Smart Cookies Overview

Smart Cookies is the Girl Scout Cookie Program online portal. Volunteers and girls can manage every aspect of their cookie business from a computer, tablet, or smartphone. Go to www.abcsmartcookies.com to access the online portal. Smart Cookies supports Google Chrome, Mozilla Firefox, and Safari; it does not support Internet Explorer.

This reference guide includes detailed instructions on the following Smart Cookies topics:

- Set Up an Account
- Manage Troop Information
- Set Troop Goals
- Navigate the Troop Dashboard
- Create a Troop
- Create a Troop-to-Girl (T2G) Transfer
- Create a Recognition Order
- Set Troop Goals
- Request a Council-Scheduled FCFS Cookie Booth
- Request a Troop-Secured Cookie Booth
- Create a Planned Order
- Use the Smart Booth Divider to Distribute Cookies
- Helpful Smart Cookies Reports

Set Up an Account

Troop information is loaded into Smart Cookies beginning the week of December 2, 2020. One account is created per troop. You will receive an email from noreply@abcsmartcookies.com to set up your account. If you (TCM) are responsible for more than one troop, a separate email (and account) is sent.

1. Click the link in the email. When the website opens, basic troop information is pre-populated.
2. Enter any missing troop information in the required fields, as indicated by an asterisk (*).
3. Confirm your troop Level.
4. Create a Password. If you volunteered last year, you can use the same password. If you have more than one troop, use the same password for every troop.
5. Click Submit to complete the process. A confirmation message appears at the top of the screen. You will also receive an email confirmation with your Username (email address) and Password.

⚠️ Note: If you have issues setting up your account (e.g., you have not received the initial email from noreply@abcsmartcookies.com), contact the Product Program Manager. Find PPM contact information on the back of the TCM Handbook.
Manage Troop Information

Review general troop information in the My Troop > Troop Information tab. Contact the Council if any pre-populated information is incorrect.

The Council will load registered girls into the appropriate troops in Smart Cookies beginning January 31, 2020. You will receive an email when this upload is complete. Do not add/delete/modify girls’ information until you receive the email confirmation, as this may cause issues with your troop roster.

Once the Council finalizes data input, confirm troop information. Add, delete, and/or modify girls as necessary.

1. Click My Troop > Troop Roster.
2. If necessary, click Add New Girl.
3. Enter the girl’s First Name and Last Name.
4. Do not enter the GSUSA ID.
5. Select the girl’s Grade Level.
6. Enter the appropriate Parent Information.
7. Click Save.

⚠️ Opt-Out Troops: If your troop chooses to opt-out of recognitions, make sure you go to the My Troop > Troop Information tab and update your Proceed Plan and Main Recognition Plan to the Opt Out Plan option.
Set Troop Goals
From the My Troop > Goals & Online Activities tab, you can update the troop package goal, provide a description of the troop’s goal, send messages to the whole troop at once or to individual girls, view all of the girls’ progress within the troop, and more.

Navigate the Troop Dashboard
The table below the images describes each section of the Troop Dashboard.
### # Description

1. **As the season progresses**, the **Troop Achievement** sliding scale updates as sales data is entered into Smart Cookies. The order data boxes below the scale also update throughout the season.

2. **Per Girl Average** shows last year's PGA (in packages), and updates with the current year's PGA throughout the season. Click **Goals & Online Activities** to send messages to the whole troop or individual girls.

3. **Inventory: Total Ordered** shows last year's order amount (in packages), and updates with the current year's order total throughout the season. Click **Details** to view the total order broken down by variety (in packages) and the % of each variety sold.

4. **Total Sold** shows how much the troop sold last year, and updates with the current year's volume sold throughout the season. Click **Details** to view the total sold broken down by variety (in packages) and the % of each variety sold.

5. **Total on Hand** shows how much inventory the troop has left to sell. Click **Details** to view the current remaining inventory broken down by variety (in packages) and the % of each variety left.

6. The **Calendar** and **Tasks** sections at the bottom of the Dashboard list the important due dates throughout the program.

