

2024 PRODUCT SALE COORDINATOR (PSC) HANDBOOK

As a Product Sale Coordinator (PSC) you are vital to the 2024 Cookie Program as the main troop support. You will be the primary contact for troop questions throughout the Program. The *2024 Troop Cookie Manager (TCM) Handbook* will provide details to assist with your troop support.

This *2024 PSC Handbook* is designed to be used in conjunction with the *2024 Troop Cookie Manager (TCM) Handbook* as your guide for the 2024 Cookie Program.

If you have questions, please contact your Product Program Manager (PPM).

To get started, and access *Smart Cookies* (www.abcsmartcookies.com), you will receive an email with a link to register and set your password.* If you do not receive this email please contact your PPM.

*If you have more than one role, make sure your email and password matches for all roles to be able to switch users in *Smart Cookies*.

BY JANUARY 5 - PSC DEADLINE:

Email your Troop Cookie Managers (TCMs) with your contact information, reminders of deadlines, and initial cookie order pick-up information (if available).

JANUARY 12 - 15 - PSC TASK:

This is the troop deadline for entering their initial cookie orders. Confirm that the initial cookie order entry for **all** assigned troops is complete, utilizing the *Total Sales Summary* report. Confirm cookie quantities are reasonable. If a troop has a questionable quantity, please contact the TCM to confirm the order as soon as possible.

- »»Troops are not required to place an initial order. If a troop does not place an initial order, please contact the TCM for verification.
- »»To find troops with no initial orders, run the Troop with No Initial Orders report under Reports.
- »»Troops who have not placed orders will generate and you can use the email function within Smart Cookies to send them a message or contact them directly by phone, text, or email.

Troops may Opt Out of rewards to receive a higher troop profit. A *2024 Reward Opt Out Contract* is due to the PSC with the initial order confirmation by **JANUARY 12, 2024**.

Once all troop orders are entered, you will submit the orders.

- »»Under **Orders** click on Initial Order and click Apply Search Parameters.
- »»Under the action box, select **Submit All Orders**.
- »»Click Apply to submit all orders to the council.
- »»The status will change from **T** (troop saved) to **S** (PSC/SU saved).
- »»You can also submit each order individually by clicking on the three dots at the end of the *Manage Orders* grid and clicking Submit Order.



JANUARY 15 - PSC DEADLINE:

Contact your PPM to confirm your troop initial cookie order audit is complete, and that the *2024 Reward Opt Out Contracts* have been received and confirmed. *2024 Reward Opt Out Contracts* will be provided to the PPM with other troop paperwork.

JANUARY 13 - JANUARY 19 - PSC TASK:

If you are a Delivery Station, work with your PPM on the completion of paperwork and distribution to the service center as applicable.

Complete a *Dot Sheet* for each troop. Use **TOTAL CASES** for each variety, including CCC-Gluten Free. The totals can be found on the *Total Sales Summary* report. You will also need:

- »»Troop Number, TCM Name & Phone and Service Unit (PSC) Name
- »»Warehouse Lane/Dock (for East Central Area only)
- »»Pick up Date/Time

Complete a *Cookie Delivery Agreement* for each troop with the financial and cookie totals from the initial order. Use the same **TOTAL CASES** from the *Total Sales Summary* report.

- »»Complete the Troop Number, TCM and PSC (SU) information.
- »»In the cookie grid, write **TOTAL CASES** of each variety.
- »»Calculate **Total Amount Due**, **Total Amount Due to Council** and **Total Amount Due to Troop** based on **TOTAL CASES** ordered.
- »»Use \$5.00 for all varieties including CCC-Gluten Free. Calculate totals based on troop profit of .70, or .80 for troops who submitted a *2024 Reward Opt Out Contract*.
- »»Complete Del. Station/Dock, Pick up date and Pick up time (if available).

JANUARY 19 - PSC DEADLINE:

All troop paperwork due to PPM as required. Turn paperwork in early if possible. Allow several days for mailing, if needed. Submit troop packets in order by troop number. Please put the paperwork in packets sorted by: *2024 Reward Opt Out Contract*, *Troop Cookie Delivery Agreement*, then *Dot Sheet* (submitted as applicable to each PSC/SU area).

Contact your TCMs with a reminder of cookie pick-up location, day and time. Remind them to come **ON TIME** and to be prepared with enough vehicle space.

MARCH 21 - 25: PSC TASK:

Audit troop reward orders. Review the *Recognition Order Summary by Troop* report from *Smart Cookies* to confirm all troops have entered a reward order. ALL troops will have a reward order. Even Opt Out troops must enter a reward order for patches.

- »»Confirm patch quantities are reasonable.
- »»Family Patches should be only 1 per girl; forms are submitted to each girl's TCM individually.
- »»DO NOT change *Smart Cookies* orders without communicating with the TCM.
- »»Once all rewards are entered and have been reviewed, click the check box on the right of each troop and click **Commit All** at the bottom.

MARCH 25: PSC DEADLINE:

Call/email your PPM to confirm that your troop reward order entry audit is complete and committed.

BY APRIL 15: PSC DEADLINE:

Call/email TCMs with reminder of reward distribution details. Remind Opt Out troops they still have patches to pick-up. Explain that anyone from the troop may pick-up rewards during distribution.



SMART COOKIES REPORTS (www.abcsmartcookies.com)

PSCs can create or review any type order by following the instructions in the *2024 Troop Cookie Manager Handbook* and using the drop-down menu to select the troop.

- »» **Current** reports are for current season. In **Archived** reports you can access the last 3 seasons.
- »» To access report, under **REPORTS** select **Current** or **Archived**.
- »» Select **Order** or **Reward Report** in the **Reports** Category box. In the right hand **Reports** box, select the **Report Name**. Select **Go To Report**. Under UOM select **Packages**. Leave **Select View Type** as PDF and click **View Report**.
- »» For cookie audit, you will use the *Troop Sales Summary* report with cookie orders by variety for each troop.
- »» To audit your troops' reward orders, you can use the *Recognition Order Summary by Troop* which lists the total rewards for the troop.
- »» If a troop requests help with sales from 2023, it is the *Troop Order Summary* report under the **Reports Archives**. As a PSC, you can run this report for a troop using the drop-down menu in **Report Criteria**.
- »» Under the **Current** reports tab, up to 10 reports can be set as favorites. Click on the desired report in both the **Report Categories** and **Report Field** and prior to clicking the **Go To Report**, click **Add to Favorites**.

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