

# 2023-24 Service Unit Database Guide



Smart+Cookies™  
POWERED BY ABC BAKERS

girl scouts  
of eastern  
massachusetts

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**Digital Cookie:** <https://digitalcookie.girlscouts.org/login>

**Smart Cookies:** <https://abcsmartcookies.com/>

## Gaining Access to Digital Cookie (DC)/Smart Cookies (SC)

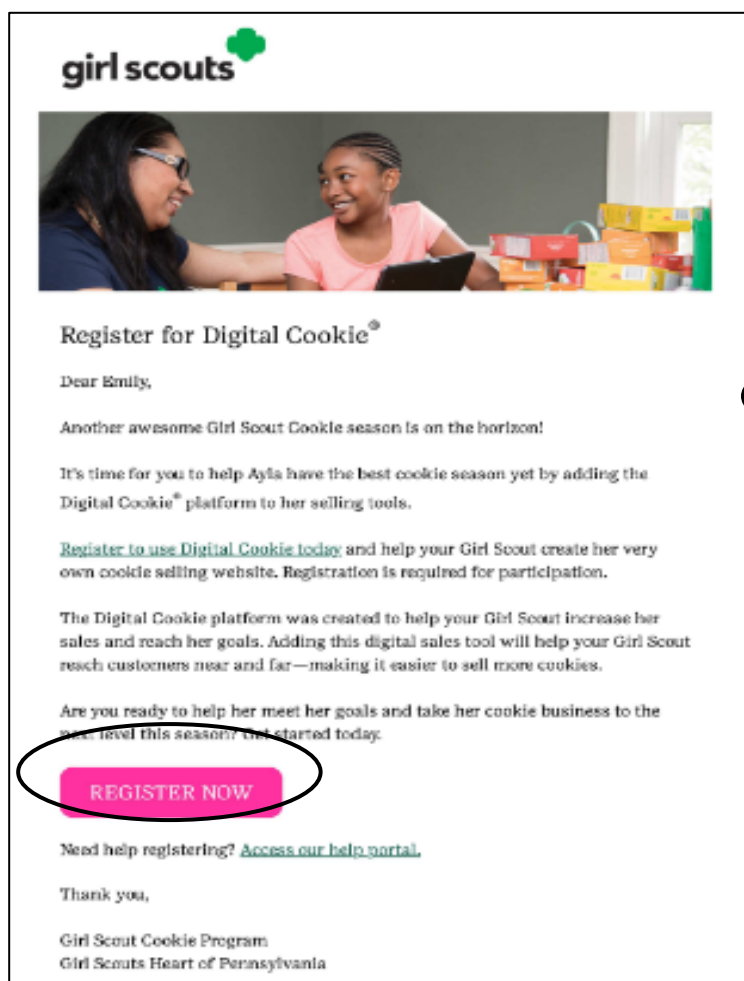
One form needs to be received by Council in order to activate the Service Unit login emails for DC and SC:

- [Service Unit Cookie Mentor Agreement](#)

If you also have a Troop role(s), the following two forms will need to be filled out as well:

- [Troop Cookie Coordinator Agreement](#)
- [Troop Bank Account Information Form](#) – if submitted for the Fall Program, this will NOT need to be re-submitted; it will be carried over automatically into the Cookie Program

Once all forms have been received, and Council verifies your membership and background check, we will create you as a user and automatically-generated emails from [email@email.girlscouts.org](mailto:email@email.girlscouts.org) (for DC) and [noreply@abcsmartcookies.com](mailto:noreply@abcsmartcookies.com) (for SC), will be sent directly to your email address on file (samples below):



Dear Girl Scout Volunteer,

Girl Scout Cookie season is starting soon! To help you get ready for a great cookie season please set up your account and register on the ABC Smart Cookies website, click the link below to get started:

<https://abcsmartcookies.com/#/registration?token=ad85629b-7ea0-416d-80e8-0b5e93a5ebb8>

By registering on ABC Smart Cookies website, you will be able to complete your profile, start managing your cookie sale and have access to all of the resources available on the ABC Smart Cookies website!

Thank you,

The ABC Smart Cookies Team

This email may be promotional.

## Registering/Logging-In to Digital Cookie

Once you click the “Register Now” button in the DC email, you will be sent to the following page:

**Create Your Digital Cookie Password**

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

**Password**

Passwords must be 8-16 characters, include 1 number, capital letter and lowercase letter, with optional special characters !, #, \$.

**Confirm Password**

**Submit**

Digital Cookie will prompt you to create a password. Make note of the requirements for the password, confirm the password, and then click “Submit”. You will then be taken to the homepage for Digital Cookie where you can login with the email address and the password you just created:

**girl scouts**

**Log in to Digital Cookie**

**Email**

**Password**

**Log in**

[Forgot password](#) [Need help to log in](#)

Upon initial login, you may be required to accept a Terms and Conditions agreement for Volunteer Access to Digital Cookie (a close approximation is below):

**You must accept the Terms & Conditions to Participate in Digital Cookie.** REQUIRED

## Digital Cookie

Terms and Conditions for Parents/Guardians of Girl Scouts  
Effective July 30, 2014  
Updated August 10, 2022

Welcome to the Digital Cookie® program! Parents/Guardians must agree and adhere to the below terms and conditions ("Parents/Guardians Terms & Conditions") in order for their Girl Scout to participate in the Digital Cookie program.

The Digital Cookie program is an opportunity for your Girl Scout to create her own Digital Cookie site where her customers can purchase cookies online. Girl Scouts will also be able to download the Digital Cookie mobile application which will enable Girl Scouts to access the Digital Cookie platform to process cookie orders via a smartphone or tablet (the "Digital Cookie Mobile App"). Girl Scouts will also learn and practice the five business skills (goal setting, money management, people skills, decision making, and business ethics) in a modern digital setting.

In addition, because your Girl Scout will be involved with managing and entering information associated with the program online, please carefully review the Privacy Policy before agreeing to these Parents/Guardians Terms & Conditions.

Your agreement to these Parents/Guardians Terms & Conditions constitutes your consent to the [Privacy Policy](#) and consent that your Girl Scout may participate in the Digital Cookie program.

**I will keep my Girl Scout safe during her participation in the Digital Cookie program:**

- I will review the [Girl Scouts Digital Cookie Pledge](#), [Computer Online Safety Activity Checkpoint](#), and [Girl Scout](#)

I hereby, understand and acknowledge that if I do not follow these Parents/Guardians Terms & Conditions or if my Girl Scout does not comply with the [Girl Scouts Digital Cookie Pledge](#) or any of the materials referenced therein, including the [Internet Safety Pledge](#), my Girl Scout's participation in the Digital Cookie program may be terminated.

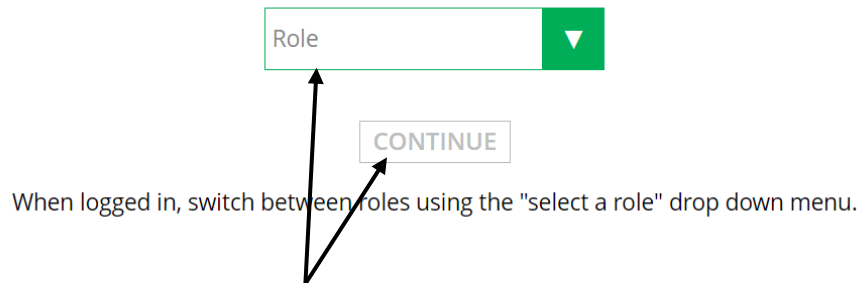
☐ I, Christina Williamson, accept the Terms and Conditions.

[Cancel](#) [Continue](#)

Once you have accepted the agreement, you can click the ["Continue" button](#) that would no longer be grayed-out, and that will bring you to the Service Unit Dashboard for Digital Cookie.

You may also be prompted to select the role you will be logging into (if applicable):

## Select the role you would like to view

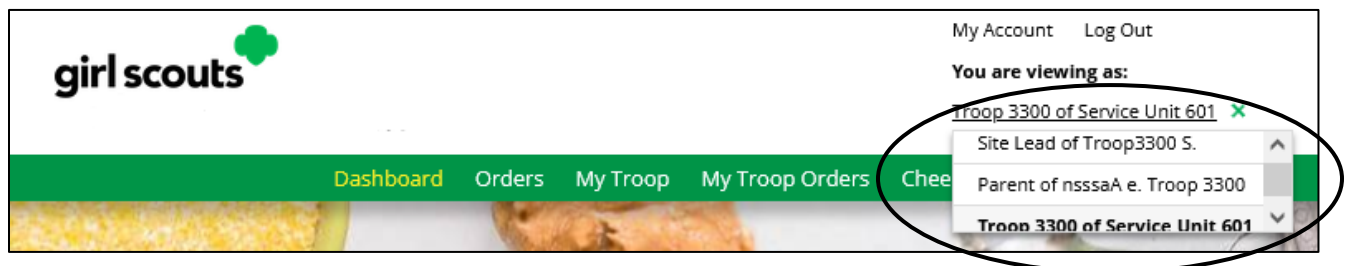


Once the Role is selected, click the “CONTINUE” button to access that user-specific dashboard.

**Note: In the case of a Troop User, you may come across a role designated as “Site Lead”. The role has all of the access of the typical Troop user, but with the added function of setting up the Troop’s site so that the sale can be effectively started for the Troop. There can be only one Site Lead for a troop at one time, but it can be changed to anyone with access to the Troop-level as needed.**

## Switching Roles in Digital Cookie (if applicable)

To switch roles, if you have multiple, at the top-right of the page (below “You are viewing as:”), click the link that lists the current role you are logged in as and a box will appear that will allow you to select the role you would like to switch to:



## Registering to Smart Cookies

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

Required fields indicated by \*

### Service Unit Info

Position	Council
Service Unit Cookie Manager	Training - Eastern Massachusetts
District	
No Specified District	



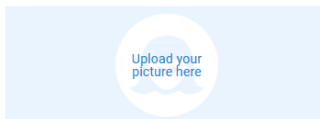
### Contact Info

Home Address *	Fax (Optional)
<input type="text"/>	<input type="text"/>
Address is required	
Suite/Apt. #	Phone Number *
<input type="text"/>	<input type="text"/>
City *	Phone number is required
<input type="text"/>	
City is required	
State *	Zip Code *
<input type="text"/>	<input type="text"/>
State is required	Zip code is required



### Profile Info

First Name *	Create your password that you will use to sign into Unit!
<input type="text" value="Travis"/>	Enter Password *
Last Name *	<input type="text"/>
<input type="text" value="Sammons"/>	Password is required
Email *	Re-enter Password *
<input type="text" value="tsamm426@gmail.com"/>	<input type="text"/>
	Please re-enter your password



By clicking Submit, you are agreeing to the [Terms and Conditions](#)

Submit

Required Fields (some may be pre-filled; check for accuracy):

- Home Address
- City
- State
- Zip Code
- Phone Number
- First Name
- Last Name
- Email
- Enter Password
- Re-enter Password

Once all fields have been filled out, click "Submit".

