



Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program Week-by-Week Guide

Need help navigating Smart Cookies? Review Smart Cookies tutorial videos for step-by-step instructions on how to navigate the Smart Cookies system. You can find the Smart Cookies tutorial videos by: **Log in to Smart Cookies >Safety and Training Tab> Smart Cookies Training.**

Pre-Sale

Before the program officially begins, troops should:

- **Get Trained!** – Take the 2024 Troop Cookie Coordinator Training with your Area Cookie Coordinator.
- Submit your **Troop Cookie Coordinator Agreement** (agreement included in training course).
- **Code yourself as the Troop Cookie Program Coordinator in My GS.**
 - Your Troop Leader can also do this for you.
- **Log in** to Smart Cookies (www.abcsmartcookies.com).
 - **Your Area Cookie Coordinator (ACC) will add your account after you complete training and submit your agreement.**
 - After registering your account, update your troop contact information. **Please make sure a valid email address is provided.**
- **Involve your girls and caregivers!** - Meet with your caregivers and Girl Scouts and train them using the provided cookie training.
 - **Only use the 2024 Caregiver/Girl Scout Cookie Training as training for your troop. Go over the training as a troop and discuss in detail.**
 - Ensure caregivers submit the online **GS-NCCP Product Permission Form** for each Girl Scout participating in the Cookie Program.
- **Set a troop goal and encourage individual girl goals!** – With your Girl Scouts and caregivers, decide on a sales goal for your troop and work with each Girl Scout to set a personal goal.
- Make sure Girl Scouts participating in the Cookie Program are **registered for the current membership year** and show up in your **troop roster in Smart Cookies.**
- **Go Digital!** -Review our new online sales platform (Digital Cookies) with Girl Scouts and caregivers. Tell them about the **email registration link** each will receive to register each Girl Scout on the Digital Cookies website and set up their account.
- **Discuss the credit card process in Digital Cookies.** – Make sure Girl Scouts and caregivers are prepared to take credit/debit card payments through the Digital Cookies App!
 - Use the Digital Cookies tip sheets to help explain the credit card payment process.
 - No merchant account or swipers needed. All fees are paid by the council.
- **View the Smart Cookies tutorial video titled “Entering Initial Orders.”**
 - Access the video under the *Safety & Training* tab of your Smart Cookies Dashboard.
- **Place an Initial Cookie Order in Smart Cookies to have cookies on the first day of the program!** -Use your troop’s goal, sales from last year and advice from your Area Cookie Coordinator to place your initial order **BEFORE** December 10th at 9 p.m.
 - New troops can use a formula provided by your ACC: (Area Box Per Girl average **X** # of selling girls in your troop/2)
- **Cookie Rally and Order Cards!**
 - Let your troop know about local cookie rallies happening in your area.
 - Pick up cookie order cards from your ACC.

Initial Delivery (January 6-13)

The Cookie Program does not officially begin until 9:00 a.m. on January 13, 2024. To ensure you have cookies in hand for the big day, Initial Cookie Deliveries will take place between January 6-13, 2024.

Your **Area Cookie Coordinator (ACC)** sets the date, time, and location of your area's Initial Delivery. For more information regarding your troop's exact pick-up time and location, please contact your ACC.

Initial delivery can be a little intimidating. Lots of cars, delivery folks and cookies! We move thousands of cases of cookies during each Initial Delivery and in a very short time, so it's important to:

- **Arrive on time.** - This is very important as we have all troops in an area picking up in a short amount of time.
- **Bring enough space** (cars, vans, etc.) to carry all your troop's cookies.
 - Use the chart shown to you in your 2024 Cookie Training to help determine how many and what size vehicle you'll need to get your troop's cookies.
- **Be Prepared!** - Take a copy of your troop's Initial Cookie Order printed from Smart Cookies.
- **Count and recount your order and check for damaged cases BEFORE signing for cookies.**
 - **Remember troops will be billed for the cases listed on the delivery report as signed by the troop representative. Make sure you pick up exactly what you ordered and what you sign for!**
- **Distribute the cookies.** - Once you have your cookies, take them to a site (troop meeting location, cookie coordinator's garage, etc.) where you can sort them into girl orders and distribute them to participants.
- **Get a Signature!** - **Remember to always get signatures from caregivers on the duplicate Cookie Receipt form when distributing any cookies. No exceptions.**



Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week One (January 13-19)

The big day is here! Cookie Program officially begins at **9:00 a.m. on Saturday, January 13, 2024!**

During the first week of the Cookie Program, Girl Scouts can sell door-to-door, participate in Walkabout sales and troops can hold Troop Secured Booths (see [Booth Reference Guide](#) for guidelines). This is a very exciting time – and customers will want lots of cookies! Girls may need additional cookies during the week, so ask all caregivers if they need more cookies.

- ❑ **Watch the Smart Cookies tutorial video titled “Planned Orders.”**
- ❑ **Enter your Planned Order before 9:00 p.m. on Sunday, January 21st** (if you need additional cookies for caregivers or upcoming booths the next weekend).
- ❑ **Review safety guidelines!** - Review safety guidelines with Girl Scouts and caregivers. They are in the 2024 CookieGram.
- ❑ **Transfer all cookies to girls that participated in Walkabout Week** by Friday, January 19th at 9:00 p.m. This qualifies Girl Scouts to earn their **Walkabout Patch!**
- ❑ **Distribute additional cookies!** - Set a time and place for caregivers to pick up additional cookies and turn in money for cookies they have already sold/delivered.
- ❑ **Remember to have caregivers sign the Duplicate Cookie Receipt form each time they pick up cookies and/or turn in money.**
- ❑ **Reminders!** - Send reminders about the online sales platform (Digital Cookies), taking credit cards through the app and about cookie booth opportunities for your Girl Scouts.
- ❑ **Send “Cheers”** - Encourage girls with “Cheers” through Digital Cookies!
- ❑ **Don’t forget about our Gift of Caring - Operation Cookie Drop!** - Remind participants about collecting donations for Operation Cookie Drop (15 boxes = Operation Cookie Drop Boost Bar, 30+ boxes = a chance to win 1 of 3 giant stuffed Axolotls).
- ❑ **Don’t forget to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.**
- ❑ **Deposit all collected cookie money** into your troop bank account.
- ❑ **Booths! Get Ready!**
 - Troops can begin securing *Troop Secured Booths* with businesses not already secured by the Area Booth Coordinators (see the Troop Secured Booth section of the [Booth Reference Guide](#) for more guidelines of Troop Secured Booths). **Enter these into Smart Cookies for approval as soon as you receive approval from the business.**
 - **Select possible cookie booths for your troop in the Cookie Booth Lottery. Troops can go to Smart Cookies Jan. 16-19th and select up to 15 booths.** The lottery will be held at **10:00 a.m. on January 19th** with each troop receiving up to 3 booths from their selection.
 - **On Jan. 19th at 4:00 p.m., Smart Cookies Booth Scheduler will be open for troops First Come First Serve to select cookie booths.** There is a max to the number of booths a troop can secure. Booths will be limited to 3 per day (up to one Premium Booth within the 3) **January 19 - 22** and then limited to 7 per day thereafter with up to 2 of those being premium locations.

Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Two (January 20-26)

The excitement is high! Girls Scouts are selling door-to-door and at local cookie booths. Are your girls getting close to their goal? How's your troop doing? Be sure to share the troop's success with the girls and caregivers!

