

Week of March 12th

Cookie Bites

Welcome to Cookie Bites! This is your weekly information, updates and reminders email during the 2024 cookie program. This is the tenth 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

Sunday, March 17th – Cookie program ends

Sunday, March 17th – Digital Cookie closes for orders and in hand sales using the mobile app

Tuesday, March 19th – Special Virtual Office Hours 6:30 pm to 8:00 pm. See below for Zoom link.

Thursday March 21st – Special Virtual Office Hours 6:30 pm to 8:00 pm.

Sunday, March 24th – Special Virtual Office Hours 6:30 pm to 8:00 pm.

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

Friday, April 5th – Final ACH

Important Updates

[Cookie Share Instructional Video:](#)

For detailed, step by step instructions on how to manage donated cookies, please log in to gsLearn to watch the new training video.

End of Program Checklist

As the 2024 Girl Scout Cookie Program comes to an end, please use the attached checklist to make sure you have taken all necessary steps to close out your troop's program. **Please note all deadlines are scheduled for Sunday, March 24th.**

Extra Virtual Office Hours

Do you have questions about the end of the Cookie Program? Join Clarissa for special sessions of Virtual Office Hours for one-on-one assistance with all things cookie.

Join Zoom Meeting

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

Meeting ID: 848 7660 5237

Passcode: Cookie2024

Smart Cookie Reminders

Deleting Smart Cookies Transfers.

Troop Cookie Chairs may now delete transfer orders that were initiated by their troop. To delete a Troop to Girl, Girl to Troop, Girl to Girl or Troop to Troop transfer, scroll all the way to the far left of the transaction line and select the three vertical blue dots for the Delete Order button.

Troops Can Now Manage Recognition Orders Using Smart Cookies

The Rewards option is now available in Smart Cookies. For instructions on how to make and manage a recognition order, watch this video: <https://youtu.be/iaFQyj-2wsc?si=HasSeF2HiLfALxk6> or read the attached Quick Sheet.

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. **All damaged packages must be reported to council by Sunday, March 24th.**

Digital Cookie Reminders

Families selecting rewards in Digital Cookie

Girl Scout families can let you know which rewards their Girl Scout want by making selections in Digital Cookie under the rewards tab. Here is a link to a video to help your families: <https://youtu.be/kIGSNngAyy0>

If your families say they can't select rewards, please check your troop dashboard. There is a Troop Rewards section. Please make sure the end date is listed as 03/24/2024 at the latest. If you have already established a deadline for your families to make selections, you may set the date to that deadline. *If your troop participated last year, your date might be listed for 2023 instead of 2024.*

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

Please follow up with Girl Scout families who still have orders that are not listed as delivered in Smart Cookies. **All orders should be approved by Thursday, March 21st and marked as delivered by Sunday, March 24th.** Any orders that are not delivered by that time need to be refunded to the customer. Troop chairs can issue refunds for girl delivery orders. Please watch this video for instructions on how to issue a refund: <https://youtu.be/1wXdzdE0cFM>.

Resource Highlight

Virtual Office Hours

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

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



Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

Greetings Girl Scout Family,

Thank you for participating in the 2024 Girl Scout Cookie Program. Your troop's Cookie Chair Volunteer has been hard at work making sure your Girl Scout has a positive and fulfilling experience. With the new bakery, we had many changes behind the scenes. One of the biggest changes has been the way our software tracks and credits donated cookie sales for Girl Scouts. These donated cookies are called Cookie Shares and are the donated cookies for the Hometown Heroes program.

We are reaching out because you may have been notified that your Girl Scout's balance due changed when the volunteer accounted for your Girl Scout's donation sales. This is not due to an error on the volunteer's part, nor are you being asked to pay for cookies your Girl Scout did not sell. This is not an error with the system as well. This is accounting for all the cookies packages sold.

While you may have not taken the physical donation packages, your Girl Scout has sold these donation packages. Just like when a customer purchases cookies for direct shipping. You do not handle those packages, but they are still credited to your Girl Scout, the payment is still added to the balance summary. What was happening was that payment was credited to your account at the time of purchase, but the cookies were not. As the credit for the packages is being added, the amount due will change.

We appreciate your understanding as your troop's Cookie Chair Volunteer makes final adjustments to your Girl Scout's cookie sales. Please contact us at customercare@nmgirlscouts.org or by phone at 505-343-1040 if you have any questions on concerns.

