

2024-25 Troop Database Guide



Smart+ Cookies TM
POWERED BY ABC BAKERS

girl scouts 
of eastern
massachusetts

Table of Contents

Gaining Access to Digital Cookie (DC)/Smart Cookies (SC)	2
Registering/Logging-In to Digital Cookie	3-6
- Switching Roles in Digital Cookie (if applicable)	5
- My Account Link in Digital Cookie	5-6
Registering to Smart Cookies	7
Logging into Smart Cookies	8-9
- Switching Roles (if applicable)	9
Digital Cookie Troop Dashboard	9-16
- Our Troop Cookie Site	9-13
- Pending Orders	13
- Troop Site Sales	14
- Cheers	14
- Troop Online Sales and Marketing	15
- Reports	15-16
Orders	16-19
- Order Refunding	17-19
My Troop	19-20
My Troop Orders	21-26
- Orders to Deliver	22-24
- Booth Pickup (Pre-Orders)	24-25
- Order Approval	25-26
Troop Cheers	26-27
Our Troop Cookie Site QR Code/Links	27-28
Smart Cookies Troop Dashboard	29
Navigating through Smart Cookies	30-31
My Troop	31-32
- Troop Roster	31-32
- Troop Information	32
Orders	32-45
- Manage Orders	32-35
- Transfer Order (T2G, G2G, G2T, and T2T)	35-38
- Planned Order	38-40
- Virtual Cookie Share (also known as Cookies for a Cause)	40-41
- Troop Direct Ship Orders (Troop-level only)	41-45
o Troop Direct Ship Orders (Manage Orders view)	45
Booth	46-58
- Schedule Booths (COBS, FCFS, Troop Secured Booths)	46-55
- Using the Booth Sale Divider	56-58
Rewards	59-62
- Recognition Order	59-61
- Manage Recognition Orders	61-62
Finances	62-64
Reports	65-67
Digital Cookie Help	68
Smart Cookies Help	68

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

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

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

Two forms need to be received by GSEMA in order to activate the Troop login emails for DC and SC:

- [Troop Cookie Coordinator Agreement](#)
- [Troop Bank Information Form](#) – if turned in for the Fall Product 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 GSEMA verifies your membership and background check, we will create you as a user and automatically-generated emails from noreply@girlscouts.org (for DC) and noreply@abcsmartcookies.com (for SC), will be sent.

Important! DC logins are sent to the email address listed in your MyGS account, while SC logins are sent to the one included on the TCC form. For ease of use in the future, it is recommended that Troops use the email in MyGS.



Register for Digital Cookie®

Kathie,

Thank you for everything you do to support the Girl Scout Cookie Program and the success of Girl Scout entrepreneurs.

Ready to help make a huge impact on your troop's cookie sales this year? We thought so! Sign up for Digital Cookie® today!

Supporting your troop's online sales is easier than ever. With the Digital Cookie platform, you can view troop participation, follow sales progress, and access tips and FAQs. Plus, you'll help your troop learn essential life skills and reach their goals as they participate in the largest girl-led entrepreneurial program in the world!

PLEASE NOTE:

- You will need to sign up for Digital Cookie again this cookie season.
- When you set up your troop's cookie site, your troop cookie link will be available on the National Cookie Finder. This means customers can find you when searching for a troop near them to order shipped cookies from, helping you reach your goal faster!
- Your Digital Cookie dashboard includes easier-to-read data on the progress of your Girl Scout's cookie sales and full metrics for your troop's cookie link sales.
- If you're also a parent/caregiver, you won't see your Girl Scout listed until parent/caregiver access to the Digital Cookie platform has opened.

Need help registering? [Access our help portal](#)

Register for Digital Cookie today and get started.

REGISTER NOW

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!

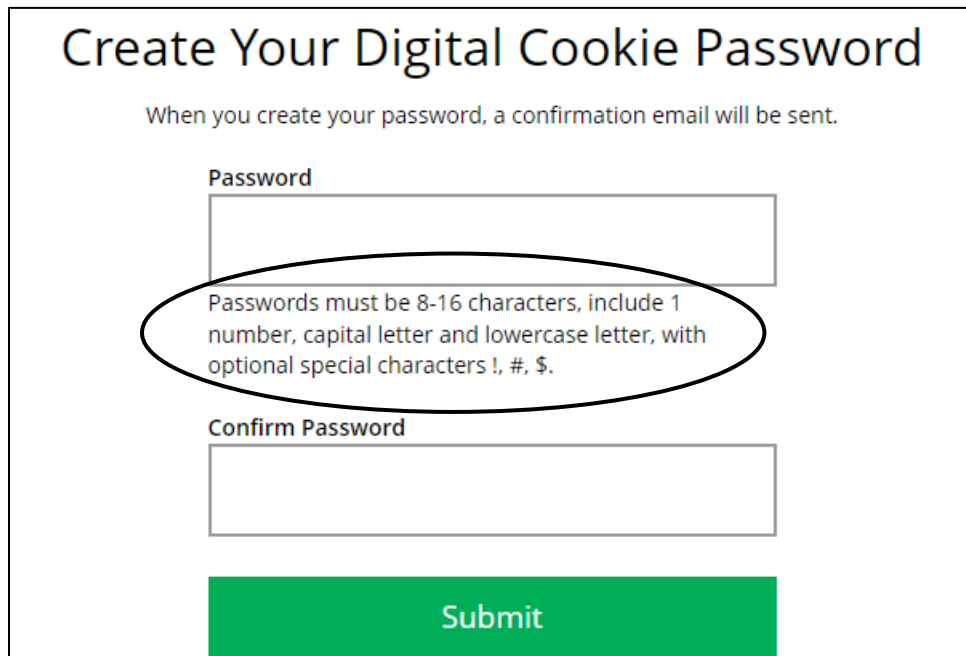
Thank you,

The ABC Smart Cookies Team

This email may be promotional.

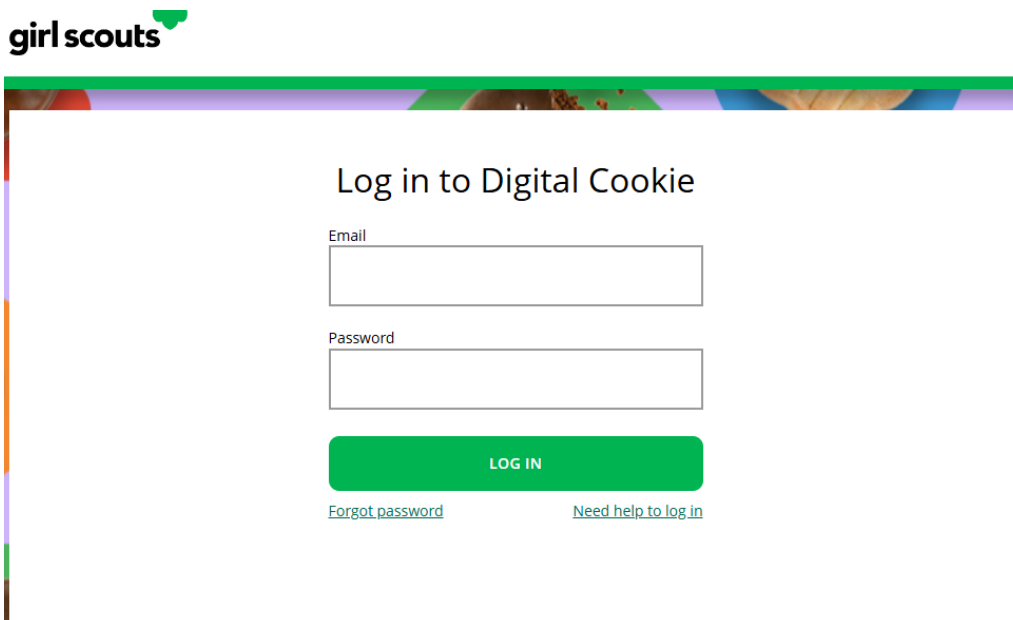
Registering/Logging-In to Digital Cookie

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



The screenshot shows a registration form titled "Create Your Digital Cookie Password". Below the title is a note: "When you create your password, a confirmation email will be sent." The form has two input fields: "Password" and "Confirm Password". The "Password" field is circled, and a text box next to it specifies the requirements: "Passwords must be 8-16 characters, include 1 number, capital letter and lowercase letter, with optional special characters !, #, \$." At the bottom of the form is a green "Submit" button.

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:



The screenshot shows the login page for Digital Cookie. At the top left is the "girlscouts" logo. The page has a colorful header and footer. The main content area is titled "Log in to Digital Cookie". It contains two input fields: "Email" and "Password". Below these fields is a green "LOG IN" button. At the bottom of the form are two links: "Forgot password" and "Need help to log in".

Upon initial login, you may be required to watch an online safety video (if you are a caregiver of a scout under 13) and 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 Volunteers
Effective July 30, 2014
Updated August 10, 2022

Welcome to the Digital Cookie program! Volunteers must agree to the below terms and conditions ("Volunteer Terms & Conditions") in order to participate in the Digital Cookie program so please read this carefully.

The Digital Cookie program is an opportunity for Girl Scouts to create their own online Digital Cookie sites so that their 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 Scouts will be involved with managing and entering information associated with the program online, please carefully review the accompanying [Privacy Policy](#) before agreeing to these Volunteer Terms & Conditions.

In order to keep Girl Scouts safe during their participation in the Digital Cookie program, both for their sites and our Troop Virtual Booth if we choose to use it, I will:

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

Finally, I understand and acknowledge that if I do not follow these terms and 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 Troop Dashboard for Digital Cookie.

Note: If you are a caregiver for a scout under the age of 13, you will see a Girl pledge appear, that will need to be accepted before continuing with the setup.

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

Select the role you would like to view



CONTINUE

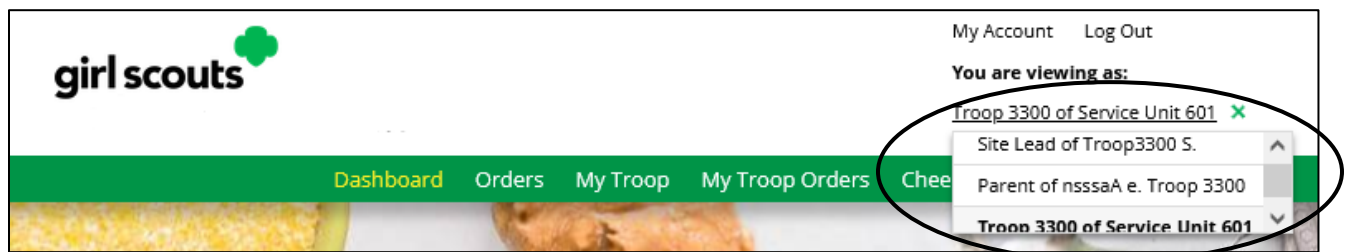
When logged in, switch between roles using the "select a role" drop down menu.

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:

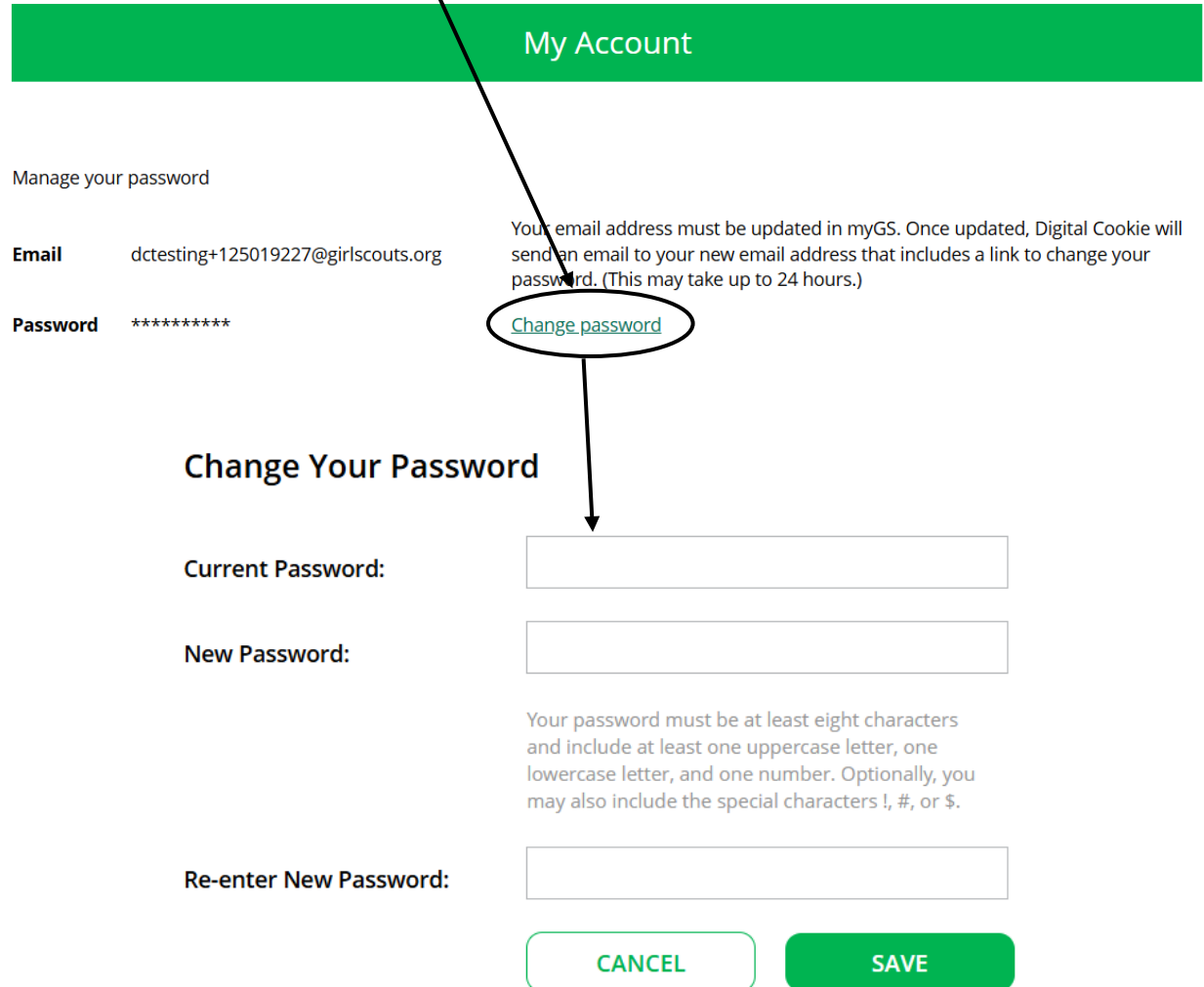


My Account Link in Digital Cookie

When logged into Digital Cookie, click on the “My Account” link at the top of the page:



You are able to update your password, if you are a Troop or Service Unit volunteer:



The screenshot shows the 'My Account' page. A green header bar at the top contains the text 'My Account'. Below this, the section 'Manage your password' is visible. It includes an 'Email' field with the address 'dctesting+125019227@girlscouts.org' and a 'Password' field with masked characters '*****'. To the right of these fields, a note states: 'Your email address must be updated in myGS. Once updated, Digital Cookie will send an email to your new email address that includes a link to change your password. (This may take up to 24 hours.)'. A link labeled 'Change password' is circled in black. An arrow points from the top of the page down to this link. Another arrow points from the 'Change password' link down to the 'Current Password' input field of the 'Change Your Password' form. This form also includes fields for 'New Password' and 'Re-enter New Password', followed by 'CANCEL' and 'SAVE' buttons.