7. **Stats** shows a comparison of last year's values to this year's values with respect to girls registered, girls selling, and online sales.

8. Click on the **i** in the **Financial Summary** section to see a definition of each financial term.

9. **Sold by Cookies** shows how many packages each girl in the troop has sold. View in cases, packages, or case/packages.

10. The troop’s total sales amount is listed at the bottom of the grid.
Create an Initial Troop Order

Place an Initial Troop Order if the troop decides they want cookies on hand before they start selling. You must create the Initial Order no later than January 10, 2020. Troops are not required to place an initial order.

1. Click Orders > Troop Initial Order. The Initial Order screen appears.

2. Verify that Build Order By: Cookies and Measure By: Cases are selected.

3. In the Troop Order column, enter the number of CASES of each cookie variety that you want to order. Press Tab to move from box to box.

   **Note:** The Initial Order is the only time you will order cookies by the case.

4. Enter Order Notes, as desired. For example, enter the pick-up person’s name and phone number.

5. Re-check the order for accuracy, and then click Save. A confirmation message appears, and the Delivery Station options are shown below the order.

Once your order is finalized and ready to submit to the Council, click Ready to Review.

As cookie cases are added to the Troop Order, the Total for the troop’s Initial Order is shown in $ amount and total case count.

The order can be edited until the Troop Order Deadline. Remember to Save if you make any changes.
6. Select a pickup **Location** from the pre-populated location(s) assigned by the Council. There may be one or more options available to choose from.

7. If the location has a pick up schedule, select from the pre-populated dates and times assigned by the Council. If the scheduling feature does not appear, your PPM will notify you how to sign up for a pickup time.

8. Click **Save**. A confirmation message appears, along with the **Delivery Appointment Details**.

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**Create a Planned Order**

Placing a Planned Order in Smart Cookies is the only way for troops to pick up cookies at a Cookie Cupboard throughout the program. Once the Planned Order is picked up from the Cookie Cupboard, it’s converted into a **Cupboard-to-Troop Transfer**. You can view this on the **Orders > Manage Orders > Transfers** tab.

⚠️ **Important**: Troops are allowed **one** Planned Order per week. You must submit your order for the upcoming week in Smart Cookies before 11:59 PM MST on Sunday.

1. Click **Orders > Planned Order**. The **Planned Order** screen appears.
2. Select the **Cupboard** where you want to pick up your cookie order. A clickable Google map on the right provides more location details.
3. Click **Continue**.
4. Select a pickup **Date**, and click **Continue**. Only dates that the Cupboard is open appear.
5. Select a pickup **Time**, and click **Save**. Only times that the Cupboard is open appear.
6. In the **Packages** column, enter the number of **PACKAGES** of each cookie variety that you want to order.
7. Enter **Order Notes**, as desired. For example, enter the pick-up person’s name and phone number.
8. Re-check the order for accuracy, and then click **Save**. A confirmation message appears, and the **Planned Order #** is shown at the top of the screen.

⚠️ **Important:** You **must** contact the Cookie Cupboard Manager to confirm the pickup date/time. This selection does not guarantee an appointment!

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**Create a Troop-to-Girl (T2G) Transfer**

A Troop-to-Girl Transfer is used to transfer troop cookie inventory to a girl’s inventory. By completing this process, the girl assumes financial responsibility for these packages and receives credit toward her recognition calculation. Create a T2G Transfer each time you distribute cookies to a girl.

⚠️ **Note:** Wait until the end of the Cookie Program to transfer **Gift of Sharing** cookies to the individual girls’ inventories. These cookies will be taken either from the troop inventory or a final cupboard order.

1. Click **Orders > Transfer Order**. The **Transfer Order** screen appears.
2. In the **Type of Transfer** dropdown, select **Troop to Girl**.
3. Service Unit/Troop information is pre-populated in the **From** row. In the **To** row, select the **Girl** receiving the transfer order.
4. Click **Apply**.