- **Booth Sales!** Is your troop doing booth sales? Girls love this aspect of the program! Be sure to work with caregivers so girls are not overwhelmed at booths – 2 hours can be a long time for the little ones. Check the new **Booth Reference Guide** for tips on making the girls' booth sale experience fun and productive! Don't forget about virtual cookie booths- your troop has its own URL link to use for virtual booths- so fun and easy!
 - Remember you can sign up for additional booths at any time through Smart Cookies!
- **Got Cookies?** Check with caregivers to see if they need more cookies. They may need more cookies or different varieties. Work together to **transfer between Girl Scouts** if necessary so everyone has what they need or place another order to pick up more cookies.
- Work with your caregivers to gauge how many additional cookies your troop should order for next week. The first **Planned Order is due in Smart Cookies on Sunday, January 21st by 9:00 p.m.**
- **Set a time and place** for caregivers to pick up additional cookies and **turn in money for cookies they have already sold/delivered.**
- **Don't forget about out-of-town relatives!** Now they can help Girl Scouts reach their cookie goals and learn about e-commerce! And there's no need to run to the Post Office, just have them order through Digital Cookie and have the cookies shipped directly to their homes!
- Don't forget to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.
- **Collect money from each caregiver/Girl Scouts for cookies sold and have caregivers sign the duplicate receipt.**
- **Deposit all collected cookie money** into your troop's bank account.
- **Watch the Smart Cookies tutorial video titled "Troop to Girl Transfers."** You can find a link to the video [here](#).
- **Transfer cookies in Smart Cookies** from your troop to Girl Scouts that have sold cookies.
- **Check your Troop Balance Summary Report** in Smart Cookies to see what cookies have been transferred into your troop from cupboards, traveling trucks, warehouses, and other troops, and what has been transferred out of your troop. Report any discrepancies to your Area Cookie Coordinator immediately.
- **Don't forget that Super Bowl weekend starts Saturday, February 10th** - this is a prime time to hold cookie booths! Visit Smart Cookies to view all available Super Bowl booths!

Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Three (January 27- February 2)

- ❑ The second **Planned Order is due in Smart Cookies on Sunday, January 28th by 9:00 p.m.** These will be cookies for your Super Bowl weekend cookie booths.
- ❑ **Set a time and place** for caregivers to pick up additional cookies and turn in money for cookies they have already sold/delivered.
- ❑ Continue to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.
- ❑ **Collect money from each Girl Scout/caregiver for cookies sold and have them sign the duplicate receipt.**
- ❑ **Deposit all collected money** into troop bank account.
- ❑ **Do not give additional cookies to any Girl Scout/caregiver who has not given you money for the cookies they have received prior to this point.**
- ❑ Check your balance in your troop's bank account.
- ❑ Transfer cookies in Smart Cookies as necessary from your troop to girls that have sold cookies.
- ❑ **Check your Troop Balance Summary Report in Smart Cookies** to see what cookies have been transferred into your troop from cupboards, traveling trucks, warehouses, and other troops, and what has been transferred out of your troop. Report any possible discrepancies to your Area Cookie Coordinator immediately.
- ❑ **Check the Messages section of your Smart Cookies Dashboard for important news, reminders, and alerts.**



Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Four (February 3-9)

- ❑ The third **Planned Order is due in Smart Cookies on Sunday, February 4th by 9:00 p.m.**
- ❑ Plan to host a cookie booth during Super Bowl Sunday for maximizing your sales!
- ❑ **Set a time and place** for caregivers to pick up additional cookies and turn in money for cookies they have already sold/delivered.
- ❑ **Remind girls/caregivers that ½ money for initial order plus ½ first planned order is due to the troop by February 12th at the latest. (First draft is on the 16th).**
- ❑ **Deposit all collected money** into troop's bank account.
- ❑ **Check your balance in your troop's bank account to be sure you have adequate funds for your initial draft taking place on February 16th** (1/2 of your initial order and 1/2 of the first planned order **(this includes any transfers in/out through January 28th)** will be drafted on this date- contact your ACC at least 3 days prior to this date if you will not have the required funds available for withdrawal).
- ❑ **Remind** girls once again about collecting donations for Operation Cookie Drop.
- ❑ Transfer cookies in Smart Cookies from your troop to girls that have sold cookies as necessary.
- ❑ **Check your Troop Balance Summary Report in Smart Cookies** to see what cookies have been transferred into your troop from cupboards, traveling trucks, warehouses, and other troops, and what has been transferred out of your troop. Report any possible discrepancies to your Area Cookie Coordinator immediately.
- ❑ Continue to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.
- ❑ **Check the Messages section of your Smart Cookies Dashboard for important news, reminders, and alerts.**



Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Five (February 10-16)

Wow! Super Bowl weekend, additional door-to-door sales and Valentine's Day is here! Time for some creative selling. Every Valentine would love a basket with some great Girl Scout Cookies!

