



2026 Cookie Cupboard Manager Handbook

Cookie Cupboards have the very important role of providing troops with additional cookies for their In-Person Door-to-Door, Online Girl Delivered and Booth Sales. Thank you!

Along with the 2026 Troop Cookie Manager Handbook, this 2026 Cookie Cupboard Manager Handbook is your guide to helping troops with these cookie orders.

To get started, access *Smart Cookies™* (www.abcSmartCookies.com), with your 2025 user name and password. If you cannot recall your 2025 log in, use the "Forgot your username or password?" function.

If you are a new Cupboard volunteer, you will receive an email from noreply@abcSmartCookies.com with a link to register and set your password.

If you have more than one role, make sure your email/user name and password match for all roles to be able to switch between users in *Smart Cookies™*.



Price: \$6.00 per pkg.
(all varieties)

Profit: .80/.90 (opt out)

IMPORTANT PROGRAM SALE DATES

JANUARY 23 - MARCH 15: Digital Cookie Shipped Only

FEBRUARY 6 - MARCH 15: In-Person Door-to-Door, Online Girl Delivered AND Digital Cookie Shipped Only

FEBRUARY 13 - MARCH 15: Cookie Booths with In-Person Door-to-Door, Online Girl Delivered AND Digital Cookie Shipped Only

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CUPBOARD INFORMATION

By January 23, please confirm your cupboard information in *Smart Cookies™* under **My Cupboard**.

Under **Cupboard Information**, verify your cupboard location, and primary contact information (especially email) are correct.

Check **Planned Order Details**

- ✓ **Planned Order UOM** (Unit of Measure) is always **PACKAGES**.
- ✓ **Troop Planned Order Pick-up Limit** allows cupboard managers to determine how many troops OR cases may be distributed from the cupboard within an hour. You can use pickup times of every 10 to 15 minutes (4 to 6 troops) or number of cases. No Limit is also an option.
 - » Under **Limit Type**, select the option of **Quantity (in Cases) or Troops**.
 - » **Limit Per Hour** will appear. Enter the number of cases or troops. Once the limit has been reached, that time slot will not be available to any other troops.

The **Associations** box shows Service Units assigned to your Cupboard.

Make any edits and click **Update Information**.

CUPBOARD AVAILABILITY

Cupboards are open for troop pickups between **FEBRUARY 6 and MARCH 20, 2026**. Each Cupboard Manager sets their own days and hours of operations.

Enter your availability in *Smart Cookies™* **BY JANUARY 23, 2026**. To update your cupboard availability, go to **My Cupboard > Cupboard**. Use the pencil icon on the right of the grid to edit your Cupboard information.

- ✓ Leave **Planned Order UOM** as **PACKAGES**.
- ✓ Under **Available Times**, enter **Date** and Start and End times—these fields are used to create dates and times the cupboard will be open. After each entry, click **Add Time**. The time slot will appear broken down into 1-hour increments.
 - » Please enter availability at least 2 weeks in advance. You can add/delete/change dates and times if needed.
- ✓ Click **Save** when all information has been entered.

Troops use your schedule to choose a date and time to pick up their Planned Order. **IF DATES AND TIMES ARE NOT ENTERED, THE CUPBOARD WILL NOT BE AVAILABLE FOR THE TROOPS TO SELECT.**

The date/time in *Smart Cookies™* **IS NOT** the *actual* date/time for pickup. Troops are instructed to contact the Cupboard Manager to schedule their actual pick up. If a troop does not contact you by Tuesday, please reach out to the contact on the *Planned Order Report*. Some Cupboards use Sign-Up Genius for scheduling but you can choose your own scheduling system.



CUPBOARD INITIAL ORDER

BEGINNING JANUARY 29, 2026, your Cupboard initial orders will be delivered. Deliveries are in full **CASES** (12 pkgs. per case), but you will record all transactions in **PACKAGES**.

Upon delivery, count and enter quantities (in **PACKAGES**) for each variety on the *M-9 Inventory Control Sheet* (if applicable), sign the *M8X Shipping Order* and keep the M8X for your records.

