

# 2024 Troop Cookie Manager (TCM) Handbook

## IMPORTANT PROGRAM DATES:

**BY JANUARY 12:** Train Girl Scouts/parents on the Cookie Program, and work on ESTIMATES for initial order. Have parent sign top section of *Cookie Program Participation Permission and Receipts* form.

**JANUARY 12:** Enter and commit initial order in *Smart Cookies* and notify PSC. Submit 2024 *Reward Opt Out Contract* (if applicable).

**JANUARY 15:** Deadline to submit *Volunteer/Troop Reward Orders*.

**JANUARY 19 - FEBRUARY 7:** Cookie Booth Scheduler Open.

**JANUARY 26 - MARCH 17:** Direct Ship Online Sale Dates.

**FEBRUARY 1 - FEBRUARY 9:** Cookie distribution to troops.

**FEBRUARY 9 - MARCH 17:** Door-to-Door, Girl Delivered and Direct Ship Online Sale Dates.

» Girl Scouts collect money for Door-to-Door, Girl Delivered and Cookie Share and submit to troop.

**FEBRUARY 9:** Cupboards open for cookie distribution.

**FEBRUARY 11 - MARCH 17:** Troops order additional cookies via WEEKLY Planned Orders.

**FEBRUARY 11:** First Planned Order due by 11:30 pm MST.

**FEBRUARY 16 - MARCH 17:** Cookie Booths in conjunction with Door-to-Door, Girl Delivered and Direct Ship Sales Dates.

**MARCH 4:** Rewards order entry in *Smart Cookies* open.

**MARCH 11:** First ACH withdrawals for 50% of the **Amount Due Council** for initial cookie order.

**MARCH 18:** Reward page, with choices, due to TCM.

**MARCH 22:** Enter and commit reward order in *Smart Cookies* and notify PSC.

**MARCH 25:** 2024 *Cookie Outstanding Balance Report(s)* & supporting documentation due to Product Program Manager.

**MARCH 29:** Second ACH withdrawals for remaining 50% of the **Amount Due Council** for initial cookie order.

**APRIL 12:** Final ACH withdrawals for the **Amount Due Council** for ALL cookies from ALL Cookie Cupboards.

**BEGINNING APRIL 29:** Reward distribution. ALL troops have a reward order.



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IMPORTANT: Volunteers will receive an email from  
noreply@abcSmartCookies.com to set up their user account. To get started, review the *ABC Smart Cookies* YouTube Videos. Watch “User Dashboard” and “Registering Your Volunteer Account” in the Safety & Training section of ***www.abcSmartCookies.com***.

Additional tutorial videos are available under Resources and Safety & Training on ***www.abcSmartCookies.com***

# TROOP COOKIE MANAGER (TCM) POSITION DESCRIPTION

1. Register as a current adult Girl Scout member AND complete a Background Check.
2. Remain in good financial standing.
3. Attend a Troop Cookie Manager training session.
4. Recruit assistance with Finances, Cookie Booths or other aspects of the Program.
5. Follow the policies and procedures detailed in the *Troop Cookie Manager Handbook* given at training which includes:
  - a. Train the Girl Scouts and their parents/guardians on all aspects of the Cookie Program.
  - b. Check ALL order card(s) and confirm initial cookie order, and entering troop cookie and reward orders.
  - c. Pick up cookies and distribute them to Girl Scouts, for the initial Troop Cookie Order; then weekly per Planned Orders.
  - d. Manage cookie inventory for Door-to-Door and Girl Delivered orders, including picking up cookies from cupboards per weekly Planned Orders.
  - e. Receive ALL cookie money from each Girl Scout.
  - f. Deposit all cookie money into troop account per procedure in *Troop Cookie Manager Handbook*.
    - i. The **Amount Due to Council** will be ACH withdrawn from the troop account per the schedule in the *Troop Cookie Manager Handbook*, leaving **Troop Profit** in the troop account.
    - ii. Work with Product Program Manager to submit *Outstanding Balance Reports* for any parent/guardian owing any amount of money from the Cookie Program (if applicable).
  - g. Pick up troop rewards and distribute to Girl Scouts.
  - h. Schedule Girl Scouts and parents for Cookie Booths (if applicable).
  - i. Manage cookie inventory for Cookie Booths, including picking up cookies from cupboard (if applicable).
  - j. Manage all money for Cookie Booths (if applicable).

# ORDERS

Data for ALL Initial, Planned, and Transfer Cookie orders must be entered into *Smart Cookies*.