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Click **Edit** to pick a different Cupboard location.
5. Enter the number of **Packages**, by cookie variety, being transferred to the girl’s inventory.

   - **Note the difference between the columns.**
   - **Packages** = Use to transfer packages to girls with the financial responsibility of the actual number of packages. **Booths Packages** = Use to give credit to girls for packages already sold at a cookie booth; no financial responsibility changes in this transfer because money has already been collected.

6. Enter **Order Notes**, as desired.
7. Re-check the order for accuracy, and then click **Save**. A confirmation message appears, and the **Transfer Order #** is shown at the top of the screen.

To enter booth sales and credit girls accordingly, use either the **Smart Booth Divider**, which is the **recommended approach**, or manually enter the distribution in this column.
Create a Recognition Order

All troops must create a Recognition Order at the end of the Cookie Program. Even troops that choose to opt-out of recognitions must submit an order for specialty patches (as applicable). If you do not create a Recognition Order, girls will not receive the recognitions they worked hard to earn. Make sure to submit the order before the deadline.

⚠️ Important: Create a Recognition Order after all packages the troop purchased have been allocated to the girls in Smart Cookies, via T2G Transfers. Creating a Recognition Order is a one-time process. Once an order is created, as explained in the process below, you will use the Rewards > Manage Recognition Orders tab to review and/or modify recognition orders.

1. Click Rewards > Recognition Order.
2. From the Order Type dropdown, select Main. The list of girls appears.

3. Click the arrow on the right to review each girl’s recognition summary. The ⚠️ icon indicates an action must be completed for that girl.
4. Click the icon(s) to select rewards at each level, as necessary.
5. Re-check the order for accuracy, and then click Save to return to the level page.
6. Click Save again to finalize the girl’s recognitions.
7. Click Recognition Order to return to the girl listing.

8. Once all selections have been made within the Recognition Order, click Rewards > Manage Recognition Orders.
9. As long as all selections are final, click the ✓ on the right side to submit the order.
10. Click Submit Order.

⚠️ Important: Do not click Submit Order until you are absolutely sure the order is complete. Once you click Submit Order, you cannot make any more entries in the system. If further modifications are needed, you must contact your PSC.

Once all selections have been made, the order shows as Complete. Click the ✓ to submit the order.
Request a Council-Scheduled FCFS Cookie Booth

Troops may begin submitting requests for Council-scheduled cookie booths in Smart Cookies beginning **January 17, 2020 at 06:00 AM CST.** Booth locations include Sam’s Club, Walmart Super Center, and Walmart Neighborhood Market locations in Lincoln, Omaha, Norfolk, Columbus, Seward, and York. These booths are available on a first-come-first-serve basis.

1. Click **Booth > Schedule Booths.**
2. Select the desired **Booth** location. A clickable Google map on the right provides more location details.

3. Select a **Month.** Available dates are highlighted.
4. Select an available **Date.** Appointment time slots appear below.
5. Select an **Appointment Time.**
6. Click **Save.** The following confirmation message appears: **You have successfully requested this FCFS Booth.**

The map displays where the **Premium booths are located.**
Go to the **Booth > My Reservations** tab to view all booth details or delete a booth reservation, if necessary. If you cancel a booth shift, notify your PPM at least two days in advance of your scheduled shift.

To cancel a booth reservation: Click the **Hamburger** icon > Click **Remove Reservation** > Click **Delete Forever**.
Request a Troop-Secured Cookie Booth

When troops make their own cookie booth arrangements, they must enter their troop-secured booth details in Smart Cookies. This ensures inventory is available at the Cookie Cupboards and promotes the booth on the Booth Locator (www.girlscoutsnebraska.org).

1. Click Booth > Troop Secured Booths.
2. Enter Booth Information in the Address section.
3. Check the Booth Permission box to give the Council permission to assign another troop to this location in the event that the requesting troop is unable to attend the booth.
4. Provide any additional information for the Council to review in the Booth Notes field.
5. Click Save.