My Account

Manage your password

Email dctesting+125019227@girlscouts.org

Password *****

Your email address must be updated in myGS. Once updated, Digital Cookie will send an email to your new email address that includes a link to change your password. (This may take up to 24 hours.)

[Change password](#)

Change Your Password

Current Password:

New Password:

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



Re-enter New Password:

[CANCEL](#) [SAVE](#)

Note: For Troop/Service Unit volunteers, you cannot change your email in Digital Cookie, but you can change it in the MyGS system (HIGHLY RECOMMENDED). You would also need to contact customercare@gsema.org to have it updated in the Smart Cookies system.

Registering to Smart Cookies

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



Welcome!
A few steps to complete your profile...

Required fields indicated by *


Troop Info

Position
Troop Cookie Manager

Girl Level
Brownie

Troop Number
11111

Council
Training - Eastern Massachusetts



Contact Info

Home Address *
Address is required

Fax (Optional)


Suite/Apt. #
Suite is required

City *
City is required

Phone Number *
Phone number is required

State *
State is required

Zip Code *
Zip code is required




Profile Info

First Name *
Travis

Last Name *
Sammons

Email *
twsammons@outlook.com

Create your password that you will use to sign in
Enter Password *
Password is required
Re-enter Password *
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".

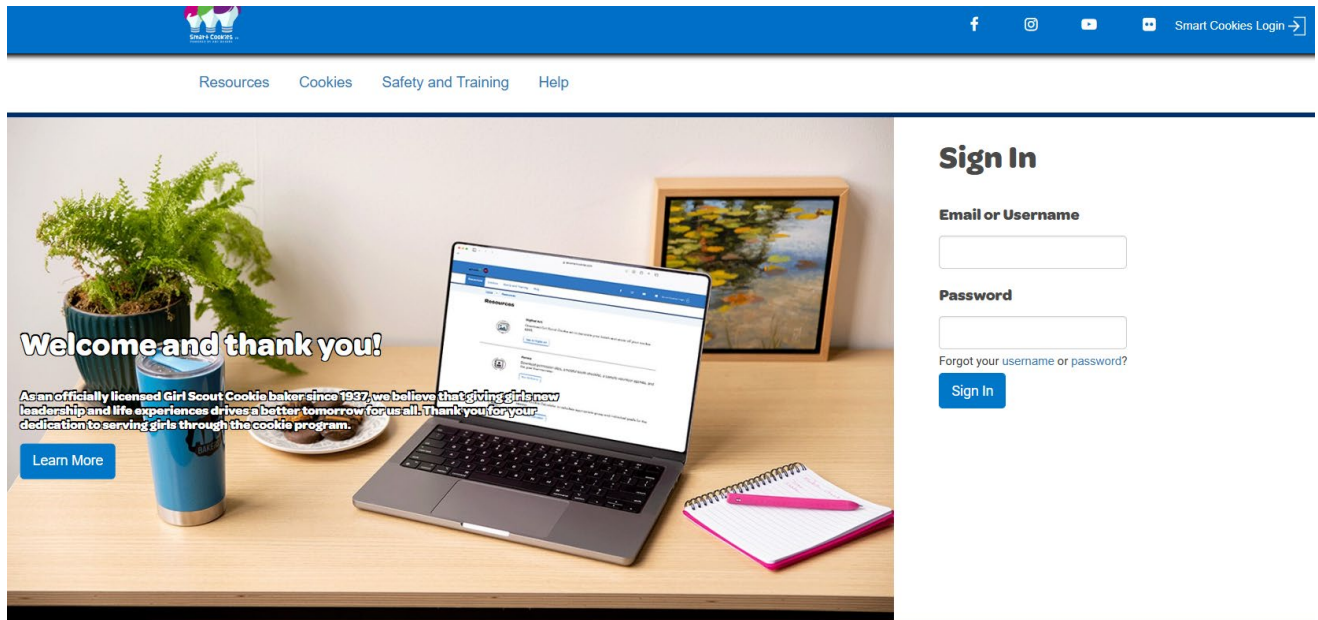
After you click "Submit", a confirmation page will appear:

You've successfully registered!

Let's get started with your Girl Scout Cookie Program, Travis! Go to www.abcsmartcookies.com to login!

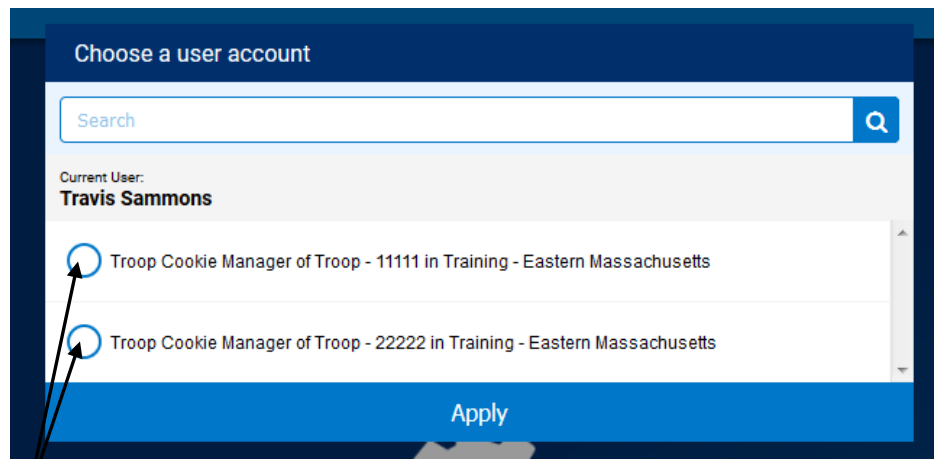
Logging into Smart Cookies

Click the link on the registration page (<https://www.abcsmartcookies.com/>) to go to the home page 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”.

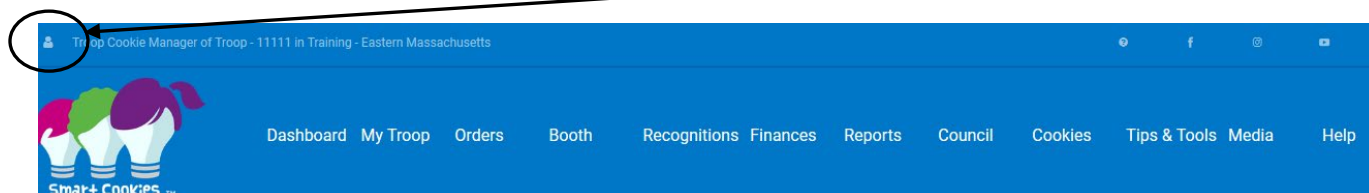
Note: If you only have one role (user for a single troop), you will go directly to the dashboard for your troop. If you have multiple roles (Service Unit Mentor with a troop, 2+ troops, etc.), a window will appear prompting you to select which role you will login as at this time:



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 (if applicable)

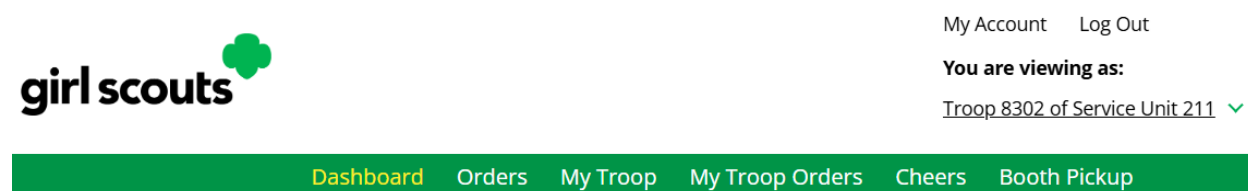
To switch roles, if you have multiple (see previous page), there is a person icon in the top-left of the page:



Once clicked, you will have the option to “Switch User” (change roles), “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 dashboard.

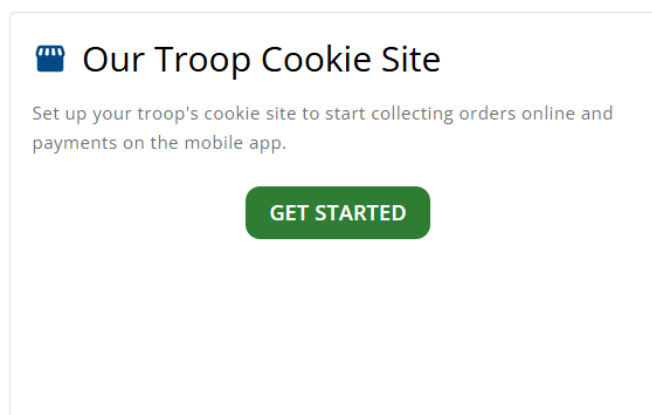
Digital Cookie Troop Dashboard

The Troop Dashboard details high-level, summary information for your troop in Digital Cookie. Below is the ribbon that shows you the different options available to the troop:



The dashboard itself has six different sections: “Our Troop Cookie Site”, “Pending Orders”, “Troop Site Sales”, “Cheers”, “Troop Online Sales and Marketing”, and “Reports”. Each one of these sections is explained below.

Our Troop Cookie Site



This section is where you will setup your Troop’s customer-facing shop site, which will allow you to share a unique QR code, site links (for in-person and/or direct ship orders), and complete transactions online and at booths.

- Upon initial setup, click the “Get Started” button in the “Our Troop Cookie Site” box to get started with acquiring your unique QR code and site links
- You will then be prompted to select a “Troop Site Lead”, which is the access required for completing this process and making any future edits for the troop:

Our Troop Cookie Site

Set up your troop's cookie site to start collecting orders online and payments on the mobile app.

Troop Site Lead*
Select a name ▼

This person sets up the troop cookie site.

SAVE **CANCEL**

Note: The Troop Site Lead can be changed to any other Troop volunteer at any time by clicking the pencil icon at the top-right of the “Our Troop Cookie Site” box on the dashboard.

- Select your name and click “Save” to then have the ability to setup your Troop’s site by clicking “Set Up Your Site”:

Our Troop Cookie Site

Set up your troop's cookie site to start collecting orders online and payments on the mobile app.

Troop Site Lead: alkyK bSkeS

SET UP YOUR SITE

You will then be required to activate the “Troop Girl” to confirm access to the site:

Digital Cookie Registration							
Register your Girl Scout to participate in Digital Cookie. She'll get access to the Digital Cookie Platform where each Girl Scout can set up her cookie site and goals, manage orders and learn marketing business skills.							
Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.							
Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID:	Troop	Preferred First Name*	Girl Email Address	Action
Registered	aOaaaa beobb	03/15/2014	125017529	8302	aOaaaa	---	Edit
	ACTIVATE Troop 8302C450 Site	01/01/2011	TRP8302C450	8302	---	---	---

- Click the “Access Site” button to then be taken back to the dashboard, now logged in as the “Troop Site Lead” role

- Click the “Set Up Your Site” button again in the “Our Troop Cookie Site” box to complete the next steps
- On this page, there are three steps to complete and all three need to have information entered and saved before the site will be able to be Approved and Published:

Cookie Page Setup



- Step 1: Set My Sales Target – enter the package sales goal for the troop and click the “Save” button to move onto the next step:


STEP 1 SET MY SALES TARGET REQUIRED*

Your Goal Calculator

Troop8302C450 wants to sell packages which = about * to help her Troop and others.

[SAVE](#)

The money you earn stays local, funding amazing experiences for you and your troop.

 [Learn more](#)

*When you sell cookies, it goes to your troop budget. Together, you can accomplish big things!

- Step 2: Write My Cookie Story – enter information into both text boxes (max. of 200 characters) to tell customers more about your troop’s cookie selling, and then click “Save” when done:

STEP 2 WRITE MY COOKIE STORY REQUIRED*

Tell your customers what you and your troop plan to do with the money you earn from selling cookies.*
(Enter a maximum of 200 characters)

Tell your customers what you learn from selling cookies.*
(Enter a maximum of 200 characters)

→

Required *Required*

[CANCEL](#) [SAVE](#)

- You will also have the additional options of uploading or choosing your own photos and videos the customer will see when visiting your online shop:


Make your cookie story even better
Choose a photo or video (optional)

[Upload your own photo](#) - or - [Choose from the photo gallery](#)

[Upload your own video*](#) - or - [Use the Girl Scouts video: Cookie Boss](#)

*Videos should be less than 10MB

[How to make your video](#)


actual image size

If you decide not to select a photo or upload your own, your **Digital Cookie** page will show this photo.

- Step 3: Set Zip Code, Review Your Digital Cookie Page and Publish – you will need to enter your Troop’s zip code (to make sure you are reaching the appropriate audience) and then you can review your site and publish it to make it available for customers:

STEP 3 **SET ZIP CODE, REVIEW YOUR DIGITAL COOKIE PAGE AND PUBLISH** REQUIRED*

Troop Site Zip Code [SEE YOUR SITE AND PUBLISH](#)

Your troop must set a **troop site zip code** if you want your cookie site to be visible to customers in the [Cookie Finder](#)

- Once you are satisfied with the information on your Troop’s cookie site, you can click the “Approve and Publish” button at the top to complete the setup:

Troop8302's Digital Cookie Site Preview

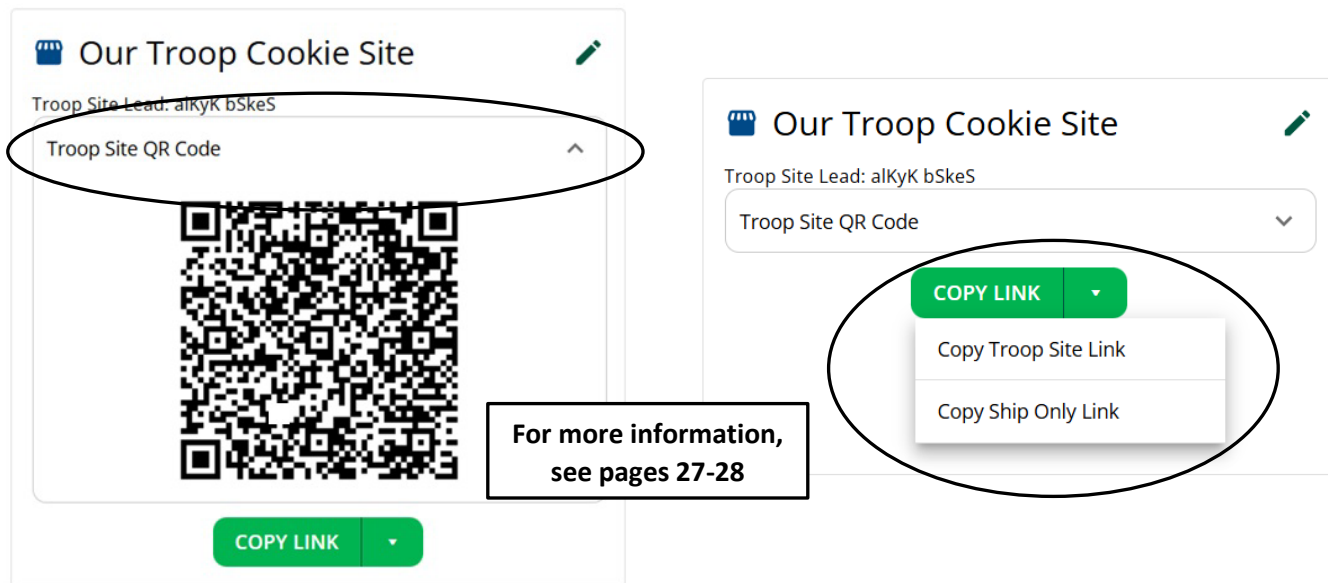
PARENT - OR - GUARDIAN

Troop8302 submitted her **Digital Cookie** page for your approval on 11/14/2024 09:17 AM CST. When you approve and publish, her site will be open for business.