After you click "Submit", a confirmation page will appear:

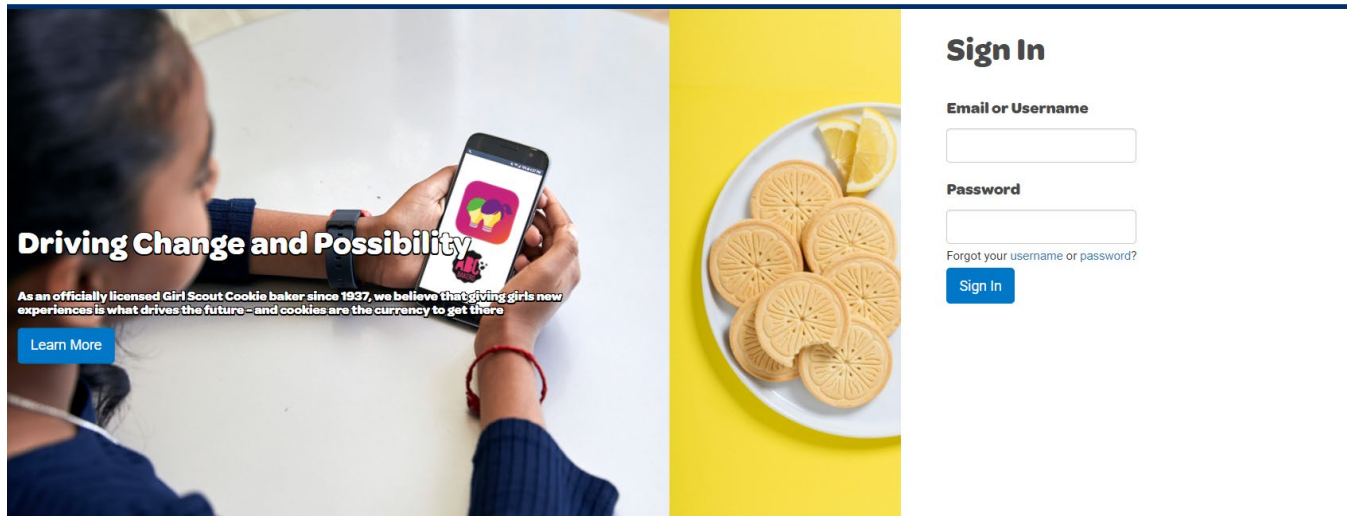
## You've successfully registered!

Let's get started with your Girl Scout Cookie Program, Travis! Go to [www.abcsmartcookies.com](http://www.abcsmartcookies.com) to login!



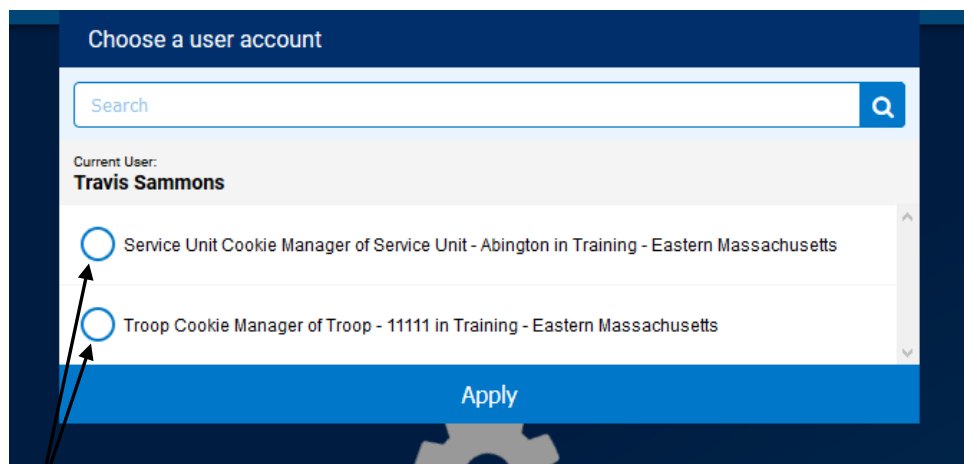
## Logging into Smart Cookies

Click the link on the registration page (<https://www.abcsmartcookies.com/>) to go to the homepage for the Smart Cookies System:



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

**Note: If you only have one role (user for a single Service Unit), you will go directly to the dashboard for your Service Unit. If you have multiple roles (e.g. Service Unit Mentor with troop(s)), a window will appear prompting you to select which role you will login as at this time:**

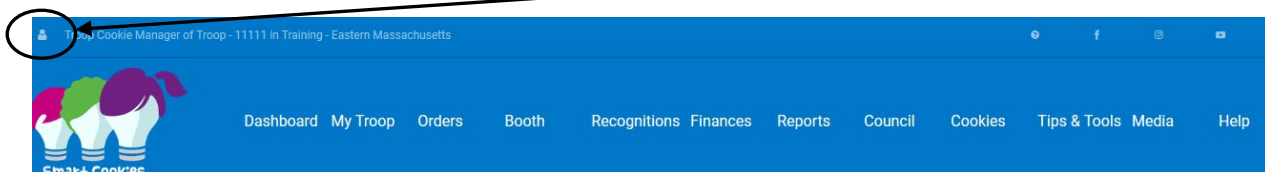


Click the radio button next to the role you will login as and click “Apply”. Now you will be taken to the dashboard for that role.



## Switching Roles in Smart Cookies (if applicable)

To switch roles, if you have multiple (see previous page), there is a person icon in the top-left of the page:

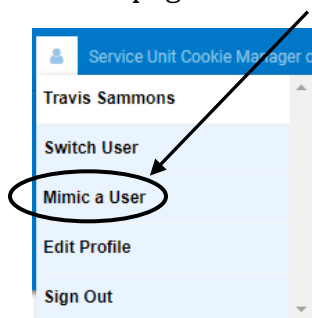


Once clicked, you will have the option to “Switch User” (change roles), “Mimic a User” (see below), “Edit Profile” (change personal information), or “Sign Out”. Click “Switch User” and the previous prompt will appear once again to select a different role. Click “Apply”, and you will be taken to that role’s appropriate dashboard.

## Mimic a User (if needed)

The Mimic a User function allows you to go into a Troop profile, so you can see exactly what they are seeing. This is a great function if they have questions and you can walk through it together.

Click the person icon in the top-left of the page and click “Mimic a User”:



Once clicked, it will bring you to a list of Troop users who have registered in Smart Cookies. Click on the name you would like to mimic and click the “Mimic a User” button:

Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Pi	Fong	pfong@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Jessica	Randall	jrandall@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Michelle	Ambila	mambila@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Jamie	Chelel	jchelel@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Jennifer	LaBissoniere	jlabissoniere@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Katy	Denault	kdenault@gsema.org	Registered
Council	Council Assistant ...	Girl Scouts of Eastern Massachusetts	Cristina	Thibault	cthibault@gsema.org	Registered

Page 1 of 3 (53 items) 1 2 3

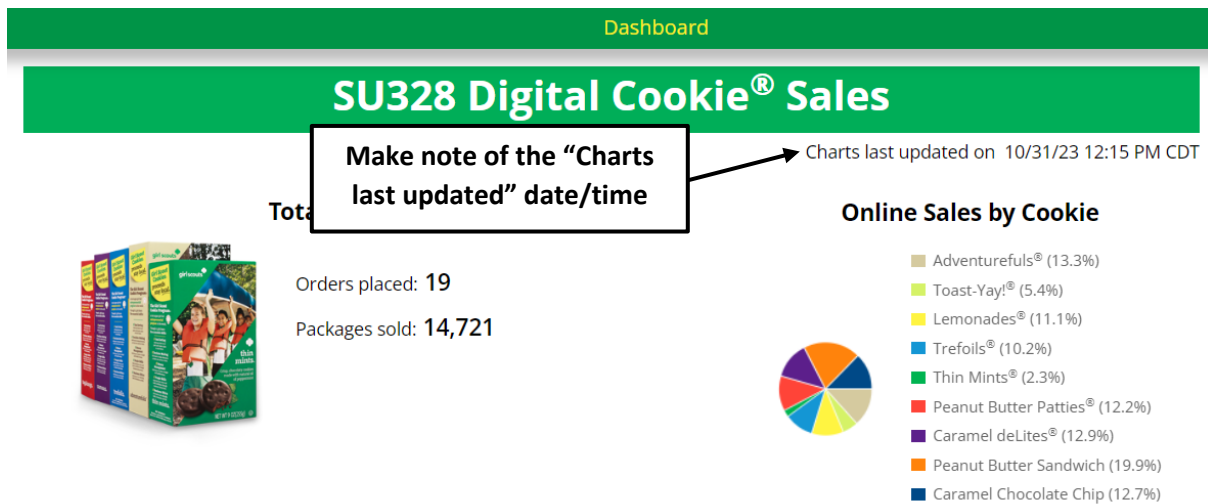
Mimic a User

A prompt will appear confirming if you want to mimic this user. Click “Yes” to continue (or “No” to cancel), and you will be brought to their profile where you can navigate just like the Troop-level user would. Once completed, go to the top-left again and click “End Mimicking Session” and you will be returned to your dashboard.