Sincerely,

Clarissa Yatsattie
Product Program Manager
Girl Scouts of New Mexico Trails

Checklist for Closing the Cookie Program

1. Check the Transfers section in Smart Cookies: Make sure all transactions from Troop to Troop transfers and cupboard pick-ups are correct. If there are any issues with Troop to Troop transfers, please reach out to the troop who gave away product to edit the transaction in Smart Cookies. If there are any issues with cupboard transactions, please email productprogram@nmgirlscouts.org

The screenshot displays the Smart Cookies interface. At the top, there are four summary cards: PLANNED (0 Cases, \$0 Total Value), ORDERED (102 Cases, \$6,811 Total Value), SOLD (45 Cases, \$3,005 Total Value), and ON HAND (57 Cases, \$3,806 Total Value). Below these is a navigation bar with tabs: ALL, INITIAL ORDER, PLANNED, RESTOCK, TRANSFER (selected), DAMAGED, COOKIE SHARE, DIRECT SHIP, and CS DONATION. A search bar is present with 'Apply Search Parameters' and 'REFINE SEARCH'. The main area shows '2 Results' with a table of transactions. The table has columns: DATE, ORDER #, TYPE, TO, FROM, CShare, ADV, TY, LEM, TRE, TM, PBP, CD, PBS, GFC, STATUS, and TOTAL. Two rows of data are visible.

DATE	ORDER #	TYPE	TO	FROM	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	STATUS	TOTAL
2/13/2024	1327	CZT	11815	Albuquerque	0	60	24	48	12	180	72	156	72	24		648
1/17/2024	113	INITIAL	11815	11815	0	48	36	60	60	120	48	120	60	24	C	576

2. Make sure all cookies are distributed in Smart Cookies.

- Make sure all troop link cookies are distributed to Girl Scouts needing a boost for rewards. You can do this under the Orders Tab Troop Direct Ship Orders section. See example on next page
- Make sure all Cookie Donations from Digital Cookie have been entered into Smart Cookie this includes “Donation,” In-Person Delivery with Donation,” and “Cookies In Hand with Donation.” Check out the video in gsLearn for more information.
- If you have any unsold cookies, you can use the inventory to cover your Cookie Share orders using the “Tracked Cookie Share” feature and assigning the cookies to the Girl Scout like a normal “Troop to Girl” transfer. Check out the video in gsLearn for more information.
- Run the Troop On Hand Inventory Report and make sure the total line is 0 – even if cookies are unsold. See report example on next page.
- If your Troop On Hand Inventory Report is negative, this means you over allocated cookies. Please double check all your Troop to Troop Transactions and Cupboard Transactions are correct. Also run the Girl Cookie Order Detail Summary report to check each transfer to a Girl Scout. See report example on next page. ***If your Troop On Hand Inventory Report is not zero the council office will follow-up with you.***

If you need help with any of the steps above in Smart Cookies Please see the attached tip sheets.

Troop Direct (Ship Only) Orders

Troop Direct Ship Orders

Pacific Standard Time

3 Results

Search By Keyword

From To

DATE	ORDER #	Customer Name	Customer Address	Status	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS
2/16/2024	98123731		Pending distribution	0	1	0	0	0	1	3	1	0
2/16/2024	98123433		Pending distribution	0	2	0	2	0	2	2	2	0
2/18/2024	100554422		Pending distribution	0	0	1	1	0	1	0	0	1

TM	PBP	CD	PBS
1	Credit to Girl	Credit to Troop	
2	2	2	0

Page: 1
Date: 2/29/2024

ABC Smart Cookies Troop On Hand Inventory

CouncilDesc

Council = Girl Scouts of New Mexico Trails; District = No Specified District; Service Unit = SU174; Troop = 11815;

Service Unit	Troop No	Transfers Cases	CShare Cases	ADV Cases	TY Cases	LEM Cases	TRE Cases	TM Cases	PBP Cases	CD Cases	PBS Cases	GFC Cases	Total Cases
SU174													
	11815	0	0	5	2	5	3	13	5	13	5	2	57
Total :		0	0	5	2	5	3	13	5	13	5	2	57