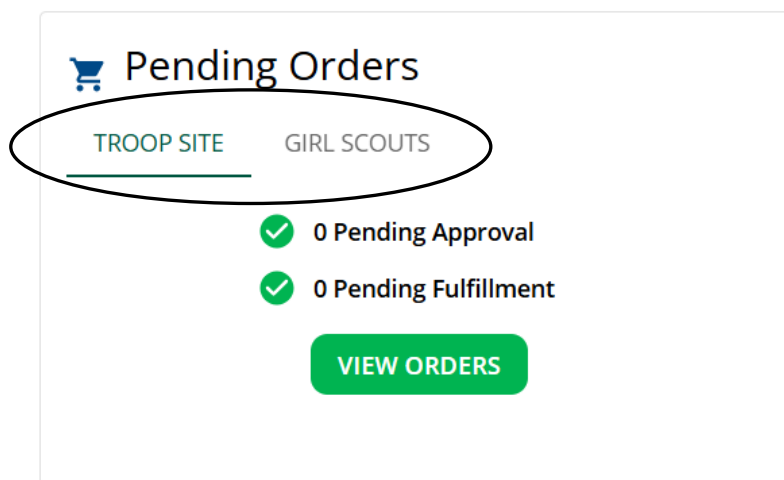
[EDIT](#)

[APPROVE AND PUBLISH](#)

- Now you will have access, on your Troop’s dashboard, to the unique QR code (by clicking the drop-down box), Troop Site Link (for In-Person/Girl-Delivery and Direct Ship orders) and Ship Only Link (for Direct Ship orders ONLY) by clicking the “Copy Link” button and selecting which one to offer:



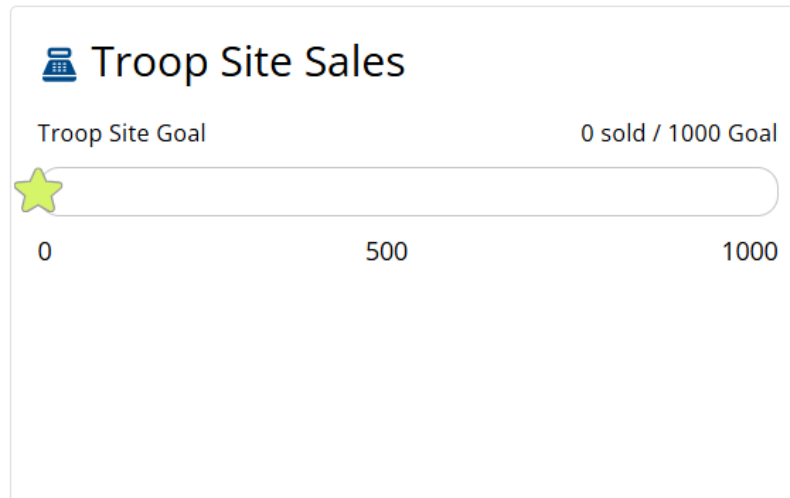
Pending Orders



This section will let you know if your Troop's QR Code/Site Links or any Girl Scouts in your troop have an order that needs to be approved or fulfilled. Click the "View Orders" button under the Troop Site tab (which brings you to the "My Troop Orders" page, **more details on pages 21-26**), or "See Details" button under the Girl Scouts tab (which brings you to the "My Troop" page, **more details on pages 19-20**), to see additional details.

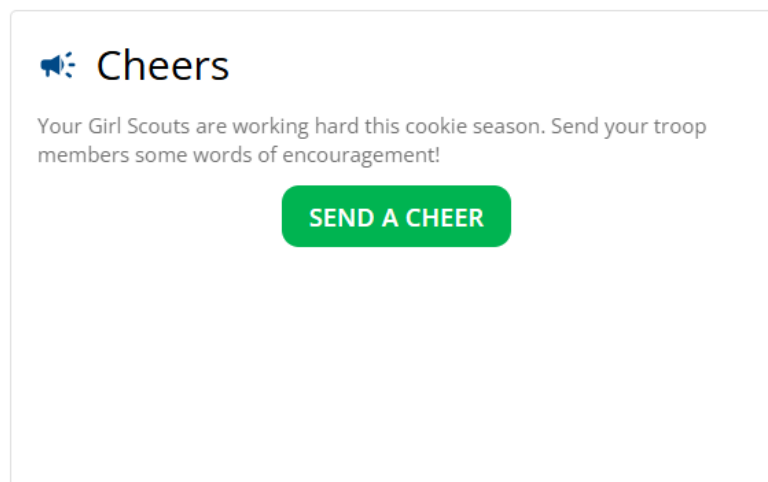
Note: In-person delivery orders do not automatically feed into the Smart Cookies system to compile a Planned Order for pick-up. There needs to be communication between the Caregiver/Girl Scout and the Troop Cookie Coordinator to make sure physical packages are received to fulfill customer orders.

Troop Site Sales



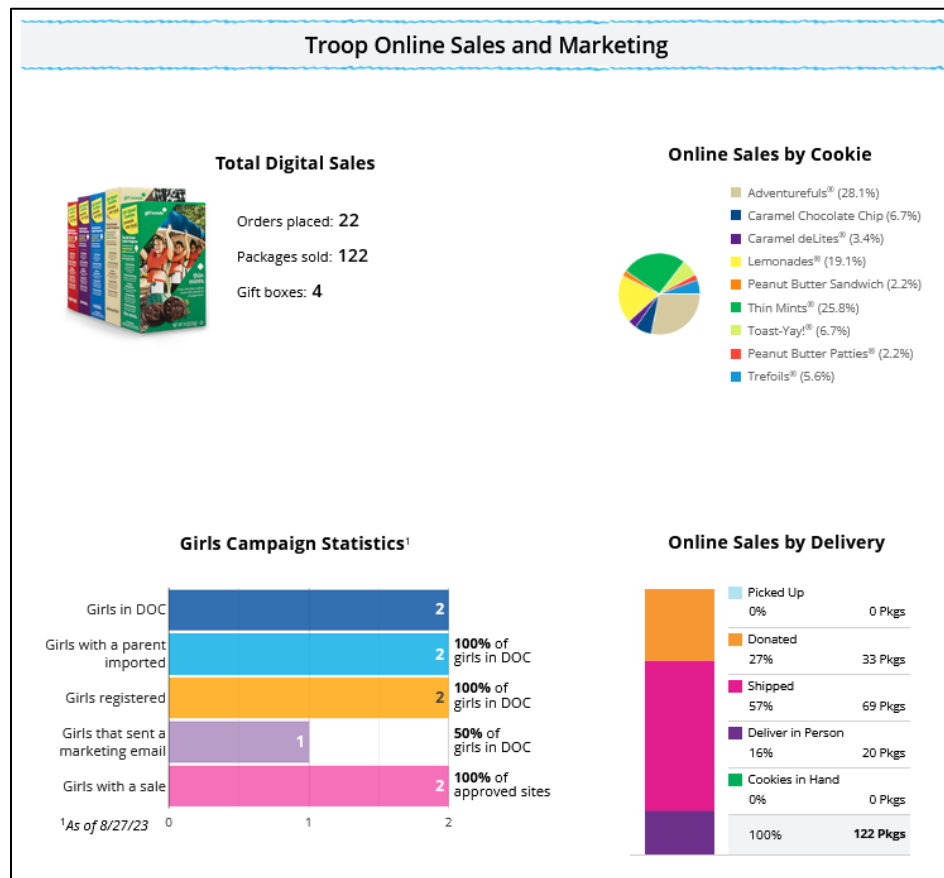
This section simply shows progress towards your overall Troop goal, which you chose during the Troop Site Setup (*see pages 9-13*). This will update as sales come into the Troop and Girl Scout accounts, as well as when packages are assigned in Smart Cookies and synchronized with Digital Cookie.

Cheers







This section will allow you to keep your Girl Scouts motivated throughout the entire Cookie Program. You can send them messages with cute pictures they will see when they log into their Digital Cookie accounts, and you can also track their individual goal progress.

Troop Online Sales and Marketing



This section will show you the sales for the Girl Scouts in your troop. You can see the trends of how your troop is participating in the program, a breakdown of Girl Scout statistics, a breakdown of cookie variety sales online, and a breakdown of the sales avenues of how Girl Scouts are participating online.

Reports

	All Order Data	For each girl see full order details including varieties, delivery type, etc.	GET REPORT
	Initial Order	1/26/25 Parent's due date 2/1/25 Troop due date	GET REPORT
	Cookie Badges	See the steps girls completed for their cookie badges and entrepreneur pin.	GET REPORT
	Rewards Selection	See which rewards girls have selected to enter in your baker software.	GET REPORT

In Digital Cookie, you have access to four reports that can help you manage your Girl Scouts' Digital Cookie activity:

- **All Order Data** – shows details of every order for every Girl Scout in your troop (**IMPORTANT!; see note below**)
- **Initial Order** – function not used at GSEMA (**IGNORE**)
- **Cookie Badges** – shows if Girl Scouts are completing any of the Cookie Business badges and/or Family Entrepreneur Pins
- **Rewards Selection** – shows the reward selections Girl Scouts have made in their Digital Cookie site

Important! The “All Order Data” report details every online order received by Girl Scouts through Digital Cookie. This report is helpful in giving you all of the information you need to make sure all sales are correctly attributed to the Girl Scouts between both Smart Cookies and Digital Cookie. Only “Shipped” and “Shipped with Donation” orders automatically assign to the Girl Scouts, whereas any other type of order needs either a Troop to Girl Transfer (for ‘Standard’ packages) or a Virtual Cookie Share order (for Donation packages) entered to account for all sales.

Note: Reward selections do not automatically feed into the Smart Cookies site. This report will need to be run and the choices will need to be entered in Smart Cookies by the Troop Cookie Coordinator for each Girl Scout to ensure fulfillment.

The next sections will detail the functions available to Troop volunteers in Digital Cookie.

Orders

This section will allow you to search for any order associated with your Troop and Girl Scouts online:

Orders

Search for **Orders** ⓘ

Customer Information

Order #

Date Range to

Order Status

Payment Status

Order Type

Girl/Parent

First Name

Last Name

Phone

Email

Girl First Name

Girl Last Name

GSUSA ID

Site URL

Parent Email

Organization

Council Name

Council Code

SU Name

SU ID

Troop #

Orders Pending Validation ☐ See List

SEARCH

[Export to Excel](#)

Order #	Order Date	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
05758715	09/10/24 17:55	In-Person Deliver...	Trefoil Love	\$48.00	New	Payment Authoriz...	kailMzceeM rzzzra	Girl Scouts of the ...	333

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

You can search by order number (if available), customer name/email, or Girl Scout name/email. When searching by name, at least two characters need to be entered for results to appear. Once you have filled out the necessary fields, click the “Search” button at the bottom and any results will appear below those fields. You can click on the order number to see more details about the particular order.

Order Refunding

Troops are able to refund in-person delivery, pickup, and donation orders for customers in the Digital Cookie system. **At this time, only full refunds can be processed.**

- To refund an order, go to the “Orders” tab:



- Enter order information into the provided fields to show any order results (recommended fields are: Order #, Customer Email, Parent Email, Girl Name (first and last), and Customer Name (first and last, min. 2 characters):

Orders

Search for ● Orders ?

Order #

Date Range to

Order Status Choose an option ▼

Payment Status Choose an option ▼

Order Type Choose an option ▼

Customer Information

First Name

Last Name

Phone

Email

Girl/Parent

Girl First Name

Girl Last Name

GSUSA ID

Site URL

Parent Email

Organization

Council Name

Council Code

SU Name

SU ID

Troop #

Orders Pending Validation ☐ [See List](#)

SEARCH

Note: Entering information in more than one search field may result in incorrect orders appearing. Try experimenting with each field to see if the order can be found.

- Click the “Search” button (below the fields) and click on the green Order # link that appears in the results:

[Export to Excel](#)

Order #	Order Date	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
05758715	09/10/24 17:55	In-Person Deliver...	Trefoil Love	\$48.00	New	Payment Authoriz...	kaiMzceeM rzzzra	Girl Scouts of the ...	333

Showing 1 to 1 of 1 entries

[First](#)
[Previous](#)
1
[Next](#)
[Last](#)

- This will bring you to the Order details page, which includes all order information and the customer's details. At the top of this page, next to "Payment Status", click the "Refund" button:

Order Details

Order Number:	05758715	Payment Status:	Payment Captured	Refund
Order Date:	9/10/2024 5:55 PM CDT	Delivery Status:	Not Delivered	
Order Type:	In-Person Delivery with Donation	Baker:	ABC	

- Click the "Full Refund" radio button to continue with the refund:

Refund Order

Please select one of the options below to refund this cookie order:

☒ Full Refund

Note: Partial refunds can not be done at this time. If an order needs to be refunded in part, the order will need to be refunded in full first, and then a subsequent order placed to account for the corrected items. If you need any help with this process, please contact customercare@gsema.org.

- Select a "Refund Reason" in the drop-down box:

Refund Order

Please select one of the options below to refund this cookie order:

☒ Full Refund

Refund Reason:

Choose an option

Responsible Party:

Notes:

*Required

Current Order Total: \$60.00

Amount Canceled: - \$60.00

New Order Total: \$0.00

Continue with refund? YES NO

- Enter any notes into the provided field (recommended full explanation in case further research needs to be done by customer service in the future)
- Click the "Yes" button to continue with the refund

Note: Once the “Yes” button is clicked, this will cause the refund to be processed. Depending on the customer’s bank, this may take a few days, or even a few weeks, to appear in their account.

To verify the refund went through successfully, you can scroll to the bottom of their Order details page and see “REFUND_STANDALONE” in the “Payment Transactions” section, which includes the date the system processed the refund:

Payment Transactions

Type	ID	Status	Amount	Date
AUTHORIZATION	bcfn6gfy	ACCEPTED	\$60.00	11/1/24 9:42 AM CDT
CAPTURE	bcfn6gfy	ACCEPTED	\$60.00	11/6/24 1:39 PM CST
REFUND_STANDALONE	kh6yabx4	ACCEPTED	\$60.00	11/15/24 9:06 AM CST

Note: In the GSEMA site, all time zones will be corrected to EST.