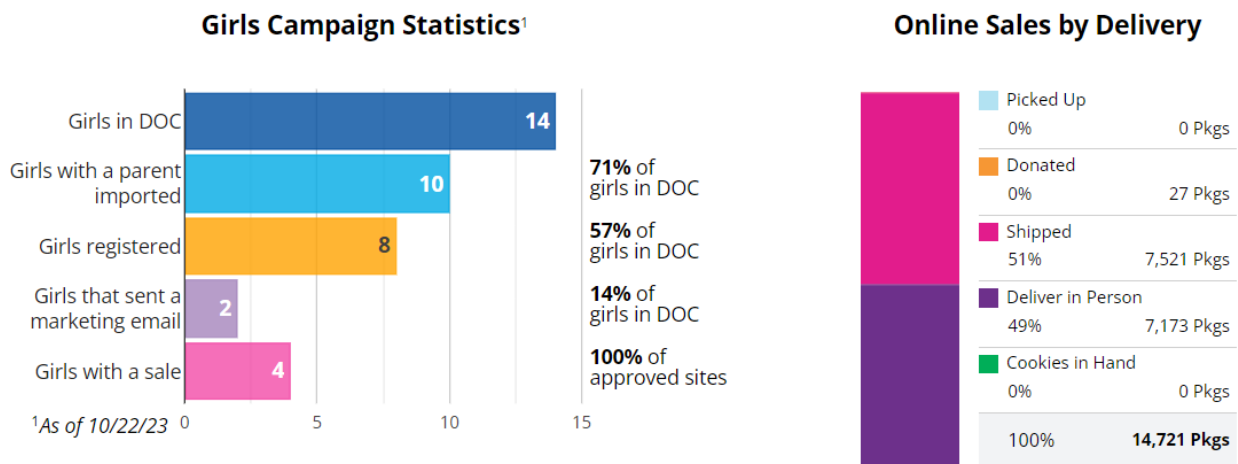
## Digital Cookie Service Unit Dashboard

Service Unit users have access to a high-level dashboard when they log into Digital Cookie. This way, they can monitor activity in this system, but the primary way of interacting during the Cookie Program will still be through Smart Cookies.

The top of the Digital Cookie dashboard shows a summary of orders placed, packages sold, and a breakdown of online sales, by variety, as a percentage of the whole:



The next section of the dashboard shows some campaign statistics, as well as, a breakdown by each type of sales avenue:



In the “Reports” section, you have access to an Order Data Report which shows you a summary of orders placed within a particular troop, and the details and statuses of each:

## Reports

Report Type: Order Data

Council  Service Unit  Troop

Choose an Option  
1000  
1199  
55846  
560  
673  
7781

Once the troop is selected in the drop-down box, you can click the “View Report” button to access the report (sample below):

Troop Number	Girl First Name	Girl Last Name	Order Number	Order Date	Order Type	Billin
560	eeaanu	owsKoKw	05749810	10/4/2023	In-Person Delivery	Step
560	eeaanu	owsKoKw	05749807	10/4/2023	Shipped	Step
560	eeaanu	owsKoKw	05749805	10/4/2023	Shipped	Step
560	IIIEI	Weldeeiei	05749853	10/11/2023	Shipped	Gina
560	IIIEI	Weldeeiei	05749851	10/11/2023	In-Person Delivery	Gina

The bottom section of the dashboard, “Girl Search”, allows you to search for all of the Girl Scouts listed, within individual troops, in your Service Unit:

## Girl Search

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

Council  Service Unit  Troop

Girl Scout

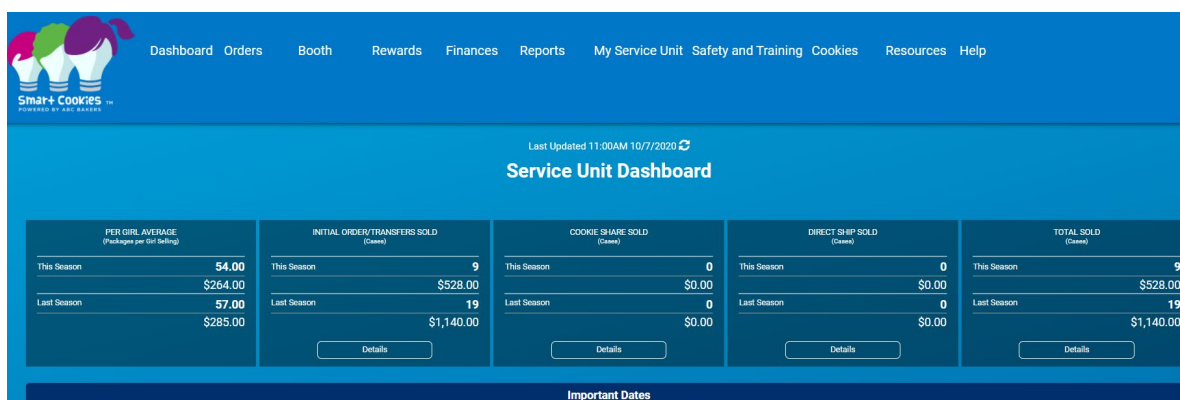
Reset See Details ⓘ

Once you have selected the troop in the drop-down box and/or entered the Girl Scout's name in the "Girl Scout" field, you would click the "See Details" button, and any results will populate in the table below these fields:

Girl Scouts									
Girl Name	GSUSA ID	Parent Name	Parent Email	DOB	Site Live (Y/N)	Customer (Link)	Customers Emailed	# of Pkgs	Orders Pending Approval
caeGc afkaiekad	100920909	htntnyy	eiff1lietfwtl@trrx.mo	01/24/2005	N	Not Yet Available	0	0	0
eeaanu owsKoKw	111218511	roettenr	9toc9r699y@aal.ooc	09/29/2012	Y	eeaanu0000	0	1923	0
iVnviv iEEei	100280658	ymy	emaypayyi@aillg.mo	01/29/2008	N	Not Yet Available	0	0	0
IIIEI Weldeeiei	100920908	htntnyy	eiff1lietfwtl@trrx.mo	03/22/2009	Y	IIIEI999999	0	12642	0
Troop560 Site TRP560		roettenr	9toc9r699y@aal.ooc	01/01/2011	N	Not Yet Available	0	0	0

From the SU-view, this is mainly an informational chart, but you are able to interact with a few items. By clicking the email addresses in the Parent Email column, you are able to email the caregivers directly. You can also click their customer link (if setup by Girl Scout) which will take you to their online, customer-facing shop, and by clicking the number in the "# of Pkgs" column, you will be able to see a detailed breakdown of the Girl Scouts' sales.

## Smart Cookies Service Unit Dashboard



The Service Unit Dashboard details, at a high level, the total activity for all the troops in your Service Unit.

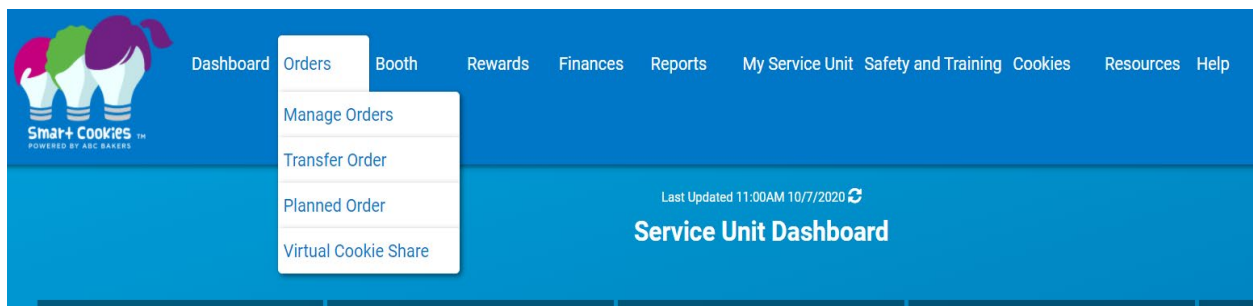
From this page, you can view:

- **Per Girl Average** – in Packages per Girl Selling; this year vs. last year
- **Initial Order/Transfers Sold** – Cases assigned to troops; this year vs. last year
- **Cookie Share (Donations) Sold** – in Cases; this year vs. last year
- **Direct Ship (Online) Sold** – in Cases; this year vs. last year
- **Total Sold** – cases, this year vs. last year
- **Calendar** with important dates and tasks (deadlines) associated with them
- **Messages** – from Council
- **Troops Registered and Selling and Girls Registered and Selling** – this year vs. last year
- **Financial Summary** – Total Sales, Troop Proceeds, Council Proceeds (total amount due to Council), Credits, Deposits, Debt, Amount Collected (by Council), and Balance Due (to Council)
- **Inventory & Cookie Share Sales** – total inventory, by cookie variety, ordered by all troops, as well as, how much has been assigned (Inventory Sold) and remaining to be assigned (On Hand)
- **Breakdown, by troop, of total packages ordered, assigned, and remaining, as well as, seeing the inventory breakdown by cookie variety for each troop or Girl Scout (by clicking “Details”):**

Troops	Goals	Ordered	Sold	On Hand	CShare	
11111	1000	237	237	0	0	<a href="#">Details</a>
<div> <div> <div>Adventurefuls 88.6%</div> <div>Ordered: 24</div> <div>Sold: 210</div> <div>On Hand: -186</div> <div>Last Season: 263</div> </div> <div> <div>Toast-Yay 0.0%</div> <div>Ordered: 7</div> <div>Sold: 0</div> <div>On Hand: 7</div> <div>Last Season: 21</div> </div> <div> <div>Lemonades 0.0%</div> <div>Ordered: 24</div> <div>Sold: 0</div> <div>On Hand: 24</div> <div>Last Season: 20</div> </div> <div> <div>Trefoil 3.4%</div> <div>Ordered: 17</div> <div>Sold: 8</div> <div>On Hand: 9</div> <div>Last Season: 28</div> </div> <div> <div>Thin Mints 4.2%</div> <div>Ordered: 60</div> <div>Sold: 10</div> <div>On Hand: 50</div> <div>Last Season: 4</div> </div> <div> <div>Peanut Butter Patties 3.8%</div> <div>Ordered: 36</div> <div>Sold: 9</div> <div>On Hand: 27</div> <div>Last Season: 16</div> </div> <div> <div>Caramel deLites 0.0%</div> <div>Ordered: 45</div> <div>Sold: 0</div> <div>On Hand: 45</div> <div>Last Season: 8</div> </div> </div>						
<div> <div> <div>Peanut Butter Sandwich 0.0%</div> <div>Ordered: 12</div> <div>Sold: 0</div> <div>On Hand: 12</div> <div>Last Season: 7</div> </div> <div> <div>Caramel Chocolate Chip 0.0%</div> <div>Ordered: 12</div> <div>Sold: 0</div> <div>On Hand: 12</div> <div>Last Season: 0</div> </div> </div>						

## 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
- Orders
  - Manage Orders
  - Transfer Order
  - Planned Order
  - Virtual Cookie Share
- Booth
  - Schedule Booths
  - Troop Reservations
- Rewards
  - Manage Recognition Orders
  - Recognition Order
- Finances
  - Financial Transactions
- Reports
  - Current
  - Archived
- My Service Unit
  - Service Unit Info
  - Troops
  - Girls
  - Emails
- Safety and Training
  - Smart Cookies Training
  - Safety
- Cookies
- Resources
- Help

To go to each section, hover over each heading and click on the desired sub-section. “Dashboard”, “Cookies”, “Resources”, and “Help” are the only headers which also act as their sub-section, so all you will need to do is click them.

