



## Smart cookies Q&A

**Q. What is Smart Cookies?**

A. Smart Cookies is an online platform that allows girls and volunteers to seamlessly manage every aspect of their cookie business from a smartphone, tablet or computer.

**Q. How do I begin setting up my troop's Smart Cookies Account?**

A. On December 10, 2020 Troop Leaders will receive an email registration. Follow the instructions in the registration email, click on the link, complete your registration information then click save and you will see an account confirmation pop up. You will also receive an email confirmation that your account has been created. You are ready to access Smart Cookies!

**Q. How do I access ABC Smart Cookies?**

A. Troops and Girl Scouts enter Smart Cookies by going to: <https://abcsmartcookies.com>

**Q. Will troop sales information be available in Smart Cookies**

A. Yes last year's (2020) troop sales information will be available in Smart Cookies and also on GSCI's website ([www.getyourgirlpower.org](http://www.getyourgirlpower.org)) within the cookie form section.

**Q. How many cookies should a troop leader order on the Initial Order and by which variety?**

A. Troops that participated last year are encouraged to order up to 75% of last year's sales but not more than 180 boxes per girl. New troops are encouraged to order up to 75% of last year's per girl average age for their age level but no more than 180 boxes. GSCI encourages leaders to have the parents of the Girl Scout determine the number of cookies they order for their Girl Scout.

Please review Estimating An Initial Order in your Troop Cookie Coordinator Guide for helpful details

\*Please note the Gluten Free Cookie order was placed by the troop leader in October and is not available to order in Smart Cookies.

**Q. If I have a Girl Scout in my troop that is not selling does that affect the per girl average for the troop?**

A. No. Per girl average (PGA) is calculated by the number of girls selling in the troop and not the number of registered girls in the troop

**Q. Is there a way to link my daughter's individual page to my Troop Product Manager page?**

A. Unfortunately, no. Those two types of accounts are meant to have different logins.

**Q. Who should a troop contact if they are having any issues with Smart Cookies?**

A. For Technical issues, please contact the ABC Smart Cookies Help Desk at 800-583-3730 (24/7) or email [ABCtech@westonfoods.com](mailto:ABCtech@westonfoods.com)

**Q. Who should a troop contact if there is a question with a customer's shipped order?**

A. For questions on shipped orders please email [abcsmartcookiesdirect@interbake.com](mailto:abcsmartcookiesdirect@interbake.com)

**Q. Should all girls have received the email to register for Smart cookies?**

A. All registered Girl Scouts will receive a registration email and link on January 5, 2021. If your Girl Scout has not received the email please check your spam or junk email. You may also contact GSCI at [customercare@girlscouts-gsci.org](mailto:customercare@girlscouts-gsci.org) or call 888-623-1237. Customer care will need the girl's name and troop number.

**Q. Must all girls who want to sell cookies have to register for Smart Cookies online?**

A. No they do not have to complete a registration; however girls that participate online sell substantially more cookies, have fewer collections and are able to earn online rewards. GSCI encourages online participation.

## **Smart Cookies – Transfers**

**Q. If I place my Initial by girl, will I need to do a transfer for the girls?**

A. No. Orders placed by Girl are automatically move to the number of boxes the girl sells.

**Q. If I take cookies from troop stock and give those cookies to a girl do I then do a Troop to Girl Transfer?**

A. Yes, that is correct. Troop to Girl Transfers move cookies from troop inventory to each girl to show what the girl has sold (and owes).

**Q. How do I transfer between troops?**

A. You will complete a Troop to Troop transfer.

**Q. If I am unsure on how to transfer cookies where do I go?**

A. You will find all Smart Cookie instruction in your *Troop Cookie Coordinator Guide* and also on our website in the cookie forms section listed as *Smart Cookie Instructions*.

**Q. Can girls transfer cookies between each other?**

A. No, only the troop leader/troop cookie manager completes transfers.

**Q. When do you recommend transferring cookies from the troop to the girl?**

A. GSCI recommends that leaders stay on top of troop to girl transfers at least weekly. Girls are unable to see the number of cookies they have sold in Smart Cookies unless you are current on your transfers. It can also help you manage your inventory if you transfer cookies to girls as they pick them up and pay for

them. While not required, Smart Cookies does allow you to enter girl payments for easier money management.

