

Unbox the Future



2024 Cookie Product Program Guide

Greetings Girl Scout Volunteers,

We are preparing for our 2023/2024 Product Program Season and look forward to once again partnering with all of you as well as our Girl Scout Cookie vendor ABC Bakers. There are few things to share before we get started.

As you are aware, the cost of goods, from groceries to textiles has risen significantly over the past three years. Council was able to absorb the multiple price increases from our vendors in the 2022/23 season without making any adjustments. We've been informed that there are significant increases again for the coming season. Based on this information, the cookie package cost will rise by \$1/box. Pricing will be \$6 for our core 9 flavors including the Caramel Chocolate Chip Gluten Free flavor. This is the first increase since the 2020-21 season and will put GSMISTS in line with other councils who are already at the \$6 price point.

Since the price is increasing, we will be adjusting troop and girl rewards. Troop proceeds will move up to \$.90/.95 per package sold and many of our girl rewards have been updated to reflect the change. Along with these 2024 Cookie Program changes, we have also offered a 50% increase to our 2023 Fall Program Troop Proceeds plan. A 15% troop proceed will be gained on ALL items sold through the 2023 Fall Product Program. This includes magazine subscriptions, candy and nuts, and all extra items offered.

Through the Girl Scout Product Programs, girls gain valuable life skills that will help them navigate and learn from every experience. Please help them practice living by the Girl Scout Promise and Law and develop the core 5 selling skills. Business Ethics, People Skills, Money Management, Goal Setting, and Decision Making. All very valuable skills to use for a lifetime! As always, if you have any questions or concerns, please do not hesitate to reach out to me.

Thanks for all you do to help us build girls of courage, confidence, and character!

Sincerely,

Sally Ellis

Director of Product Program,
Retail and Customer Care Operations

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Calendar

2024 Cookie Product Program

November

Nov 1 - 4	Cookie materials shipped to SUPPMs
Nov 7	Online SUPPMs cookie training (recorded for TPPMs)
Nov 9 - Jan 4	SUPPMs & TPPMs communicate cookie sale to parents, girls, and individual girls

January

Jan 5	Paper Order Taking Begins! <i>Girls are on their honor to not start selling before this date</i>
Jan 19	Troop bank account and service unit delivery address information must be entered & in Smart Cookies
Jan 29	Cookie Product Program Initial Order Taking Ends! <i>Online ordering remains open</i>
Jan 30	Troop initial orders & rewards finalized in Smart Cookies
Jan 31	SUUPM double check initial orders

February

Feb 16-18	Community Booth and National Cookie Weekend
Feb 19-23	Initial (early) order delivery
Feb 23	Booth Program Starts

March

Mar 8	Outstanding Money Reports and back-up documentation due and deadline to submit bounced checks to council
On or after Mar 12	Initial (early) order bank sweep at 50% of initial orders
Mar 18	Booth and online program ends
Mar 20	Final cookie rewards submitted
On or after Mar 26	Final bank sweep

May

Mid May	Reward shipped to SUPPMs for troop sort and pick up
Mid to late May	Troops distribute rewards to girls
Mid to late May	Higher level rewards are ordered through Amazon and delivered to girls homes. <i>(please ensure correct addresses are listed for accurate delivery)</i>

Participation Information

2024 Cookie Product Program



Why Participate?

The Girl Scout Cookie Program helps girls develop skills in five essential areas:

Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.

Decision Making

Girl Scouts learn to make decisions on their own and as a team.

Money Management

Girl Scouts learn how to create a budget and handle money.

People Skills

Girl Scouts find their voice and build confidence through customer interactions.

Business Ethics

Girl Scouts learn to act ethically, both in business and in life.

**We're building the
future cookie by cookie.**

Troop Benefits

Earn Troop Money

Money earned from the Product Program can go towards membership fees, uniforms, activities and more!

Financial Aid

Per page 26 of the Volunteer Policy and Procedure states that the troop should use Troop Proceeds earned through Product Programs to pay for Girl Memberships, not FA requests.

Money Earning

Troops must participate in both the Fall and Cookie Product Program to host other money earning events



Participation Information

2024 Cookie Product Program

Troop & Girl Participation Eligibility

- Girls and adults must be registered for the 2024 Membership Year and have a signed 2023/2024 Permission to Participate form in possession of the troop leader.
- Troop must have registered and approved troop leader and assistant troop leader, and at least five girls. Troop rewards cannot apply unless these ratios are filled.
- Troop must have an approved Troop Product Program Manager (TPPM) and an agreement on file with their Service Unit Product Program Manager (SUPPM). This position can be filled by troop leader, assistant leader or a registered troop helper.
- Troop Bank Accounts must be entered and verified in the system before the set deadline. We recommend that no bank movements/changes occur through the Product Program seasons unless deemed necessary and Council Product Staff are notified immediately.
- Troops must be in good standing, have a 2023 Finance Report on file & no outstanding delinquencies with council.
- Girls who may still have an outstanding amount of monies due to council cannot participate except in the Booth Program phase with zero money handling responsibilities.

Support & Resources

GSUSA DC Cloud Support

Online Tech Support

gsusadigitalcookie@girlscouts.org

Council Cookie Training

A Virtual Cookie Training has been recorded for anytime viewing. You can access it on the Resource page in the [Cookies](#) on gsmists.org.

Council Product Program Staff

Sally Ellis

Director of Product Program Operations,
Retail and Customer Operations
231-220-0505 or sellis@gsmists.org

Angela Potter

Product Program, Retail and
Customer Care Coordinator
231-220-0503 or apotter@gsmists.org

Pre-Sale Prep

2024 Cookie Product Program

ABC Smart Cookie System

All GSMISTS troops, girls, Service Units, and Cookie Cupboards use the ABC Smart Cookie System, which will be referred to as Smart Cookies in this guide.

Getting Started

1. Troop leaders receive an email from Smart Cookie asking them to opt in or opt out of the Cookie Product Program.
2. Log in using your preferred email address and then create a new password.
3. Council imports all your registered girls before the start of the season. If additional troop members need to be added throughout the season, it is a simple process. Just contact Sally Ellis sellis@gsmists.org or Angela Potter apotter@gsmists.org.

Every person listed in Smart Cookies must be a current 2024 Girl Scout member. This includes TPPMs and other parent helpers.

Council will use Smart Cookies to send out periodic email blasts to all troop leaders throughout the season so it is imperative that a current email is used and that it is not blocked by your server's junk mail settings.

System Resources

The DC Cloud (GSUSA's Digital Cookie platform) will be used instead of the Smart Cookie System for all things Online. Paper ordering will remain the same.