My Troop

The My Troop tab in Digital Cookies will show you many sales details for each Girl Scout in the troop:

Troop 8262				
Troop Cookie Sales Last Updated: 11/15/24 9:00 AM CST		1 Troop goal not set 287 sold / 0 troop goal not set 287 packages sold	Quick Links INITIAL ORDER REPORT The troop sales goal is set in your baker software	
	PACKAGES SOLD / GOAL	COOKIE SITE	ORDERS TO APPROVE	
dAioAnd Jhsonnn	208 / 500	2 , Published	0 orders	see details ▾
adieae ooislhl	0 / 0	No, Not Published	3 0 orders	see details ▾
bbrrri Lnennet	0 / 0	No, Not Published	0 orders	4 see details ▾
dda eneoee	0 / 0	No, Not Published	0 orders	see details ▾
ieEE eemImM	0 / 0	No, Not Published	0 orders	see details ▾
kkkiay rmaar	0 / 0	No, Not Published	0 orders	see details ▾
leeeel ttttt	0 / 0	No, Not Published	0 orders	see details ▾
rMriar kososmm	0 / 0	No, Not Published	0 orders	see details ▾
ynlyKes nCahaCa	0 / 0	No, Not Published	0 orders	see details ▾
Total: Girl sales	208 / 500			
Troop 8262	79 / 5	5 , Published	2 orders	see details ▾
Total: All sales	287 / 505			

1. **Troop Goal** – if a troop goal was set during the Site Setup (*see pages 9-13*), the bar tracks progress towards that number
2. **Cookie Site** – if a scout’s site is published, you can click on the link to be taken to their customer-facing site
3. **Orders to Approve** – this indicates if the scout’s Caregiver has any orders that need to be approved for delivery
4. **See Details/Delivery Change** – details the Girl Scout, their orders, their email marketing to customers, and if the Caregiver has turned off the delivery option or any cookie varieties:

dAioAnd Jhsonnn	208 / 500	Yes, Published	0 orders	see details ^
COOKIES SOLD Online: 208 Offline: 0 Total: 208 VIEW VARIETY DETAILS	PARENT / GUARDIAN irinjenf uosnsu dctesting+104688123@girlscouts.org	DELIVERY SETTINGS Girl Scout delivery: Active Cookie varieties: On	CUSTOMERS EMAILED Marketing emails: 0	[x]

Note: You can also click the “View Variety Details” button and that will give you a breakdown, by variety, of the number of packages pending approval and if the in-person delivery option is available.

5. **Troop Link Orders** – if the troop link has been published, you can click the link to go to the Troop’s “girl” site and see any sales that have come in through that link

My Troop Orders

The My Troop Orders section has two sub-sections: “Orders to Deliver” and “Online Orders”.

Digital Cookie Orders to Deliver

Running a Good Business

Keep track of what's been ordered, when it's approved, and when it's delivered.

2 Orders to approve for delivery in person

Click on a name to see all the details about the order. Then “Approve” or “Decline” the order.

Oh my! You have 2 orders that have been pending approval for more than 3 days.

☐ Select all in view

APPROVE ORDER

DECLINE ORDER

Show 5 Items

	Cookie pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input type="checkbox"/>	05760651	10	Taylor Swiftie Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	1
<input type="checkbox"/>	05760666	10	Taylor Swiftie Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	1

Need Help?

1 Orders to deliver

Click on a name to mark when the cookies were delivered. ⓘ

☐ Select all

ORDER DELIVERED

EXPORT ORDERS

Show 5 Items

	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order
<input type="checkbox"/>	05760663	6	Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Cent er, MN	11/11/2024

Digital Cookie Online Orders

7 Completed Digital Cookie Online Orders

Orders to Deliver

While this is primarily a Caregiver/Girl Scout function, as a Troop volunteer you have some visibility to these orders and can prompt them to make sure the orders are approved, or declined, and communicate with them about what physical cookies may be needed to fulfill these types of orders.

If an order is received that needs approval by the Caregiver, if not done by midnight of the same day the order is placed, a system-generated email (from noreply@girlscouts.org) will be sent telling them action is required for an order.

Once the Caregiver logs into Digital Cookie, they will navigate to their “Orders” section on the ribbon to get started:



They will see a list of all of the orders needing approval, including the Customer’s Order number, number of packages in each order, Customer’s address information, Order date, and the number of days they have left to approve before it reverts to the Customer’s second choice option (e.g. Cancel, Donate):

Digital Cookie Orders to Deliver

Running a Good Business

Keep track of what's been ordered, when it's approved, and when it's delivered.

2 Orders to approve for delivery in person

Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Oh my! You have 2 orders that have been pending approval for more than 3 days.

☐ Select all in view

APPROVE ORDERDECLINE ORDER

Show 5 Items ▾

	Cookie pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input type="checkbox"/>	05760651	10	Taylor Swiftie Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	1
<input type="checkbox"/>	05760666	10	Taylor Swiftie Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	1

When determining whether to approve or decline the order, the Caregiver should consider:

- Is the Customer a known and trusted individual?
- Are you able to get the physical cookies to the Customer’s location? AND
- Do you have the inventory available to fulfill the order?

Note: The inventory will need to be arranged with you, the Troop Cookie Coordinator, to make sure the Girl Scouts have the necessary cookies on-hand to fulfill their orders.

If “Yes” to all of these questions, the Caregiver should approve the order. If the order is declined, the system will revert the order to their second choice.


They can approve or decline the orders by viewing them individually (by clicking the Customer’s name link in each row and bringing up the Order details page), or in bulk (by clicking the checkbox next to each Customer’s name and clicking the appropriate button above the Customer table.

There will be a pop-up message, either way they decide to approve/decline, that will confirm their choice.

If the order is approved, it will move down to the section, “Orders to Deliver”, below the “Approve” section:

.....


1 Orders to deliver


Click on a name to mark when the cookies were delivered. 

☐ Select all

ORDER DELIVERED

EXPORT ORDERS

Show 5 Items 


	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order 
<input type="checkbox"/>	05760663	6	Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024

Note: When the order is approved, the order will then be charged. Make sure the Girl Scout follows through with delivering the order.

Once the order has been delivered, the Caregiver/Girl Scout can go back in and mark the order as Delivered. If they fulfilled multiple orders, they can select them and click the “Orders Delivered” button:

.....

1 Orders to deliver


Click on a name to mark when the cookies were delivered. 

☒


Select all

ORDER DELIVERED

EXPORT ORDERS

Show 5 Items 

All 1 orders in the list are selected. [clear all](#)

	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order 
<input checked="" type="checkbox"/>	05760663	6	Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024

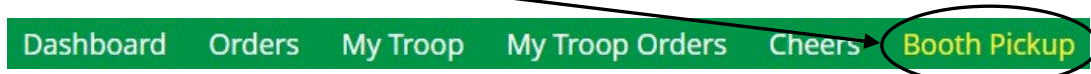
Note: When an order is marked as Delivered, they will move down into the Online Orders section, which includes completed orders.

Once the orders have completed this process and are completely delivered, you will see a credit transaction in Smart Cookies (on the “Troop Balance Summary” report).

Booth Pickup (Pre-Orders)

The ability for customers to purchase from the troop can happen at a booth, or online, using Digital Cookie. You can offer the option for customers to pre-pay for an order for pickup at a booth your troop has scheduled. To activate this option for customers, there are a few steps to follow:

- Start by navigating to the “Booth Pickup” section on the ribbon:



- Select an existing booth from your list and click on the “Add Pick-Up Option” link:

A screenshot of the 'Booth Pick Up' page. At the top is a green header with the text 'Booth Pick Up'. Below the header is a sub-header 'Add pickup to an existing booth' and a description: 'Select from your troop's cookie booths, add a start and end date for customers to see the pickup option.' There are two filters: 'Sort by: Name' and 'Show: 6 Items'. Below these are two booth cards. The first card is for 'Girl Scout Council Office' at '4930 Cornell Rd cincinnati OH, 45242' with dates '09/18/2023 02:00 PM - 04:00 PM' and a link 'Already added'. The second card is for the same location with dates '09/09/2023 04:00 PM - 06:00 PM' and a link 'Add pick up option' which is circled in red. An arrow points from the text 'Add Pick-Up Option' in the list above to this link.

- Once the option has been clicked for the selected booth, a few details will need to be entered for when the customer will see that pickup location as an option (start/end date/time):

A screenshot of the 'Add pick up to the booth' form. The title is 'Add pick up to the booth'. Below it is the booth name '2.5 Phy. Booth 80219_6' and address '9999 S Wolff St'. There are two date/time fields: '12/31/2022 08:00 AM - 04:30 PM' and '10/05/2022 12:00 AM - 12:30/2022 12:00 AM'. Below these is a text box with the instruction: 'Set the start and end dates to determine when customers will see this pick up location as an option in your Troop Cookie Link checkout. Consider an ending date that will give you enough time to approve and gather all orders for pick up for this booth.' At the bottom are two buttons: 'CANCEL' and 'ADD TO MY LIST'.

Note: Consider ending the option for customers to choose pickup at a booth with plenty of time to approve the orders and receive inventory (through Planned Orders) to fulfill all orders.

- If you need to edit/delete the pickup location(s), you can view the list and make that decision:

Your list of pickup booth locations

2 Available Booths

Sort by:

Name

Show

6 Items

Grocery Store

9999 S Wolff St
Denver CO, 80219

[Edit pick up dates](#)

10/05/2022 - 12/29/2022

12:00 AM - 12:00 AM

[Delete booth pick up](#)

Pharmacy

9999 S Wolff St
Denver CO, 80219

[Edit pick up dates](#)

10/05/2022 - 12/29/2022

12:00 AM - 12:00 AM

[Delete booth pick up](#)

Important! If you cancel a booth in Smart Cookies, you must delete the booth from here in Digital Cookie so customers can no longer select it as a pick-up option. Check the Orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel/refund them.

Order Approval

Orders needing approval will need to be reviewed and approved within 5 days of the order being placed. To review these orders, go to the “My Troop Orders” section:

[Dashboard](#) [Orders](#) [My Troop](#) **[My Troop Orders](#)** [Cheers](#) [Booth Pickup](#)

Scroll down to the pickup orders section and you can check the box next to the customer’s order number to approve or decline it:

Digital Cookie Orders to Deliver

Running a Good Business

Keep track of what's been ordered, when it's approved, and when it's delivered.

2 Orders to approve for delivery in person

Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Oh my! You have 2 orders that have been pending approval for more than 3 days.

☒ Select all in view

[APPROVE ORDER](#)

[DECLINE ORDER](#)

Show 5 Items

▼

	Cookie pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/>	05760651	10	Taylor Swiftie Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	1

If you approve them, they will move to the “Orders to Deliver” section. In this section, you can select the orders and export them to have a list in preparation for your booth sale:

.....

2 Orders to deliver

Click on a name to mark when the cookies were delivered. [i](#)

☐ Select all ORDER DELIVERED EXPORT ORDERS Show 5 Items ▾

	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order i
<input type="checkbox"/> 05760663	6	Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	
<input type="checkbox"/> 05760651	10	Taylor Swiftie	5601 Brooklyn Blvd, Brooklyn Center, MN	11/11/2024	

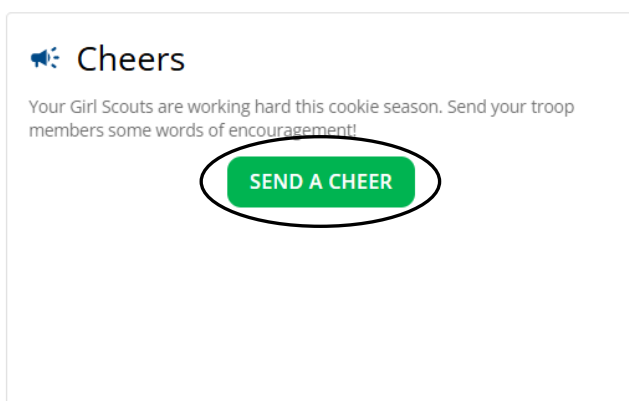
When the customer has picked up their order, be sure to mark the order as “Order Delivered” so that it will be removed from your list of orders needing attention.

Troop Cheers

You can send Girl Scouts in your Troop “cheers” to keep them motivated throughout the Cookie program, just like their fellow Girl Scouts can.

Note: Girl Scouts cannot “cheer” back to volunteers.

- From the dashboard, or Cheers section in the ribbon, click the “Send a Cheer” button to get started:



- On the “Cheers” page, you can see the Girl Scouts in your troop and the percentage of their sales towards their goal (if set); click the “Pick a cheer to send” drop-down in the row for whom you would like to send the cheer to:

TROOP MEMBER ▲ GOAL PROGRESS ▲

dAioAnd 41% Pick a cheer to send ▼

- Choose a short message and an image you would like to send to the selected Girl Scout:

dAioAnd 41% Close ^

Choose a Message

So proud of you ▼

Choose a Picture

Preview your Cheer

So proud of you
from tHeHeHe riMiri

SEND THIS CHEER

- Preview the cheer next to your selections and click the “Send This Cheer” button that the Girl Scout will now see on their dashboard when they log in.

Our Troop Cookie Site QR Code/Links


The QR code and links will help your troop make sales online instead of, or in addition to, your regular in-person cookie booths/door-to-door sales/etc. When you setup your Troop Site, there will be a QR Code and two links you can use: “Troop Site Link” and “Ship Only Link”.

QR Code/Troop Site Link

Our Troop Cookie Site

Troop Site Lead: alKyK bSkeS

Troop Site QR Code



COPY LINK ▼

Our Troop Cookie Site

Troop Site Lead: alKyK bSkeS

Troop Site QR Code ▼

COPY LINK ▼

Copy Troop Site Link

Copy Ship Only Link

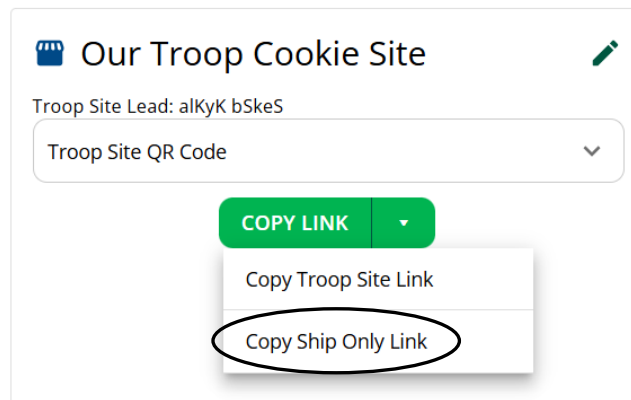
More information regarding initial setup can be found on pages 9-13.

This link will function the same way as any Girl Scout's link with Shipping, Donation, Delivery, and In-Hand (on the app) as options that customers can select.

Note: You can turn delivery off for the QR Code and Troop Site link (from the Site Lead role), just like the Caregiver can do so for their Girl Scout.

This link is available to copy and share, and a QR code that can be used on any Troop sales materials or mobile device directly.