## **Planned Orders**

**Q. If leaders prefer parents to collect orders first, can I skip the Initial Order and just order from a cupboard?**

A. Troops are not required to place an Initial order, however GSCI is a Direct Order council which means your girl scouts will not have cookies when the program begins. Last year, on average, girls whose troops placed an initial order sold 84 more boxes per girl than troops that did not place an initial order. In other words those girls sold 41% more!

**Q. Do I order in boxes for Planned Orders?**

A. Yes Planned Orders are ordered in boxes to help troop's better manager their cookie inventories. There are 12 boxes in each case of cookies.

**Q. Does hitting save actually submit the order?**

A. Saving your order does not submit it which means you will be able to edit order up until order deadline (Sunday 8:00 PM). Once your order is saved, a confirmation message will appear and the Planned Order will appear at the top of the page. From the Manage Order option, you can edit or delete your Planned Order up until the deadline. Remember to SAVE your changes.

**Q. Do troops receive an email to confirm their Planned Order and when to pick it up?**

A. Your troop will not receive an email for your Initial or Planned Orders, however troops can print the receipt for the order.

## **Online Orders**

**Q. What is the easiest way to sell cookies long distance to family and friends?**

A. We definitely recommend that girls set up their Smart Cookies accounts, and they can send emails directly from Smart Cookies (and/or share their unique link via social media).

**Q. Are all online shipped orders automatically added to the girl sales in Smart Cookies?**

A. Yes. Just like previous years online shipped orders are automatically added with no additional transfers form the leader.

**Q. When girls send out their cookie links to friends and family is there an option for Girl Delivery?**

A. Yes there is a Girl Delivery option and the Girl Scout will choose that option before she sends an e-card.

**Q. Can customers pay via credit card with Girl Delivery?**

A. Yes, *customers will have the choice* of paying with credit card or Cash. If the customer chooses the cash option then the Girl Scout will need to take payment at the time of customer delivery.

**Q. How do girls get cookies for online orders?**

A. If the Girl Scout has enough on hand cookies to fill the order she simply makes the delivery, if she needs additional cookies she will place an order with the leader. When the Girl Scout picks up the cookies the leader will do a Troop to Girl transfer.

**Q. I heard that customers will have Subsidized Shipping this year. What is Subsidized Shipping?**

A. GSCI is always looking for ways to help you find success so this year GSCI is subsidizing a portion of the online shipping costs. How it works: Each case of cookies (12 boxes) has a standard shipping cost of \$12. If a customer orders 4 boxes the shipping cost will be \$12 but if the customer purchases 5-12 boxes the customer will receive shipping cost discount of 50% and pay only \$6. When ordering, the customer will see a banner informing them of this subsidized shipping opportunity.

**Q. What if the customer orders more than on case?**

A. The Shipping discount resets for each case (full or partial), so the subsidy can change based on the number of boxes ordered. For example: 13-16 boxes purchased=\$18 OR 17-24 boxes=\$12 then 25-28 boxes purchased=\$24 OR 29-36 boxes=\$18.

You can see how this discounted shipping cost will encourage customers to purchase more cookies!

## **Credit Card Payments**

**Q. Are troops responsible for credit card fees when using Smart Cookies?**

A. GSCI covers all fees when you use Smart Cookies to accept credit card payments.

**Q. Are girls allowed taking credit card payments through Smart Cookies?**

A. Yes, girls can take credit card payments for cookies through Smart Cookies. Girls can access this function either through the Smart Cookies website or using the Smart Cookies app. Girls can take credit card payments at cookie booths, going door to door even over the phone using Smart Cookies.

**Q. How does she take the credit card order?**

A. From Smart Cookies, she would go to My Order and then select Take Cookie Order. Then she would enter the order, select “Delivered” and “Paid” and then she can choose the payment method of Credit Card. This will then let her enter the card information and accept payment. You can find step by step directions in the Smart Cookies Instructions in your Troop Cookie Coordinator Guide.

## **Booth Sales-Smart Cookie Credit Card Payments**

**Q. Can I use the phone camera to capture the credit card information instead of typing it in manually?**

A. Yes you will have this option, however, for Smart cookies it only works on Apple devices.

**Q. If I use Smart cookies to accept credit card booth payments, will Smart Cookies know it’s a booth payment?**

A. Yes, all credit card payments accepted at booth using Smart Cookies will show as a booth transaction.

**Q. When we go to Booth Tab and choose Take Credit Card Payment it says credit card option is not available. Will the troop leader/Troop Cookie Manager have access to credit card payments for booths?**

A. Access to this feature is not available until the day of the booth sale. Also your troop's booth sale must be approved by the council.