girl scouts
of utah

Notes from day and evening Open Office Hours:

- Council will ACH troop accounts the week of April 7 in one payment.
- The cookie sale will have a soft close on March 30 and hard close on April 7. During this time, Digital Cookie will remain open so you can sell remaining inventory, take digital payments, and host booths (council-sponsored and troop-secured booths).
- At the top of the Digital Cookie app, GSUSA has added a feedback button. We encourage you to share your thoughts as they are already working on improving the system for 2025.
- Quick Finance Tips
  - Use Troop Balance Summary report to determine what money will be owed to council.
  - The Troop Balance Summary report will show Initial Order, cookie share, and direct ship cookies, but it will not show cash or check deposits.
  - Online sales and digital payments go straight to council on your behalf; they do not hit troop accounts at any point.
- Jump to Cookie Share Program Instructions (bottom of this document)

Questions and Answers

Q: I accidentally used a girl's Digital Cookie site for credit card payments at a booth instead of the troop's site. What do I do?

A: If you know which transactions are booth orders, you can give packages via Troop to Girl transfer to offset payment taking. Just enter all cookies sold at the booth and subtract the packages the girl took payment for.

Q: Can we turn off girl delivery at the troop level?

A: Girl delivery can be turned off by each girl in Digital Cookie. Troops can effectively turn girl delivery off by making sure each girl in the troop turns it off for their individual sites.

Q: Is the process the same for SUPPRs to help TPMs assign cookies to girls?

A: Yes! SUPPRs can assign cookies via Troop to Girl transfer, ensuring they select the correct troop and girl within their service unit. They can also mimic a troop leader in Smart Cookies to help transfer cookies.

Q: What is the Virtual Cookie Booth option? Is this another way we can take payments at a booth if we have only one phone available to accept credit cards?

A: Virtual Cookie Booths work best when you accept orders during a certain timeframe and have customers pick up those orders on a set day, like advertising with a flyer at a school or church during the week for weekend pickup. If you do host a Virtual Cookie Booth, one person

will need to be dedicated to managing that channel of customers at the booth. This will show as "Virtual Booth" in your booth reservations when you go in to assign cookies.

If you want a more efficient way to take payment at a busy booth, you can grab a QR code for your troop site, print it out, and have it set up at the booth (like in a frame). This way your customers can scan, pay for their order, and you just hand them the cookies.

Q: How do I apply cash or check payments in Smart Cookies?

A: In Smart Cookies, go to Finances->Financial Transactions->Manage Financial Transactions. Then at the bottom left of the screen, below the table of transactions, click Add Girl Transaction button to bring up the list of girls in your troop, and select a girl to add payment.

Once you fill out the information, detailing the type of payment (cash, check) and amount, you can hit save and it will post to the girl's account. To view all payments for a girl, run a Girl Balance Summary report.

The cash/check transactions will NOT show in the Troop Balance Summary report. However, it does show what council will ACH from your troop account at the end of the cookie sale, so keep all receipts for your transactions and make sure your account is balanced.

Q: What's the best way to track cookies we sold at a booth?

A: The best way is to count and write down what you took to the Cookie Booth so you can subtract what you have left at the end to figure out what you sold. You can also compare your cash left on hand and credit card transactions to help figure out how many of each variety you sold.

You could track yourself during the booth, like on your phone or piece of paper, but you may get busy and miss some packages.

Q: How do we see total packages sold for our troop?

A: Run a Troop Balance Summary report to see total packages sold and total gluten free packages sold; they show up as separate totals. You can add the two numbers together to get your true total packages sold.

Q: Can I go back at the end of the sale to update cookie assignments so no girl is penalized for working a less successful booth?

A: Yes! You can track all cookies sold at booths and wait until the end of the sale to assign to girls via Troop to Girl Transfer (using the Booth Packages column), or you can use Smart Booth Divider as you go and later edit to redistribute packages to share credit more equally.

While the Smart Booth Divider helps track success of booths at different locations, adjusting these numbers to share credit amongst your girls will not have a large impact on the reporting.

girl scouts
of utah

Cookie Share Program Instructions

After the Initial Order, there are two options for the Cookie Share Program: Virtual Cookie Share (Council) and Tracked Cookie Share (Troop).

IF DONATION IS FOR THE COUNCIL TO DONATE TO UTAH FOOD BANK

1. Go to ORDERS
2. Go to VIRTUAL COOKIE SHARE
3. Go to the Girl and put the total number of packages that she has collected funds for and assign to the girl.
4. Hit SAVE

These cookies will be credited to the girl and the cookies will be taken from the council and sent to the Utah Food Bank.

IF DONATION IS TO THE TROOP FOR A LOCAL DONATION OF THE TROOP'S CHOICE

1. Go to ORDERS
2. Go to TRANSFER ORDER
3. TYPE OF TRANSFER: Troop to Girl
4. In the white line, select GIRL.
5. In the drop down will be all the girls in your troop.
6. Select the girl who has collected money for cookie share.
7. Select "APPLY."
8. In the first column "PACKAGES" put in the number of packages donated that the girl has collected money for (the type of cookie you choose is the cookie that the troop has in their inventory that they will be donating).
9. Set aside that cookie in your "Cookie Share" donations so at the end of the sale you can donate to the local charity of your choice.
10. This will assign to her and account for the money and assign her cookies even though she is not physically taking them.
11. In the Order Notes, add "Troop Cookie Share."