Ship Only Link

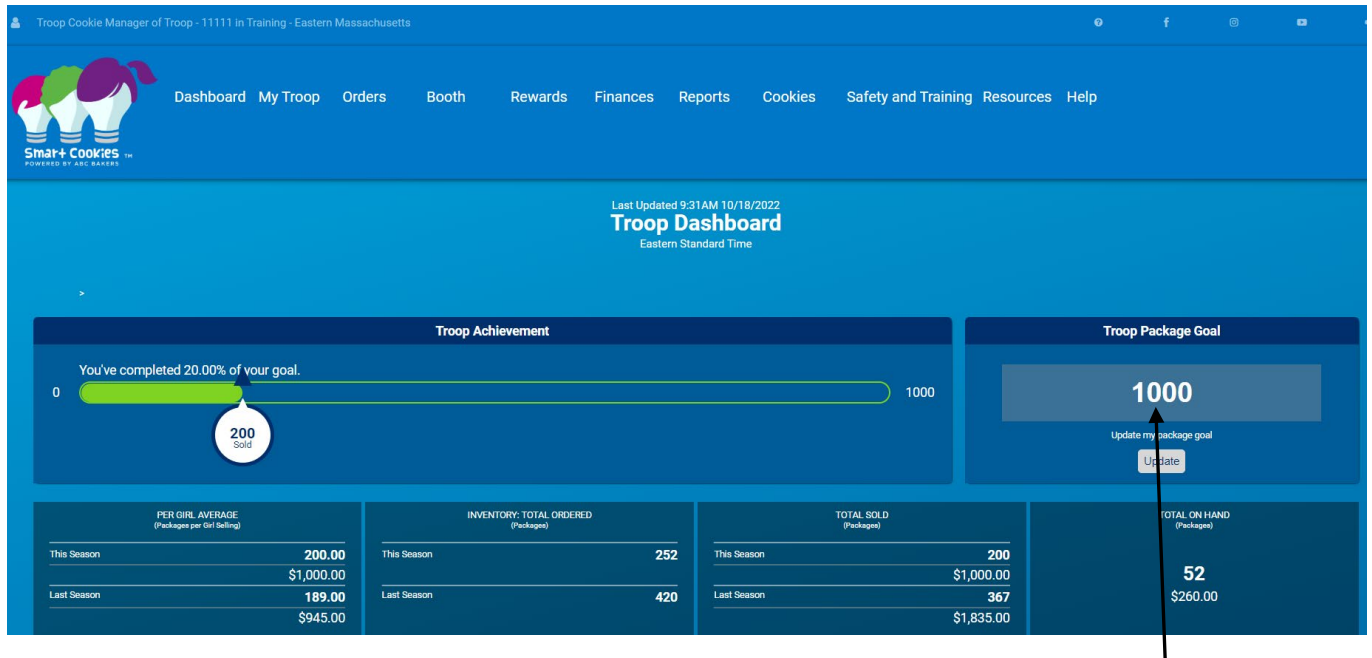


This link will allow customers to purchase Shipped and Donation orders. This is the link that will be sent for the GSEMA Cookie Connector and the GSUSA National Cookie Finder.

Once your site is setup and published, there is nothing additional you need to do in order to have this link appear to customers coming to the Connector/Cookie Finder to find Troops for whom to purchase cookies from.

All of these types of purchases will appear in the "Troop Direct Ship Orders" section of the Smart Cookies site (***see pages 41-45 for more information on that function***).

Smart Cookies Troop Dashboard



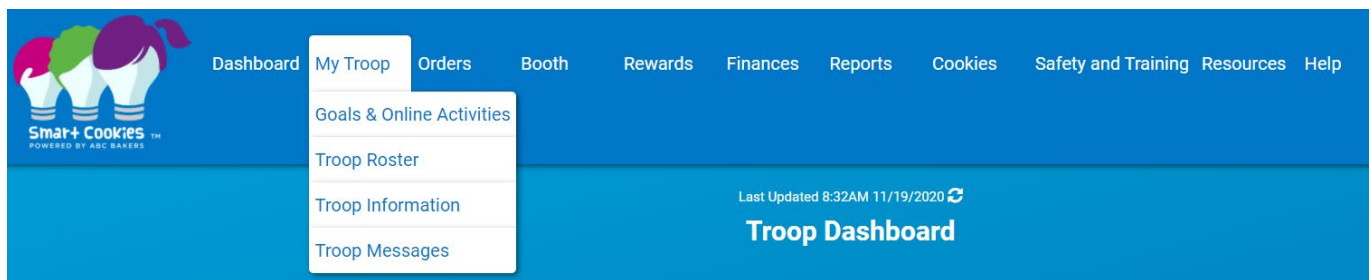
The Troop Dashboard details, at a high-level, the activity for your troop. From here, you can set a troop goal that will automatically update, throughout the sale, according to what has been assigned to Girl Scouts.

You can view:

- **Per Girl Average (selling)** – this year vs. last year
- **Inventory Ordered (in packages)** – this year vs. last year
- **Total Sold (in packages)** – this year vs. last year
- **Total On Hand (in packages)** – amount of packages still left to be assigned to Girl Scouts
- **Calendar** with important dates and tasks associated with them
- **Messages** – either from GSEMA or your Service Unit Mentor (if applicable)
- **Girls Registered and Selling** – this year vs. last year
- **Financial Summary** – Total Sales, Troop Proceeds, Council (GSEMA) Proceeds (total amount due to GSEMA), Credits, Deposits, Debt, Amount Collected (by GSEMA) or Online, and Balance Due (to GSEMA)
- **Girl Listings** based on how much they sold (e.g. what has been assigned to them using transfer orders or online ordering), summarized below at a rate of \$6.00 per package

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 Troop
 - Troop Roster
 - Troop Information
- Orders
 - Manage Orders
 - Transfer Order
 - Planned Order
 - Virtual Cookie Share
 - Troop Direct Ship Orders (Troop-level only)
- Booth
 - Schedule Booths
 - My Reservations
 - Troop Secured Booths
 - View Booth Credit Card Payments
- Rewards
 - Manage Recognition Orders
 - Recognition Order
- Finances
 - Financial Transactions
- Reports
 - Current
 - Archived
- Cookies
- Safety and Training
 - Smart Cookies Training
 - Safety
- Resources
- Help

To go to each section, hover over each heading and click on the desired sub-section. “Dashboard”, “Cookies”, “Resources”, and “Help” 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.

Smart Cookies Troop Dashboard – see page 29

My Troop

Troop Roster

The Troop Roster sub-section gives a list of all of the registered Girl Scouts in the troop and allows you to edit certain information for them:

Manage Troop Girls

Drag a column header here to group by that column

District	Service Unit	Troop	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	

To the far-right of each Girl Scouts' name is a pencil icon you can click to edit the scouts' information (you can also double-click on the row and the same window will appear):

Update Troop Girl

Girl GSUSA ID:*	First Name:*	Last Name:*
<input type="text" value="123456789"/>	<input type="text" value="Test"/>	<input type="text" value="Scout"/>
Troop:*	Nickname:	
<input type="text" value="11111"/>	<input type="text"/>	
Grade Level:*	Apparel:	Socks:
<input type="text" value="Five"/>	<input type="text" value="Youth - Large"/>	<input type="text" value="Regular - Medium"/>
Parent Information		
First Name	Last Name	Email
<input type="text" value="Test"/>	<input type="text" value="Caregiver"/>	<input type="text" value="test@test.org"/>
Street	Suite	
<input type="text"/>	<input type="text"/>	
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
<div><input type="button" value="Save"/> <input type="button" value="Cancel"/></div>		

Some of the information is pre-loaded, such as the Girl Scout's Name, Troop Number, GSUSAID, and Caregiver's Name and Email.

Recommended: At this point, you should select the Girl Scout's "Apparel" (t-shirt) size. When it is time to create a Recognition Order, if they earned the t-shirt reward and it has been pre-selected at this time, the size will already be in the order and no further action will be needed. Click "Save" once finished and you can select other Girl Scouts' Apparel sizes, if needed.

Note: Girl Scouts are uploaded daily throughout the program. If a registered Girl Scout is missing, you can contact GSEMA at customercare@gsema.org to inquire.

Troop Information

The Troop Information page allows you to view information about your troop:

Troop Information

Girls Active*	Girls Selling*	Expected Number of Girls Selling (0-999)	Troop GSUSA ID
3	2		1111111111
Troop Number		Level	Service Unit
11111		Group	Test SU
Proceed Plan*			Proceed Plan Notes
2023-24 Test Proceeds Plan			No Notes Available
Main Recognition Plan			
2023-24 Test Recognitions Plan			
Troop Recognition Plan			
No Recognition Plan			
Submitted documentation, if required?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
Bank Account	Bank Routing		
Primary Contact			
First Name		Last Name	

Note: All of the information on this page is pre-loaded from our membership database, if any changes need to be made, please contact GSEMA at customercare@gsema.org.

Orders

Manage Orders

The Manage Orders page collects every single type of order you have created throughout the entire length of the Cookie Program, except for Recognition Orders (*see pages 59-62 for details*).

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

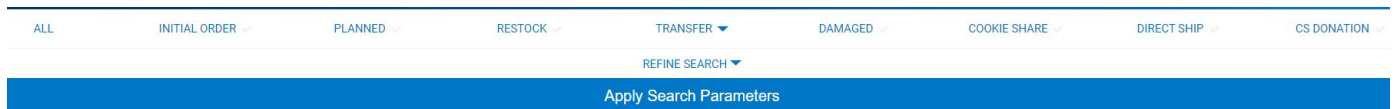
Manage Orders			
PLANNED	ORDERED	SOLD	ONHAND
Cases	Cases	Cases	Cases
83	135	10	124
Total Value	Total Value	Total Value	Total Value
\$4,068	\$6,508	\$540	\$5,968
Show Transactions	Show Transactions	Show Transactions	Details

- **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

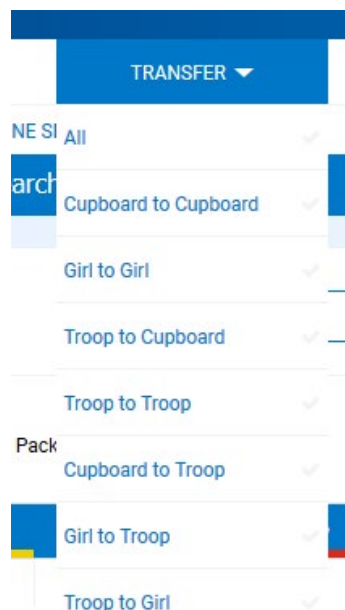
Note: The On Hand and Sold boxes should equal the Ordered box, rounding may throw off the number a bit.

Below this section are the filters:



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 GSEMA
- **Planned** – shows only orders that are yet to be picked up in a cupboard
- **Restock** – order type not used at 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 Troop level
- **Cookie Share** – shows orders designated as Cookie Share – donations handled by GSEMA
- **Direct Ship** – shows all orders that have been processed online
- **CS Donation** - GSEMA-level function; shows the recipients of Cookies for a Cause donations to GSEMA partners

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

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

The Manage Order table appears as follows:

14 Results

Search By: All Keyword:

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
10/16/2023	2	C2T	11111	Test Cupboard 1	0	24	24	24	48	72	60	60	12	12	
10/16/2023	3	C2T	11111	Test Cupboard 1	0	36	0	0	12	24	12	12	0	12	
11/3/2023	9	T2G(B)	Scout One	11111	0	-2	-1	-3	-1	-2	-4	-3	-2	-1	
11/3/2023	10	T2G(B)	Scout Two	11111	0	-2	-2	-3	0	-2	-4	-3	-2	0	
10/16/2023	4	PLANNED	11111	Test Cupboard 1	0	0	24	0	0	48	12	0	0	0	SAVED
10/16/2023	5	PLANNED	11111	Test Cupboard 1	0	0	0	48	0	36	0	12	12	0	SAVED
11/9/2023	12	PLANNED	11111	Test Cupboard 1	0	192	144	96	72	240	36	216	48	24	SAVED

You can then decide to search by a keyword, order number, or by date range (From/To). 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, 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:

11/9/2023	15	PLANNED	11111	Test Cupboard 1	0	240	192	192	144	240	240	240	120	24	SAVED
11/9/2023	16	PLANNED	11111	Test Cupboard 1	0	240	240	240	240	240	240	240	240	24	SAVED
11/9/2023	17	PLANNED	11111	Test Cupboard 1	0	192	144	192	144	312	192	240	240	24	SAVED
11/9/2023	18	PLANNED	11111	Test Cupboard 1	0	144	144	144	144	144	144	144	144	24	SAVED
11/3/2023	11	COOKIE_SHARE(B)	11111	11111	5	0	0	0	0	0	0	0	0	0	SAVED

< 1 > Export to Excel

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
10/16/2023	2	C2T	11111	Test Cupboard 1	0	24	24	24	48	72	60	60	12	12	
10/16/2023	3	C2T	11111	Test Cupboard 1	0	36	0	0	12	24	12	12	0	12	
11/3/2023	9	T2G(B)	Scout One	11111	0	-2	-1	-3	-1	-2	-4	-3	-2	-1	

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 35-38 and more details about Planned Orders can be found on pages 38-40.

Transfer Order

There are four types of transfers a Troop user can create:

- **Troop to Girl (T2G)** – assigning packages to Girl Scouts for rewards
- **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)** – giving packages to another troop within the GSEMA footprint

Troop to Girl (T2G) Transfers:

- Select “Troop to Girl” in the “Type of Transfer” box
- The “From” row is pre-loaded; 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, you have 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 the Girl Scout is 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 delete the order at this point if you made a mistake, 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:

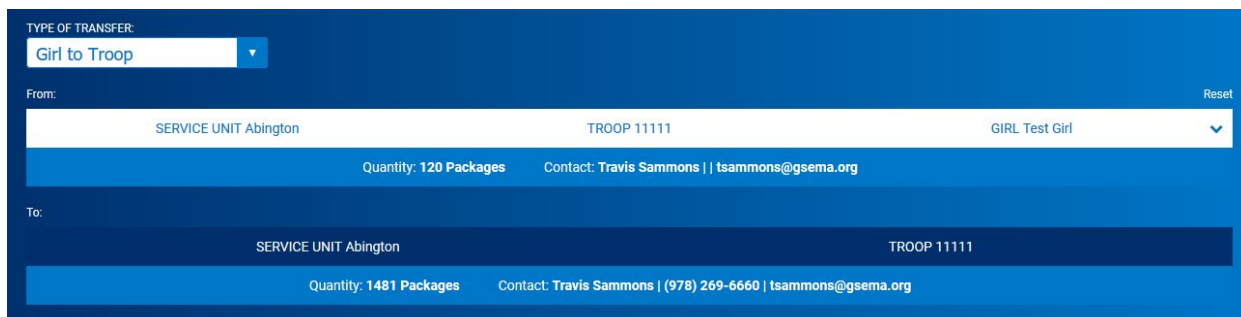
- Select “Girl to Girl” in the “Type of Transfer” box
- Click on the “From” row to select the Girl Scout to transfer from (Service Unit and Troop are pre-loaded) and click “Apply”
- Click on the “To” row to select the Girl Scout to transfer to (Service Unit and Troop are pre-loaded) and click “Apply”

- 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 delete the order at this point if you made a mistake, 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 Girl Scout to transfer from (Service Unit and Troop are pre-loaded) and click “Apply”; the “To” row is pre-loaded

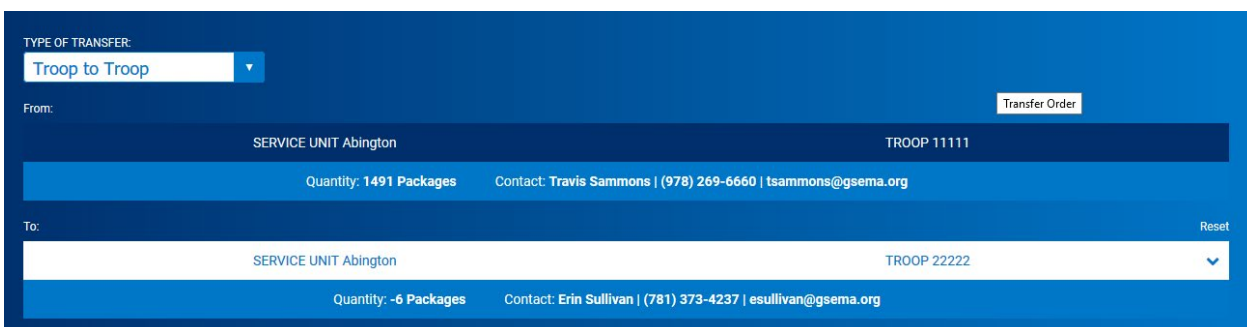
A screenshot of a web form for Girl to Troop (G2T) transfers. The form has a blue header with a dropdown menu labeled "TYPE OF TRANSFER:" set to "Girl to Troop". Below this, there are two main sections: "From:" and "To:". The "From:" section shows "SERVICE UNIT Abington" and "TROOP 11111" with a "GIRL Test Girl" dropdown. It also displays "Quantity: 120 Packages" and "Contact: Travis Sammons | tsammons@gsema.org". The "To:" section shows "SERVICE UNIT Abington" and "TROOP 11111" with "Quantity: 1481 Packages" and "Contact: Travis Sammons | (978) 269-6660 | tsammons@gsema.org". A "Reset" button is in the top right.