CUPBOARD REORDERS

Reorders are calculated by your PPM on Monday morning, based on the *Planned Order Demand Reports* in *Smart Cookies™* each week.

Cupboards **MUST** have **ALL** Planned Orders approved, and **ALL** Cupboard to Troop transfers entered in *Smart Cookies™*, and your physical inventory confirmed to your PPM before **11:30 P.M. (MST) EACH SUNDAY**.

Reorder deliveries are coordinated with the delivery agent and PPM based on available product and/or reorders needed from the Bakery. Your PPM will work closely with the Bakery and Delivery Agents to provide cookies in a timely manner. Thank you for your flexibility.

Deliveries from the Bakery can take **UP TO 10 BUSINESS DAYS**. Troops are trained to order 2 to 3 weeks in advance on their Planned Orders.

Reorders are in **CASES**, but will be recorded in **PACKAGES** in *Smart Cookies™*. You will sign a *M8X Shipping Order* for all deliveries from the Delivery Agents, keep a copy for your records.

Your PPM will enter all Reorders in *Smart Cookies™*.



PLANNED ORDERS

Planned Orders are entered in *Smart Cookies™* for additional In-Person Door-to-Door, Online Girl Delivery, and Booth Sales for the troop.

Cupboard Managers can access their Planned Orders for distribution with the *Planned Order Report w/ Signature* from *Smart Cookies™*.

Planned Orders are ordered in **PACKAGES**.

Troops can enter **ONE** Planned Order per week, by **11:30 PM (MST) ON SUNDAY**, based a Cupboard's hours of operation and inventory.

Once entered, Planned Orders cannot be edited or deleted by the troop. The Cupboard Manager can make adjustments if needed. Check with your PPM if this is accepted in your area.

An adult must sign the printed *Planned Order Report w/Signature* (or *M-9 Inventory Control Sheet*) AND a *Receipt from a Receipt Book*, accepting financial responsibility for all cookies received.

Troops get the YELLOW COPY from the *Receipt Book*. The WHITE COPY remains in the *Receipt Book*.

Once picked up, the Cupboard Manager approves the Planned Order to add cookies to the troop inventory.

Orders can be viewed, edited, deleted or approved in **Manage Orders** under **Orders**, by clicking on the icon at the end of the order row and selecting the desired action. Once all Planned Orders are correct, approve them.

- ✓ In **Manage Orders**, use the **Apply** button (under **Action**) to batch approve your orders. Filter the Planned Orders to approve using the **Refine Search** feature, then click **Apply** to batch approve Planned Orders. (NOTE: be sure to verify you filtered for only those Planned Orders that have been picked up and signed for).

It is very important to approve all orders after pick ups, and confirm that your *Planned Order Reports w/Signature* (or *M-9 Inventory Control Sheet*), *Receipt Books*, *Smart Cookies™* account AND physical inventory all match.

Matching inventories are **VITAL** to calculate restock orders. Please regularly confirm your physical inventory with your PPM.

TRANSFER ORDERS

Troops needing additional cookies for **active** Cookie Booths may contact a Cupboard Manager to determine inventory and availability. These orders are entered by the Cupboard Manager as *Cupboard to Troop Transfer Orders*.

To enter *Cupboard to Troop Transfer Orders*:

1. Click on **Transfer Order** under **Orders**.
2. Select *Cupboard to Troop* in the **Type of Transfer** field.
3. Your Cupboard Name will default in the **From** drop-down menu.
4. Enter the five-digit troop number in the search box at the top, click **Enter**.
5. Use the Tab key to enter number of **PACKAGES** of each variety distributed.
6. Click **Save**.

Once entered, transfer orders can be edited by the Cupboard Manager, through **Manage Orders**. In **Manage Orders**, enter the five-digit troop number in the search box, click **Apply Filters**. Click the **Pencil Icon**, make changes and click **Save**.