Next, we will discuss each section in more detail.

## ***Service Unit Dashboard – see page 12***

## **Orders**

### **Manage Orders**

The Manage Orders page collects every single type of order your troops have created throughout the entire length of the Cookie Program, except for Recognition Orders (***see pages 33-36 for details***).

The top section of the page details total amounts of cases during different phases:

Manage Orders			
PLANNED	ORDERED	SOLD	ONHAND
Cases <b>83</b>	Cases <b>135</b>	Cases <b>10</b>	Cases <b>124</b>
Total Value <b>\$4,068</b>	Total Value <b>\$6,508</b>	Total Value <b>\$540</b>	Total Value <b>\$5,968</b>
Show Transactions	Show Transactions	Show Transactions	Details

- **Planned** – Orders currently in the system that have NOT been picked up as of now
- **Ordered** – Total amount of cases that have been picked up at the cupboard
- **Sold** – Cases assigned to Girl Scouts at the current time (transfers to Girl Scouts are done in packages and the system rounds up to nearest full case)
- **On Hand** – Total amount of cases in troop inventory, but not yet assigned to a Girl Scout

**Note: The On Hand and Sold boxes should equal the Ordered box, but as mentioned prior, rounding may throw off the number a bit.**

Below this section are the filters:

ALL	INITIAL ORDER	PLANNED	RESTOCK	TRANSFER	DAMAGED	COOKIE SHARE	DIRECT SHIP	CS DONATION
REFINE SEARCH								
Apply Search Parameters								

The types of filters are:

- **All** – selects every filter, no matter the order type, and makes them appear in the table underneath the filters
- **Initial Order** – order type not used by Council
- **Planned** – shows only orders that are yet to be picked up in a cupboard



- **Restock** – order type not used at Service Unit or Troop level
- **Transfer** – selects a specific type of transfer, or all transfer types, to view – click the down-facing arrow next to Transfer to select specific types
- **Damaged** – order type not used at Service Unit or Troop level
- **Cookie Share** – shows orders designated as Cookie Share – donations handled by Council
- **Direct Ship** – shows all orders that have been processed online through Smart Cookies Direct
- **CS Donation** – Council-level function; shows the recipients of Cookies for a Cause donations to Council partners

There is also a “Refine Search” feature which allows you to go even deeper into the filters and allows you to see all orders for specific troops and Girl Scouts, or from a specific cupboard.

After the desired filter(s) are selected, you would click “Apply Search Parameters” and all of the appropriate orders will appear in the table below the filters. You can also click “Clear all filters” to remove all of the selected filters and re-select.

The Manage Order table appears as follows:

4 Results

Search By

All

Keyword

Q

From

To

Apply

☐ Cases

☒ Packages

☐ Cases/Packages

Action

Select

Apply

DATE	ORDER #	TYPE	TO	FROM	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	STATUS	TOT
10/16/2023	2	C2T	11111	Test Cupboard 1	0	24	24	24	48	72	60	60	12	12		33
10/16/2023	3	C2T	11111	Test Cupboard 1	0	36	0	0	12	24	12	12	0	12		10
10/16/2023	4	PLANNED	11111	Test Cupboard 1	0	0	24	0	0	48	12	0	0	0	SAVED	8
10/16/2023	5	PLANNED	11111	Test Cupboard 1	0	0	0	48	0	36	0	12	12	0	SAVED	10

You can then decide to search by a keyword, order number, or by date range (From/To). You can also view the orders in Cases, Packages, or Cases/Packages (e.g. 14 packages would appear as 1/2 – 1 case [12 packages] and 2 packages). All columns are able to be sorted as well, just click on the header.

**Note: To view more of an order's details in this table view, you can click on any of the cells in the table and use the arrow keys to move left, right, up, or down. Otherwise, if you go to the bottom of the table and hover near it, a gray scroll bar will appear where you can view more details:**

10/16/2023	3	C2T	11111	Test Cupboard 1	0	36	0	0	12	24	12	12	0	12		10	
10/16/2023	4	PLANNED	11111	Test Cupboard 1	0	0	24	0	0	48	12	0	0	0	SAVED	8	
10/16/2023	5	PLANNED	11111	Test Cupboard 1	0	0	0	48	0	36	0	12	12	0	SAVED	10	

< 1 >
Export to Excel

You can also view more details of the order by clicking the three stacked boxes to the far-right of the order row:

DATE	ORDER #	TYPE ▼	TO	FROM	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	STATUS ▼	TOI
10/16/2023	2	C2T	11111	Test Cupboard 1	0	24	24	24	48	72	60	60	12	12		10
10/16/2023	3	C2T	11111	Test Cupboard 1	0	36	0	0	12	24	12	12	0	12		10
10/16/2023	4	PLANNED	11111	Test Cupboard 1	0	0	24	0	0	48	12	0	0	0	SAVED	8
10/16/2023	5	PLANNED	11111	Test Cupboard 1	0	0	0	48	0	36	0	12	12	0	SAVED	10

For certain types of orders, you can edit or delete them, as is the case for Girl Scout transfers, or view only, as is the case for Cupboard to Troop transfers (orders picked up in the cupboard) or Planned Orders (orders not yet picked up at the cupboard).

***More details about Transfer types can be found on pages 16-19 and more details about Planned Orders can be found on pages 20-22.***

## Transfer Order

There are four types of transfers a Service Unit user can create:

- **Troop to Troop (T2T)** – giving packages to another troop
- **Troop to Girl (T2G)** – assigning packages to Girl Scouts for recognitions
- **Girl to Girl (G2G)** – transfer packages from one Girl Scout to another
- **Girl to Troop (G2T)** – giving packages back to the troop from a Girl Scout

### Troop to Troop (T2T) Transfers:

- Select “Troop to Troop” in the “Type of Transfer” box

- Click on the “From” row to select the Service Unit and Troop to transfer from – use the search box if needed; click “Apply”
- Click on the “To” row to select the Service Unit and Troop to transfer to – use the search box if needed; click “Apply”

- Put the number of packages you are transferring between the two troops, by cookie variety, in the “Packages” column

**Note: Money is always transferred with the packages for T2T transfers. It is recommended that no money change hands physically, only the packages themselves. Once the transfer is done in the system, all money will be adjusted automatically. If money was taken for these cookies by the giving troop, the receiving troop would be debited for money they do not have, essentially being double-charged for the same cookies. If this occurs, a financial adjustment will need to be made at the Council level to take care of the money changing hands.**

- Once the packages are entered, you can add any order notes (optional) and then click “Save” to complete the transfer.

You can then print a receipt for your records, go to the Manage Orders page, or click “Make Another Transfer” to stay on the page and do another transfer.

**Note: The troop receiving the transfer will receive an email confirming the transfer has been done and the cookies now belong to them and are financially responsible at this point.**

### **Troop to Girl (T2G) Transfers:**

- Select “Troop to Girl” in the “Type of Transfer” box
- Select the Service Unit and Troop in the “From” row – use the search box if needed – click “Apply”; on the “To” row, click on the row with “Service Unit”, “Troop”, “Girl”
- Boxes will appear with the Service Unit and Troop number pre-selected; click on the Girl Scout you are transferring to and click “Apply”

TYPE OF TRANSFER:  
Troop to Girl

From:

SERVICE UNIT Abington	TROOP 11111
Quantity: 1491 Packages	Contact: Travis Sammons   (978) 269-6660   tsammons@gsema.org

To:

SERVICE UNIT Abington	TROOP 11111	GIRL Sample Girl
Quantity: 20 Packages	Contact: Travis Sammons     tsammons@gsema.org	

Reset

- Put the number of packages you are transferring, by cookie variety, to the Girl Scout in either the “Packages” or “Booths Packages” column

**Note: The difference between the columns is as follows:**

- **Packages column – transferring packages to Girl Scouts with the financial responsibility being transferred with the actual number of packages**
  - For example, the troop has a booth sale with 100 packages, 80 are sold at the booth sale and 20 are unsold. A Girl Scout wants to take possession of the 20 packages and you would transfer them using the Packages column to note that they are responsible for the money being collected for those packages.
- **Booths Packages column – transferring packages to Girl Scouts with the financial responsibility NOT being transferred with the actual number of packages**
  - The previously mentioned 80 packages that were sold at a booth sale, you just want to give credit to the Girl Scouts for selling them, since money has already been collected, so you use the Booths Packages column to note this. No money changes hands at all in this transaction.

**Note: If you do not know the actual varieties, just pick one and put in the total amount.**

- Once the packages are entered, you can add any order notes (optional) and then click “Save” to complete the transfer.

You can then print a receipt for your records, go to the Manage Orders page, or click “Make Another Transfer” to stay on the page and do another transfer.

### **Girl to Girl (G2G) Transfers:**

- Select “Girl to Girl” in the “Type of Transfer” box
- Click on the “From” row to select the Troop and Girl Scout to transfer from (Service Unit is pre-loaded) and click “Apply”
- Click on the “To” row to select the Girl Scout to transfer to (Service Unit and Troop are pre-loaded) and click “Apply”

TYPE OF TRANSFER:  
Girl to Girl

From: SERVICE UNIT Abington TROOP 11111 GIRL Sample Girl  
Quantity: 30 Packages Contact: Travis Sammons | | tsammons@gsema.org

To: SERVICE UNIT Abington TROOP 11111 GIRL Test Girl  
Quantity: 110 Packages Contact: Travis Sammons | | tsammons@gsema.org

- Put the number of packages you are transferring from one Girl Scout to another, by cookie variety, in the “Packages” column
- Once the packages are entered, you can add any order notes (optional) and then click “Save” to complete the transfer.