- Put the number of packages you are transferring from the Girl Scout, by cookie variety, in either the “Packages” or “Booth Packages” column (***see pages 35-36 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 delete the order at this point if you made a mistake, 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.

Troop to Troop (T2T) Transfers:

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

A screenshot of a web form for Troop to Troop (T2T) transfers. The form has a blue header with a dropdown menu labeled "TYPE OF TRANSFER:" set to "Troop to Troop". Below this, there are two main sections: "From:" and "To:". The "From:" section shows "SERVICE UNIT Abington" and "TROOP 11111" with "Quantity: 1491 Packages" and "Contact: Travis Sammons | (978) 269-6660 | tsammons@gsema.org". The "To:" section shows "SERVICE UNIT Abington" and "TROOP 22222" with "Quantity: -6 Packages" and "Contact: Erin Sullivan | (781) 373-4237 | esullivan@gsema.org". A "Transfer Order" button is in the top right, and a "Reset" button is in the bottom right.

- Put the number of packages you are transferring to the other troop, 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 GSEMA-level to take care of the money changing hands.

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

You can then delete the order at this point if you made a mistake, 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.

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 GSEMA and Home cupboard locations throughout the GSEMA footprint.

To create a Planned Order:

- 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

Test Cupboard 0



265 Beaver Street
Waltham, MA, 02452

Edit

Tuesday, May

29

Edit

1 Hour










12:00 PM
TO
01:00 PM

Edit

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 delete the order or print a receipt for your records. To view the order submitted in the system, go to the "Manage Orders" page under "Orders" and use the filters for Planned Order (*refer to pages 32-35 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 donation cookies that are ADDED to your troop's sales. For example, if a customer wants to donate packages that you do 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 GSEMA's "pool" of donation packages for distribution to GSEMA partners, which includes the Boston Food Bank and Hanscom AFB.

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

To create a Virtual Cookie Share order:

- 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

Packages	
Name	Total
Test Girl	2
Sample Girl	5
Total	7

Order notes

Type here (250 Characters max)

Save

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

Troop Direct Ship Orders (Troop-level only)

The Troop Direct Ship Orders page, found under the “Orders” section, is where all of the online shipped orders are compiled when a customer places an order through the Ship Only Link (***refer to pages 27-28***). It is recommended you check-in periodically to make sure there are no orders that are “Pending distribution”.

Note: If your troop has submitted the form to opt-into the GSEMA Cookie Connector, those orders will appear here. Smart Cookies however, makes no distinction between whether the cookies were ordered through the ship only link you provided, possibly through social media, or if they come from the Cookie Connector itself. Smart Cookies treats the orders exactly the same.

To view/distribute the received direct ship orders:

- Hover over “Orders” and click “Troop Direct Ship Orders”; if there are orders, they will appear in a table:

DATE	ORDER #	Customer Name ▼	Customer Address	Status
12/9/2020	669737			Pending distribution
12/9/2020	669726			Pending distribution
12/9/2020	669723			Pending distribution
12/8/2020	667902			Pending distribution
12/7/2020	665741			Pending distribution
12/3/2020	660737			Pending distribution
11/28/2020	655943			Pending distribution
11/24/2020	652957			Pending distribution
11/23/2020	651318			Pending distribution
11/23/2020	651292			Pending distribution
11/23/2020	651175			Pending distribution

Note: Any orders that need to be distributed to Girl Scouts will show a “Pending distribution” box under the “Status” column. This means they have not yet been assigned packages from this order.

- Scroll to the bottom of the page where you will see a Summary for the total number of packages needing to be distributed; click the “Distribute orders to girls” button to begin the assignment of packages:

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	PACKAGES	TOTAL \$
0	11	5	8	2	18	15	19	7	3	88	440.00

Distribute orders to girls

- In the window that appears, click the checkbox next to the names of the Girl Scout(s) you would like to assign packages to:

Select Troop Girls

Select Girls from your Troop to distribute the cookies sold. ☐ All

Search

Alexis H	<input checked="" type="checkbox"/>
Amelia B	<input type="checkbox"/>
Amy T	<input checked="" type="checkbox"/>
Brooke L	<input checked="" type="checkbox"/>
Elaina C	<input type="checkbox"/>
Elizabeth	<input type="checkbox"/>

Cancel Continue

- Click the “Continue” button once done, and it will bring you to a page where the system has distributed the packages evenly amongst the Girl Scout(s) (***similar to the Smart Booth Divider function – refer to pages 56-58***):

GIRL NAME	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	PACKAGES SOLD
Alexis	0	3	1	2	0	6	5	6	2	1	26
Amy	0	3	1	2	0	6	5	6	2	1	26
Brooke	0	3	1	2	0	6	5	6	2	1	26
Packages left to Distribute	0	2	2	2	2	0	0	1	1	0	10
Troop Total	0	9	3	6	0	18	15	18	6	3	78

Edit Girls Save

- Review the distributions and make edits as necessary by clicking any of the boxes in the Girl Scouts’ row(s); you can add/remove Girl Scouts by clicking the “Edit Girls” button

Note: If there are red boxes in the “Packages left to Distribute” row, those will need to be resolved before you are able to save the distribution. These boxes designate that the system was not able to evenly distribute the varieties and therefore have packages leftover that will need to be assigned.

- Once all red boxes have been resolved, click the “Save” button to complete the distribution and have those cookies assigned to the selected Girl Scout(s)

Note: Smart Cookies distributes all pending troop direct ship orders at once, so once this process is completed, all of the listed orders, from the prior table, will now have a status of “Distributed”:

DATE	ORDER #	Customer Name	Customer Address	Status
12/9/2020	669737			Distributed
12/9/2020	669726			Distributed
12/9/2020	669723			Distributed
12/8/2020	667902			Distributed
12/7/2020	665741			Distributed
12/3/2020	660737			Distributed
11/28/2020	655943			Distributed
11/24/2020	652957			Distributed
11/23/2020	651318			Distributed
11/23/2020	651292			Distributed
11/23/2020	651175			Distributed

Note: If additional orders are placed, you can click the “Distribute orders to girls” button again, but you may have to cancel the previous distribution to do it all again at once. To do so, in the page that appears, click the “Cancel Total Distribution button” in the top area and repeat the steps to distribute again:

CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC
0	11	5	8	2	18	15	19	7	3

Cancel Total Distribution

Important! If you transfer the total packages from these Direct Ship orders using the Troop to Girl (T2G) transfer function (*refer to pages 35-36*), the “Troop Direct Ship Orders” page will still show the orders as “Pending distribution”, since it ignores the transfers made using the T2G function. If you happen to transfer using both of these methods, you may end up with a negative on-hand inventory balance. For these orders, make sure to use the “Distribute orders to girls” function, NOT the T2G transfer function.

Troop Direct Ship Orders (Manage Orders view)

Troop Direct Ship Orders can also be found on the “Manage Orders” screen (under “Orders”). The “Type” will always show as “DIRECT_SHIP”, but the “Order #” will designate from what avenue the orders came from.

DATE	ORDER #	TYPE 	TO	FROM	CShare	ADV	TY	LEM	TRE	TM
11/28/2020	S655981	DIRECT_SHIP			0	0	0	1	0	1
12/1/2020	S658547	DIRECT_SHIP			0	1	0	1	1	2
12/4/2020	S661875	DIRECT_SHIP			0	0	0	1	1	3
11/23/2020	TDS31015	DIRECT_SHIP			0	11	5	8	2	18

If the order number begins with an ‘S’, that means a Girl Scout has received an order and this is the transaction giving credit to the Troop/Girl Scout. If the order number begins with ‘TDS’ that means it came from the Troop Direct Ship link, either one you posted (on social media, via email, or video) or through the Cookie Connector.

Note: Alternatively, you might see ‘TDSD’, this means the Troop Direct Ship Order has been distributed.

Booth

Schedule Booths

The two different types of booth sales are:

- **Council-Organized Booth Sales (COBS)** – special partnerships setup by GSEMA in order to hold booth sales based on a lottery system (sites include: MBTAs, certain Malls, and various business partnerships)
- **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

COBS Lottery Process

To add your troop to the COBS lottery:

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

Schedule Booths
Booth Locations

Open: Lottery

Opens On: **May 01 @ 12:00 PM** Closes On: **Jul 31 @ 12:00 PM**

Max Requests: **100** Max Premium Wins: **N/A** Max Total Wins: **3**

DISTRICT No Specified District SERVICE UNIT Abington TROOP 11111

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

Search [] DATE TIME ZIPCODE TYPE PREMIUM

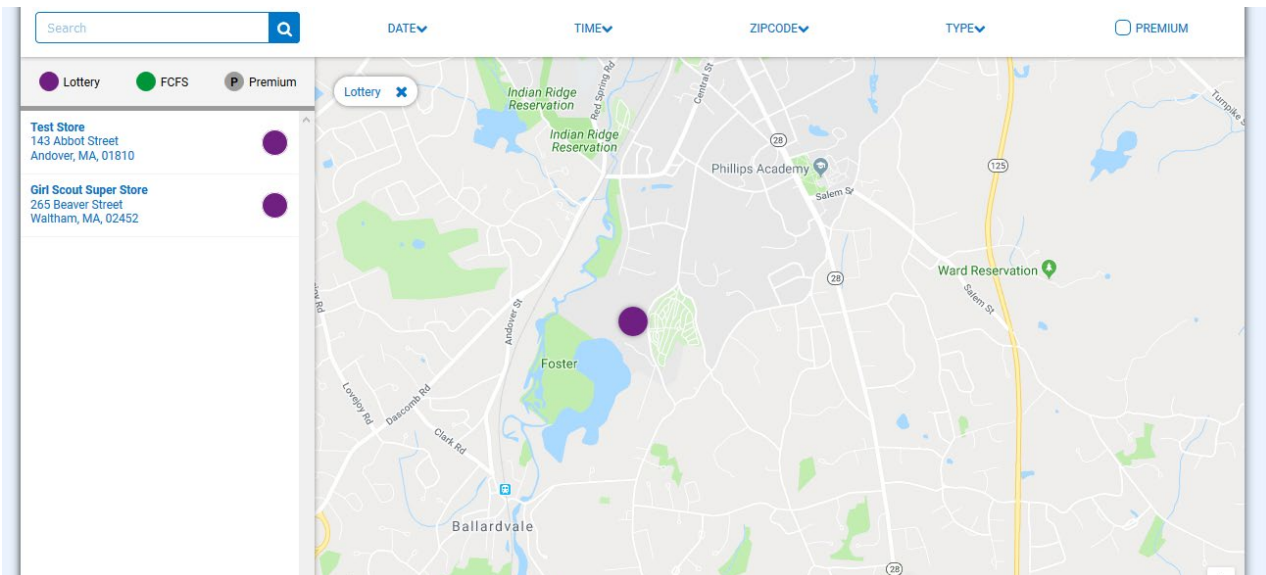
Lottery FCFS Premium

Test Store
143 Abbot Street
Andover, MA, 01810

Girl Scout Super Store

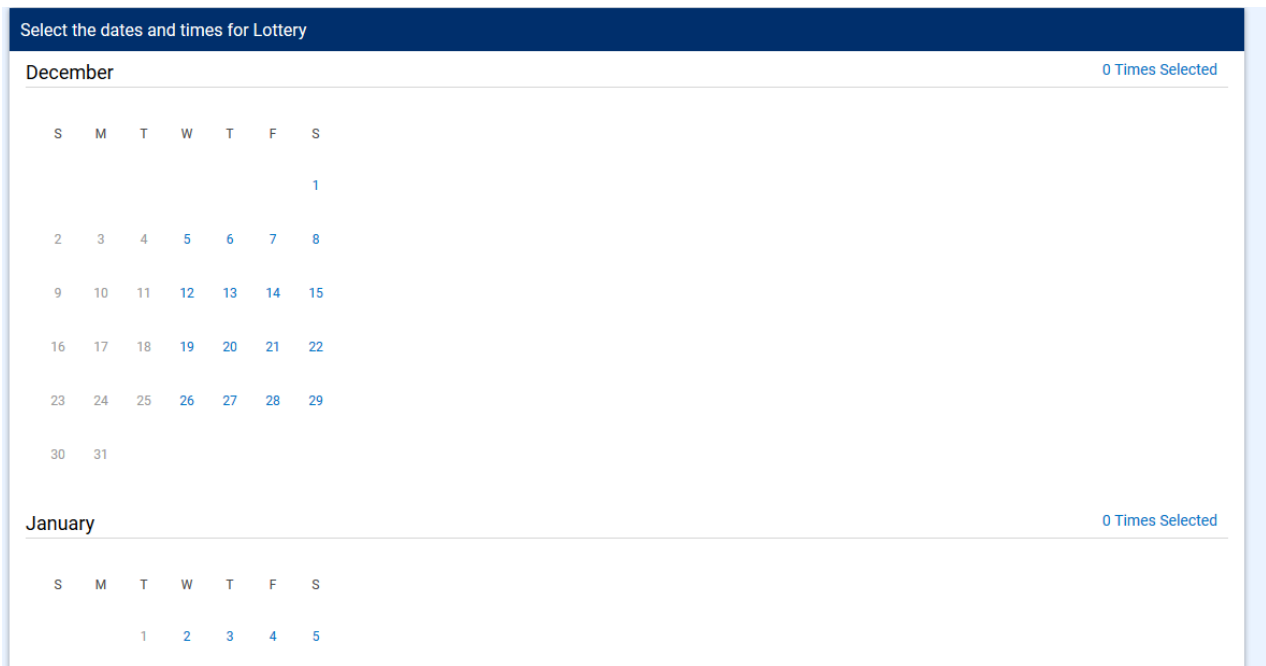
Note: This page will tell you if the lottery is currently open/closed and the open/close dates to make requests. This also tells you how many requests you have and the maximum number of slots you may receive. GSEMA does not designate any slot as premium; all slots are treated equally.