Tutorial videos are available at [www.abcSmartCookies.com](http://www.abcSmartCookies.com) for ordering details.

## Initial Troop Cookie Order Calculations:

- Work with Girl Scout/parents to determine Girl Scout ESTIMATES to help with the troop's Initial order. These are only ESTIMATES! Girl Scouts ARE NOT TO take in person orders before **FEBRUARY 9, 2024**.
- *Initial TROOP Cookie Order Worksheet* is on our web site for assistance with calculation.
- It is recommended to purchase at least 80% of your 2023 total, or the per girl average (306) for new troops.
- Order enough cookies to cover the first 2 to 3 weeks of the Program, including Cookie Booths, to avoid delays for additional cookies.
- Initial Orders are by variety in FULL CASES ONLY (12 pkgs. per case).

## Initial Troop Cookie Order Entry in *Smart Cookies*:

- Under **Orders** select **Troop Initial Order**.
- Confirm your Unit of Measure (UOM) is CASES (12 pkgs. per case).
- Tab by variety to enter the number of CASES (12 pkgs. per case) for each variety, including Caramel Chocolate Chip-Gluten Free. **If you pre-ordered CCC-GF you MUST enter the total from the pre-order as part of your initial order.** New troops can enter an order. These orders will be filled as product is available.
- Enter 5 DIGIT TROOP NUMBER in the **Order Notes Field** at the bottom of the page.
- Schedule your Delivery Station by choosing the location, date and time from the window at the end of your data entry and click **Save**.
- Slide the **Ready For Review toggle** and notify your PSC that your order is complete.
- To edit the order BEFORE FINAL SUBMISSION DATE of **JANUARY 12, 2024**, click on **Edit Order** to go to the initial order screen and make changes and click **Save**.
- After **JANUARY 12, 2024** you must work with your PSC to make any changes to your initial order.
- Initial Cookie Orders must be committed in *Smart Cookies*, and your PSC notified by **JANUARY 12, 2024**.

## Manage Orders:

- Under **Orders** select **Manage Order**, select the order you wish to review and apply search parameters.
- Click **Menu** to right of listed order, then you can **View, Edit, Delete or Submit**.
- Update the order and click **Save**.

## Initial TROOP Cookie Order Distribution:

Distribution of the INITIAL troop cookie orders begins statewide **FEBRUARY 1, 2024** but Girl Scouts may not sell in person cookies until **FEBRUARY 9, 2024**. Troops will schedule INITIAL cookie order distribution via *Smart Cookies* or instructions from their PSC or Product Program Manager.

- Troops count order and sign a *Troop Cookie Delivery Agreement* as a receipt for cases received and total money due for initial cookie order.
- The **Amount Due to Council** for the initial order is paid via two ACH withdrawals from troop account for 50% each of the Amount Due to Council from the *Troop Cookie Delivery Agreement*. ACHs will be processed on **MARCH 11, 2024** and **MARCH 29, 2024**.

## Initial GIRL Cookie Order Distribution:

- Schedule pick-up times for parent/guardian and sort each order.
- Complete first line of *Cookie Program Cookie Pick-up Receipt* section of the *2024 Cookie Program Participation Permission & Receipts Form*.
- Parent/Guardian counts order and signs the *Cookie Program Cookie Pick-up Receipt* section.
- Complete the Amount Due field of the *Cookie Program Payment Receipt* section and remind parent/guardian of money due dates and provide a money envelope.

# ORDERS

Data for ALL Initial, Planned, and Transfer Cookie orders must be entered into *Smart Cookies*.  
Tutorial videos are available at [www.abcSmartCookies.com](http://www.abcSmartCookies.com) for ordering details.

## Planned Order Calculations and Distribution:

- Additional Cookies are ordered and distributed through Cookie Cupboards via Planned Orders.
- Troops can enter ONE Planned Order per week. Caramel Chocolate Chip - Gluten Free are NOT available from any Cupboard.
- Cupboards are open **FEBRUARY 9 TO MARCH 22, 2024** to distribute Planned Orders and final Gift of Sharing Orders; exact hours vary by Cupboard.
- Planned Orders are in PACKAGES (NOT CASES).
- Calculate your Planned Orders based on additional orders sold by the Girl Scouts and/or your weekly Booth sales only. There are no refunds or exchanges.
- Remember to order for two to three weeks of Cookie Booths to avoid delays in receiving product.
- Once picked up the order is approved in *Smart Cookies* by Cupboard Manager to create a Cupboard to Troop Transfer Order to credit troop for cookies received.

