

Cookie Program 2024

Open Office Hours February 7, 2024



Notes from day and evening Open Office Hours:

- Troop-secured booths – booths that you have set up that aren't part of the council secured booths
- Usually is someone you know or have a connection with in the community
- Please allow 24-48 hours for approval
- IF GSU denies the booth, they will be able to state the reason why
- ABC showed the steps on how to do this on Smart Cookie
- Can allow other troops to use this booth or keep just for your troop
- Booths will show up on the cookie finder!
- If the booth is canceled because you are not able to work the booth, please go in and delete it.

Questions and Answers

Q: When filling out the appointment times on the Troop-Secured Booth form, my answer is "I have no idea," and that is not a choice.

A: You must include a date and time. Put in as many dates and times as you can. If the store has given you hours, but you won't use all of them, maybe another troop can take some of the hours.

Q: When can we anticipate receiving the scheduled time for warehouse pick-up day for our troop?

A: We are working on this information and plan to share with SUPPRs by Wednesday, February 14. They will reach out to Troop Product Managers starting then. (Warehouse pickup times were distributed to Service Unit Product Program Managers on Wednesday, February 14.)

Q: Several girls in our troop/SU have tried to send emails to customers. They have done the "update," but it still doesn't work for half the customers.

A: Digital Cookie has been diligently working on this issue. Keep trying the update.

Q: We're a brand-new troop and are trying to get set up for cookie sales. How do I get a receipt book, cookie envelope, and other materials?

A: New troops can get started anytime during the cookie season. To start, an adult in your troop must complete the [Troop Product Manager Agreement](#). Someone will then be in touch to get you started with your other materials and point you towards training.

Q: We don't have the ability to contact other troops through Smart Cookies if we have too many of or need specific cookies. Do you have a solution?

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A: We are working with marketing to arrange a way to support troop cookie communications. We will send an update through Smart Cookies when we have created an option.

Q: For troops who do not have a bank account, where will they need to deposit their cookie money from booths and orders?

A: Troops are required to have a bank account to participate in the Product Program. Please contact our finance team (finance@gsutah.org) to help get your account set up.

Q: If a girl from another troop works a booth with yours and you need to transfer credits, will Smart Cookies have a way to transfer any funds electronically, or will we still need to do that with cash?

A: If a girl helps with another troop's booth, the funds will not transfer to her troop. Any shared troop proceeds would need to be handled by the troops individually between themselves, separately from Smart Cookies.

Q: I have tried to set up a troop Digital Cookie site, but it never goes through. Who should I contact?

A: We are here to help! If you have any questions or problems, don't hesitate to contact us through cookies@gsutah.org or info@gsutah.org.

Q: Rewards are not selectable even as girls reach their milestones. It remains locked and grayed out.

A: The only rewards you can select now are the early reward incentives. The other rewards will unlock later in the cookie program.

Q: What is the cookie cupboard going to be like in St. George? Will it be like last year where cookies were brought down once a week? Also, when will it start?

A: Cookies on the Go will start the week of March 4. Cookies will be delivered to St. George on Thursdays and orders must be in Smart Cookies by Wednesday at 5:00 p.m.

Q: How is it possible that girls owe a negative amount of money?

A: If a girl has sold cookies since the initial order and her money amount is negative, the troop will need to sign out additional cookies for the girl because she will not have those in her possession from the initial order to deliver.

Q: On initial order do the orders need to be whole cases and 0 packages?

A: All whole cases are now for initial orders. The program will round up when you place your initial order. Once the cookie program gets going, you can order packages through the cupboards.

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Q: I had parents who just emailed friends separately rather than deal with the Digital Cookie email issue. Can these count toward the email reward?

A: Unfortunately, we are unable to track those emails and they can't be counted towards the digital incentive.

Q: Can troops continue to edit after the toggle is ready for review as long as they haven't hit the deadline?

A: Yes, but once you submit and the deadline is past, you are no longer able to edit.

Q: How do we put in an order but not pay for the cookies first?

A: Any orders placed in Digital Cookie must be paid for first. If you took an order but haven't collected money yet, that was an initial order placed through Smart Cookies. When cookie cupboards open, your troop can continue to pick up cookies to fulfill these orders.

Q: I thought online ordering stayed open and did not stop until March 30?

A: Correct, customers can place an online order through Digital Cookie through March 30.

Q: The cookie share (Gift of Caring) orders are on the initial order. We won't be receiving those packages at pick-up, correct? Which means the initial order for girls with these will be short those cookies share packages.

A: GSU will handle all of the cookie share (Gift of Caring) orders. We will deliver those packages to the Utah Food Bank on your behalf at the end of the program.

Q: I think you can also filter by "Order Included in Girl I/O" tab in the Digital Cookie data report. Column AH.

A: Thank you for sharing that hint!