

To ensure a smooth Cookie Program, we ask that you:
Adhere to the guidelines set. | Turn in paperwork and money on time. | Read all communications.

Please remember troops/girls with outstanding balances will not be allowed to participate in the council Cookie Sale Program. Girls will not receive their recognitions until balances are cleared.

Quick Reference

Service Unit #:	Troop #:
SU Cookie Chair (SUCC):	Troop Cookie Chair (TCC):
SUCC Phone #:	Smart Cookies Login: your email address
SUCC Email:	Smart Cookies Password:

Bookmark this webpage for all the volunteer cookie resources at your fingertips!



gs-top.org/volunteercookies

TCC log into Smart Cookies Platform:

1. Council will Upload Troops.
2. SUCC will add the TCC name and email to Smart Cookies.
3. Registration email will be sent (their email address will be their username).
4. Volunteer follows registration link and creates their own Password.
5. Complete all profile information.
6. Click Save.
7. Confirmation email is sent from Smart Cookies with their username/password.
8. Volunteer able to login.
9. Volunteer must update the troop profile including contact and banking information.

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Money Matters

- Cookies are \$6.00 per package. Gluten Free Caramel Chocolate Chip with Sea Salt are \$7.00 per package. There is no tax.
- Adhere to the Cookie Program dates: January 12 through March 3, 2024.
- **TCC must write out receipts when cookies are checked out, returned, or exchanged and when money is paid by parent. Troop Cookie Chair (TCC) keeps original (white) copy** and gives parents the yellow copy for their record.
- Money for cookies is collected at **time of delivery**. Customers should make checks payable to GSTOP Troop # _____. Troops should not take personal checks from girls' parents for more than \$80 each.
- For troop or girl outstanding balance information please refer to the **"Important Dates"** section on the back of this envelope. Be sure to keep good records of all girls who have outstanding balances including communications with parent/guardian and include dates and times.
- **Retain a copy of the signed Parent Permission and Financial Responsibility Agreement and receipts of product picked up and money turned in for each girl through December 1, 2024.**

Initial Order and Weekly Planned Orders

- Discuss the quantity of troop cookies with girls and parents, then submit the initial troop order online no later than Monday, December 4, 2023.
- To place the Initial Order in Smart Cookies, select the COOKIES icon, then INITIAL ORDER.
- Enter the total number of CASES per variety. One case = 12 packages of cookies. Smart Cookies will total everything for you.
- Remember to order enough for your Cookie Booths for the first two weeks of the sale. If you are doing booth sales, order them now!
- Additional cookies can be ordered weekly starting the week of January 21 using the Planned Order function in Smart Cookies with up to a 3-day exchange from checkout date. Check weekly deadline date and times with your SUCC. They must have their order into council by 9:00 p.m. on Sundays.
- Save the order.
- Your Service Unit Cookie Chair will REVIEW the orders and will click the COMMIT button, before submitting it to the Area Product Program Coordinator.
- Troops and girls can always get more cookies! Check in with families WEEKLY to see who may need to exchange, return or pick up additional cookies. Exchanges can be coordinated with the Troop Cookie Chair between troop members. Remember to always make a receipt when exchanging cookies!
- Troop Cookie Chairs will transfer cookie amounts to the girls within Smart Cookies.
- Check with your Service Units Cookie Chair as to when Planned Orders will arrive. Troops have up to a 3 day check out of cookies for exchanges (make sure the exchange date is written on your receipt). Towards the end of the sale exchange times will be shortened.

Cookie Booths

Council Sponsored Cookie Booths

GSUSA has a corporate business agreement with Wal-Mart, Sam's & United stores. Individual troops are NOT to contact these stores. Check with your Service Unit Cookie Chair for other specific businesses and locations that are Council Sponsored locations. **Do not contact these businesses!**

- See "Important Dates" for Dates, Times and Locations.
- Troops sign up through Smart Cookies under the BOOTH tab for Council Sponsored Booths. Booth Sales are scheduled for a set time period. Two registered adults must be with girls at all times.
- Troops can select 2 locations in Round 1 and select 2 locations in Round 2. No more than one selection at the same location. Booth Scheduler opens at 9 p.m.