## Planned Order in Smart Cookies:

- Troops can enter ONE Planned Order per week, **by EOD Sunday at 11:30 pm - MST** for pickup **WITHIN 10 BUSINESS DAYS**, depending on delivery schedules. Order enough on your initial order to cover the first 2 to 3 weeks of the Program to avoid delays in additional cookie orders from Planned Orders.
- Under **Orders**, Select **Planned Order**, Select **Cupboard**.
- Select a day and time **ESTIMATE** for your chosen Cupboard.
- Once entered, troops **MUST** contact the Cupboard Manager to confirm pick-up date and time, choices in *Smart Cookies* **DO NOT** guarantee your pickup, only the Cupboard Manager can set up your pickup date/time.
- Enter PACKAGE quantity by variety.
- Troops are financially responsible for all cookies received from all Cupboards. Payment will be via a final ACH on **APRIL 12, 2024**.
- Once entered, Planned Orders cannot be edited or deleted by the troop. The Cupboard Manager can assist with changes.
- COOKIES FROM COOKIE CUPBOARDS CANNOT BE RETURNED OR EXCHANGED.

## Additional GIRL Cookie Order Distribution:

- Complete the next line of the *Cookie Program Cookie Pick-up Receipt* section of the *2024 Cookie Program Participation Permission & Receipt form*.
- For pickup, have parent/guardian count the order and sign the *Cookie Program Cookie Pick-up Receipt* section.
- Require payment for cookies already received BEFORE distributing additional cookies.
- Use *Payment Receipt* section of the *2024 Cookie Program Participation Permission & Receipt form* for **AMOUNT PAID** and write in the **AMOUNT DUE** for additional cookies.
- Parent/Guardian **MUST** count the payment and signs the receipt with you.

**REMEMBER:** Once cookies are distributed to Girl Scouts, enter Troop to Girl Transfers for ALL cookies received by Girl Scouts from the COOKIE PICK UP RECEIPT.

- Under **Order**, select **Transfer Order**. It will default to your troop.
- Select a Girl Scout and enter her *Troop to Girl Transfer* by variety.
- Click **Save**.



# ORDERS

Data for ALL Initial, Planned, and Transfer Cookie orders must be entered into *Smart Cookies*.  
Tutorial videos are available at [www.abcSmartCookies.com](http://www.abcSmartCookies.com) for ordering details.

## Gift of Sharing Orders:

Gift of Sharing (GOS) is a community service activity. Troops choose a charity. Troops contact the charity to arrange donation and delivery. Girl Scouts sell cookies for donation to the charity with their Door-to-Door Order Card, Online Girl Delivered, and at Cookie Booths.



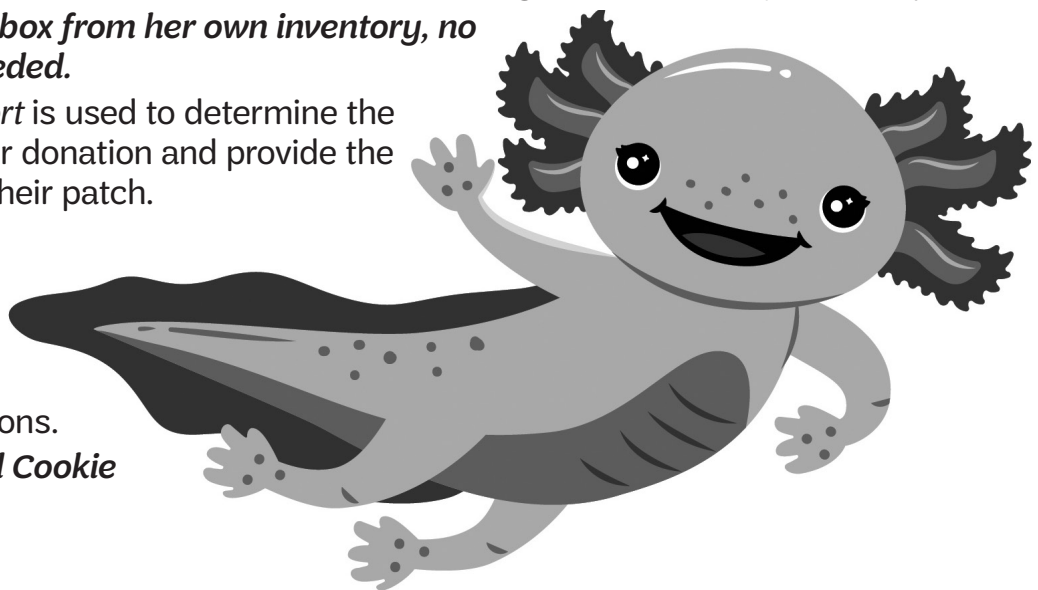
- Customers write a **NUMBER, NOT A VARIETY**, in *Donate Cookie Packages* column.
- All GOS orders sold via the traditional order card, including Girl Delivered, are entered in **Tracked Cookie Share**.
- GOS orders from direct ship online orders are automatically populated in Smart Cookies via **Virtual Cookie Share**. Troops do not enter **Virtual Cookie Share** orders.
- Girl Scouts collect money for GOS when they take the orders, and provide money to troop.
- Purchases at Cookie Booths are divided among the Girl Scouts using the Cookie Booth Divider.
- Troops use their remaining inventory to fill Gift of Sharing orders and contact a Cookie Cupboard for additional cookies if needed.