Troops:

- Prepayment by credit card for email orders
- Credit card refund/order cancellation capability for troops
- Girl delivery option with credit card payment for girl social media URL
- Direct Ship national link via zip code search with credit to Troops
- Troop virtual booth sale link
- Refunds for all booth transactions now permissible at all user levels (virtual and in person booth sales)
- Direct ship number to the Girls Manage orders report
- Virtual booth delivery and pick-up sales to the Smart Booth Divider reporting

Girls & Families:

- Booth Sale poster
- Girl Videos
- Activity tips & how-to examples
- Social Media kits

Volunteers:

- Theme clip art, certificates, etc
- Selling safely video and tips
- Cookie Information & Calculator
- Activity tips and how-to examples
- Standard Forms
- Rally Guide

Pre-Sale Prep

2024 Cookie Product Program

Cookie Rallies

A Cookie Rally is a great way for girls and their parents to get excited and educated about the program and requirements. Most Service Units will host a Cookie Rally locally. If your Service Unit is not hosting a rally, troops may host their own mini-rallies so girls can earn the Rally Patch. If a troop hosts or attends a Cookie Rally, they must submit a list of girls who attended before the season ends to ensure additional patches are ordered.

Download the Rally Guide from the GSMISTS Cookie Resources web page for instructions on how to host a Cookie Rally.



Gift of Caring

The Gift of Caring program is a nationwide community service project where Girl Scout troops can donate to the national donation program! The cookies can be added to the share donation category and the patches will calculate as the boxes accumulate. You can add this to Smart Cookies at the beginning of the sale, or donate any remaining cookies at the end of the sale. All online donations will go towards Gift of Caring.

Hometown Hero's

Hometown Hero's is a part of the Gift of Caring program, but you get to choose the organization to receive your donated cookies! This is a great opportunity to have a discussion with your Girl Scouts about different opportunities in your town and find a way to agree on organizations to donate to.

Local Hometown Heroes can include deployed members in the military, firefighters, police officers, nurses, shelters and more. To participate during the initial order period, troop leaders must record donations from Initial Order cards manually in Smart Cookies by flavor. Troops can also accept donations for Hometown Hero's during their Cookie Booth sales.

In Person Order Taking

January 5, 2024 - January 29, 2024

Initial Order Information

Girls can seek out potential customers through the Initial Order time-frame using their order cards or online sales.

All Initial Orders are rounded to the nearest full case quantities at the troop level. The extras appear on the troops Smart Cookies dashboard for girl distribution. No returns or exchanges can be made by troops, girls, or parents but damaged boxes can be replaced from any local cupboard. You must have the damaged box with you to exchange for a new box.

Pre-ordered Carmel Chocolate Chip cookies, our gluten-free cookie, are added by council to troop Initial Orders in Smart Cookies so that they arrive with the Initial Order delivery. Pre-ordering took place in the fall, keep this in mind for future Cookie Product Programs. Additional cases will be available at local Cookie Cupboards while supplies last.

Initial Orders will be delivered February 19-23 to your local Service Unit designated pick-up site. Your service unit will send you a date and time for pick-up.

Selling Tips for Girls

Girls can promote their sales in two ways: in person and online.

In Person: girls can talk with family, friends and neighbors to collect and record sales on their Traditional Order Card.

Online: there are even more options for selling.

In the 'Troop Info' section, every troop and girl has their own unique QR Code and Social Link. QR codes are an increasingly important part of today's business operations, providing active ways for customers to remain safe while engaging with your Cookie Product Program. Using the camera feature on a smart device to scan the QR code, the consumer will link directly to your website to purchase cookies. A tiny URL, a customized, shortened redirection of a long link for a web page, will also be available for print or to copy from the Resource Menu.

The girl Social Link can be shared via social media, email, or text message and includes Girl Delivery credit card payment! When the consumer opens the link, they will see the choice to place a direct ship order, or a girl delivered order. Social media is a great tool to help move cookies, but no public sites can be utilized. They must stay within friends and family with girl participation. Please note: Once a dollar amount is listed to Facebook, it will automatically refer the post to the Facebook Market place - this is not encouraged.

Initial Order

January 5, 2024 - January 29, 2024

Ordering Pathways

Traditional Order Card

Girls talk to or email friends, family, and neighbors and use their entrepreneurial skills to sell during the Cookie Product Program. The can be in person, or use the tools mentioned on pg 5.

Girl records the customers order on the Order Card. Customer does not pay until delivery.

Girls deliver the cookies & collect money at that time.

Online Order

Online order customers can request girl delivery or direct shipping to their door. Use the tools mentioned on pg 5 to promote the link to people you know.

Girl Delivery

Online orders can request girl delivery. Parents have to approve the order in the Smart Cookie system. Girls have the responsibility to record it on her order card and/or report the inventory needed to her troop leader.

If the customer selects "Girl Delivery" without payment, a "Promise" order is placed with the girl and payment is due at delivery.

Girls will deliver the cookies & collect money at that time, just like the traditional order card!

If the customer chooses to use the credit card payment feature they can prepay online.

Girls deliver the cookies and no payment is needed.

Direct Ship

Customers prepay and have cookies shipped directly to their door. Girl's Smart Cookie Dashboard will be updated automatically.

Customers who prepay with a credit card, 4-12 packages, will receive a \$5 subsidy from Council off the \$12.99 shipping fees. This will occur from January 5 through February 2. After 12 packages the count will start over. A banner will appear to advertise this subsidy for all customers.

Cookies are delivered directly to the customer. No girl contact required.

Cookie Delivery

2024 Cookie Product Program



TPPM Responsibilities

TPPM responsibilities at the cookie delivery site:

- Sign up for a pick-up time in the Smart Cookies platform and arrive on time. Too soon or too late causes problems!
- Have a vehicle large enough to transport your full troop order or have others meet you there. Sign and keep a copy of a receipt once you and your SUPPM verify the cookies you are receiving.
Check for damaged cookies and contact council staff ASAP for replacement.

TPPM responsibilities distributing cookies to parents:

- Separate cookies in a dry, temperate, clean area by girl orders before the families arrive. Ensure each order is sorted correctly before any cookies leave the premises. Abide by all contact-less pick-up methods.
- Contact your troop families with the location, date, and time they can collect their cookies. Fill out a cookie receipt for each parent who receives cookies. ANY TIME COOKIES OR MONEY EXCHANGES HANDS, A RECEIPT IS NEEDED. See page 14 for more information on issuing receipts.

Cookie Cupboard

2024 Cookie Product Program

Troop & Service Unit Rewards

All Cookie Cupboards will have the nine varieties of cookies (you can Meet the Cookies in Appendix ii) while supplies last. Gluten-Free Caramel Chocolate Chips will be available in very limited supply, customers can order online if interested. Raspberry Rally's can only be ordered through Online sales and cannot be added to the Smart Cookie system manually by the leaders for girl distribution. They are on Online Only Exclusive purchase!