- Scroll down below your troop information and you will see a list of COBS sites to the left and a Google map showing you the location of each site:



Note: There are additional filters you can use to designate specific dates, times, and locations (based on zip code proximity). 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 51-53.

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



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

Select the dates and times for Lottery

December

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

0 Times Selected

January

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

0 Times Selected

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

December

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 26

10:00 AM - 12:00 PM

12:00 PM - 02:00 PM

4 Times Selected

January

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, January 16

10:00 AM - 12:00 PM

12:00 PM - 02:00 PM

5 Times Selected

- 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” – “My Reservations”; the following window will appear:

Troop Booth Reservations

Lottery	First Come, First Served (FCFS)	Troop Secured	Council Reservations
Premium Wins 0 <small>Premium Wins Max 0</small>	Premium Reservations 0 <small>Premium Reservations Max 0</small>	Approved 0	Premium 0
Total Wins 0 <small>Total Wins Max 3</small>	Total Reservations 0 <small>Total Reservations Max 0</small>	Denied 0	Total 0
Requests 26 <small>Requests Max 100</small>		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

DISTRICT No Specified District
SERVICE UNIT Abington
TROOP 11111

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 51-53*
 - Troop Secured** – town-specific booth sales added and whether or not they been approved, denied, or pending – *more information on pages 53-56*
 - Council Reservations** – assignments for troops made by GSEMA – function rarely used by GSEMA
- Scroll down to the Booth Sales table to view all booth sales associated with the troop:

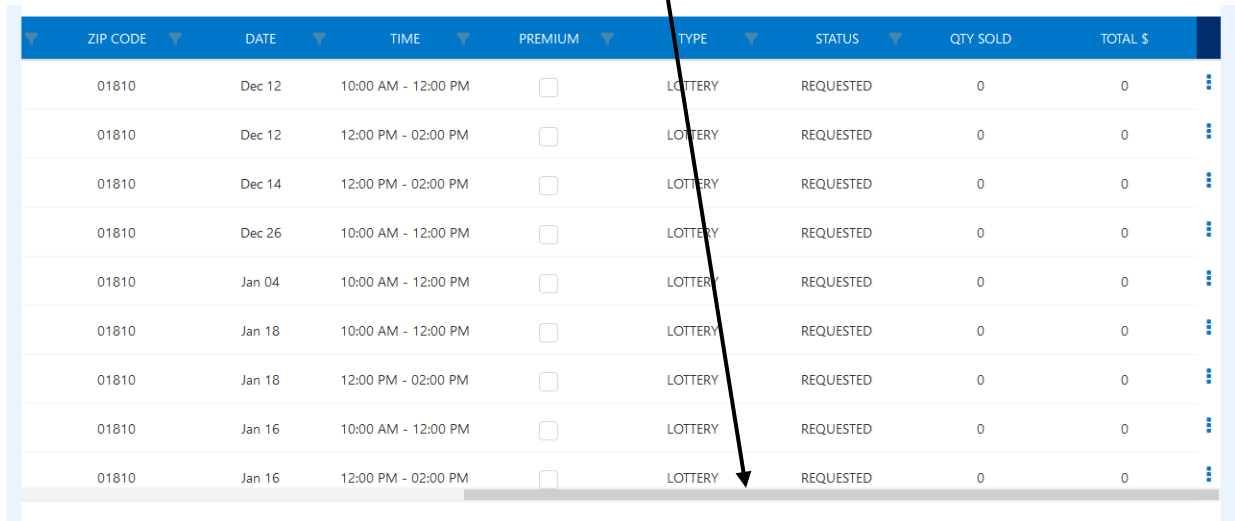
Search

9 Results

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

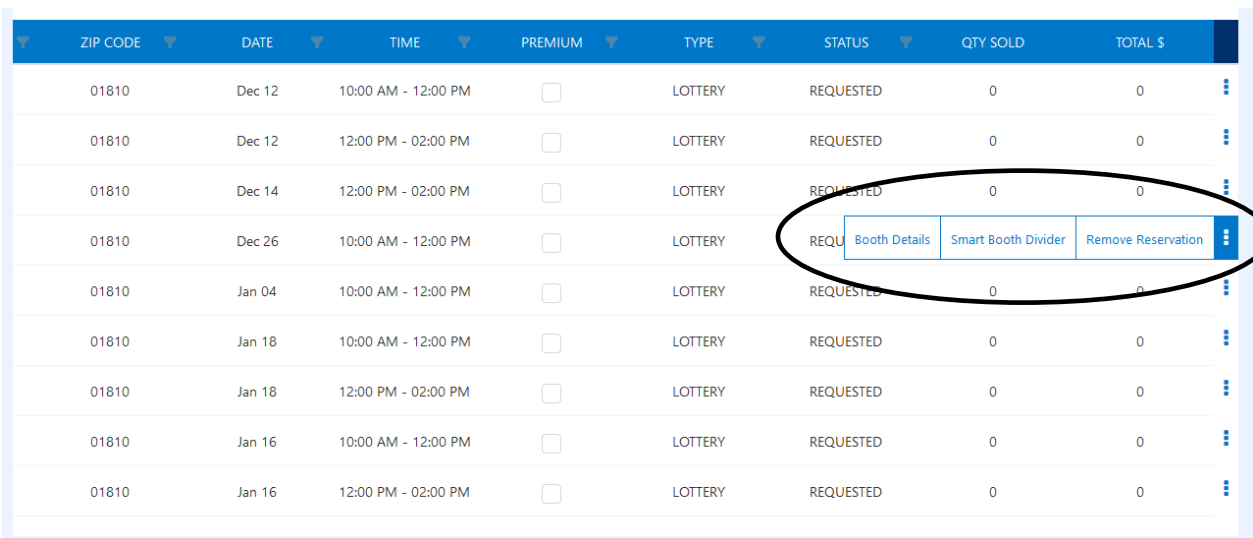
STORE	ADDRESS	CITY	ZIP CODE	DATE	TIME
Test Store	143 Abbot Street	Andover	01810	Dec 12	10:00 AM - 12:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 12	12:00 PM - 02:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 14	12:00 PM - 02:00 PM
Test Store	143 Abbot Street	Andover	01810	Dec 26	10:00 AM - 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 your troop is currently entered into the lottery for these locations, dates, and times. You can click on the three stacked boxes to the far-right to see more Booth Details, use the Smart Booth Divider (*more information on pages 56-58*), 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 the troop has won a requested slot.

After the lottery has been run, you can then go back into “Booths” -> “My Reservations” to see if you won any slot, and if you 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 you cannot make a booth sale and you click to “Remove Reservation”, you will need to contact GSEMA 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

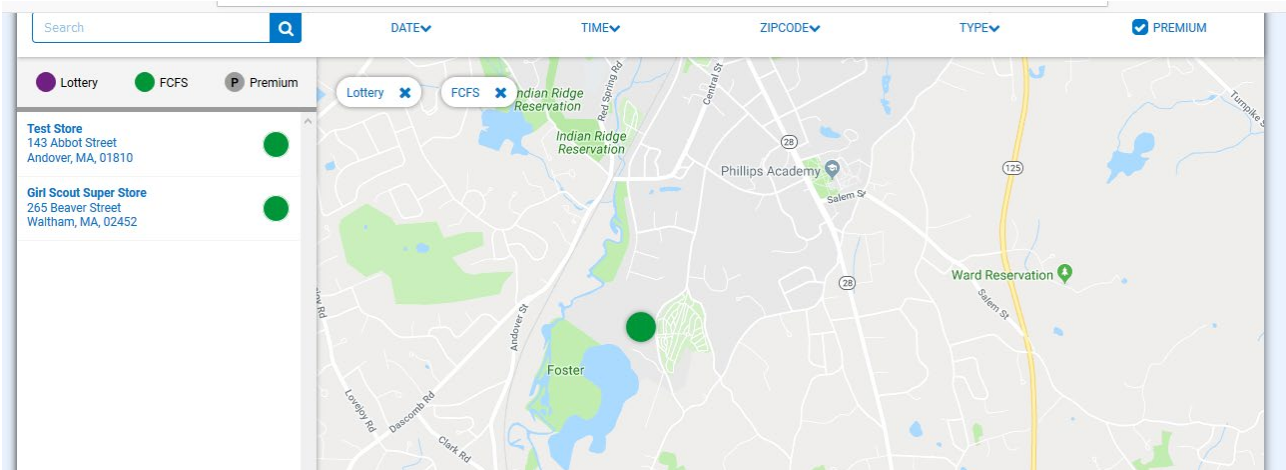
After the lottery has been run and slots filled by troops, a period known as First Come, First Served (FCFS) will be opened. This allows troops to reserve slots for different sites automatically, based on availability. Certain sites with specific dates and times are, sometimes, never requested for the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

To request a FCFS slot:

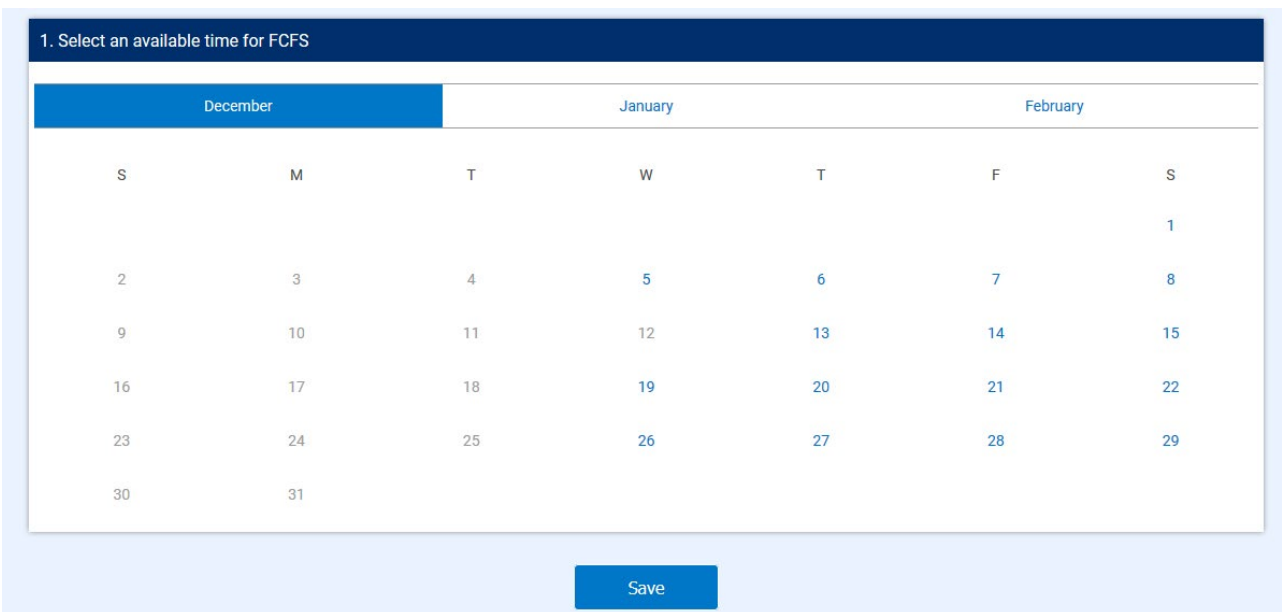
- Click on “Booths” -> “Schedule Booths”
- At the top of this page you will now see the First Come, First Served period is open and for how long:

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

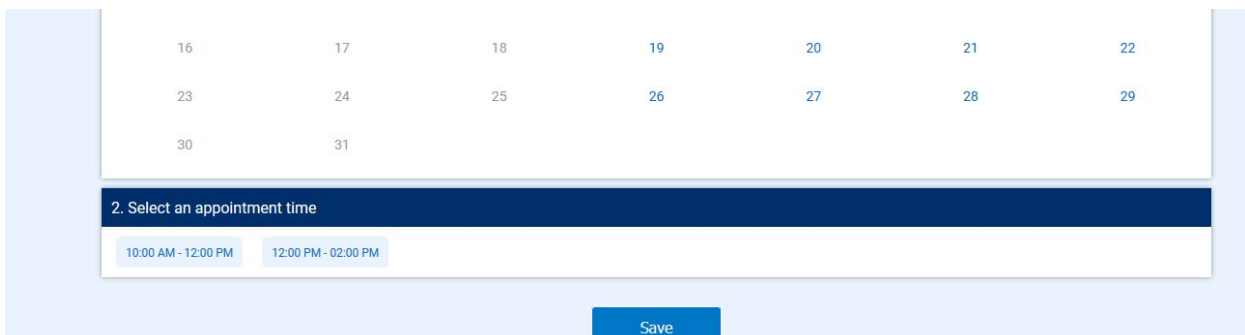
- Scroll down to the list of sites and the Google map, and any site with remaining available slots will appear:



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



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



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

To view your additional FCFS booth sales:

- Click on “Booths” -> “My Reservations
- Scroll down to the booth sale table and you will see all of your current sales, designated as either lottery win or FCFS:

5 Results [Search Icon]

☒ 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	⋮

Troop Secured Booths

- Click on “Booth” -> “Troop Secured Booths”; the following page will appear:

Booth Information
Appointment Times

Address

Store Name

Location Information (Optional)

Booth Location Address

Suite/Apt. #

City

State

Zip Code

Note: There are two tabs – “Booth Information” and “Appointment Times” – the “Appointment Times” tab does not activate without first filling out the Booth Information.

- Fill out the required information for the booth:
 - Store Name
 - Booth Location Address (valid addresses will appear in the Google map window to the right once the location is saved)
 - City
 - State
 - Zip Code
 - Troop Contact will pre-fill with primary contact's information – change as needed

Note: Do NOT click the “Booth Permission” box. This allows GSEMA to assign this local booth to any troop within the GSEMA footprint. GSEMA will not do this as we are aware of the limited availability of sites in certain areas.

Optional information can be entered that may help find the location. Enter any additional information in the “Location Information” box (such as cross streets, square names, etc.) or the “Booth Notes” box.

- Once the required Booth Information has been entered, click “Next” and the “Appointment Times” tab will then activate:

- Click “Add Appointment Time” and a window will appear to select the dates and start/end times:

- Once the date, start time, and end time have been selected, click “Save”; the window will close and the sale will appear in the request table:

Booth Information

Appointment Times

test2
111 East Grove Street
Middleboro, MA 02346

Add Appointment Time

DATE	TIME	BOOKING STATUS	ACTIONS
2020-11-25	9:00 AM - 1:00 PM	PENDING	

Go to Troop Reservations
Save

Note: If you have multiple dates/times at the same location, you can add them at this point, otherwise, you can add them later by going to “Booths” -> “My Reservations”, scrolling down to the Booth Sale table, scrolling to the far-right and clicking the three stacked boxes to edit the booth.

- Click “Save” to add it to the GSEMA queue for approval

Important! If you have a booth sale scheduled at the exact same location as a prior booth sale, you will need to go to “Booths” -> “My Reservations”, find the previous booth sale you had at that location, scroll to the far-right and click “Booth Details” to edit. Once there, you will need to follow the same steps under the “Appointment Times” tab (see above) you did when the booth sale location was entered the first time.