## Track Cookie Share:

- GOS sales purchased via the traditional order, including girl Delivered, are entered in *Smart Cookies* under **Tracked Cookie Share** to credit Girl Scout for the sale for the patch, and to tally what troop has for donations.
  - Under **Orders**.
  - Confirm UOM is **PACKAGES**.
  - Select **Tracked Cookie Share**.
  - Use **Tracked Cookie Share Grid**.
  - Enter quantity of cookies to set aside **from the Girl Scout's inventory** for donation.
  - Wait until the end of the Program to credit Girl Scouts using troop inventory.
  - Use the varieties in the troop's remaining inventory for entries of Girl Scouts using troop inventory.
  - Click **Save**.
- A Troop to Girl Transfer **MUST** also be entered for GOS orders being filled from troop inventory.
  - **If the Girl Scout provides a box from her own inventory, no Troop to Girl Transfer is needed.**
- The *Tracked Cookie Share Report* is used to determine the number of packages needed for donation and provide the data for Girl Scouts to receive their patch.

## Virtual Cookie Share:

- **Virtual Cookie Share** is used for Direct Ship Online Gift of Sharing orders only.
- The council fulfills these donations.
- Troops do not enter any **Virtual Cookie Share** orders.



# ORDERS

Data for ALL Initial, Planned, and Transfer Cookie orders must be entered into *Smart Cookies*.  
Tutorial videos are available at [www.abcSmartCookies.com](http://www.abcSmartCookies.com) for ordering details.

## Direct Ship Subsidized Shipping

Girl Scouts Spirit of NE will be subsidizing the shipping cost on Direct Ship Online Orders over nine (9) packages. Orders for nine (9) packages or more placed from **JANUARY 26, 2024 TO MARCH 17, 2024** will receive \$5.00 off the standard shipping cost for those orders.

## NEW!! Digital Cookie Ordering System:

NEW! this year, Girl Scouts and Parents will be using the *Digital Cookie* data base to enter and track all 2024 Cookie Orders, including Door-to-Door Order Card, Girl Delivered and Direct Ship Online Orders. Troop Cookie Managers and other volunteers will still use *Smart Cookies*. Refer to the Tip Sheets on our website ([www.GirlScoutsNebraska.org](http://www.GirlScoutsNebraska.org)) for details and directions for Digital Cookie.

# COOKIE BOOTHS

## What to Order:

- On average, troops sell 1-1/2 to 2 cases per hour at Cookie Booths.
- Cookies for Cookie Booths must be ordered with your weekly Planned Order. Plan for your first weekend or two of booths WITH YOUR INITIAL ORDER to avoid not having cookies when needed.
- To obtain cookies during an actual Cookie Booth, contact a Cupboard Manager to coordinate a Transfer Order if possible. Troops may have to contact more than one cupboard depending on availability and inventory.
- To credit Booth sales to Girl Scouts, use the Booth Divider to calculate number of cookies for each Girl Scout to enter in *Smart Cookies*.
- REMEMBER COOKIES CANNOT BE RETURNED OR EXCHANGED.