You can then print a receipt for your records, go to the Manage Orders page, or click “Make Another Transfer” to stay on the page and do another transfer.

### Girl to Troop (G2T) Transfers:

- Select “Girl to Troop” in the “Type of Transfer” box
- Click on the “From” row to select the Troop and Girl Scout to transfer from (Service Unit is pre-loaded) and click “Apply”; the “To” row is pre-loaded

TYPE OF TRANSFER:  
Girl to Troop

From: SERVICE UNIT Abington TROOP 11111 GIRL Test Girl  
Quantity: 120 Packages Contact: Travis Sammons | | tsammons@gsema.org

To: SERVICE UNIT Abington TROOP 11111  
Quantity: 1481 Packages Contact: Travis Sammons | (978) 269-6660 | tsammons@gsema.org

- Put the number of packages you are transferring from the Girl Scout, by cookie variety, in either the “Packages” or “Booth Packages” column (***see page 18 for the differences between the columns***)
- Once the packages are entered, you can add any order notes (optional) and then click “Save” to complete the transfer.

You can then print a receipt for your records, go to the Manage Orders page, or click “Make Another Transfer” to stay on the page and do another transfer.

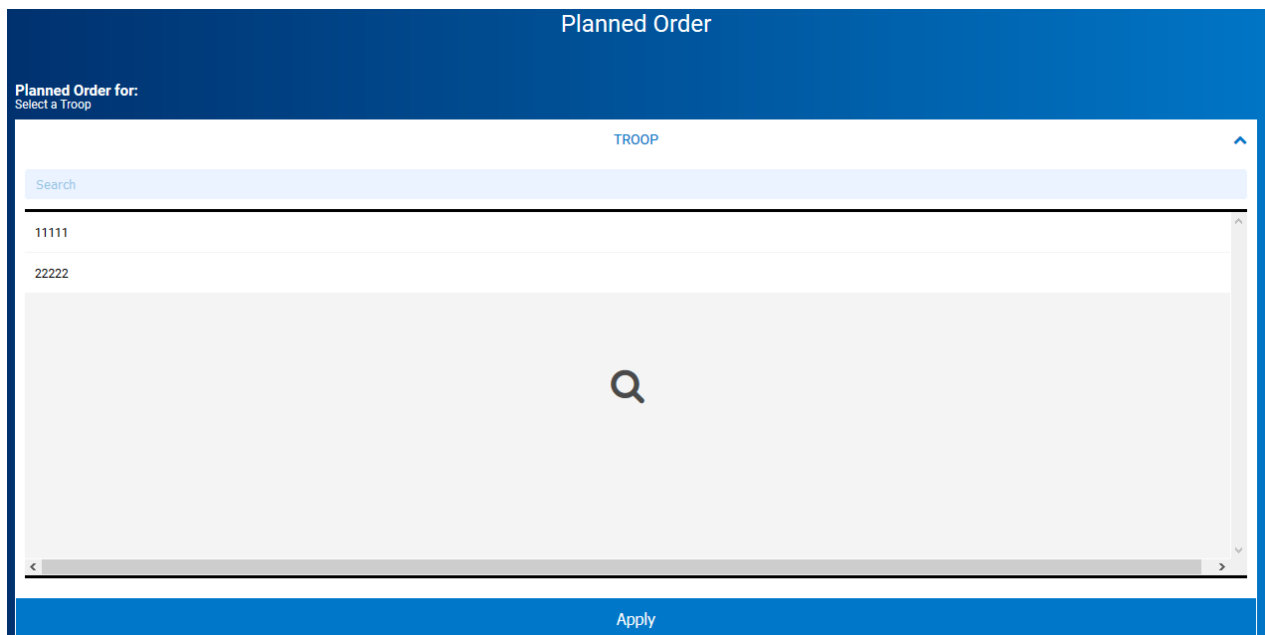
**Important! Another transfer type you may see in the system is noted as C2T, or Cupboard to Troop, transfer. This is when a Planned Order has been picked up at the cupboard and the order has been approved by the Cupboard manager. Once this happens, the cases/packages are transferred FROM the cupboard TO the troop.**

## Planned Order

Planned Orders are cookie orders reserved for pick-up at Council and Home cupboard locations throughout the GSEMA Council footprint.

### To create a Planned Order for a Troop:

- Hover over “Orders” and click “Planned Order”
- Select the troop in the box that appears and click “Apply”:



The screenshot shows a web form titled "Planned Order". At the top, it says "Planned Order for: Select a Troop". Below this is a dropdown menu labeled "TROOP" with a search bar. The dropdown is open, showing a list of troops with the numbers "11111" and "22222" visible. A magnifying glass icon is centered in the dropdown list. At the bottom of the form is a blue button labeled "Apply".

- Select the cupboard to pick-up from in the first box (a clickable Google map is shown to provide more location details) and click “Continue”
- Select the date to pick-up the cookies (only dates the cupboard is open are shown) and click “Continue”

**Important! All orders for the upcoming week need to be in before 10PM on Sunday. If it is past 10PM, the dates for the upcoming week are removed and you will need to contact the cupboard if you need an order for that week.**

- Select the time to pick-up the cookies (only times the cupboard is open are shown) and click “Continue”


**Note: If you need to pick-up outside of your allocated time slot, please contact the cupboard. In most cases, changes in time can be accommodated easily.**

At this point, you can edit the location, date, or time of pick-up by clicking any of the edit buttons:

TROOP 11111

Name: Travis Sammons    Phone: 9782696660    Email: tsammons@gsema.org

Pick up from:

CUPBOARD	DATE	TIME
<div style="text-align: center; margin-bottom: 10px;">Test Cupboard 0</div> <div style="text-align: center;">  </div> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: white; color: #0066b3; padding: 2px 10px; border: 1px solid #0066b3;">Edit</span> </div>	<div style="margin-bottom: 10px;">Tuesday, May</div> <div style="font-size: 48px; font-weight: bold; margin: 10px 0;">29</div> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: white; color: #0066b3; padding: 2px 10px; border: 1px solid #0066b3;">Edit</span> </div>	<div style="margin-bottom: 10px;">1 Hour</div> <div style="font-size: 24px; font-weight: bold; margin: 10px 0;">12:00 PM</div> <div style="font-size: 12px; margin: 2px 0;">TO</div> <div style="font-size: 24px; font-weight: bold; margin: 10px 0;">01:00 PM</div> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: white; color: #0066b3; padding: 2px 10px; border: 1px solid #0066b3;">Edit</span> </div>

Once you are satisfied with the location, date, and time, you can put in the details of the order.

**Note: All Planned Orders are done in CASES; there are 12 packages in each case, for EVERY variety. If you are planning on picking up one case of Adventurefuls, enter 1 in the box of the column labeled, CASES. If you enter 12, you will receive 12 cases of Adventurefuls.**

- Enter the number of CASES, for each variety, in the boxes under the “Cases” column:

Clear Quantities			CASES
	Adventurefuls	\$0.00	<input type="text" value="0"/>
	Toast-Yay	\$0.00	<input type="text" value="0"/>
	Lemonades	\$0.00	<input type="text" value="0"/>
	Trefoil	\$0.00	<input type="text" value="0"/>
	Thin Mints	\$0.00	<input type="text" value="0"/>
	Peanut Butter Patties	\$0.00	<input type="text" value="0"/>
	Caramel deLites	\$0.00	<input type="text" value="0"/>
	Peanut Butter Sandwich	\$0.00	<input type="text" value="0"/>
	Caramel Chocolate Chip	\$0.00	<input type="text" value="0"/>
Totals		\$0.00	0



- Enter the pick-up person's name and phone number in the "Order Notes" box:

## Order Notes

Pick-up Person's Name and Phone Number

**Note: The pick-up person does not have to be a member of the troop or a registered Girl Scout. As long as they know the troop number and have a valid ID, they can pick up the cookies.**

- Re-check the order for accuracy and click "Save" when finished.

At this point, you can print a receipt for your records. You can also go to the "Manage Orders" page under "Orders", use the filters for Planned Order and see the order submitted in the system (*refer to pages 14-15 for more details*).

**Note: Planned Orders will show as "Saved" at this time. This means the cupboard manager has not yet approved the order, because it has not been picked up. Once the order is picked up, the status will change to "Approved".**

## Virtual Cookie Share (also known as Cookies for a Cause)

Virtual Cookie Share orders are those that are designated as donation cookies and are ADDED to a troop's inventory. For example, if a customer wants to donate packages that a troop does not currently have, you can create this order to add-on packages for donation. The troop is financially responsible for these cookies.

**Important: Troops do NOT "see" these packages, they go directly to the Council's pool of donation packages for distribution to Council partners.**

**Note: If a troop wants to donate to their own local organization(s), they will need to set aside physical packages they own and deliver them whenever they see fit.**

To create a Virtual Cookie Share order:

- Select the troop in your Service Unit and click "Apply":

The screenshot shows a web interface titled "Virtual Cookie Share". It features three search filters: "DISTRICT No Specified District", "SERVICE UNIT Abington", and "TROOP". Each filter has a search bar and a list of results. The "TROOP" list shows two entries: "11111" and "22222". At the bottom of the interface is an "Apply" button.

- Enter the number of donation packages, by individual Girl Scout, in their respective rows:

**Virtual Cookie Share**  
 Cookies for a Cause

DISTRICT No Specified District      SERVICE UNIT Abington      TROOP 11111

Troop: 11111      Name: Travis Sammons Phone: (978) 269-6660 Email: tsammons@gsema.org

Name	Total
Test Girl	2
Sample Girl	5
<b>Total</b>	<b>7</b>

Order notes  

Type here (250 Characters max)

Save

- Add Order notes (optional) that you may find helpful
- Click “Save”

The order has been successfully entered and you can navigate away from the page at this time.

