



Cookie Program is Underway!

Initial orders are due in ONE week! Make sure your troop is ready for booths. Important dates further down, make sure you update your calendars.

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January 19, 2022 Edition

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Cookie Program FAQ

My troop is setting up a virtual booth and we have orders in the system. Why do those orders say pending when I look at the "View Booth Credit Card Payments" tab under "Booths"?

The cookies ordered from a virtual booth are identified as "pending" until the troop leader approves the order or declines the order. This is a precaution to ensure the troop has the cookies to fill the order and the booth is still happening. For example, someone can place an order from the link for the virtual booth. They may have ordered a full case of their favorite cookie and paid for the order. The troop leader then views the "View Booth Credit Card Payments" section. By accepting you are ensuring you will have the full order available. If you do not have the cookies to fill the order or an emergency arises, you have the option to decline the order and the customer will not be charged for the cookies. The customer's credit card is only charged for the order once you approve the order in Smart Cookies.

Some of the girls in my troop are sharing their social link, but it's not giving them the option for girl delivery. What do we do?

The girl delivery feature through social link is available for activation during the girl registration process. If the parent/guardian wishes to turn girl delivery via social link on or off AFTER the registration process, the girl/parent will

need to log into Smart Cookies, navigate to "My Profile" and either check or uncheck the box that says "Opt in for Social Link Delivery Option". NOTE: any changes made to girl delivery opt in/out will NOT change the status of existing orders, only future orders placed by customers using the girl social link. As a reminder, the girl social link will always offer "Direct Ship" as an option, even if "Girl Delivery" is turned on/off.

Treat Yourself Fall Product Program Rewards & Early Booth Access

The troops that participated in the Fall Product Program not only have access to the Council sponsored cookie booths in Smart Cookies, they also should be receiving their rewards soon. Unfortunately, some of the girl rewards for the Treat Yourself Fall Product Program are on backorder, delaying the shipping of the rewards. When they do ship, they will be sent to the Service Unit Product Program Manager in your area.

Cookie Booths

Are you scheduling booths on your own for your troop? Remember to enter those in Smart Cookies so they will be listed on the Cookie Finder App. Listing them in Smart Cookies enables your troop to use the Smart Cookie credit card processing for electronic payments at your booth.

When scheduling your troop's booths, keep in mind guidance from Girl Scouts of the USA:

Certain locations may be inappropriate for young girls based on the standards of your local community, may negatively impact the cookie program experience for girls, and/or may negatively impact our brand in your community. For clarity, girls should not sell in or in front of establishments that they themselves cannot legally patronize.

For this reason GSCV does not approve cookie booths at breweries, wineries and dispensaries.

To enter your troop secured booth in Smart Cookies follow the steps below:

1. Log into Smart Cookies
2. Click on Booth at the top of your dashboard
3. Click on Troop Secured Booths
4. Enter the location with the complete address
5. Enter the day and time of the booth
6. Click Save

Booths will need to be approved by a member of the GSCV staff before they appear in the Cookie Finder App or as a booth in your troop listing. Booths are approved daily.



First Come, First Serve - Council Sponsored Booths

The first come, first serve cookie booths will go live in Smart Cookies on Tuesday, January 18 at 7:00 p.m. **for troops that participated in the Fall Product Program** only. On Thursday, January 20th booths be available to all troops at 7:00 p.m. We will continue to add more booth locations as they become available; check back with Smart Cookies regularly.

To register for one of these booths follow the steps below:

1. Log into Smart Cookies
2. Click on Booth at the top of your dashboard
3. Click on Schedule Booth
4. Select a booth out of the available opportunities

Below is an update on the status of some of our community partners and cookie booths.

Cookie Booth Set Up Information

Stores Troops Can Contact	Stores Troops Should Not Contact	Store Location Available Through Smart Cookies
<ul style="list-style-type: none">- Dunkin' Donuts- Kroger- Lowe's- Sam's Club- Tractor Supply- Walmart	<ul style="list-style-type: none">- Food Lion <i>(this may change)</i>- Kohl's- Publix- Target- Wawa 	<ul style="list-style-type: none">- 7-Eleven <i>(Woods Edge Rd Colonial Heights location)</i>- Children's Museum of Richmond- GNC- JOANN Fabrics- Stony Point Mall- Triangle Rock Climbing Club

Important Dates for the Cookie Program

Wednesday, January
26, 2022

- Troop orders are due in Smart Cookies

Thursday, February 17,
2022

- Cookie drive thru (cookie pick up) in Fredericksburg
- Traditional deliveries in rural areas

Friday, February 18,
2022

- Cookie drive thru in Chesterfield
- Traditional deliveries in rural areas

Saturday, February 19,
2022

- Cookie drive thru in Richmond at The Diamond
- Traditional deliveries in rural areas

Tuesday, February 22,
2022

- Cupboards open

Wednesday, March 9,
2022

- First ACH payment (50% of initial order)

Friday, April 1, 2022

- Final day of main cupboard operation (smaller cupboards may close sooner)
- Troop recognition orders due in Smart Cookie
- Last day for online sales
- Final ACH draft

Order Information

Initial Orders

Do not forget the Troop Initial Orders are due in the Smart Cookie system by 11:59 p.m. on Wednesday, January 26th. If you need assistance placing the initial order, please contact the GSCV helpdesk at gshelper@comgirlscouts.org or by calling (804)746-0590 x316.