The *Cupboard to Troop Transfer Order* report is used by troops to calculate total packages received from all Cupboards and Amount Due to Council for the final ACH withdrawal on **APRIL 10, 2026**.

DAMAGE ORDERS

Cupboard Managers will create Damage Orders for damage packages received from the Delivery Agent or Troops.

Create a Damage Order each time damages are received to keep on hand inventory up to date.

1. Click on **Orders**, then select **Damage Order**.
2. Enter the amount of damaged packages for each variety.
3. Enter reason in the **Order Notes** box (i.e. package open, etc.)
4. Click **Save** and a confirmation that the order was saved will appear.

MANAGE ORDERS

Manage Orders is under **Orders**. It displays cupboard orders and information:

- ✓ **Planned Orders:** Shows a summary of troop planned orders that have not yet been approved by the Cupboard Manager.
- ✓ **Ordered:** Shows the net of all inventory brought into the Cupboard.
- ✓ **Sold:** Shows the total inventory that has been transferred to Troops.
- ✓ **On Hand:** Shows what cupboard currently has remaining in inventory.

Click **Show Transactions** under each section to populate the order grid with the totals in each section.

Check each order type you wish to display.

- ✓ To filter specific transactions, check the type of order then click **Apply Search Parameters**: only that type of order will appear.

The order grid can be filtered even further by clicking **Refine Search** and selecting the desired criteria. Click **Apply Search Parameters**.

- ✓ Export information to Excel by clicking on the **Export to Excel** button.
- ✓ Search order number or keyword in **Search By** and **Keyword** Fields.

POST PROGRAM

Final Planned Orders can be placed by **11:30 P.M. (MST) SUNDAY MARCH 15, 2026**. Cupboards remain available for distribution of these orders, and ***Gift of Sharing*** through **MARCH 20, 2026**.

Troops who cannot fill their ***Gift of Sharing*** orders from their remaining inventory, get additional packages from a Cupboard. Work with the troop to clear the remaining Cupboard inventory, and enter a final ***Cupboard to Troop Transfer Order*** for varieties distributed.

Confirm final ***Cupboard Activity Summary***, signed ***Planned Order Reports w/Signature (or M-9 Inventory Control Sheets)***, ***Receipt Books*** AND physical inventory match. Confirm final inventory with your PPM.

Submit all signed ***Planned Order Reports w/Signature (M-9 Inventory Control Sheets)***, and ***Receipt Books*** when Cupboard Inventory is cleared, beginning **MARCH 23, 2026**. The PPM will work to clear cupboards before **APRIL 3, 2026**.



REPORTS

The recommended reports for Cupboard Managers are Planned Order Reports (with or without signature), Transfer Order Summary, and Cupboard Activity Summary.

Planned Orders

To view all Planned Orders entered for your Cupboard each week:

1. Go to **Reports** > **Current Reports**.
2. In the **Report Category** box, select **Orders**.
3. In the **Reports** box, choose *Planned Order Report* or *Planned Order Report w/Signature*.
4. Click **Go To Report**. Your Cupboard will automatically populate.
5. Change **UOM** to **Packages**.
6. (Optional) Specify a date range, or simply click **View Report**.

Transfer Order Summary

To view all Transfer Orders entered for your Cupboard:

1. Go to **Reports** > **Current Reports**.
2. In the **Report Category** box, select **Orders**.
3. In the **Reports** box, choose *Transfer Order Summary*.
4. Click **Go To Report**. Your Cupboard will automatically populate.
5. Change **UOM** to **Packages**.
6. (Optional) Specify a date range, or simply click **View Report**.

Cupboard Activity Summary

To verify your Cupboard inventory:

1. Go to **Reports** > **Current Reports**.
2. Locate and select the *Cupboard Activity Summary* report.
3. Your Cupboard will automatically populate.
4. Change **UOM** to **Packages**.
5. (Optional) Specify a date range, or simply click **View Report**.

This report is generated in real time. Run after each distribution to verify that your *Reports*, *Receipt Books*, physical inventory and *Smart Cookies™* all match.