- Council Cupboard hours will be Monday through Thursday 9 am - 5 pm and Fridays 9 am - 2 pm, February 14 - March 15 unless otherwise specified differently by your local cupboard.
- The Grand Rapids Council Cupboard will again be located at Corrigan Logistic, 7409 Expressway Ct SW, Grand Rapids, MI 49548 and not at the Grand Rapids council office. Mon - Fri 9:00 am - 5:00 pm.
- Please be considerate of the volunteers overseeing Cookie Cupboards!
- Troops must take cookies in full cases (12 boxes/case), no mixed cases.
- Payment for cookies from Cookie Cupboards will be collected during the final bank sweep.
- There are no cookie returns except on Community Cookie Booth Weekend. Full cases only.
- Damaged/defective cookies can be replaced by notifying Council and from your nearest cupboard. You must have the damaged box with you to exchange for a new box.
- Parents/girls are not allowed to collect cookies from a Cookie Cupboard unless the troop leader gives written permission prior to the pick-up date. This can be done by email directly to the Product Program staff or Cupboard Managers.
- No costumes are available. Special request will be granted. There are many DIY projects online for these types of wearable costumes.

Tips and Tricks

- Keep all family pets restrained.
- Schedule pick-ups at least 15 minutes apart.
- Always wear gloves and a mask while interacting.
- Place cookies and receipt outside.
- Watch parents count and sign.
- Use different pens for signing.
- Wipe pens down with a disinfectant wipe after each use.
- Be prepared for the next scheduled pick-up.

Cookie Booths

2024 Cookie Product Program

When to have a Cookie Booth

Cookie Booth sales are a great way to increase your troop's cookie product program success!

Troops may organize Cookie Booths at locations of their choice during the official Cookie Booth season, February 23 - March 18. These sites must be added to the Smart Cookies for approval.

How to Secure a Council Secured Cookie Booth Site:

All Walmart, Sam's Clubs, and all the local malls are secured by council per the store's requests. Council may request additional volunteer assistance booking some of these locations.

Community Cookie Booth (CCB) Weekend

Sign ups start at 7:00 pm February 4, 2 per troop.

This will be the only booth program date that will allow full case returns to the same cupboard the cookies were checked out of.

If troops wish to secure their own sites, they may.

Community Cookie Booth Weekend and National Cookie Booth Weekend

February 16 – 18
Friday | 4 pm - 8 pm
Saturday | 9 am - 7 pm
Sunday | 12 pm - 7 pm



Cookie Booths

2024 Cookie Product Program

Planning a Troop Cookie Booth

After securing permission from the manager of a location for a date and time, troops MUST submit their booth information in the “Booth” tab in Smart Cookie for:

- Council approval and awareness where troops are holding Cookie Booths throughout the booth season.
- Free advertising through the GSMISTS website (gsmists.org) and GSUSAs Cookie Locator.
- Avoiding conflicts with another troop’s scheduling the same location/date/time.
- Troops entering three or more cookie booths into the Smart Cookie Booth Scheduler will receive a Cookie Booth patch for each of their girls participating! The patch will be included in the final reward shipment in April.

How to schedule booth in Smart Cookie System

1. Click on “Booth” tab.
2. Select “Troop Secured Booth”.
3. Enter booth information.
Be sure to have the business name, address, city, state & zip.
4. Click on “Appointment Times” tab and enter the date/time.
5. Click “Save” at the bottom along with the “Request Troop Secured Booth”.

The request will be pending until it is either approved or denied by Council. You will receive approved or denied notification of the request in a Smart Cookie email within one to three business days.

Review:

1. Go to “My Reservation Page” to view all of your reserved booths.
2. Please make sure to cancel any booth sales that your troop is unable to make in Smart Cookies.
3. Please limit booths to smaller venues with less physical traffic.
4. Virtual Cookie Booths can be created for optimal exposure.

No bars, party stores, breweries, wineries or drug dispensaries are allowed. Council reserves the right to deny any booth site that is not up to our standards. If troops insist on a location that was denied, the troop leaders could be released for placing girls in harm’s way.

Rewards

2024 Cookie Product Program

Troop & Service Unit Rewards

Troops earn .90 per box of cookies sold for a per girl average (PGA) of 223 or less and .95 per box sold for a PGA of 224 or more. Troops consisting of Cadettes or older may opt out of rewards for an extra .05 cents per box sold. This must be a majority decision and participation patches will still be earned. Multi level groups may not OPT out unless all participants are Cadette or older

Service Units earn Cookie Money by reaching milestones laid out in the Service Unit Scorecard.

Girl Rewards

Girl rewards are cumulative, so all girls earn every reward up to their number of boxes sold. Go to appendix vi to see this year's girl rewards. At some levels, Cookie Dough is now offered as an OR option to help align us with the new GSUSA rulings about rewards structures.

Cookie Dough

Cookie Dough is offered in Card form only. Card form Cookie Dough can be used for anything within council, such as membership, shop purchases, events, or day camp. Cookie Dough also expires on September 30, 2024 due to a new GSUSA rule set in place. All rewards must now expire including travel before the new Membership season starts.



Finishing the Program

2024 Cookie Product Program

Don't Forget...

- Keep track of the girls' cookies in Smart Cookies for all orders. This is important to do, especially for girls who received extra cookie orders after their Initial Orders and/or participated in a cookie booth sale.
- TPPMs will need to allocate boxes of cookies obtained from cookie cupboards to their troop's girls in Smart Cookie to qualify for added rewards. This can be done any time after they are collected by parents but must be done by March 21 to make sure girls receive all the rewards they have earned. You may do so manually or by using the cookie allocator.
- If the troop does not finalize the sale by distributing all the cookies that are remaining, the missing rewards will not be replaced for the girls once the system has closed.
- Council may, at our discretion, allocate any of these unallocated boxes at the end of the program to ensure girls earn rewards.
- Rewards will be shipped to SUPPMs early May. Please make sure to collect them from your SUPPM and pass them out to the girls as soon as you receive them. Please do not hold them until Fall or the beginning of the next season.



Finances

2024 Cookie Product Program

Collecting Cookie Money from Families

It is the troop leaders responsibility to collect all money from the families. Do not hold on to money until you have it all, rather ask families to turn cookie money in to you as soon as they receive it and deposit it as quickly as possible. Set-up time (s) designated for this purpose to meet with parents and do not accept money from a girl without a parent present. Use contactless payment methods whenever possible.

Finance in Smart Cookies

Smart Cookies will calculate troop proceeds based on the number of girls selling and the total number of boxes ordered by the troop both in the Initial (Early) Order and from Cookie Cupboards. Find this on the 'Dashboard' in Smart Cookies. For more details, go to Reports and select the 'Troop Balance Summary Report'.

Enter family payments in Smart Cookies under the Finance Tab 'Girl Orders' column, dollar amounts in the 'Paid' column, as documentation of payments so this information is accessible to council. For more detail, go to 'Reports' and select the 'Girl Balance Summary Report'. At the end of the program, if all monies were collected from the girls, the girl balances should all reflect a zero balance.

Issuing Receipts

ANY TIME COOKIES OR MONEY EXCHANGES HANDS, A RECEIPT IS NEEDED.

1. Fill out a cookie receipt for each parent who gives you cookie money.
2. Include Troop number, girl's name, date, and amount received on each receipt.
3. Have each parent count their cookie money in front of you to verify the amount before signing the receipt. *Do not accept unopened Girl Money Envelopes without counting the money with each parent.*
4. Parents are responsible for all cookies and money during the Product Program. Have parents, not girls, sign the receipt.
5. You sign in the "Received From" area of the receipt and parents sign in the "Received By" area.
6. Give parent a signed copy of the receipt and retain a copy for your records. It is best practices to attach the receipt to the associated girl's Permission to Participate form. This will serve as verification and a safeguard to protect you in case of questions after the payment is received.