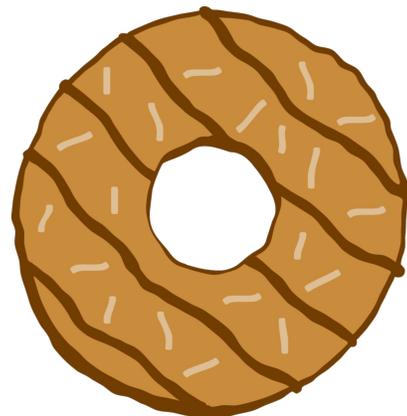
To create your initial order in Smart Cookies:

1. Click on "Orders"
2. Click on "Troop Initial Order"
3. Click on each girl's name and enter her orders by variety
4. Add extra cookies for your first booth under the "Booth" section
5. Click "Save"
6. If it applies, you will be asked to select your cookie pick up site
7. Select delivery location, day and time
8. Click "Save"

Girl Delivery Orders

Follow these steps to determine if a girl in your troop has cookies sold online for girl delivery (paid for or not) to identify if they need to be added to your initial order or cupboard pick up.

1. Log into Smart Cookies
2. Click on "Mobile and eCard Summary Report"
3. See image below - the troop needs to account for all orders listed on the report under the highlighted categories. Remember, anything "Direct Ship" has already been shipped to the customer and applied to the "Troop Sales/Financials" and to the "Girl Sales and Rewards"
4. Once the cookies are picked up by the girl, the troop leader will



need to transfer those cookies to the girl to ensure she receives credit for the sale

Page: 1		ABC Smart Cookies													
Date: 1/6/2021		Mobile & Ecard Summary													
7:47:28 AM		Girl Scouts of Southern Alabama, Inc.													
Troop	Girl Name	Grade Level	# Invites	# Orders	CShare	TY	SMR	LEM	SB	TM	PBP	CD	PBS	GFC	TOTAL
9713															
Amber Kurtz															
	Ecard - Direct Ship		3	0	0	0	0	0	0	0	0	0	0	0	0
	Ecard - Girl Delivery		3	0	0	0	0	0	0	0	0	0	0	0	0
	Girl Total		6	0	0	0	0	0	0	0	0	0	0	0	0
Mary Williams															
		Five													
	Keyed - Girl Delivery		0	6	0	0	0	16	12	0	0	2	7	1	38
	Girl Total		0	6	0	0	0	16	12	0	0	2	7	1	38
Troop Total															
	Ecard - Girl Delivery		3	0	0	0	0	0	0	0	0	0	0	0	0
	Ecard - Direct Ship		3	0	0	0	0	0	0	0	0	0	0	0	0
	Keyed - Girl Delivery		0	6	0	0	0	16	12	0	0	2	7	1	38
	Keyed - Direct Ship		0	0	0	0	0	0	0	0	0	0	0	0	0
	Social - Direct Ship		0	0	0	0	0	0	0	0	0	0	0	0	0
	Social - Girl Delivery		0	0	0	0	0	0	0	0	0	0	0	0	0
	Door-to-door		0	0	0	0	0	0	0	0	0	0	0	0	0
	Girl Total		6	6	0	0	0	16	12	0	0	2	7	1	38

Opting Out of Recognitions

If your troop has only Cadettes, Seniors, or Ambassadors, and your girls have decided to opt out of recognitions, **it is important you do this prior to placing your initial order**. Follow these steps to complete this process:

1. On your "Troop Dashboard", click on "My Troop"
2. Click on "Troop Information"
3. Click on "Main Recognition Plan" and choose "Opt Out". This will change to opt out in both the main recognition line and the troop recognition line
4. If "Opt Out" does not appear and you can not make the choice, it may mean your troop is not strictly older girls and is not eligible to opt out, or you may have already created a recognition order and will need the GSCV Help Desk to assist you. You can contact the GSCV Help Desk [here](#)

Jump for Joy - Camp Book is HERE!



We are so excited to have girls back at Pamunkey Ridge this summer! The 2022 Summer Camp book is available on [our website](#) NOW. It is cold outside today, but the crackle of the fire and exploring the outdoors is just around the corner. Make sure you check out the 2022 Summer Camp Book to decide what session you are attending. Check it out [HERE!](#)

Girl Scout Troop/Service Unit Bank Accounts



The banks are currently experiencing a high volume of requests but as soon as your banking request is complete you will be notified directly by the bank.

For Girl Scout bank accounts at Wells Fargo: The fee schedule and change has been implemented.

If you choose to open an account with another Council partner bank and have not contacted gshelper@comgirlscouts.org, or you decide to stay with Wells Fargo, the service fees will be incurred by your troop or service unit.

The GSCV partner banks are Truist (formerly BB&T), Primis, and Benchmark. Contact the GSCV office first to either open a Girl Scout bank account or make any changes.

Any questions or if your troop would like to choose a different GSCV partner bank, please contact the GSCV helpdesk at gshelper@comgirlscouts.org

Come Visit our Store or Order Online!



Make this cookie season count!

Learn. Earn. Repeat.

Check out the retail shop in person or online for a bigger selection of badges and patches.

Girl Scouts of the Commonwealth of Virginia

804-746-0590 • 800-4SCOUT4 toll-free

gshelper@comgirlscouts.org • www.comgirlscouts.org

S'more News is an e-publication for troop leaders and other volunteers of Girl Scouts of the Commonwealth of Virginia.



Girls and volunteers can text NEXT to 59618 to join!