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Date: 2/28/2024 6:19:39 PM

ABC Smart Cookies Girl Cookie Order Detail Summary

Girl Scouts of New Mexico Trails

Su: SU174 Troop: 11815 Girl Name: Jayda Latone Grade Level: 8 GSUSAID: 103605889

Order #	Date	Type	Sub Type Ref #	CShare Cs/Pkgs	ADV Cs/Pkgs	TY Cs/Pkgs	LEM Cs/Pkgs	TRE Cs/Pkgs	TM Cs/Pkgs	PBP Cs/Pkgs	CD Cs/Pkgs	PBS Cs/Pkgs	GFC Cs/Pkgs	Total Cs/Pkgs
0003589	02/21/2024	Transfer	T2G	0/0	2/0	1/5	2/0	1/0	3/4	0/11	3/0	2/0	0/4	16/0
Troop Total				0/0	3/5	2/3	3/5	2/11	12/6	4/8	9/6	5/6	1/3	45/5
Girl Total				0/0	2/0	1/5	2/0	1/0	3/4	0/11	3/0	2/0	0/4	16/0

3. Use Extra Cookies to Maximize Rewards

- Move cookies from Girl Scout to Girl Scout to boost rewards
- Use troop link cookies to boost rewards
- Make sure to record sales before moving cookies

Transfer Order
Mountain Standard Time

TYPE OF TRANSFER:
Girl to Girl

From: SERVICE UNIT TROOP GIRL

To: SERVICE UNIT TROOP GIRL

Troop Direct (Ship Only) Orders

Troop Direct Ship Orders
Pacific Standard Time

3 Results

DATE	ORDER #	Customer Name	Customer Address	Status	CShare	ADV	PV	EDM	TRE	TLM	PBP	CD	PBS
2/16/2024	99123731	Pending distribution	0	1	0	0	0	1	3	1	0
2/16/2024	99123433	Pending distribution	0	2	0	2	0	2	2	2	0
2/10/2024	100954422	Pending distribution	0	0	1	1	0	1	0	0	1

TM	PBP	CD	PBS
1	Credit to Girl	Credit to Troop	...
2	2	2	0

4. Make reward selections in Smart Cookies. Families can let you know their reward choices by making the selections in Digital Cookie. Families have until Friday, March 24th to select rewards.

- Start by pulling the report from Digital Cookie. On your Volunteer dashboard, at the bottom of the webpage, there is a report sections. Click the **Get Report** button and an Excel file will download.

Reports: Troop 557

- All Order Data: For each girl see full order details including varieties, delivery type, etc. [Get Report](#)
- Initial Order: 1/18/23 Parent's due date
1/18/23 Troop due date [Get Report](#)
- Cookie Badges: See the steps girls completed for their cookie badges and entrepreneur pin. [Get Report](#)
- Rewards Selection: See which rewards girls have selected to enter in your baker software. [Get Report](#)**