Finances

2024 Cookie Product Program

Collecting Cookie Money from Families

Outstanding Payment from a Parent

If you have difficulty collecting money from a family, complete an Outstanding Money Report and submit it to Council before the ACH sweep date. The following **MUST** be included with the Outstanding Money Report. If not, the troop leader will be responsible for all unpaid cookie monies:

- Completed, current Permission to Participate form signed by the parent or guardian.
- Copies of all receipts for cookies and money received, filled out in detail.
- Documentation on the Outstanding Money Report of your attempts to collect the overdue money such as face-to-face requests, phone calls, emails/texts.

This is the only way council can assist your troop with unpaid monies owed by families. If the above information is not submitted by the final deadline of March 18, the troop leader is responsible for any delinquent amounts.

Accepting Checks/Bounced Checks

While council does not encourage this, troops can choose to accept checks. If your troop is accepting checks, ask your families to have any checks they receive made out to 'Girl Scout [Troop Number]'. Indicate the girl's initials in the memo section so the check can be traced, if need be. Deposit checks at least 24 business hours before the scheduled council bank sweep to allow clearance of funds.

If a check you accept bounces, council will reimburse a troop's bounced check amount and fees if these procedures are followed:

- Troops should make every attempt (three or more) possible to collect the money due (and fees incurred) from the writer of the check prior to turning the legal copy over to council.
- If all attempts have failed, turn in to council the legal copy of the bounced check supplied by your bank AND your troop bank account statement showing the bank fees incurred.

Once the above information is provided to council, it will be sent to a collection agency. If you collect money from a bounced check after it was turned in to council, notify council immediately so collection action is stopped. The amount of the check and fees must be reimbursed to council right away since council deducted this amount from the troop cookie money owed. It is the troop leader's responsibility to make sure the payment arrives back to council in a timely manner.

Finance

2024 Cookie Product Program

Paying Cookie Money to Council

All troops must have a valid troop bank account and it is the troop leader's responsibility to ensure money is in bank account for council Bank Sweeps. Before selling cookies, the troop's bank routing and account numbers **MUST** be entered/verified into Smart Cookies no later than January 19, 2024 so the pre-note process can be completed.

No troop cookie payments will be accepted at the GSMISTS Council Shops. Council does not support the Square Up Credit Card Reader nor pay the fees associated with it. The Booth Credit Card Reader is auto-installed for every troop through the Smart Cookie system.

Bank Sweeps

March 12: Council will sweep your troop bank account on or after March 12 for 50% of your Troop's Initial (Early) order, which includes girl orders, Share Cookies and any pre-ordered troop booth sale or gluten-free cookies. This should be in the troop bank accounts no later than March 13 in preparation for the bank sweep.

March 26: Council will sweep your troop bank account on or after March 28 for any and all remaining monies due to council. This should be in troop bank accounts no later than March 27 in preparation for the bank sweep.

Council will sweep all troop monies due from the troops bank accounts unless a Service Unit has Individual Girl troops who have no bank accounts available for sweeps. Troops who do not deposit all "due to council" funds into the troop bank account within 24 business hours before a scheduled bank sweep date will be subject to charges of \$15.00 for every Non-Sufficient Funds rejection. A bank statement will be requested as proof of deposit date if a Non-Sufficient Funds situation occurs. All bank fees incurred will be the troop leader's responsibility and not paid with troop funds. These fees could also apply if the troop bank account numbers are not entered correctly, and it is not flagged through the pre-note process. It is the troop leader's responsibility to ensure accuracy for entry of all bank information. Please make this change known with your TPPM.



2024 Cookie Product Program Appendix

- i TPPM Checklist
- ii Meet the Cookies
- iii Permission to Participate
- iv Rewards
- v Digital Cookie

Troop Product Program Manager

Checklist for 2024 Cookies

Nov 9, 2023 - Jan 4, 2024

- ☐ Attend virtual Cookie Product Program training, either live or the recorded version.
- ☐ Read 2024 Cookie Product Program Guide
- ☐ Decide on participation in Gift of Caring (GOC). If choosing GOC, choose an organization to donate to within your troop or Service Unit.
- ☐ Communicate details of Cookie Product Program to parents and girls.
- ☐ Collect or verify with council that all fully completed Permission to Participate forms are submitted.
- ☐ Hand out girl packets, and reinforce that they cannot begin selling until program start date.
- ☐ Register for sale after receiving email link, log-in to Smart Cookie and verify/update account information such as email address and banking info.
- ☐ Double check that ALL registered girls in your troop are listed in Smart Cookie.
- ☐ Have troop attend a virtual Service Unit rally, or host your own.

Jan 5, 2024

- ☐ Cookie Product Program Initial Order taking begins!

Jan 19, 2024

- ☐ Troop bank account information must be entered into Smart Cookies by this date.

Jan 29, 2024

- ☐ Collect order forms from all girls via email or contact-less.
- ☐ Input Initial Order into Smart Cookies.
- ☐ Verify Initial Order Rewards in Smart Cookie.

On or After Feb 1, 2024

- ☐ If participating, add troop Cookie Booth locations in Smart Cookie for approval.
- ☐ Distribute Goal Getter forms to girls.

Feb 4, 2024

- ☐ Sign-up begins for CCB spots and other council secured cookie booths. Troops can sign up for up to two time slots the first week, open registering begins Feb 12.

Feb 16 - 18, 2024

- ☐ National Cookie and Community Cookie Booth (CCB) Weekend

Feb 19 - 23, 2024

- ☐ Initial Order cookie delivery.
- ☐ Collect cookies from designated delivery site per Service Unit.
- ☐ Sort troop cookies by girl.
- ☐ Distribute sorted cookies for delivery.

Feb 23, 2024

- ☐ Cookie Booth selling begins.

March 11, 2024

- ☐ Collect and deposit Initial Order money by this date.

March 12, 2024

- ☐ Initial Order Bank sweep 50%.
- ☐ Any Outstanding Money Reports due to council.

March 18, 2024

- ☐ Booth and Online selling ends.

March 20, 2024

- ☐ Finish allocating cookies to all girls in Smart Cookies.
- ☐ Complete final rewards in Smart Cookies.

On or After March 20, 2024

- ☐ Final bank sweep for money due to council.

First week of May 2024

- ☐ Rewards shipped to SUPPMs.
- ☐ Collect rewards from SUPPMs.
- ☐ Sort girl rewards.
- ☐ Distribute girl rewards and obtain signed receipts for all distributes.

Meet the Cookies

2024 Cookie Product Program

Thin Mints



Crispy chocolate wafers dipped in a mint chocolaty coating.

Peanut Butter Sandwich



Crisp and crunchy oatmeal cookies with creamy peanut butter filling.

Peanut Butter Patties



Crispy vanilla cookies layered with peanut butter and covered with a chocolaty coating.

