

Week of February 27th

Cookie Bites

Welcome to Cookie Bites! This is your weekly information, updates and reminders email during the 2024 cookie program. This is the eighth edition. You will get an email from the Product Program Team throughout the cookie program each Tuesday. This email is sent to Troop Cookie Chairs and Service Unit Cookie Chairs with cookie information only. You are encouraged to share the information with others in your troop as needed.

Upcoming Important Dates

Monday, March 4th – Cupboard orders are due by midnight.

Monday, March 11th – Last day to place a cupboard order. Orders are due by midnight.

Sunday, March 17th – Cookie program ends

Sunday, March 17th – Digital Cookie closes

Sunday, March 24th – Troop rewards and Outstanding Balance report forms are due.

Friday, April 5th – Final ACH

Important Updates

Caramel Chocolate Chip cookies

We have a VERY LIMITED supply of Caramel Chocolate Chip cookies available for **Girl Delivery orders ONLY**. Please email Clarissa at cyatsattie@nmgirlscouts.org for more information.

Final Cookie Rookie - End of Program Session

Congratulations! We are half way through the cookie program! If you are new volunteer and want to make sure you know what you need to do in the final weeks of the cookie program join us for the final virtual Cookie Rookie session. We take a deep dive into tips and tricks to close out your cookie program and get all your questions answered. **For those returning volunteers, we will talk about rewards in Smart Cookies.** The session is on Wednesday, February 28th from 6:30 pm to 8 pm and Saturday, March 2nd from 10 am to Noon. No registration is required. Here is the Zoom link and passcode to join the session:

[Join Zoom Meeting](#)

Meeting ID: 812 1360 1350

Passcode: Rookie2024

Booth Patches Available for Purchase

Troops who would like to purchase cookie theme booth patches for their Girl Scouts may do so here: <https://form.jotform.com/240575454849165>. Patches are \$1.50 apiece.

Smart Cookie Reminders

How to Input Cookie Share Orders

Digital Cookie only exports the financial transaction for a donation purchase. A troop volunteer must credit the Girl Scouts with the packages. To do this, use the "Tracked Cookie Share"(troop packages) or "Virtual Cookie Share"(council packages) options in the "Orders" drop down. You will need to use Digital Cookie to find out how many packages should be credited to the Girl Scouts. Download the "All Order Data" report at the bottom of the dashboard page. Sort the "Order Type" column to find all of the donation orders. See the quick sheet attached, or attend Virtual Office Hours for additional assistance.

Releasing Cookie Booths

Please make sure your troop is releasing cookie booths in Smart Cookies if your troop is unable to attend. This allows other troops to pick-up the slot. It also tells customers

where Girl Scout Cookie booths will be through the Cookie Finder located on our website.

To remove your troop from a booth slot, go to the “Booth” tab and in the dropdown select “My Reservations”. Go to the far right (you may need to use the slider bar) to the 3 vertical dots. Click on the dots and select “Remove Reservation.”

Booth Financials

Girl Scouts should be using the Troop Digital Cookie profile that is available for selection upon login to record booth sales. If the Girl Scout uses her personal profile, the money will be credited to her account and not to the troop account even if they select that the cookies were sold at a booth. If a Girl Scout uses the troop profile but doesn't attribute the cookies to a specific booth, the cookies purchased through those transactions appear as a “Virtual Delivery” in the My Reservations area of Smart Cookies and will need to be distributed separate from the booth. Cash transactions taken at booths do not need to be entered into Smart Cookies.

Damages

If your troop discovers packages that are too damaged to sell or a case that is missing a package, please take pictures and send the pictures to customercare@nmgirlscouts.org. If your troop picks up cookies at the Albuquerque cupboard, the packages need to be returned to the cupboard and you may opt to have the packages replaced or removed from your inventory. Outside of the Albuquerque area, we will remove the package from your inventory.

Digital Cookie Reminders

Remind Families to Approve Girl Delivery Orders and Contact Customers with Delivery Information

Girl Scout caregivers have 5 days to approve Girl Delivery orders. If not, the order will be cancelled or changed to a Hometown Hero donation. Also, families should be contacting customers once orders are approved with expected delivery information.

Virtual Booths

Please make sure your troop does not have any “Virtual Booth Sales” tied to the location before deciding to drop a booth. Failure to do so may result in your troop’s girl delivery site being deactivated. If you must drop a booth that has presale orders, please contact the customer to arrange delivery.

Resource Highlight

Virtual Office Hours

Virtual Office Hours are now available on Monday evenings from 6:30 pm to 8:30 pm and Wednesdays during the lunch hour from 11:30 am to 1 pm. Please use the Zoom meeting information below. All virtual office hours will use the same link and passcode.