## Booth

### Schedule Booths

The two different types of booth sales are:

- **Council-Organized Booth Sales (COBS)** – special partnerships setup by Council in order to hold booth sales based on a lottery system (sites include: MBTAs, certain Malls, and various business partnerships) – the list of these sites will be in the system and on the website, <https://www.gsema.org/en/cookies/program-resources/girl-scout-cookie-program.html>)
- **Troop Secured (also known as Town-Specific or Individual Town Booths)** – organized by a specific booth coordinator in your own town, or individually setup by troops reaching out to local places in the town to hold a booth sale

**Note: Service Unit users are not able to put in Troop Secured booths through Smart Cookies, it is only a Troop function.**

### COBS Lottery Process

#### To add a troop to the COBS lottery:

- Click on “Booth” -> “Schedule Booths”; the following window will appear:

### Schedule Booths Booth Locations

**Open:** Lottery

---

Opens On:  
**Jun 05 @ 08:00 AM**

Closes On:  
**Jun 30 @ 08:00 AM**

---

Max Requests  
**100**

Max Premium Wins  
**N/A**

Max Total Wins  
**3**

Select a Troop

DISTRICT No Specified District

Search

No Specified District

SERVICE UNIT Abington

Search

Abington

TROOP

Search

11111

22222

**Note: This page will tell you if the lottery is currently open/closed and the open/close dates to make requests. This also tells you how many requests troops can have and the maximum number of slots troops may receive. Council does not designate any slot as premium; all slots are treated equally.**

- Select a troop to make request for and click “Apply”
- Scroll down below the troop information and you will see a list of COBS sites to the left and a Google map (on the right) showing you the location of each site:

DATE▼
TIME▼
ZIPCODE▼
TYPE▼
☐ PREMIUM

Lottery
FCFS
P Premium

**Test Store**  
143 Abbot Street  
Andover, MA, 01810

**Girl Scout Super Store**  
265 Beaver Street  
Waltham, MA, 02452

Lottery X

**Note: There are additional filters you can use to designate specific dates, times, and locations (based on zip code proximity). There is also a legend above the list of sites that shows you if these sites are designated as Lottery or FCFS (First Come, First Served) – *more information about FCFS can be found on pages 28-30.***

- Click on the site you would like to request for the lottery; calendars will appear for the months the site is available – dates highlighted in blue let you know there are available times to request:

Select the dates and times for Lottery

December

0 Times Selected

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January

0 Times Selected

S	M	T	W	T	F	S
		1	2	3	4	5

- Click on a date highlighted in blue and available times will appear for you to request:

Select the dates and times for Lottery

December

0 Times Selected

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Wednesday, December 12

10:00 AM - 12:00 PM

12:00 PM - 02:00 PM

January

0 Times Selected

S	M	T	W	T	F	S
		1	2	3	4	5

- Click on any time slot you would like to request – you can also click multiple days at the same time, in different months as well, and requested dates will show a box around them to designate a choice has been made for that date:

2023-24 Smart Cookies Service Unit Database Guide  
November 2023  
25

- Once all selections have been made, click “Save” at the bottom and a box will appear telling you the selections have been made
- This will take you back to the selection screen if you want to make choices at different sites

### To view all lottery requests made:

- Click on “Booth” -> “Troop Reservations”
- Select a troop to view and click “Apply”; the following window will appear:

Troop Booth Reservations			
Lottery	First Come, First Served (FCFS)	Troop Secured	Council Reservations
Premium Wins 0 Premium Wins Max 0	Premium Reservations 0 Premium Reservations Max 0	Approved 0	Premium 0
Total Wins 0 Total Wins Max 3	Total Reservations 0 Total Reservations Max 0	Denied 0	Total 0
Requests 26 Requests Max 100		Pending 0	
<input checked="" type="checkbox"/> Show Results	<input checked="" type="checkbox"/> Show Results	<input checked="" type="checkbox"/> Show Results	<input checked="" type="checkbox"/> Show Results
<div> DISTRICT No Specified District SERVICE UNIT Abington TROOP 11111 </div>			
Troop: 11111    Name: Travis Sammons Phone: (978) 269-6660 Email: tsammons@gsema.org			

- The top of this page has four sections: Lottery, First Come, First Served (FCFS), Troop Secured, and Council Reservations:
  - **Lottery** – shows the number of wins and requests made

- **First Come, First Served (FCFS)** – shows the number of FCFS reservations made – *more information on pages 28-30*
- **Troop Secured** – town-specific booth sales added and whether or not they been approved, denied, or pending
- **Council Reservations** – assignments for troops made by Council – function rarely used by Council

- Scroll down to the Booth Sales table to view all booth sales associated with the troop:

9 Results

Search

☒ Show Confirmed Reservations ☒ Show Pending or Denied Reservations ☒ Booths left to distribute

STORE	ADDRESS	CITY	ZIP CODE	DATE	TIME
Test Store	143 Abbot Street	Andover	01810	Dec 12	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 12	12:00 PM - 02:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 14	12:00 PM - 02:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 26	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Jan 04	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Jan 18	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Jan 18	12:00 PM - 02:00 PM
Test Store	143 Abbot Street	Andover	01810	Jan 16	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Jan 16	12:00 PM - 02:00 PM

- At the bottom of this table you will see a gray scroll bar; click it and scroll to the right to see the status of booth sales:

ZIP CODE	DATE	TIME	PREMIUM	TYPE	STATUS	QTY SOLD	TOTAL \$
01810	Dec 12	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 12	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 14	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 26	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 04	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 18	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 18	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 16	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 16	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0

**Note: In this example, you can see the type of request is “Lottery” and the status is “Requested”, this means the troop is currently entered into the lottery for these locations, dates, and times. You can also click on the three stacked boxes to the far-**

**right** to see more Booth Details, use the Smart Booth Divider (*more information on pages 31-33*), or Remove Reservation (Request):

ZIP CODE	DATE	TIME	PREMIUM	TYPE	STATUS	QTY SOLD	TOTAL \$
01810	Dec 12	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 12	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 14	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Dec 26	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 04	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 18	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 18	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 16	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0
01810	Jan 16	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	REQUESTED	0	0

**Important! At the designated lottery date and time, the system will generate lottery results automatically and the primary contact listed in Smart Cookies will receive an email if they have won any of the requested slots.**

After the lottery has been run, you can then go back into “Booths” -> “My Reservations” to see if the troop won any slot, and if they did, they will be listed in the Booth table and all other requests removed:

3 Results

☒ Show Confirmed Reservations ☒ Show Pending or Denied Reservations ☒ Booths left to distribute

ZIP CODE	DATE	TIME	PREMIUM	TYPE	STATUS	QTY SOLD	TOTAL \$
01810	Dec 12	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0
01810	Dec 12	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0
01810	Dec 14	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0

**Important! If for any reason a Troop cannot make a booth sale and they click to “Remove Reservation”, they will need to contact Council within 48 hours. If this procedure is not followed, the Troop is subject to losing the ability to participate in future COBS activities.**

### First Come, First Served (FCFS) Reservation Process

After the lottery has been run and slots filled by troops, a period known as First Come, First Served (FCFS) will be opened. This allows troops to reserve slots for different sites automatically, based on availability. Certain sites with specific dates and times are, sometimes, never requested for the lottery, so this period allows any troop to take any remaining slots (up to two per troop).



## To request a FCFS slot:

- Click on “Booths” -> “Schedule Booths”
- At the top of this page you will now see the First Come, First Served period is open and for how long:

**Schedule Booths**  
 Booth Locations

**Open:** First Come, First Served - Reservation 1

---

Opens On:  
**May 24 @ 09:00 AM**

Closes On:  
**Jun 30 @ 12:00 PM**

---

Max Premium Reservations  
**N/A**

Max Total Reservations  
**2**

- Select the troop for which to request and click “Apply”
- Scroll down to the list of sites and the Google map, and any site with remaining available slots will appear:

DATE▼
TIME▼
ZIPCODE▼
TYPE▼
☒ PREMIUM

● Lottery
● FCFS
● Premium

**Test Store**  
 143 Abbot Street  
 Andover, MA, 01810

●

**Giri Scout Super Store**  
 265 Beaver Street  
 Waltham, MA, 02452

●

Lottery
FCFS

- Click on a site and a calendar with tabs by month will appear:

1. Select an available time for FCFS

December		January			February	
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Save

- Click on a date highlighted in blue, which shows availability and times will appear below:

16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2. Select an appointment time

10:00 AM - 12:00 PM
12:00 PM - 02:00 PM

Save

- Click on the time slot they would like and click “Save”; a box will appear letting you know if the reservation was successful – if it was successful, the troop is the first one to request it and it is now their sale automatically – you can do this up to two times then you will be locked out from reserving any more

### To view the additional FCFS booth sales:

- Click on “Booths” -> “Troop Reservations”
- Select the troop to view booth sales for and click “Apply”
- Scroll down to the booth sale table and you will see all of the current sales, designated as either lottery win or FCFS:

5 Results

☒ Show Confirmed Reservations
☒ Show Pending or Denied Reservations
☒ Booths left to distribute

ZIP CODE	DATE	TIME	PREMIUM	TYPE	STATUS	QTY SOLD	TOTAL \$
01810	Dec 12	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0
01810	Dec 12	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0
01810	Dec 14	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0
01810	Dec 05	12:00 PM - 02:00 PM	<input type="checkbox"/>	FCFS		0	0
02452	Dec 20	01:30 PM - 04:00 PM	<input type="checkbox"/>	FCFS		0	0

## Using the Booth Sale Divider

- Click on “Booth” -> “My Reservations”
- Select the troop to view booth sales for and click “Apply”
- Scroll to the Booth table and find the booth sale you want to distribute packages for
- Use the gray scroll bar at the bottom to show the three stacked boxes and click on the ones associated with the appropriate booth sale:

6 Results

☒ Show Confirmed Reservations
 ☒ Show Pending or Denied Reservations
 ☒ Booths left to distribute

ZIP CODE	DATE	TIME	PREMIUM	TYPE	STATUS	QTY SOLD	TOTAL \$	
01810	Dec 12	10:00 AM - 12:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0	
01810	Dec 12	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0	
01810	Dec 14	12:00 PM - 02:00 PM	<input type="checkbox"/>	LOTTERY	WIN	0	0	
01810	Dec 05	12:00 PM - 02:00 PM	<input type="checkbox"/>	FCFS		0	0	
02452	Dec 20	01:30 PM - 04:00 PM	<input type="checkbox"/>	FCFS		0	0	
01810	May 25	10:00 AM - 11:00 AM	<input type="checkbox"/>	TROOP_SECURED	APPR			<a href="#">Booth Details</a> <a href="#">Smart Booth Divider</a> <a href="#">Remove Reservation</a>

- Click on “Smart Booth Divider” and the following page will appear:

[Troop Reservations](#)

### Booth Divider

#### Booth Summary (Packages)

Fake Booth  
 123 Main Street  
 Andover MA, 01810  
 Saturday, October 21  
 01:00 PM - 04:00 PM

Total Left to Distribute

0

Total Distributed

0

Total Sold

\$0.00

You MUST distribute all the packages sold to the girls in your troop.