Caramel deLites



Vanilla cookies topped with caramel, toasted coconut, and chocolate stripes.

Trefoil



Traditional shortbread cookies.

Lemonades



Savory slices of shortbread with a refreshingly tangy lemon-flavored icing.

Toast-yay!



Toast-shaped cookies full of the classic French toast flavor, cinnamon and vanilla.

Adventurefuls



Indulgent, brownie-inspired with caramel flavored creme and a hint of sea salt.

Caramel Chocolate Chip



Gluten free, filled with rich caramel, semi-sweet chocolate chips and a hint of sea salt.



GSMISTS 2023 - 2024

Permission to Participate in Product Programs

A parent or guardian must fill out this form in it's entirety before a girl can receive her program selling materials. Incomplete forms will not be accepted.

This form applies to both the 2023 Fall Product Program and the 2024 Cookie Product Program.

Name of Girl Scout -

Troop Number -

Name of Parent/Guardian -

Address & City -

Phone -

Email -

Place of Employment -

Employment Address & City -

Work Phone -

Driver's License # -

My daughter/ward has permission to participate in the GSMISTS Product Programs, including both the Fall Product Program and the Cookie Product Program. I agree to accept financial responsibility for all products and money she receives and I further understand that Product Program monies collected by my family or daughter/ward belong to her Girl Scout troop and Girl Scouts of Michigan Shore to Shore.

Signature of Parent/Guardian:

Date:

Notes:

To be eligible for financial aid, girls must participate in both the Fall Product Program and the Cookie Product Program.

Any girl whose family has outstanding monies owed from past Product Programs cannot participate in any future Product Programs until payment has been received.

This form is to be kept in the possession of the troop leader for the entire membership year.



Set Your Cookie Goals

The Girl Scout Cookie Program begins January 5, 2024.

You may not take orders or sell cookies before this date.

My Goal:

girl scouts
of michigan
shore to shore



www.gsmists.org | 844-GSMISTS

25+
Pkgs



Participation Patch

50+
Pkgs



Theme Key Ring

100+
Pkgs



Mood Cup and Straw

150+
Pkgs



Coin Purse

200+
Pkgs



Mood Lantern

300+
Pkgs



Axolotl Small Plush

400+
Pkgs



Axolotl Large Plush Pillow **OR**
\$15 Cookie Dough

500+
Pkgs



Theme Belt Bag
OR \$20 Cookie Dough

600+
Pkgs



Beach Towel and Sunglasses
OR \$25 Cookie Dough

750+
Pkgs



Wet Dry Back Pack **OR**
\$30.00 Cookie Dough

1000+
Pkgs



Theme Hoodie

1250+
Pkgs



Boxanne Wireless Speaker

1500+
Pkgs



Sewing Machine **OR** 10 Gallon
Fish Tank Set Up

1750+
Pkgs



Ping Pong Table **OR** Pickle Ball Set

2000+
Pkgs



Air Pod Pro's **OR** Beats Headphones

2500+
Pkgs



Mackinaw Island Overnight Experience
July 9-11, 2024 **AND** Super Seller Patch

Initial Order
224+ Packages



Theme Socks



Let's Go Tote
(one per girl)

Troop PGA
224+ Packages



Let's Go Tote and Volunteer Patch
(one per troop)

Gift of Caring



Cookie Share Patch
15+ Donated Packages

Online & Goal Setting



Cookie Techie Patch
12+ Packages Sold Online

Booth Sales



Booth Sales Patch
Attend 3 Booth Sales

Rally



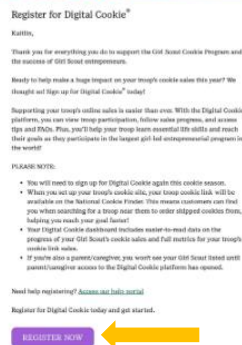
Cookie Rally Patch
Attend Cookie Rally

Digital Cookie®

Volunteer Registration/Login

Step 1: Watch for your registration email* from the Girl Scout Cookie Program (email@email.girlscouts.org). Your council will let you know what date to expect it. You may receive your volunteer email before parents have access. Be sure to add that email address to your safe senders list so you don't miss any emails!

**If you didn't receive a registration email, please see the "[No Registration Email](#)" tip sheet.*



Step 2: In the email is a "Register Now" button to take you to the Digital Cookie registration site. Simply click that button!

(For best results, use the most up to date version of your web browser)

Step 3: Once you click the link you'll be on the Digital Cookie platform, and you'll need to create your password.

Create your New **Digital Cookie** Password

When you create your password, a confirmation email will be sent.

New Password:

Passwords must be 8-16 characters, including 1 number, capital letter and lowercase letter, with optional special characters !, @, or \$

Confirm Password:

You will receive a registration confirmation email. Keep it somewhere handy during cookie season.

Step 4: Use your new password to log in. Remember to use the same email address where you received your registration email.

girlscouts

Log in to Digital Cookie

Email:

Password:

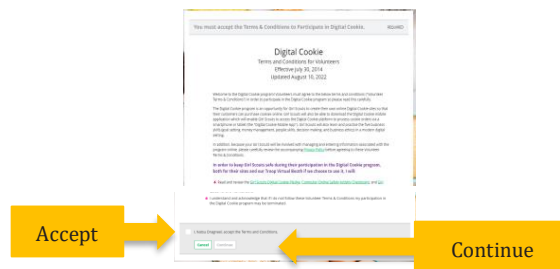
[Registration](#) [Reset my login ID](#)

Digital Cookie®

Step 5: If you are also the parent of a Girl Scout under 13 and parent registration is open, you will then watch a quick “Safe Selling for Smart Cookies” safety video. Note you can’t proceed any further until you have viewed the video.

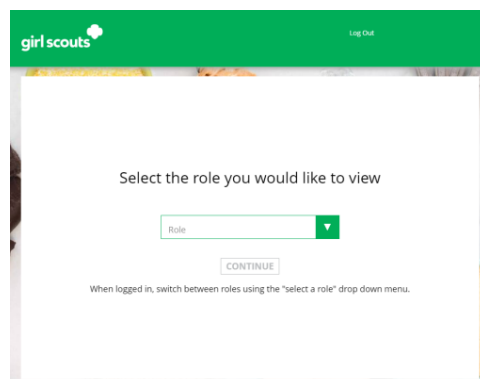


Step 6: Read and accept the Terms and Conditions-Volunteer. If you are also a parent, you will need to read and accept the Terms and Conditions for parent when parent access opens.



Step 7: If parent registration has opened in your council and you are also a parent of a Girl Scout under 13, you will see the girl pledge appear. If parent access has not opened, you will see it appear on your next login once parent access begins. See the “**Site Registration**” tip sheet for more information on the pledge.

Step 8 If you have roles in addition to Troop Volunteer, you will be taken to a “role selector” screen once parent access opens, which may be after your volunteer access.



