selling – talk about safety with your parents.</td>
<td>Business Ethics</td>
</tr>
</tbody>
</table>
If the Troop Cookie Coordinator has gone into their dashboard and designated the girl has completed their activity, the girl will see the Virtual Patch tied to the skill at the very top of the “My Skills” page:

They will also be designated as “Achieved” when the girl logs into their dashboard; scroll to the bottom of the page and you will see:

**Booth**

**NEW! Take Booth Credit Card Payment**

The ability to accept credit card payments via Smart Cookies at booth sales is only available once the troop enters their booth sale into Smart Cookies, and is only available on the day of the booth sale. Credit Card payment via Smart Cookies is available in both the Troop Cookie Coordinator and Girl roles.

**The two new options in the “Booth” section are:**

1. Take Booth Credit Card Payment; and,
2. View Booth Credit Card Payment – allows you to see all previous payments made at booths

To record a Credit Card payment at a Troop’s booth:

1. Click “Take Booth Credit Card Payment”; a list of the booths assigned to the troop will appear
2. Click on the circle next to the appropriate booth sale
3. Click “Apply” and the order page will appear:
4. Enter the packages sold, by variety

Note: Customers can receive an email receipt (optional) by providing their address to the troop.

5. Click “Next”; credit card entry fields will appear
6. Scan or manually enter the customer’s credit card information into the fields:

7. Click “Pay Now”; a confirmation screen will appear when completed:
Important! The reminder will appear letting the customer/troop know that credit card information is not saved.

Tips & Tools

Be a Cookie Boss

This page gives girls/families more information on the program and helpful tips to get started and track progress throughout the program:

**Advanced Cookie Tips**

**GOAL SETTING TIPS**

- **Set SMART goals:** More girls reach their goals when they focus on achievements that are **Specific**, **Measurable**, **Achievable**, **Results-Focused**, and **Time-Bound**—so go into detail and write out your SMART plan for success.

- **Create mini milestones:** Goals are easier to manage when divided into mini goals, like ten boxes each week versus one hundred boxes the entire season. Each time you check off a mini goal, you can take pride in knowing you’re one step closer to reaching your season goals.

- **Track your progress:** Visit your dashboard weekly to set and track your individual goals, monitor your troop goals, and earn virtual patches by completing skill activities.

**COOKIE ENTREPRENEURSHIP**

- **Learn from Last Season:** If this isn’t your first year in the Cookie Program, reflect on what worked and what didn’t from last year—and exchange tips with your fellow Girl Scouts on new approaches you can try out this season.

- **Make the most of Smart Cookies:** Brush up on all the ways you can use Smart Cookies to manage your cookie business with the [Smart Cookies Training Resources](#).

- **Create thank-you cards:** Giving thank-you cards to your customers not only shows your appreciation, but can help build your business by providing instructions for placing future orders.
Cookie Rookie

This page gives resources to girls/families, as well as, provides more information about getting started and how to sell the cookies:

**Cookie Business 101**

**Preparing for Cookie Season**
- Review the five essential skills: Read about the [five essential skills](#) of the Cookie Program to understand the importance of Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.
- Review safety materials: Make sure you and your parents have reviewed and discussed our [safety resources](#) for cookie sellers.
- Set unique goals: Think about what you want to earn and learn from cookie season, including recognition items and personal skills.
- Track your progress: Visit your dashboard weekly to set and track your individual goals, monitor your troop goals, and earn virtual patches by completing skill activities.

**Cookie Business Tips**
- Test your cookie knowledge: Make sure you're familiar with the cookie lineup so you can tell customers everything they need to know about your favorite cookies.
- Register for booth sales: Sign up to participate in your troop's booth sale to gain experience making change, greeting customers, and working as a team.
- Involve your family: Schedule times with your family to sell door-to-door around your neighborhood, and ask if your family members can take your order forms to work.
- Prepare your e-cards: Collect email addresses of friends and family members, and create your very own [Smart Cookies Direct Ship e-cards](#) to let them know how they can support you by ordering cookies online.

Safety

This page gives girls/families information on leading a successful and safe cookie program by providing sensible guidelines to follow:

**SAFETY TIPS**
- Show you’re a Girl Scout: Wear the Girl Scout membership pin and/or Girl Scout clothing to identify yourself as a Girl Scout.
- Use the Buddy System: Always use the buddy system. It's not just safe, it's fun.
- Be Streetwise: Become familiar with the areas and neighborhoods where you will be selling Girl Scout cookies.
- Partner with Adults: Adults must accompany Girl Scout Daisies, Brownies, and Juniors when they are taking orders, selling, or delivering product. Girls grades 6–12 must be supervised by an adult when selling door-to-door and must never sell alone. Adults should be present at a cookie booth in any public place at all times.
- Plan Ahead: Be prepared for emergencies and always have a plan for safeguarding money.
- Do Not Enter: Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- Sell in the Daytime: Sell only during daylight hours, unless accompanied by an adult.
- Protect Privacy: Girls' names, home addresses or email addresses should never be given out to customers. Protect customer privacy by not sharing their information except as necessary for the product sale.
- Be Safe on the Road: Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- Be Web Wise: Review the Online Safety Checklist before going online and take the GSUSA’s Internet Safety Pledge and follow the specific guidelines related to marketing online.
Cookies

Page detailing the cookies offered by our baker, ABC, with additional information (nutritional facts, ingredients, etc):

**Cookie Lineup**

We’re proud to be the oldest, most experienced Girl Scout Cookie baker in the United States. Since 1937, we have empowered and supported the nation’s largest girl-led business, helping provide girls with a program that teaches them essential life skills and creates amazing, year-round experiences powered by cookies.

Learn more about your favorite cookies:

**Caramel deLites**
Vanilla cookies topped with caramel, sprinkled with toasted coconut, and laced with chocolaty stripes.

Learn more about Caramel deLites

**Lemonades**
Savory slices of shortbread with a refreshingly tangy
Resources

This page gives you access to any print materials which may help you through your cookie program, as well as, fun images to make your booths and external content more visibility, and a library of a variety of Smart Cookies training materials to help navigate the system:

**Resources**

Download printables, training materials, and digital art to boost your cookie sales.

**Printables**

Brush up on your cookie knowledge, educate customers, and build your cookie business with print-ready downloads.

[See All Printables]

**Digital Art**

Download Girl Scout Cookie art to decorate your booth and show off your cookie spirit.

[See all Digital Art]

**Smart Cookies Training**

Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers.

[See all Training Resources]
Help

The help page has contact information for technical issues directly to ABC Bakers, the vendor for Smart Cookies, as well as, a Frequently Asked Questions page and a link to submit an inquiry to the vendor:

**Need help using the Smart Cookies platform?**

Call us at 1-800-853-3730 or email us at ABCtech@westonfoods.com

**Questions about our cookies?**

Check out our Cookie FAQ’s or email us your questions or concerns at abcbakers@westonfoods.com

Note: If you have specific questions about the program and are not sure who to reach out to, contact customercare@gsema.org and they will make sure it gets to the appropriate person for follow-up.