## Selling Success:

- A Cookie Booth is defined as a Girl Scout **troop** being present at a public business; either in side or in the parking lot for a Drive Through Booth.
- Girl Scouts setting up “Lemonade Stands” in their home or neighborhood does not constitute a Cookie Booth.
- Two adults are required at every Cookie Booth.
- Cookie Booths must have more Girl Scouts than adults present.
- Girl Scouts need to know how to present cookies, handle money, and be safe when in public.
- We are GUESTS at Cookie Booth locations. Girl Scouts and Parents must display appropriate behavior.
- Girl Scouts should not disrupt normal business at the location.
- Troops must supply their own table and chairs, cash box with change and receipt books.
- Registered parents assisting with a Cookie Booth should sign receipts for cookies and money, when taking the items, and when returning them.
- Any scheduling conflicts or miscommunications, adults must resolve in a Girl Scout manner.
- Girl Scouts should wear membership pins, sash, vest or other Girl Scout identifying clothing.

# COOKIE BOOTHS

## Troop Secured Cookie Booths:

Troops are responsible for contacting locations to secure Cookie Booths, except WalMart, WalMart Neighborhood Market and Sam's Club.

- For all *Troop Secured Cookie Booths*, troops will work directly with the location to establish dates, times and details for their Booths.
- Contacting the Store Manager or Director is the best way to secure a Cookie Booth. You should receive written confirmation from the location to confirm Booth details.
- Remember, we are guests in these facilities. You must respect their schedules and guidelines.
- Following up with a thank you is recommended.

ENTER ALL TROOP SECURED COOKIE BOOTH INFORMATION IN *Smart Cookies*. THIS IS REQUIRED TO ALLOW CREDIT CARDS AT THE BOOTH, TO ENSURE INVENTORY IS AVAILABLE, AND TO PROMOTE YOUR COOKIE BOOTHS IN THE LOCAL AND NATIONAL BOOTH LOCATOR.

## Virtual Cookie Booth Link (Digital Cookie):

- Troops share the Troop Cookie Link via Social Media.
- Customer orders and pays with Credit Card.
- Troops establish a time and Cookie Booth location for the customer to pickup the order.
- Refer to Digital Cookie Tip Sheets for further details.
- ENTER COOKIE BOOTH LINK AS TROOP SECURED COOKIE BOOTHS IN *Smart Cookies*.

## Council Scheduled Cookie Booths:

We are excited to again offer Cookie Booths at the WalMart, WalMart Neighborhood Market and Sam's Club locations across the state for the 2024 Cookie Programs. The scheduling of ALL of these Booth locations will be coordinated by the council. Details for scheduling will be provided as information becomes available. Please **DO NOT** contact these locations directly.

# REPORTS

*Smart Cookies* offer a large quantity of reports to assist troops with the 2024 Cookie Program. Here are examples of the most common forms:

**Girl Balance Summary** - Reports individual Girl Sales including breakdown of transfers including booth and non-booth, direct ship sales, cookie share sales and financial transactions.

**Girl Cookie Detail Summary** - Reports all girl cookie orders by variety.

**Mobile & E-card Summary** - Reports all orders received by Girl Scouts using social media.

**Reward Order Summary by Girl** - Summary of reward order by girl - helpful in sorting orders once rewards are received.

**Reward order Summary by Troop** - Summary of total reward orders for your troop.

**Total Sales Summary** - Shows summary of all cookie orders by your troop.

**Transfer Order Summary** - Summary of transfer orders, criteria includes type of transfer order such as cupboard to troop (C2T), troop to girl (T2G).

**Troop Balance Summary** - Reports Troop sales summary including Troop information on level, proceeds plans, girls registered and selling. Orders including initial orders, transfers in and out, direct ship sales and cookie share orders. Reports troop proceeds and amounts due Council and Financial Transactions. Useful as a final report.

**Troop On Hand Inventory** - Summary of inventory not yet assigned to girls in Smart Cookies. May reflect unsold product that troop still has on hand.

**Digital Cookie Reports** - Refer to the tip sheets on our website for popular Digital Cookie Reports.



# FINANCES

## Parent/Guardian Payments:

- Troops determine a payment plan and due dates for parents/guardians. Please be sure to clearly communicate these deadlines to the parents/guardians.
- Girl Scouts are ENCOURAGED to accept ONLY CASH. If a Girl Scout accepts a check, it must be made payable to the parent/guardian.
- Parents/Guardians must pay for Amount Due on each signed Cookie Pickup Receipt line on the *2024 Cookie Program Permission and Receipt* form.
- Require and receive payment for cookies already received before distributing additional cookies.
- When money is received, count it WITH the parent/guardian.
- Complete the **Amount Paid, Balance Due (if applicable)** and **Payment Date** fields of the *Payment RECEIPT* section on the *2024 Cookie Program Permission and Receipt* form.