- The fourth **Planned Order is due in Smart Cookies on Sunday, February 11th by 9:00 p.m.**
- Set a time and place** for caregivers to pick up additional cookies and turn in money for cookies they have already sold/delivered.
- Host a cookie booth during Super Bowl Sunday to maximize your sales!
- Transfer cookies in Smart Cookies from your troop to girls that have sold cookies as necessary.
- Check your Troop Balance Summary Report in Smart Cookies** to see what cookies have been transferred into your troop from cupboards, traveling trucks, warehouses, and other troops, and what has been transferred out of your troop. Report any possible discrepancies to your Area Cookie Coordinator immediately.
- Deposit all collected money into your troop's bank account. Are you close to having all the money for your final cookie bill?**
- Continue to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.
- Send reminder notices to each girl that still owes money for cookies.
- Let your ACC know if you have a caregivers/girl that is having issues turning in money that is owed.
- Let your ACC know if you have an excessive amount of cookies remaining for your troop and need help transferring out to other troops.**
- Check the Messages section of your Smart Cookies Dashboard for important news, reminders, and alerts.**

Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Six (February 17- 23)

This is a great time to work with caregivers for a final cookie booth to get rid of those remaining boxes of cookies. Watch for notices from the Area Cookie Coordinator for troops that would like to trade varieties or transfer cookies (in or out of the troop). Make sure you have some of the favorites for your booth sales!

Remind caregivers that next week is the last chance to get additional cookies.

- ❑ The fifth **Planned Order is due in Smart Cookies on Sunday, February 19th by 9:00 p.m.**
- ❑ **Set a time and place** for caregivers to pick up additional cookies and turn in money for cookies they have already sold/delivered.
- ❑ Continue to follow the steps of the new mandatory financial and inventory process outlined in your training and on the Step-by-Step Financial Guide.
- ❑ **Deposit all collected cookie money into your troop's bank account.**
- ❑ Send another reminder notice to each girl that still owes money for cookies and let them know of the final deadline for turning in money owed. Report any potential problems with caregiver payments to your ACC.
- ❑ Transfer cookies in Smart Cookies from your troop to girls that have sold cookies as necessary.
- ❑ Check Smart Cookies for transfers in and out of your troop for accuracy and report any discrepancies to your ACC immediately.
- ❑ **Check the Messages section of your Smart Cookies Dashboard for important news, reminders, and alerts.**

Girl Scouts—North Carolina Coastal Pines

2024 Troop Cookie Program

Week Seven (Feb. 26- March 3) & After the Program

- ❑ Collect all outstanding money from girls/caregivers by March 11th and deposit into your troop's account.
- ❑ **Complete all transfers of cookies in Smart Cookies from your troop to girls before the March 8th deadline.**
- ❑ Let girls and their caregivers know each girl's final boxes total.
- ❑ Click [here](#) to view the video tutorial on "Recognition Orders."
- ❑ **Create your troop's main Recognition Order in Smart Cookies and check for accuracy before March 8th – Be sure your girls get credit for their sales!**
- ❑ Check Smart Cookies for transfers in and out of your troop for accuracy and report any discrepancies to your ACC immediately.
- ❑ **Look at your Troop Balance Summary Report in Smart Cookies. Note the final amount that is owed for your cookie bill** (report any discrepancies to your ACC immediately).
- ❑ **Check the balance in your troop bank account- do you have all money required for your final draft? If you do not, then notify your ACC well in advance of the March 15th draft.**
- ❑ Please fill out the online outstanding balance form and upload any of the following items for any girl that did not pay her cookie bill in full: duplicate cookie receipt, any other receipts, emails/texts or any other documentation and *Girl Balance Summary* report from Smart Cookies if applicable.
- ❑ Remind caregivers that have individual girls that have sold 500 boxes or more to fill out the Superstar Destinations request form on our council's website (form must be submitted by March 31, 2024).
- ❑ **Pick up recognitions and patches from your ACC and distribute to girls as quickly as possible, but no later than May 15, 2024.**
- ❑ Report recognition issues and/or shortages to your ACC by May 30, 2024.