Clear All

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC
0	0	0	0	0	0	0	0	0	0

[Save and Go Back](#)
[Save and Distribute Sales](#)

- Enter the number of packages, by cookie variety including CShare/Donations, then click “Save and Distribute Sales” to continue:

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC
5	4	3	6	1	4	8	6	4	1

[Save and Go Back](#)
[Save and Distribute Sales](#)

- Once you click on “Save and Distribute Sales”; the following window will appear:

Select Troop Girls

Select Girls from your Troop to distribute the cookies sold.

☐ All

Scout One

Scout Two

Test Scout

Cancel

Continue

- Select the Girl Scouts who participated in a booth sale to distribute packages to and click “Continue”; the following page will appear:

Booth Summary (Packages)

Fake Booth

123 Main Street

Andover MA, 01810

Saturday, October 21

01:00 PM - 04:00 PM

Total Left to Distribute

4

Total Distributed

38

Total Sold

\$252.00

You MUST distribute all the packages sold to the girls in your troop.

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC
5	4	3	6	1	4	8	6	4	1

Cancel Distribution

Edit Booth Sales

2 Girls

Clear All

GIRL NAME	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	PACKAGES SOLD
Scout One	2	2	1	3	0	2	4	3	2	0	19
Scout Two	2	2	1	3	0	2	4	3	2	0	19
Packages left to Distribute	1	0	1	0	1	0	0	0	0	1	4
Troop Total	4	4	2	6	0	4	8	6	4	0	38

**Note: The Smart Booth Divider will split the packages evenly among the number of Girl Scouts selected. In this example, 42 packages total were to be distributed, 38 were actually distributed (or 19 per girl) and 4 are left over to distribute as the totals did not work out evenly for all cookie varieties.**

- If there are red boxes left after automatic distribution (*see above screenshot*), you can manually add packages by clicking the boxes for each affected variety, for each Girl Scout
- After you have made the decisions, the table should look like this:

GIRL NAME	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	PACKAGES SOL
Scout One	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	21
Scout Two	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="0"/>	21
Packages left to Distribute	0	0	0	0	0	0	0	0	0	0	0
Troop Total	5	4	3	6	1	4	8	6	4	1	42

Edit Girls

Save

- Click “Save” to complete the distribution; you should see a box that tells you the distribution was successful

At the bottom of the “Booths” -> “My Reservations” page, you can now see the total distributions to date, by variety, dollar amount, and total packages sold:

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC
5	4	3	6	1	4	8	6	4	1



TOTAL BOOTH SALES: \$252.00



TOTAL PACKAGES SOLD: 42

## Rewards

Recognition Orders need to be created so the Girl Scouts receive all of their earned recognitions based on what they sold. ***Refer to pages 17-18 for the “Troop to Girl (T2G)” transfer process as the primary way for girls to receive credit for selling.***

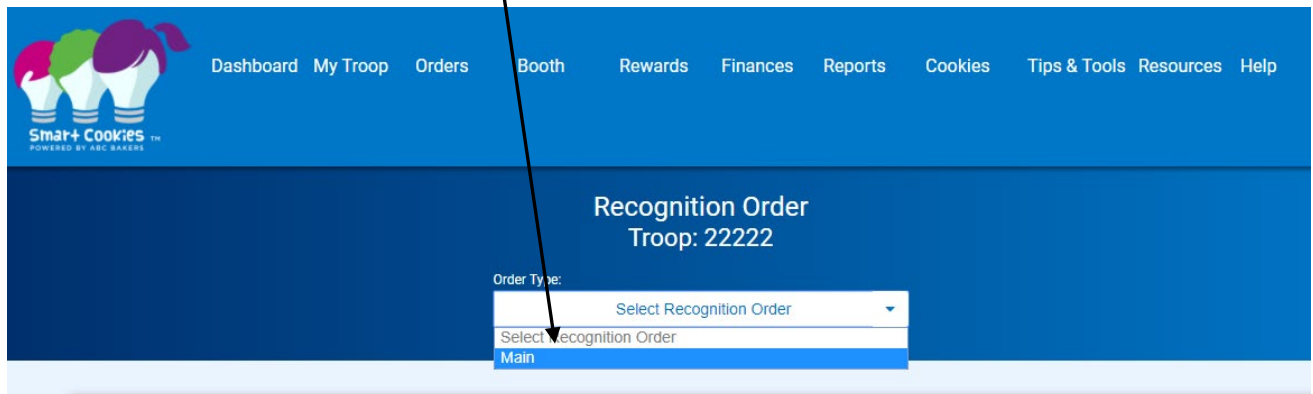
**Note: The system automatically calculates MOST of the recognitions in the incentive program. Council has special recognitions that cannot always be calculated within the system (e.g. Crossover Patch).**

## Recognition Order








**Note: Creation of the order is a one-time process. Once an order is created, you will not need to go back to the “Recognition Order” page. You would only be using the “Manage Recognition Orders” page after this time.**

- Select a troop in the box at the top labeled “For:” and click “Apply”





- The troop number will be displayed at the top of this page; you will need to select the “Order Type” which is always “Main”:



- Once selected, you will see a list of Girl Scouts and possibly a ‘!’ icon next to anyone to tell you an action must be completed for them:

 lilly cookie	Packages sold: 170	UNREAD  
 Membership Test	Packages sold: 0	UNREAD 
 rose cookie	Packages sold: 0	UNREAD 

- Click the arrow icon to the far-right and this will open the Girl Scout’s recognition summary:

Items	Extras
1 - 24 Packages sold	
25 - 100 Packages sold	
101 - 500 Packages sold	 
Save	

- The ‘!’ icon will appear again to let you know which level(s) need the action taken:

Items	Extras
1 - 19 Packages sold	▼
20 - 49 Packages sold	▼
50 - 74 Packages sold	▼
75 - 99 Packages sold	▼
100 - 119 Packages sold	▼
120 - 199 Packages sold	⚠ ▲

Group 1
☐

Stylus Pen

OR

Group 2
☐

Lanyard

**Note: In this case, a choice needs to be made. Click on the radio button to select which recognition the Girl Scout would like. If a size is needed (for a T-Shirt/Hoodie), the ‘!’ icon will remain there until it is chosen. Once all selections are complete, the ‘!’ icon disappears.**

- Click “Save” to back out of the choices and return to the level page. Click “Save” again to finalize this Girl Scout’s recognitions and then click the “Recognition Order” button on the top-left of the page to return to the Girl Scout listing:

< Recognition Order

lilly cookie

Number Of Packages Sold Per Girl: 170

**Note: The Girl Scout listing also allows you to see which orders have been reviewed by denoting each one with “UNREAD” if it has not yet been viewed. To view, simply click the arrow to the far-right, as with the order above, and review anything entered for each Girl Scout:**

	lilly cookie	Packages sold: 170	>
	Membership Test	Packages sold: 0	UNREAD >
	rose cookie	Packages sold: 0	UNREAD >

Click the “Manage Recognition Orders” button when done to see the status of the order and make note of this, as this is the page you will return to if any changes are made to Girl Scouts.



**Recommended: Come here periodically as sales are entered for Girl Scouts so you can track their progress and make any decisions requiring your action.**

## Manage Recognition Orders

After the initial creation of the recognition order, you will be using the “Manage Recognition Orders” page going forward.

A table will appear on this page which lists the recognition order that has been created:

<input type="checkbox"/>	District ▼	SU ▼	Troop ▼	Type ▼	Date ▼	Number ▼	Cost ▼	Status ▼	
<input type="checkbox"/>	No Specified District	Abington	11111	Main	October 5, 2021	0000002	\$25.75	COMPLETE	  
Total Cost: \$25.75									

The Recognition Order table will include:

- **District (if applicable)** – this is a collection of multiple Service Units (towns) which act as a single entity
- **Service Unit (SU)** – alternate name for the town
- **Troop** Number
- Order **Type** – always “Main”
- Order **Date**
- Order **Number**
- **Status** – there are multiple statuses the order can have:
  - **INCOMPLETE** – means an action step needs to be taken before the order can be completed, such as a recognition choice or t-shirt/hoodie size needs to be selected
  - **COMPLETE** – means all action steps have been taken and no changes have been made to Girl Scouts; no further action needed at this time
  - **S** – committed by Service Unit
  - **D** – committed by District
  - **C** – committed by Council; this will only happen at the end of the sale after all deadlines have passed and Council is ready to send off to vendor for fulfillment – **after this time, no changes can be made**

On this page, you can also click the pencil icon to the far-right to edit. Repeat the prior steps to edit/review the order.

# Finances

## Financial Transactions

The financial transactions page has two tabs:

- **Troop Transactions** – shows all payments for troops that have been received by Council, such as through ACH
- **Girl Transactions** – shows all payments entered by troops for Girl Scouts they have received money from

See Troop Transactions table below:

### Manage Financial Transactions

Troop Transactions									
Girl Transactions									
Drag a column header here to group by that column									
<div><div></div><div></div><div>Search...</div></div>									
Transaction #	District	Service Unit	Troop	Bank	Date	Type	Amount	Ref #	
Q	Q	Q	Q	Q	Q	Q	Q	Q	
0000002	No Specified District	Abington	11111	Test Bank	10/26/2017	ACH Deposit	\$1,000.00	ACH	<a href="#">i</a>
Sum: \$1,000									

**Note: Payments listed here are controlled by Council and are updated based on any money received by Council for the troop. These payments directly affect the troop's balance due.**

### Manage Financial Transactions

Troop Transactions									
Girl Transactions									
Drag a column header here to group by that column									
<div><div></div><div></div><div>Search...</div></div>									
Transaction #	District	Service Unit	Troop	Bank	Date	Type	Amount	Ref #	
Q	Q	Q	Q	Q	Q	Q	Q	Q	
0000002	No Specified District	Abington	11111	Test Bank	10/26/2017	ACH Deposit	\$1,000.00	ACH	<a href="#">i</a>
Sum: \$1,000									
To review all troop balances, please refer to the following report: <a href="#">Troop Balance Summary Report</a>									

**Note: There is a direct link below the table for the “Troop Balance Summary Report”. This report shows all of the activity for the troop, including order details and payments made.**

See Girl Transactions table below:

#### Manage Financial Transactions

Troop Transactions

Girl Transactions

Drag a column header here to group by that column

Q Search...