Join Zoom Meeting

<https://us06web.zoom.us/j/84876605237?pwd=wMjCPU6HsF237bJ9O4dMs8WY1JfTBY.1>

Meeting ID: 848 7660 5237

Passcode: Cookie2024

Volunteer Patch

We appreciate our troop volunteers! Registered cookie chairs can claim their free cookie volunteer patch here: <https://form.jotform.com/240576098890166>

Have questions? We are here to help! Contact us at customer care@nmgirlscouts.org or 505-343-1040.

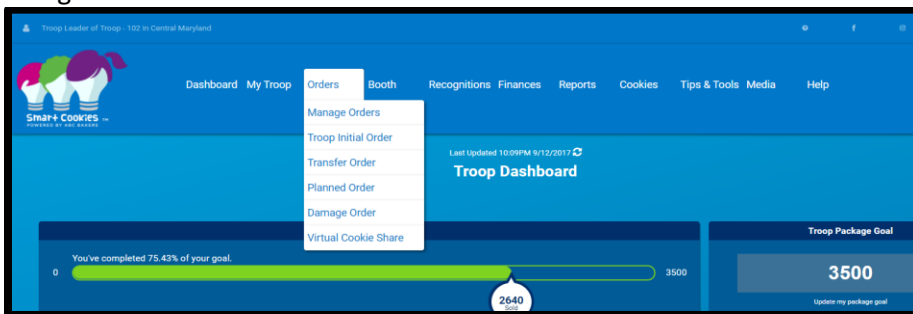
Just In Time – Girl Delivery Cookie Share Orders

When girls receive cookie share orders via Digital Cookie for girl delivery or from in person sales, the troop level volunteer must create the transaction in Smart Cookies for the girl to receive credit for the sales. NOTE FOR ORDER TAKING COUNCILS – any Cookie Share orders received during the initial order period will post to the troop initial order. Follow these steps for orders after the initial order.

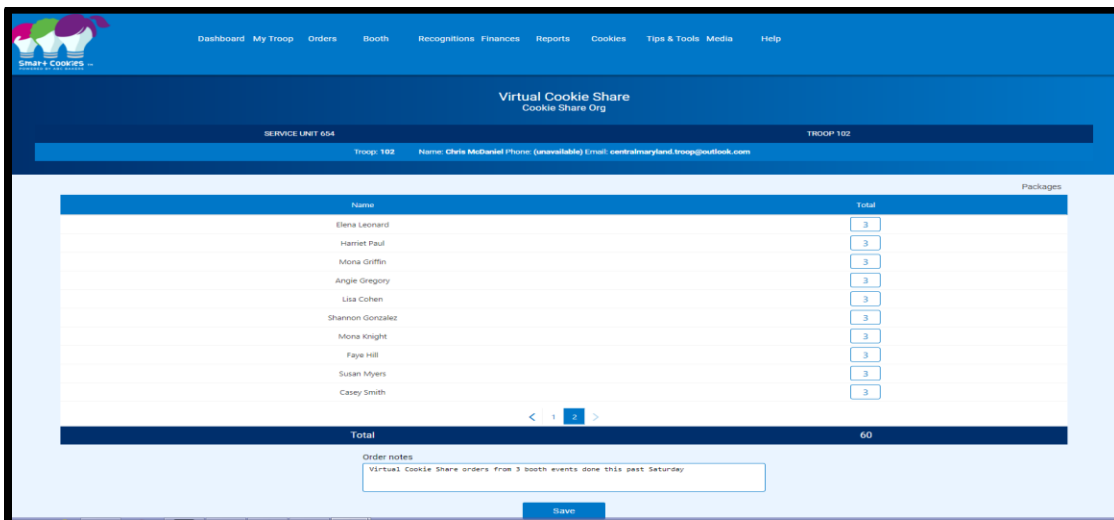
Troop volunteers can check the All Order Data Report on their troop dashboard in Digital Cookie to view any cookie share orders that need to be entered for a girl. Cookie share cookies can be found under order type In-Person Delivery with Donation or Donation. For cash orders, be sure to collect the payment and post in Smart Cookies.

To enter a Cookie Share sale for the girl, watch this video <https://www.youtube.com/watch?v=LXTiKg7Blpk> or follow the steps below:

Navigate to Orders>Virtual Cookie Share



Enter the number of packages of Cookie Share cookies sold by each girl. The unit of measure is packages. Click Save. Cookie Share cookies will display on the Girl Dashboard and financial responsibility for these packages will be assigned to the girls.



NO ACTION IS NEEDED FOR ANY DIRECT SHIP ORDERS THAT INCLUDE COOKIE SHARE AS PART OF THE ORDER (EXAMPLE CUSTOMER ORDERS 2 TM AND 2 COOKIE SHARE). NO ADDITIONAL ACTION IS NEEDED FOR COOKIE SHARE COOKIES ALLOCATED TO GIRLS USING THE SMART BOOTH DIVIDER PROCESS.