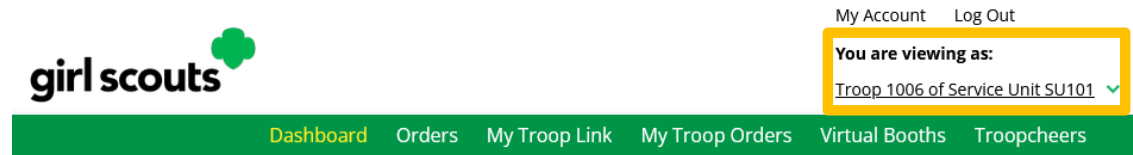
NOTE: If parent access has not opened in your council, you will not see your Girl Scout's information or be able to access her site until it opens.

Once parent access has begun, if you have additional roles and aren't taken to this screen OR all of your roles do not show up on the drop down, please contact your Girl Scout council for assistance.

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Step 9: For information on completing the girl registration process, please see the “Site Registration” tip sheet.

Each time you login you can indicate what role you want in order to get to the correct homepage. You can also navigate to your other roles at the top of all of your screens by using the drop down.

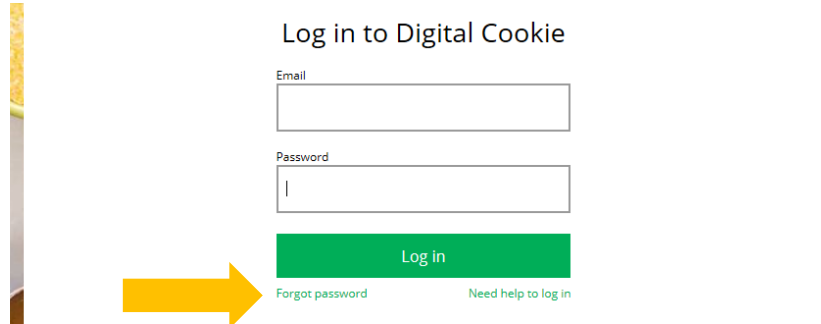


Next Steps: Troop Dashboard tip sheet

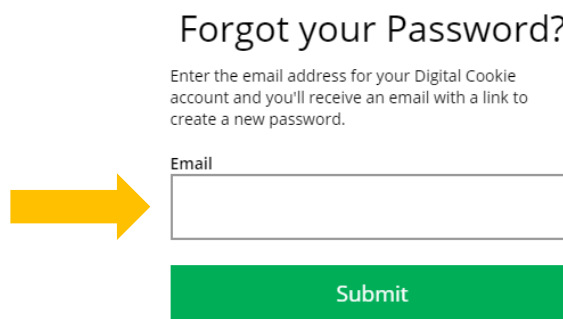
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Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the “Forgot password” link.



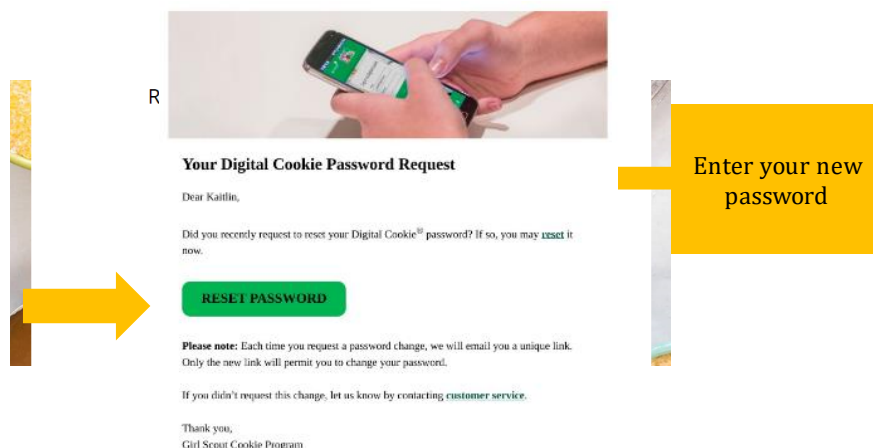
Step 2: Enter the email address associated with your Girl Scout’s Digital Cookie registration.



Step 3: You will be sent an email with the subject: “Your Digital Cookie password reset request” from “Girl Scout Cookies” (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the “Reset Password” link.



Step 4: You will be taken to a page to reset your password.

Digital Cookie 2024: Forgot Password/Password Reset

Distributed by GSUSA – 06/30/2023

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My Account Tab

Use this tab to update your email address or password, or girl information.

Step 1: While logged into Digital Cookie, click on the “My Account” at the top of the page.



Step 2: You can either change your email or password OR click on the “Girl Account(s)” to change the Girl Scout’s name or email address (if she is 13 or over)

Step 3: Clicking on the “Change email” link will give you a screen to update your email address.

My Account

If you have questions about the Digital Cookie experience for girls 12 or young and girls 13+, [click here](#) for more information.

Settings

Girl Account(s)

Manage your email and password.

Email: [dctest664-14@girlscouts.org](#) [Change email](#)

Password: [*****](#) [Change password](#)

My Account Settings

Change Your Email

For Security reasons, when you change your email address you must also change your Digital Cookie password.

New Email:

Current Password:

New Password:

Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, #, or \$.

Re-enter New Password:

Cancel

Save

Step 4: If you are also a troop or service unit volunteer, you cannot change your email address here. You will need to update your email address in your baker software instead.

Step 5: Clicking on the “Change Password” will give you the opportunity to update your password

Digital Cookie®

Step 6: Clicking on the “Girl Account(s)” tab will allow you to update the preferred first name and email address if the Girl Scout is 13 or over.

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, [click here](#) for more information.

[Settings](#)[Girl Account\(s\)](#)

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	Alicia Martinez	07/01/2006	9999998985	12362	Alicia	---	Edit

NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.

Digital Cookie®

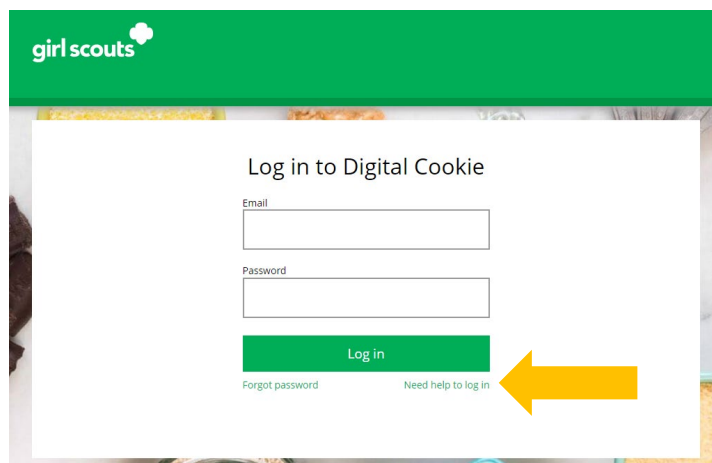
No Registration Email Received

In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and the Girl Scout council will need to have the correct email address on file for her primary caregiver. If you have opted out of receiving emails from the council, skip to Step 4.