Transaction # ▼	District ▼	Service Unit ▼	Troop ▼	Girl ▼	Date ▼	Payment Me... ▼	Amount	Ref # ▼	
Q	Q	Q	Q	Q	Q	Q	Q		
0000001	No Specified District	Abington	11111	Test Girl	10/26/2017	Check	\$100.00		<div><div></div><div></div></div>
0000003	No Specified District	Abington	11111	Sample Girl	11/1/2017	Check	\$100.00		<div><div></div><div></div></div>
							Sum: \$200		

Add Girl Transaction

To review all troop balances, please refer to the following report: [Girl Balance Summary Report](#)

**Note: This process is completely optional, troops only have to record Girl Scout payments if they choose to do so through the system. These payments have no effect on the overall troop balance, but they do affect the individual Girl Scout balances, which can be seen in the “Girl Balance Summary Report” (quick link below table).**

## Reports

### Current

Selecting a report:

- Click the report category in the “Report Categories” box
- Select the report in the “Reports” box

#### Report Categories

Booths
Finance
Orders
Entity
Rewards
Inventory & Delivery

#### Reports

Financial Transaction Summary
Girl Balance Summary
Girl Deposit Summary
Total Troop Sales & Finances By Service Unit - View 1
Total Troop Sales & Finances By Service Unit - View 2
Total Troop Sales & Finances By Service Unit - View 3
Total Troop Sales & Finances By Troop - View 1
Total Troop Sales & Finances By Troop - View 2
Total Troop Sales & Finances By Troop - View 3
Total Troop Sales and Finances - Condensed View
Troop Balance Summary

[Preview It](#)

[Report Info](#)

[Add to Favorites](#)

[Go To Report](#)

**Note: You can hover over “Preview It” to see the report format, or “Report Info” gives a short description.**

- Click “Go to Report” button
- Go through the filters to select the options that work for you

**Recommended: “Unit of Measure” should be “Packages” only.**

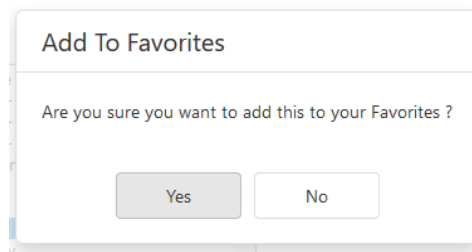
- Click “View Report” to see the report, “Go to Report Listings” to go back to previous page, or “Reset” to set the filters to their default values

### **List of Helpful Reports:**

- Summary Reports
  - **Financial Transaction Summary** – lists all financial transactions associated with your troops
  - **Girl Cookie Totals Summary** – shows all packages currently assigned to every Girl Scout, in each troop, in a summarized chart
  - **Recognition Order Summary By Troop** – list all total recognitions earned by each of the troops in a summarized report
  - **Recognition Order Summary By Girl** – list all recognitions earned by the Girl Scouts, for each troop, in a summarized report; matches the Recognition Order entered into the system
  - **Transfer Order Summary** – shows all transfers in the system (T2G, G2G, G2T, T2T, C2T)
  - **Troop Balance Summary** – shows all activity for the troop (orders, transfers, troop proceeds, total amount due to Council, total sales, payments, and current balance due)
  - **Booth Sale Credit Card Transactions Export** – lists all of the transactions associated with virtual booth sales for compiling into Planned Order for fulfillment

### **Setting Favorite Reports**

- Select the report category
- Select the report
- Click the “Add to Favorites” button
- A prompt will appear asking if you want to add the selected report as a Favorite:



- Click “Yes” and it is added to the box above the “Report Categories” and “Reports” boxes:

Reports

My 10 Favorite Reports

- Financial Transaction Summary
- Girl Cookie Totals Summary
- Total Troop Sales & Finances By Troop - View 3
- Total Troop Sales and Finances - Condensed View
- Transfer Order Summary
- Troop Balance Summary

Popular Reports

- Available Booth Sale Summary
- Girl Initial Order
- Recognition Order Summary By Service Unit
- Troop Balance Summary
- Troop Initial Recognition Order Summary
- Troop Listing

Report Categories

- Booths
- Orders
- Finance
- Entity
- Rewards
- Inventory & Delivery

Reports

- Available Booth Sale Summary
- Booked Booth Sales Summary
- Booth Sales Credit Card Transactions Export
- Direct Ship Orders Report
- Financial Transaction Summary
- Girl Balance Summary
- Girl Cookie Order Detail Summary
- Girl Cookie Order Summary
- Girl Cookie Totals Summary
- Girl Deposit Summary
- Girl Information Export
- Girl Initial Order
- Girl Online Goal Report
- Incomplete Recognition Orders
- M8X Ticket / Order Reference Summary

[Preview It](#) [Report Info](#)

[Add to Favorites](#) [Go To Report](#)

## Archived Reports

Selecting an archived report:

- Select the season (reports can be accessed for last three years):

### Archive Reports

Select Season

(Select) ▼

(Select)

2020-2021

2021-2022

2022-2023

- Click “Next”; the “Report Categories” and “Reports” boxes appear
- Select a category and report
- Click “Go to Report”
- Go through the filters to select the options that work for you

**Recommended: “Unit of Measure” should be “Packages” only.**

- Click “View Report” to see the report, “Go to Report Listings” to go back to previous page, or “Reset” to set the filters to their default values

## 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:

## Help

### Need help using the Smart Cookies platform?

Call us at **855-444-6682** or email us at [ABCSmartCookieTechSupport@hearthsidefoods.com](mailto:ABCSmartCookieTechSupport@hearthsidefoods.com)

### Questions about our cookies?

Check out our [Cookie FAQ's](#) or email us your questions or concerns at [ABCSmartCookieBakers@hearthsidefoods.com](mailto:ABCSmartCookieBakers@hearthsidefoods.com)

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

## My Service Unit

### Service Unit Info

This page shows you the contact information Council has for the Service Unit. If any information needs to be edited, please do so:

#### Service Unit Information

SU Name	Proceed Plan	
Abington	No Plan Selected	
FirstName*	Last Name*	Email*
Travis	Sammons	tsammons@gsema.org
Address 1	Address 2	
143 Abbot Street		
City	State	Zip
Andover	MASSACHUSETTS	01810
Phone	Fax	Mobile
(978) 269-6660	( ) -	( ) -
Troops Assigned		
11111 22222		





Update Information

## Troops

Page showing all the troops in your Service Unit. You can double-click on the row of a troop, or click the pencil icon on the far-right, to view/edit troop information. You can also click on the small Girl Scout icon to the far-right, directly to the right of the pencil icon, to view the Girl Scouts in the troop:

### Manage Troops

Drag a column header here to group by that column








Active	District	Service Unit	Troop	First Name	Last Name	Email	
<input checked="" type="checkbox"/>	Q	Abington	11111	Travis	Sammons	tsammons@gsema.org	 
<input checked="" type="checkbox"/>		Abington	22222	Erin	Sullivan	esullivan@gsema.org	 

## Girls

This page gives you a complete list of all the Girl Scouts in your Service Unit. You can use the search boxes to view certain information or click on the column headers to sort the information:

### Manage Troop Girls

Drag a column header here to group by that column

District	Service Unit	Tr...	First Name	Last Name	GSUSAID	Grade	Parent	Email	
Q	Q	Q	Q	Q	Q	Q	Q	Q	
	Abington	11111	Test	Girl		Five	Travis Sammons	tsammons@gsema.org	
	Abington	11111	Sample	Girl		Five	Travis Sammons	tsammons@gsema.org	
	Abington	22222	lilly	cookie					
	Abington	22222	rose	cookie			Travis Sammons	tsammons426@gmail.com	 
	Abington	22222	Membership	Test			Parent Membership	klelachur@gsema.org	 


## Emails

Page showing all the emails sent to troops, or created by you at the Service Unit level:

### Manage Emails

Drag a column header here to group by that column

BulkmailID	Subject	Sent Date	
Q	Q	Q	
254615	Booth Sale Confirmation	5/31/2018 11:00:07...	
254614	Booth Sale Confirmation	5/31/2018 11:00:07...	
254613	Booth Sale Confirmation	5/31/2018 11:00:07...	
254612	Booth Sale Confirmation	5/31/2018 11:00:07...	
254611	Booth Sale Confirmation	5/31/2018 11:00:07...	

 Add New Email

## To add a new email:

- Click “Add New Email”
- In the “Select Group to Email” drop-down, click on the role you would like to email:

- For Service Unit users, select the District, Service Unit, and whether or not you are only sending to other Service Unit users in the same town or all Troop users as well:

The screenshot shows the 'Add Email' form for Service Unit users. At the top, there are three dropdown menus: 'Service Unit Use ...', 'No Specified District', and 'Abington'. To the right of these is a dropdown menu for 'And All Users Below' which is currently open, showing two options: 'Only' and 'And All Users Below'. Below these dropdowns are two text input fields labeled 'Subject\*' and 'Message\*'. At the bottom of the form is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, and other formatting options.

- For Troop users, select the District, Service Unit, and whether or not you are sending to particular troops or all of them:

The screenshot shows the 'Add Email' form for Troop users. At the top, there are three dropdown menus: 'Troop Users in', 'No Specified District', and 'Abington'. To the right of these is a dropdown menu for 'Troops' which is currently open, showing three options: 'Select All', '11111', and '22222'. Below these dropdowns are two text input fields labeled 'Subject\*' and 'Message\*'. At the bottom of the form is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, and other formatting options.

- Enter the “Subject” and “Message”
- Click “Save” to keep the email and send later, click “Send” to send now, or “Cancel” to close this window and return to the email table