## Troop Payments:

- Bank Account Information must be submitted to the Finance Department before sales start date.
- Troops determine the dates payments are due from the parents/guardians and what form of payment will be accepted for deposits into the troop account.
- Troops are STRONGLY ENCOURAGED to accept ONLY CASH OR CHECKS FROM PARENTS/GUARDIANS.
- All money should be deposited into the TROOP ACCOUNT as soon as received.
- If accepted by troop, checks from parent/guardian must be payable to “Girl Scout Troop Number \_\_\_\_\_” and have a valid driver’s license number and phone number written on the face of the check.
- Deposit checks FROM parents (if allowed) into troop account at least 5 business days BEFORE the ACH withdrawal date.
- If a troop has money collection issues, print the *Outstanding Balance Report* from our website and follow the procedures on the second page.
- *Outstanding Balance Reports* may be submitted at any time during the program, to adjust the next scheduled ACH total. To make adjustments, *Outstanding Balance Report(s)* must be submitted 7 days prior to the ACH date for adjustments.
- Troop payments to the council are via three ACH withdrawals from the troop account on **MARCH 11, MARCH 29 & APRIL 12, 2024.**

## Credit Card Payment for Girl Delivered and Booth Sales:

Using the *Smart Cookies* App, Troops can accept credit card payments. Troops will not be assessed any credit card transaction fees for these sales through *Smart Cookies*.

### For All Payments

- Girl Scouts must have *Smart Cookie* App on their phone.
- Log into the account and click the 3 lines in the upper right hand corner.
- Enter the cookies the customer is purchasing.
- If they want a receipt, enter their email address.
- Click **Next**.
- Enter the credit card info and hit **Submit**.



### For Booth Sales

- Volunteers log in to their *Smart Cookies* account using Safari or Google on their phone
- Volunteers can click on Booths.
- Click Take Booth Credit Card Payment. Only booths for that day appear.
- Pick the booth you are at and enter the credit card info and hit **Submit**.
- After booth, troops can go to **View Booth Credit Card Payments**, select the booth for the day and see all the credit card payments at that booth.
- Troops can run *Booth Sales Credit Card Transactions Export* file for total credit card sales at all booths.

For additional details on credit card payment processes refer to the videos in the Safety & Training section of *Smart Cookies*.

# OWN YOUR magic

Troop#

Girl Scout  
Cookie Goal



100%

75%

50%

25%

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girl scouts





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# REWARDS

## Standard Reward Program:

- Based on total packages sold between **JANUARY 26 and MARCH 17, 2024.**
- Girl Scouts who sell 25+ packages earn the Participation patch.
- Beginning at 60 packages, Girl Scouts earn cumulative rewards or 2024 Cookie Dough (Cookie Dough is sent directly to the Girl Scout via email).
- Choices are detailed on the reward page in the cookie order card.
- Reward order entry opens **MARCH 4, 2024.**
- Reward choices are submitted to TCM by **MARCH 18, 2024.**
- Reward orders are entered in Smart Cookies by **MARCH 22, 2024.**



## 2024 Bonus Axolotl Reward!!!!

EVERY Girl Scout who sells 310+ packages, receives one entry in the statewide drawing.

Girl Scouts who sell 15+ packages of Direct Ship Online cookies get a second entry.

Bonus Axolotls will be awarded at the end of the 2024 Cookie Program.



## Specialty Patches:

### Gift of Sharing



Girl Scouts selling 3+ packages of Gift of Sharing, as recorded in *Smart Cookies* earn the Cookie Share patch.

### Techie



Girl Scouts selling 12 or more Direct Ship Online packages earn the Techie patch.

### Cookie Booth



Girl Scouts earn the Cookie Booth patch by participating with troop in at least two Cookie Booths.

### Family



Girl Scouts in the same household who sell a COMBINED TOTAL of 300+ packages; both Girl Scouts earn a patch.

## Thank You Volunteers!!!

### Volunteer/Troop Rewards

The 2024 Adult & Troop Reward Items form is on our website and has the list of available items and pricing. Click on the link on our website to go to the order screen to pay and have the items shipped directly to you. Orders must be submitted online by **JANUARY 15, 2024.**



## Juliette's Boutique

Boost your cookie sales with banners, yard signs, foam fingers, buttons, car magnets and more. The Boutiques also carry a supply of earned cookie badges, level specific cookie entrepreneur pins and fun patches. Questions may be emailed to:  
[shop@girlscoutsnebraska.org](mailto:shop@girlscoutsnebraska.org).