To view all Troop Secured Booth Sales:

- Click on “Booth” -> “My Reservations”
- Scroll down to the Booth Sale table and scroll to the right to see the status of your recently entered 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	PENDING	0	0	⋮

Note: There are three statuses for Troop Secured Booth Sales – “Approved”, “Denied”, or “Pending”. GSEMA checks multiple times per business day to review booth sales that have been entered by troops.

Important! A booth sale always starts as “Pending”, and once it is checked, it will most likely be “Approved”. The only reasons for denial are if the sale is listed at a Liquor Store, or something similar, or if the location is the same as a COBS site with which GSEMA has a special partnership.

Once a booth sale is “Approved” or “Denied”, the primary contact will receive an email stating this.

Below you will see the sale as “Approved”; prior screenshot shows it as “Pending”:

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	APPROVED	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	<div> <div>Booth Details</div> <div>Smart Booth Divider</div> <div>Remove Reservation</div> </div>	

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

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
\$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

Search

- 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

Scout Left to Distribute

4

Total Distributed

38

Total Sold

42

\$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 SOLD
Scout One	2	2	1	3	1	2	4	3	2	1	21
Scout Two	3	2	2	3	0	2	4	3	2	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

58

Rewards

Recognition Orders need to be created so the Girl Scouts receive all of their earned rewards based on what they sold. ***Refer to pages 35-36 for the “Troop to Girl” (T2G) transfer process as the primary way for Girl Scouts to receive credit for selling.***

Note: The system automatically calculates MOST of the rewards in the incentive program. GSEMA has special rewards that cannot always be calculated within the system.

Reminder! Girl Scouts’ reward selections do not automatically feed into Smart Cookies from Digital Cookie. The “Rewards Selection” report will need to be run and reward choices will need to be entered in Smart Cookies by the Troop Cookie Coordinator for each Girl Scout to ensure fulfillment.

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 will only be using the “Manage Recognition Orders” page after this time.

- Your troop number will be displayed at the top of this page; select the “Order Type”, which is always “Main”:








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Dashboard My Troop Orders Booth Rewards Finances Reports Cookies Tips & Tools Resources Help

Recognition Order
Troop: 22222

Order Type:
Select Recognition Order
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 that particular Girl Scout:

 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 reward 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) needs 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 reward 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 rewards 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 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 during the program, 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 reward order, you will be using the Manage Recognition Orders page from here on out.

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

<input type="checkbox"/>	District ▼	SU ▼	Troop ▼	Type ▼	Date ▼	Number ▼	Status ▼	
<input type="checkbox"/>	No Specified District	Abington	22222	Main	November 5, 2018	0000004	COMPLETE	

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 needs to be taken before the order can be completed, such as a reward choice or size needs to be selected
 - **COMPLETE** – means all actions 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 GSEMA; this will only happen at the end of the sale after all deadlines have passed and GSEMA is ready to send all orders to vendor for fulfillment – after this time, no changes can be made to the orders

On this page, you can 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 GSEMA, 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									
Troop Transactions									
Drag a column header here to group by that column									
Transaction #	District	Service Unit	Troop	Bank	Date	Type	Amount	Ref #	
0000002	No Specified District	Abington	11111	Test Bank	10/26/2017	ACH Deposit	\$1,000.00	ACH	i
							Sum: \$1,000		

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

Troop Transactions		Girl Transactions									
Drag a column header here to group by that column <div>   <input type="text" value="Search..."/> </div>											
Transaction #	District	Service Unit	Troop	Bank	Date	Type	Amount	Ref #			
0000002	No Specified District	Abington	1111	Test Bank	10/26/2017	ACH Deposit	\$1,000.00	ACH			
							Sum: \$1,000				

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

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.

Manage Financial Transactions

Troop Transactions
Girl Transactions

Drag a column header here to group by that column

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

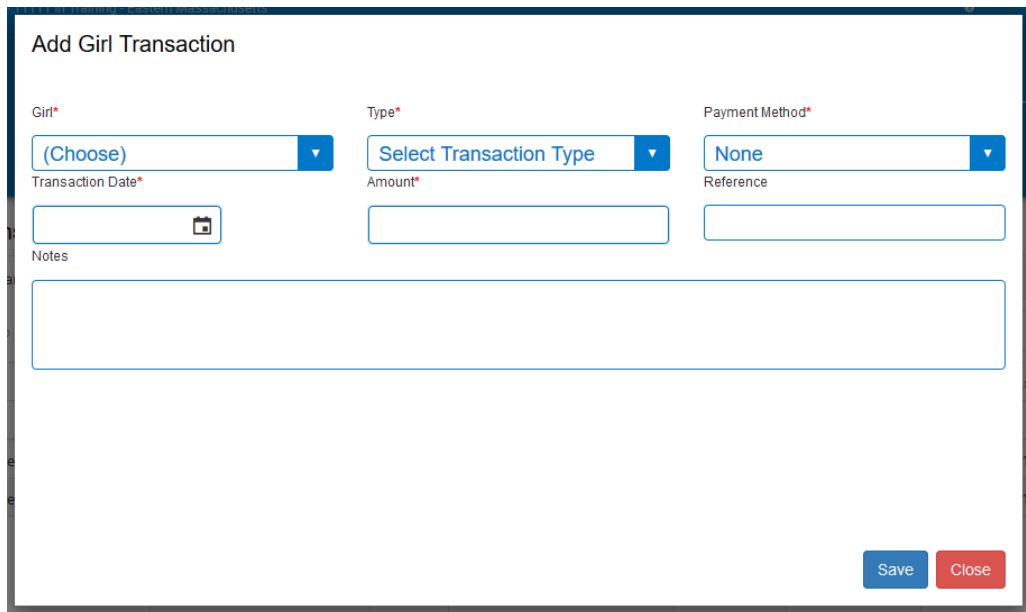
Add Girl Transaction

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

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

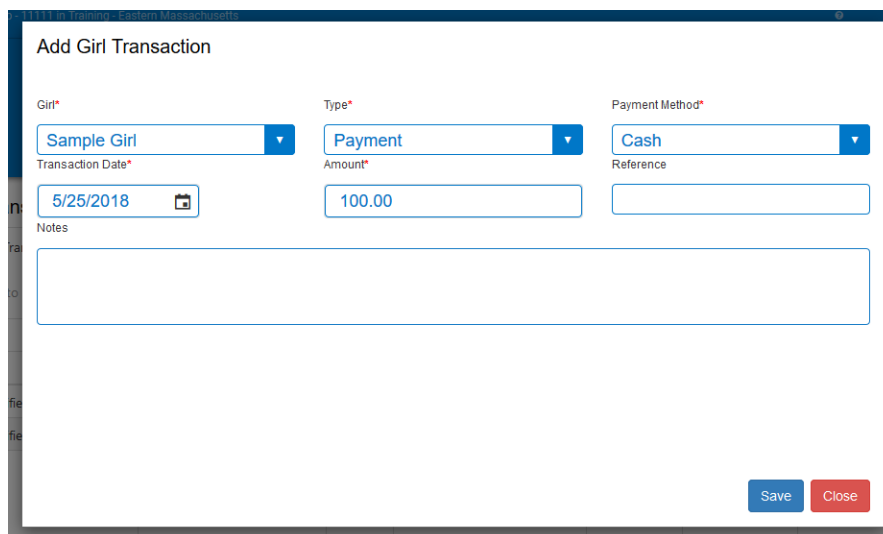
To add a Girl Scout payment:

- Click “Add Girl Transaction”; the following window will appear:



The screenshot shows a web form titled "Add Girl Transaction". It contains several input fields and buttons. The "Girl*" field is a dropdown menu with "(Choose)" selected. The "Type*" field is a dropdown menu with "Select Transaction Type" selected. The "Payment Method*" field is a dropdown menu with "None" selected. The "Transaction Date*" field is a date picker with a calendar icon. The "Amount*" field is a text input. The "Reference" field is a text input. There is a large text area for "Notes". At the bottom right, there are "Save" and "Close" buttons.

- Select a Girl Scout from the “Girl” drop-down
- Select the “Type” – Payment
- Select the “Payment Method” – Cash, Check, or Credit Card
- Enter the “Transaction Date”
- Enter the “Amount”
- Enter a “Reference” (optional)
- Enter “Notes” (optional)



The screenshot shows the same "Add Girl Transaction" form, but with sample data entered. The "Girl*" dropdown now shows "Sample Girl". The "Type*" dropdown now shows "Payment". The "Payment Method*" dropdown now shows "Cash". The "Transaction Date*" field shows "5/25/2018". The "Amount*" field shows "100.00". The "Reference" field is empty. The "Notes" field is empty. The "Save" and "Close" buttons are still at the bottom right.

- Click “Save” when finished; the table will update with the payment

Reports

Current

Selecting a report:

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

Reports

Report Categories

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

Reports

- Financial Transaction Summary
- Girl Balance Summary
- Girl Deposit Summary
- 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

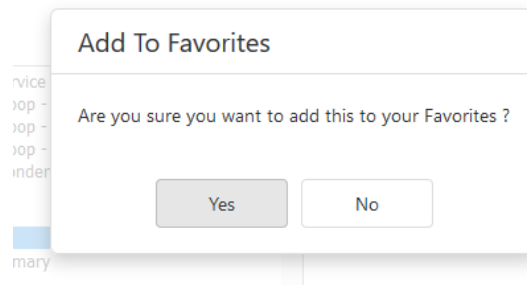
List of Helpful Reports:

- Summary Reports
 - **Financial Transaction Summary** – lists all financial transactions associated with the troop
 - **Girl Balance Summary** – shows all packages assigned to a Girl Scout and any payment entered
 - **Girl Cookie Totals Summary** – shows all packages currently assigned to every Girl Scout in the troop, in a summarized chart
 - **Recognition Order Summary By Girl** – list all rewards earned by the Girl Scouts in a summarized report; matches the Recognition Order entered in 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 GSEMA, total sales, payments, and current balance due)
- **Troop On Hand Inventory** – shows the amount of packages left to assign to Girl Scouts in the system
- **Booth Sale Credit Card Transactions Export** – lists all of the transactions associated with Booth Pickup Sales for compiling into Planned Order(s) for fulfillment

Setting Favorite Reports

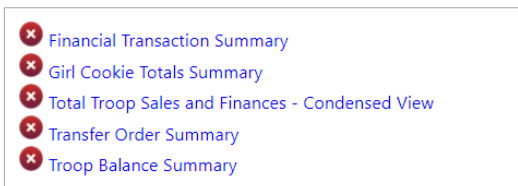
- Select the report category
- Select the report
- Click the “Add to Favorites” button
- A prompt will appear asking if you want to add the selected report as a Favorite:



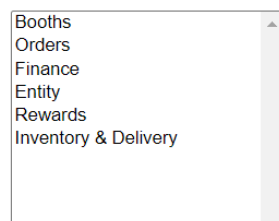
- Click “Yes” and it is added to a box above the “Report Categories” and “Reports” boxes:

Reports

My 10 Favorite Reports



Report Categories



Reports



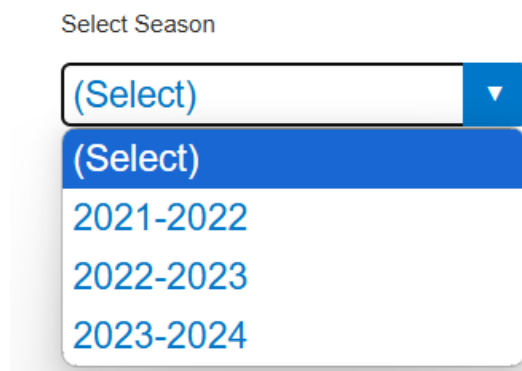
Archived Reports

Selecting an archived report:

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

Archive Reports

Select Season



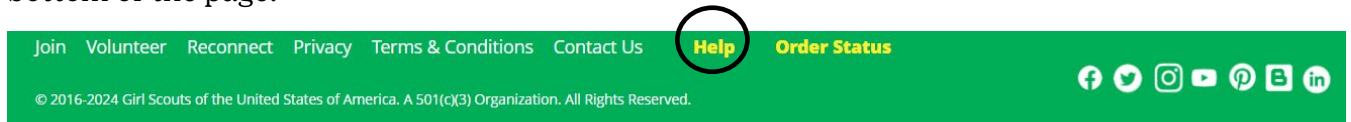
- Click “Next”; the “Report Categories” and “Reports” boxes appear
- Select a category and report
- Click “Go to Report”
- Go through the filters to select the options that work for you

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

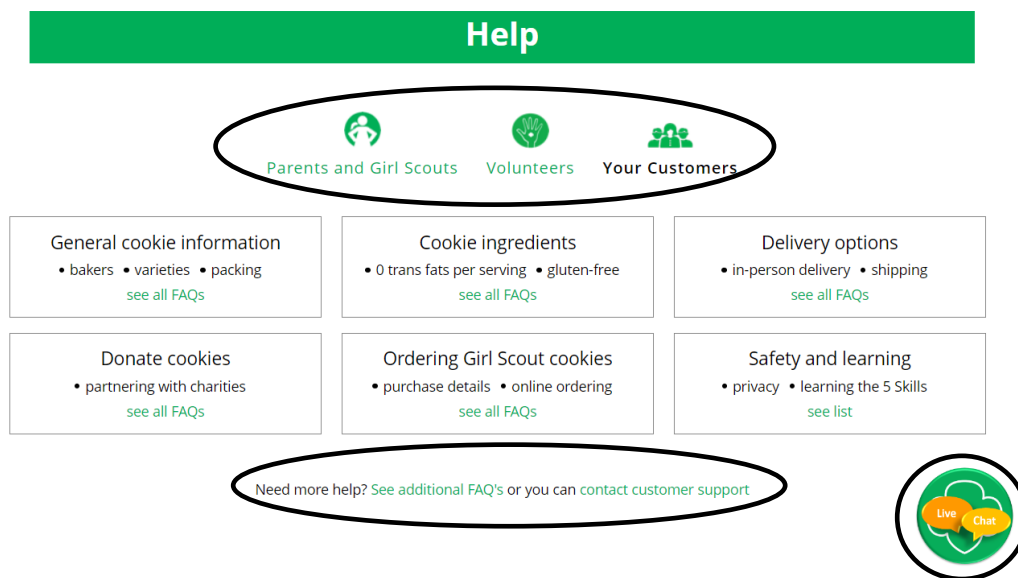
- Click “View Report” to see the report, “Go to Report Listings” to go back to previous page, or “Reset” to set the filters to their default values

Digital Cookie Help

The Help function in Digital Cookie can be accessed at any time, whether you are logged-in or not, from the homepage. Scroll to the bottom and click “Help” in the green box at the bottom of the page:



Once clicked, it brings you to a page where you can access help functions specific to certain users (Parents and Girl Scouts, Volunteers, and Customers), general cookie information, cookie ingredients, delivery, donations, ordering, safety and learning resources, as well as access to additional FAQ's, customer support, and a live chat function:



Smart Cookies 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

Questions about our cookies?

Check out our [Cookie FAQ's](#) or email us your questions or concerns at 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 and they will make sure it gets to the appropriate person for follow-up.