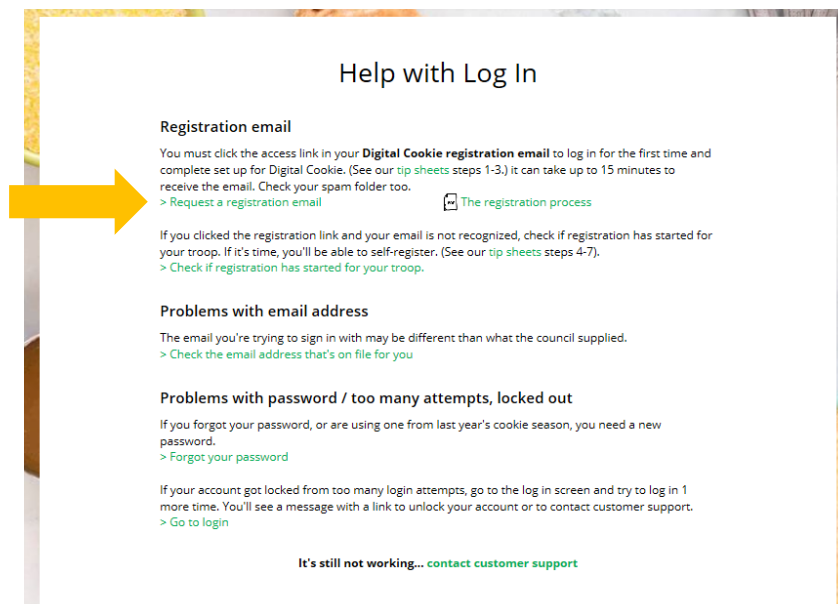
Step 1: Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookies” (email@email.girlscouts.org) with the subject “It’s time to register your Girl Scout for Digital Cookie!”. If you do not see the email, follow these steps to get registered for Digital Cookie.

Step 2: Go to digitalcookie.girlscouts.org and click the “Need help to log in” link.

(For best results, use the most up to date web browsers)




You will get a screen of steps you can use to try and get registered for Digital Cookie.



Help with Log In

Registration email

You must click the access link in your **Digital Cookie registration email** to log in for the first time and complete set up for Digital Cookie. (See our [tip sheets](#) steps 1-3.) It can take up to 15 minutes to receive the email. Check your spam folder too.

> [Request a registration email](#)  [The registration process](#)

If you clicked the registration link and your email is not recognized, check if registration has started for your troop. If it's time, you'll be able to self-register. (See our [tip sheets](#) steps 4-7).

> [Check if registration has started for your troop.](#)

Problems with email address

The email you're trying to sign in with may be different than what the council supplied.

> [Check the email address that's on file for you](#)

Problems with password / too many attempts, locked out

If you forgot your password, or are using one from last year's cookie season, you need a new password.

> [Forgot your password](#)

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support.

> [Go to login](#)

It's still not working... [contact customer support](#)

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Step 3: Start by clicking on the “Request a Registration Email” and enter the email address that you used to register your Girl Scout.

Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Email

Cancel

Submit

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, [Contact customer support](#)

Be sure to add
email@email.girlscouts.org
to your address book so
you get your email!

Step 4: If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

If you get a red message:

Email

testdc512@girlscouts.org

The email you entered is not recognized.

Parents, [check the email address that's on file for you.](#)

For others, [click here for help.](#)

and you think your Girl Scout is a registered Girl Scout member with your local council, you can choose “check the email address that’s on file for you”

Step 5: You will select your Girl Scout Council

Verify your Digital Cookie Information

Cookie season timelines vary by council. Check to see if Digital Cookie registration is open. The list below shows councils that are currently getting set-up for Digital Cookie.

What council is your Girl Scout's troop assigned to?

[I don't see my council listed](#)

[Submit](#)

[Contact Customer Support](#)

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Step 6: Then enter your Girl Scout's first name, last name, and troop number.

Verify your Digital Cookie Information

Look up the parent contact information that's on file for your Girl Scout. If you don't know the troop number, please contact your Troop Leader or council for assistance.

All fields required

What council is your Girl Scout's troop assigned to: Louisiana East

Girl Scout First Name Joanne

Girl Scout Last Name Smith

Girl Scout Troop Number 12352

Cancel

Search

[Contact Customer Support](#)

If your Girl Scout's information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact your council, Troop Leader, or Customer Support for assistance.

The information you entered could not be matched in the Council's Digital Cookie records. Please check the data and try again.

If the problem continues, contact your council, Troop Leader or customer support for assistance.

Close

Step 7: If your Girl Scout and her primary caregiver information are loaded into the Digital Cookie system, you will see the information in order to verify that it's correct.

If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.

Verify your Digital Cookie Information

Here's the Digital Cookie contact information that's on file for your Girl Scout.

Girl Scout First Name: Joanne

Girl Scout Last Name: Smith

Girl Scout Troop: 12352

Parent First Name: Crystal

Parent Last Name: Smith

Parent Email: dc_***@girlscouts.org

Send Registration
Email

Send Registration Email

Update Details

Update Details

If the primary caregiver information is incorrect, click on the "Update Details" button. NOTE: if you are also a cookie volunteer you will need to update your email address in the baker software.

Digital Cookie 2024: No Registration Email

Distributed by GSUSA – 07/20/2023

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Step 8: To update your information, you will need to enter your Girl Scout's Date of Birth as a security measure, then you can update your name and/or email address.

Update Your Digital Cookie Information

Any updates to parent information will be reviewed by the council as a security step. You will receive an email confirming the status of your update and if you change your email, a registration email will also be sent.

Girl Scout First Name:	Isabel	All fields required
Girl Scout Last Name:	Garcia	
Girl Scout Troop:	12359	
Girl Scout Date of Birth	<input type="text" value="07/11/2011"/>	
Parent First Name	<input type="text" value="Jessica"/>	
Parent Last Name	<input type="text" value="Garcia"/>	
Parent Email	<input type="text" value="dctest512-1@girlscouts.org"/>	X

Cancel

Submit

[Contact Customer Support](#)

You will get a success message once you submit your changes.

Your updates have been submitted to the council and will be reviewed as a security step.

You'll receive an email confirming the status of your update and if you changed your email, a registration email will also be sent.

Close

Your council will then review the updates and approve or reject the updates. You will receive an email notification when they have completed that step.

Step 9: If the Girl Scout is imported but her caregiver information is not on file, you can add the caregiver information.

Add Parent Contact Information

There is no parent information available for this Girl Scout. Please add your information which will be reviewed by the council as a security step. An email confirming your entry and a registration email will be sent to you.