Troop Sponsored Cookie Booths

- Troops should not be booking cookie booths until after December 1.
- Troops may elect to set up booths at non-council sponsored locations.
- Troops MUST enter troop scheduled booth locations under Requesting a Booth Sale in Smart Cookies. Council will approve or decline your requested booth and you will receive notification.

Additional Cookie Pick up and Payment Procedures

Throughout the Cookie Program

- Girls sell cookies to customers and collect money.
- Remind parents how to get additional cookies. They must turn in money to get more cookies.
- Insist that money be turned in frequently. Troop Cookie chair needs to make frequent bank deposits.
- Continue to exchange cupboard cookies (booth sales) within 3 days of check out.
- Girls and parents turn in money frequently to troop leader. Check on the status of each girl's financial balance and quantity of cookies.
- Order or exchange cookies weekly per exchange/return procedure.

Additional Cookie Pick Up: January 15 – March 3

- The Troop Cookie Chair is responsible for exchanging cookies to the Service Unit Cookie Cupboard within 3 days of product check out date.
- Additional cookies can be ordered/picked up through your Service Unit Cookie Cupboard as long as deposit percentages are met within deposit dates.
- If product is out of stock at the cupboard it may take a minimum of 5 business days for product to be available.
- No additional product can be picked up until product deposit percentages are met. Must show deposit slips or bank statements. (including initial and cupboard orders).
- Continue to exchange unsold cupboard cookies (booth sale) within 3 days of check out.
- Failure to pick up planned orders will result in no additional pick ups.

Troop Exchange/Return Procedures:

- During the first 4 weeks of the Cookie Program there are no returns. Exchanges can be made for a different flavor.
- Cookies Now! Cookies - No Returns. Can Exchange up to January 23.
- During the last 3 weeks return unsold cupboard cookies (booth sale) within 3 days.

2024 Cookie Program Important Dates

Fall through December 1	Make plans with troop leader. Get roster of troop members. Make sure all girls are registered and verify that they are in SMART COOKIES. Complete in person or online training, attend Service Unit Cookie Presentation, and pick up sales materials. Watch for information regarding requesting Booths in Smart Cookies and availability. New troops need to set up Troop bank account.
December/Early January	Encourage girls/parents to attend Cookies Now! (Abilene, Fort Worth and Lubbock areas only) Conduct training/parent meeting for girls and parents/guardians. Collect signed Parent Permission and Financial Responsibility Agreement forms at the training BEFORE giving out order cards.
December 4	Troop initial cookie order input in Smart Cookies and notify the Service Unit Cookie Chair for their review.
December 12-14	Council Sponsored Booth Scheduler Round 1
January 2-4	Council Sponsored Booth Scheduler Round 2
January 9-March 3	Council Sponsored Booth Scheduler - Open based on availability at booth locations. Additional booths may be added as obtain business' approval. Check weekly.
January 12	Cookie Program begins. Girls can use order cards to start taking orders until they get cookies.
January 13	Abilene, Fort Worth, and Lubbock Cookies Now! events.
January 15-18	Cookie delivery to Service Unit Cookie stations. Receive at cookie delivery your initial cookie order and cupboard cookies (if a SU Cupboard). Some areas have troops pick up at the delivery agent warehouse. Check with your SUCC for clarification. Distribute cookies to girls. Parents must sign receipt for cookies.
January 23	100% of Cookie Now! Cookies must be paid for or exchanged.
January 31 & February 28	ACH debit of 50% of money due for ALL cookies received. No additional product until percentages are met.
March 4	Complete each girl's final paperwork. Make the final bank deposit. Troop cookie inventory in Smart Cookies should balance to ZERO. Every Girl Balance Summary Report should balance to ZERO if she has turned all her money in. Make sure to create the Troop Recognition Order.
March 5-7	Meet with Service Unit Cookie Chair to turn in paperwork. Failure to do so will force the SUCC to turn the troop in as having an outstanding balance. See Area Troop Timetable for what paperwork to take to meet with your SUCC.
March 20	March 20 ACH debit of 100% of money due for ALL cookies received.