6. Click Request Appointment Time.
7. Select the Date, Start Time, and End Time of the booth.
8. Click Save.

9. Click Request Troop Secured Booth to request multiple dates and timeslots (repeat steps 6 – 8), if needed, after each appointment is saved.
10. Click Go to Troop Reservations to view and confirm requests.

All cookie booth requests are reviewed by your PPM within 2 business days. An acknowledgement is emailed to the troop contact entered in Smart Cookies. If a cookie booth is declined for any reason, you will be contacted by the PPM. Remember, if you cancel a booth shift, notify your PPM at least two days in advance of your scheduled shift.

Once the request is approved by the Council, the status changes from Pending to Approved.
Use the Smart Booth Divider to Distribute Cookies

Troops can use the Smart Booth Divider to quickly and easily enter booth sales/distribute cookies to multiple girls. Complete this process after each cookie booth.

1. Click **Booth > My Reservations**. All booths assigned to the troop appear.
2. Find the appropriate booth in the list, and click the icon.
3. Click **Smart Booth Divider**.

   ![Smart Booth Divider screenshot]

   Click the **Booths Left to Distribute** box to show all booths for which you can record sales.

4. Enter the number of **Packages** sold, by variety, during the booth sale.
5. Click **Save and Distribute Sales**. The **Select Troop Girls** box appears.

   ![Select Troop Girls screenshot]

6. Click the box to the right of each **Girl** who attended the booth sale.
7. Once all girls are selected, click **Continue**. A grid appears below.
8. Click individual cells to manually distribute the remaining packages (Packages Left to Distribute) to the girls. When all leftover packages have been distributed, the red indicator disappears and shows a zero (0) balance.

9. Click Save. The following confirmation message appears: **You have successfully distributed the packages sold to troop girls; T2G, Virtual Cookie Share transactions were created, and Tracked Cookie Share.**
In the instance that you mistakenly selected someone from the list of girls or distributed the packages incorrectly, you can edit a booth that has already been distributed and saved.

**To edit the girls:**

1. Click **Booth > My Reservations**. All booths assigned to the troop appear.
2. Find the appropriate booth in the list, and click the 📊 icon.
3. Click **Smart Booth Divider**.
4. Click **Edit Girls**. The **Select Troop Girls** box appears.
5. Check/uncheck girls as necessary.
6. Click **Continue**.

7. Manually re-distribute the remaining packages that could not be evenly distributed.
8. Click **Save**. A confirmation message appears.
To edit the package quantities:

1. Click **Booth > My Reservations**. All booths assigned to the troop appear.
2. Find the appropriate booth in the list, and click the icon.
3. Click **Smart Booth Divider**.
4. Click **Edit Booth Sales**.

5. Change the number of **Packages** sold, by variety, as needed.
6. Click **Save and Distribute Sales**. The **Select Troop Girls** box appears.

7. Click the boxes of the same **Girls** who attended the booth sale. Add or delete girls as needed.
8. Click **Continue**. A grid appears below.
9. Manually distribute the remaining packages that could not be evenly distributed.
10. Click **Save**. A confirmation message appears.
Helpful Smart Cookies Reports

Go to the Reports > Current tab to view the current season’s reports. You might find the following reports helpful throughout the cookie season.

- **Troop Balance Summary**: This is the most important report troops use to monitor all troop activities, including: cookie orders, transfers, troop proceeds, total amount due to the Council, total sales, payments, and current balance due.

- **Girl Balance Summary**: Shows all packages assigned to a girl, along with any payment entered and money still owed.

- **Transfer Order Summary**: Shows all transfers in the system by cookie variety, including: T2G, G2G, G2T, T2T, and C2T.

- **Financial Transaction Summary**: Lists all financial transactions associated with the troop.

- **Mobile Summary**: Shows all online activity associated with the troop broken down by girl, including the Girl Delivery online orders that girls have taken.

- **Girl Cookie Totals Summary**: Shows all packages currently assigned to every girl in the troop in a summarized chart.

- **Troop on Hand Inventory**: Shows the number of packages to assign to girls remaining in Smart Cookies.