

Question	Response
<p>Do <b>Girl Delivery</b> eCard orders, prepaid by credit card, require parent approval?</p>	<p>No, but parents WILL receive an email notification of each order from <a href="mailto:noreply@abcsmartcookies.com">noreply@abcsmartcookies.com</a> with a heads up that a Girl Delivery order has been placed! This allows the parents and girls to start planning for delivery and to make sure the Girl has enough product to fulfill her orders. Please make sure to check your spam or junk emails as sometimes the No Reply emails land there first.</p>
<p>Do <b>Girl Delivery</b> orders placed by <b>social link</b> and prepaid by credit card require parent approval?</p>	<p>YES. The parent/guardian email address on file will receive an email containing a link to approve OR cancel the order, which must be done within 5 calendar days of when the order was placed. Please make sure to check your spam or junk emails as sometimes the No Reply emails land there first.</p>
<p>What happens if a parent doesn't approve the <b>Girl Delivery</b> social link order within the required 5 calendar days?</p>	<p>The order will be canceled, and the customer will receive an email notifying them that the order cannot be delivered, and their credit card will be refunded within 5 business days. NOTE: if the customer checked the "<b>donate</b>" box at the time of ordering, the order will be converted to COUNCIL cookie share and the customer will be charged for the cookies, but there will not be any girl delivery order to fulfill.</p>
<p>How do I know how many <b>Girl Delivery</b> orders my Troop Girls have to deliver?</p>	<p>Go to the Reports Menu, select Current Season, and select the Orders category. Run the Mobile and eCard Summary Report. ANY order listed on the report as Girl Delivery will require Girls to fulfill the orders, either with packages the Girl already has OR by securing more packages from the Troop.</p>
<p>How do Girls know how many <b>Girl Delivery</b> orders they have to deliver and if they have enough cookies to fulfill the orders?</p>	<p>Girls should navigate to their My Orders menu in abcsmartcookies and select Manage My Orders. Girls can see every order they have within the Manage My Orders grid. Also, Girls can click on the "print report" link, within the Manage My Orders page, to view a detailed breakdown of Girl Delivery orders, by variety, and by customer. Girls should be reviewing this report frequently to a) make sure they have enough cookies to fulfill their orders and b) continue to update orders to Delivered, once the packages have been delivered to the customer.</p>
<p>Are Girl Delivery orders automatically added to the troop order page in Smart Cookies through the initial order timeframe?</p>	<p>No, Leaders would need to add any orders generated thru Girl Delivery and add them manually to the girl's Initial orders. A report for the troop, listed by each girl, can be found under Reports, Orders then Mobile and Ecard Summary.</p>
<p>Do payments appear for <b>Girl Delivery</b> paid and/or Online direct Shipped orders?</p>	<p>Yes, you can see all payments that were made thru online sales under the Troop and Girl Summary reports. Reports, tab, Financials, Troop or girl Balance Summary report.</p>

<p>As a Troop, do I need to ENTER or CREATE <b>Girl Delivery</b> orders for my Troop Girls after the Initial order time frame?</p>	<p>Yes. Orders will automatically reflect in Girls' dashboards under their Packages Sold section, but as the Troop user, you would be responsible for creating the TRANSFERS DOWN TO THE GIRL (troop to girl) for all Girl Delivery order, after the Girl has requested the amounts needed. The creation of the transfer will give the Girl rewards credit for the packages sold.</p>
<p>Where do girls get the cookies after the initial orders for <b>Girl Delivery</b> orders?</p>	<p>After the Initial order, Girls would gain cookies thru her troop leader by requesting the amounts needed and either using the troops "extras" or getting more boxes from a local cupboard.</p>
<p>How does the <b>refund</b> process work for a <b>Girl Delivery</b> order prepaid by credit card?</p>	<p>The Troop user must mimic the Girl in Smart Cookies. Log into smart cookies using your Troop role, click on the person icon at the far top left of the screen and select Mimic User. Find the Girl you wish to mimic. Navigate to My Orders &gt; Manage My Orders and locate the order to refund. Click on the Ellipsis menu (three dots at the end of the order row) and select Refund. Customers will receive an email confirming their refund and the card will be refunded within 5 business days. Parents cannot issue refunds.</p>
<p>Why do the Girl Delivery orders appear as <b>Needs Action</b> when they have already been approved and added to the girls totals?</p>	<p>These alerts show even after they have been approved because the orders still need to be delivered. Once the girl has delivered the cookies, the girl/parent will need to go into the order and select delivered.</p>
<p>If I have a physical/normal booth sale scheduled, how can I also add a <b>Virtual Booth</b> sale so that my Troop can take credit card preorders?</p>	<p>GREAT QUESTION! This is a great opportunity to ADD a virtual booth sale to your existing, physical booth sale. This will allow you to accept prepaid credit card orders and have customers simply drop by to pick up their orders. What a great way to maximize cookies sold at a booth sale? Simply create a virtual troop requested booth sale in smart cookies for the exact same locations, dates and times as your physical booth sales. Share the link to audiences via text, email or social media, and let the prepaid orders roll in! All you have to do is make sure these prepaid orders are packaged and ready to be distributed at your physical/normal booth sale location!</p>
<p>Where can I find my <b>Troop Virtual Booth</b> Link in Smart Cookies?</p>	<p>On the Troop Information Page. Navigate to My Troop and click on Troop Information to copy the virtual troop link located at the bottom of the page.</p>
<p>For Online gained Share/Donation cookies, can the troop select to receive them for local donations?</p>	<p>No, All Online Donations go directly to the Councils donation program. This year the donation site is Feeding America.</p>