Girl Scout First Name:	Amanda	All fields required
Girl Scout Last Name:	Green	
Girl Scout Troop:	12350	
Girl Scout Date of Birth (for security reasons)	<input type="text" value="mm/dd/yyyy"/>	
Parent First Name	<input type="text"/>	
Parent Last Name	<input type="text"/>	
Parent Email	<input type="text"/>	

Cancel

Submit

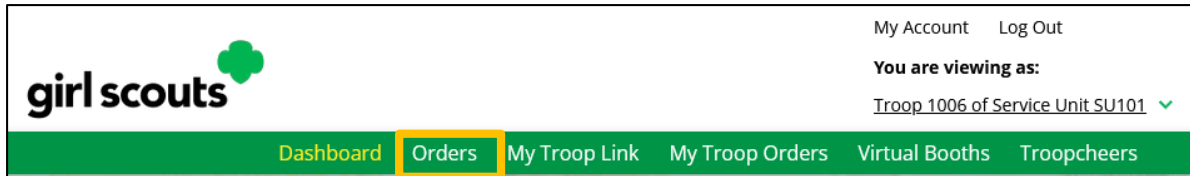
As in Step 8, the information will need to be reviewed by the council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie

Digital Cookie®

Troop Refunding Orders

If your council has enabled this function, as a troop volunteer you will have the ability to refund in-person delivery, pickup and donation orders to customers.

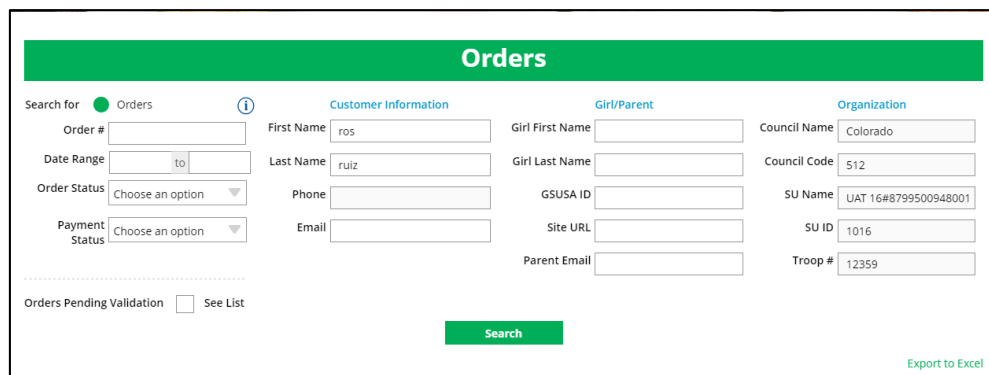
Step 1: Start by navigating to the “Orders” tab on your troop dashboard. If it is a lighter color or you can’t click on it, your council has not enabled it and you will need to consult your council to make any customer refunds.



The screenshot shows the top navigation bar of the Girl Scouts dashboard. The 'girlscouts' logo is on the left. On the right, there are links for 'My Account' and 'Log Out'. Below these, it says 'You are viewing as: Troop 1006 of Service Unit SU101' with a dropdown arrow. The main navigation bar has several tabs: 'Dashboard', 'Orders' (highlighted with a yellow border), 'My Troop Link', 'My Troop Orders', 'Virtual Booths', and 'Troopcheers'.

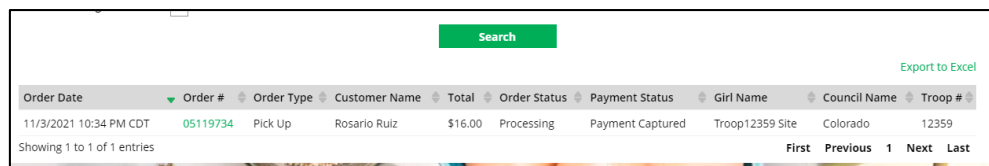
Step 2: On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last, min 2 letters)



The screenshot shows the 'Orders' search form. It has a green header with the word 'Orders'. Below the header, there are several search criteria sections: 'Search for' (with a radio button for 'Orders'), 'Customer Information' (with fields for Order #, Date Range, Order Status, Payment Status, First Name, Last Name, Phone, and Email), 'Girl/Parent' (with fields for Girl First Name, Girl Last Name, GSUSA ID, Site URL, and Parent Email), and 'Organization' (with fields for Council Name, Council Code, SU Name, SU ID, and Troop #). There is a 'Search' button at the bottom right and an 'Export to Excel' link at the bottom right.

When you click “search” the results will come up if any match



The screenshot shows the search results table. It has a green header with the word 'Search'. Below the header, there is a table with the following columns: Order Date, Order #, Order Type, Customer Name, Total, Order Status, Payment Status, Girl Name, Council Name, and Troop #. The table contains one row of data: 11/3/2021 10:34 PM CDT, 05119734, Pick Up, Rosario Ruiz, \$16.00, Processing, Payment Captured, Troop12359 Site, Colorado, 12359. Below the table, there is a 'Showing 1 to 1 of 1 entries' message and a pagination bar with 'First', 'Previous', '1', 'Next', and 'Last' buttons.

Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

Click on the green order # to bring up the order details to begin processing a refund.

Digital Cookie®

Step 3: The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.

The screenshot shows the 'Orders' page with a green header. Below the header, there's a search bar and two main sections: 'Order Details' and 'Customer Details'. In the 'Order Details' section, the 'Payment Status' is 'Payment Captured' and a green 'Refund' button is highlighted with a yellow box. Other order details include Order Number: 05119734, Order Date: 11/3/2021 10:34 PM CDT, Order Type: Pick Up, Order Status: Processing, and If Not Approved: Cancel Order. Customer details include Order Paid By: Rosario Ruiz, Email: dctest512-82@girlscouts.org, Billing Phone: 792-057-2097, and Billing Address: Rosario Ruiz, 1602 Kepner Dr, Anchorage, Alaska 99504-2428.

Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.

The screenshot shows the 'Refund Order' screen. It prompts the user to select one of the options below to refund this cookie order. The 'Full Refund' option is selected. There are dropdown menus for 'Refund Reason' and 'Responsible Party'. The 'Refund Reason' dropdown is highlighted with a yellow box and shows options: 'Choose an option', 'Council General', and 'In Person Order Issues'. The 'Responsible Party' dropdown also shows 'Choose an option'. There's a 'Notes' section with a text area. On the right, it shows 'Current Order Total: \$25.00', 'Amount Canceled: -\$25.00', and 'New Order Total: \$0.00'. At the bottom, there's a 'Continue with refund?' section with 'Yes' and 'No' buttons.

You will select an option for refund reason. In general, you will choose “In person delivery issues” unless otherwise instructed by your council.

Then add information to the notes section so that if anyone looked at this order in the future they would know why the refund was made. This might be a national customer service person, so please give a thorough explanation.

Once all the information has been completed, click Yes to continue with the refund. At that point, the automated process to refund the consumer will execute. Depending on the customer’s bank, it can take a few weeks until their bank will show the refund on their account.

To verify the refund went through, you can scroll to the bottom of their order details and see “refund_follow_on” in the “Payment Transactions” section and see the date the system processed it.

Type	ID	Status	Amount	Date
AUTHORIZATION	B80P0EC746E4	SUCCESSFUL	\$16.00	11/3/21 10:34 PM CDT
CAPTURE	B30P3B1E8585	SUCCESSFUL	\$16.00	11/4/21 12:24 AM CDT
REFUND_FOLLOW_ON	B40P0E8B7396	SUCCESSFUL	\$16.00	11/4/21 12:42 AM CDT