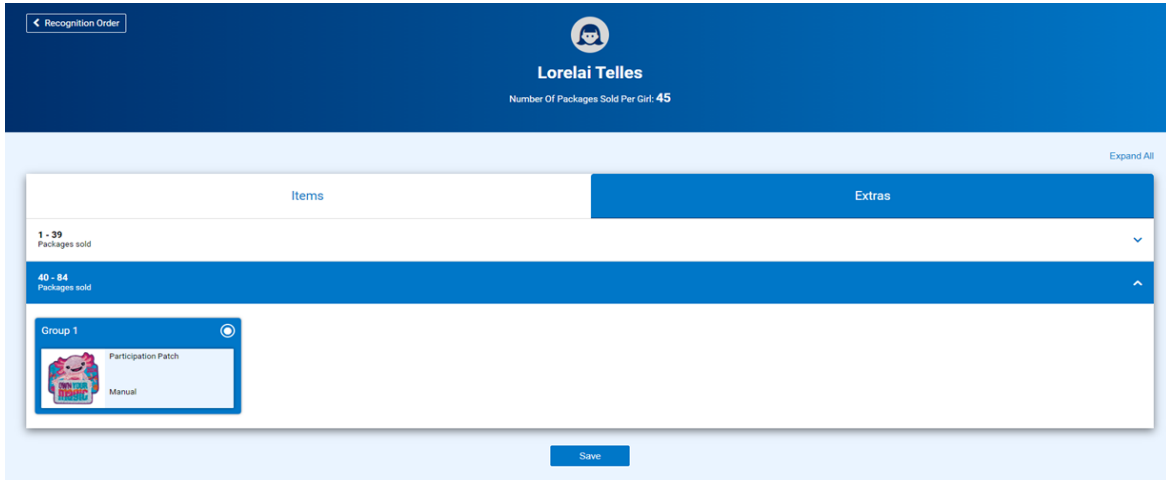
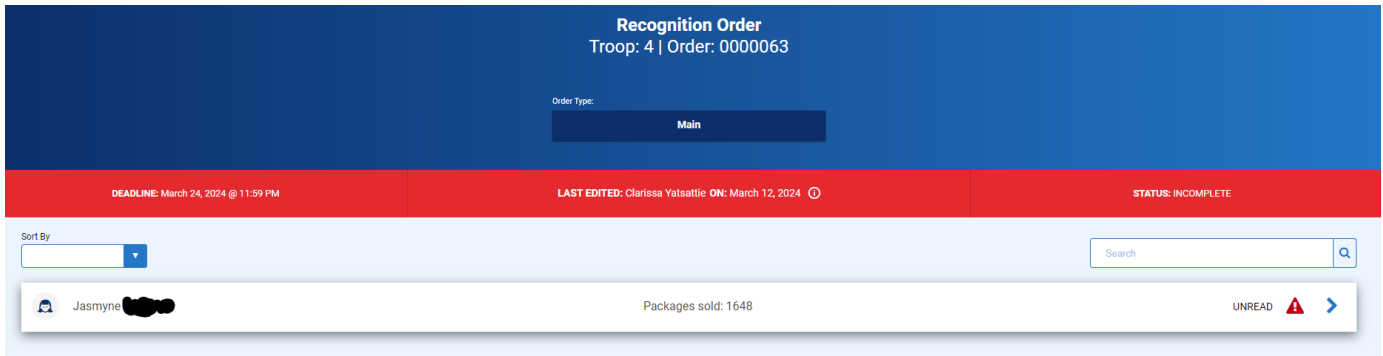
Join Volunteer Reconnect Privacy Terms & Conditions Contact Us Help

	M	N	O	P	Q
1	Total Packages	40 Packages	85 Packages	135 Packages	190 Packages
2	571	Go Bright Ahead Patch;	Bandanna Cooling Scarf; Goal Getter Patch;	Glow In The Dark Flying Disc;	Pocket Scrunchie and Mini Scrunchie;
3	0				
4	616	Go Bright Ahead Patch;	Bandanna Cooling Scarf; Goal Getter Patch;	Glow In The Dark Flying Disc;	Pocket Scrunchie and Mini Scrunchie;
5	661	Not Selected	Not Selected	Not Selected	Not Selected
6	461	Go Bright Ahead Patch;	Bandanna Cooling Scarf; Goal Getter Patch;	Glow In The Dark Flying Disc;	Pocket Scrunchie and Mini Scrunchie;
7	572	Go Bright Ahead Patch;	Bandanna Cooling Scarf; Goal Getter Patch;	Glow In The Dark Flying Disc;	Pocket Scrunchie and Mini Scrunchie;

- ❑ Use the spreadsheet (example above) to see which Girl Scouts have submitted their rewards. It will show the reward selected and size if needed. Also, it will have the words **Not Selected** if the family did not select a reward so you can follow-up with the family.
- ❑ The rewards will NOT transfer into Smart Cookies, so you will have to make the selections.
- ❑ Log into Smart Cookies to submit your troop’s rewards.
- ❑ If you have a Girl Scout who would like to select one of the **Opt Out rewards**. Select an opt out plan for that Girl Scout. Go to the “My Troop” tab in Smart Cookies. Select the "Troop Roster" link. For the Girl Scouts that wants to opt out, click on the blue pencil on the far left. In the "Main Recognitions Plan" drop down, select the desired opt out plan and then hit save.

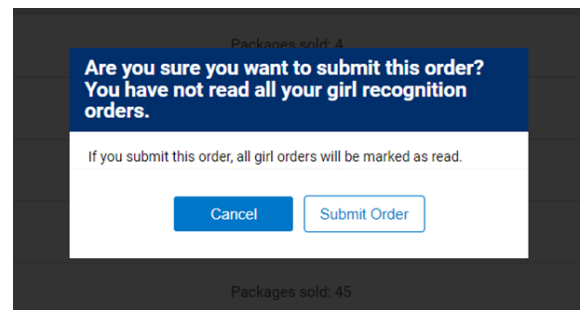
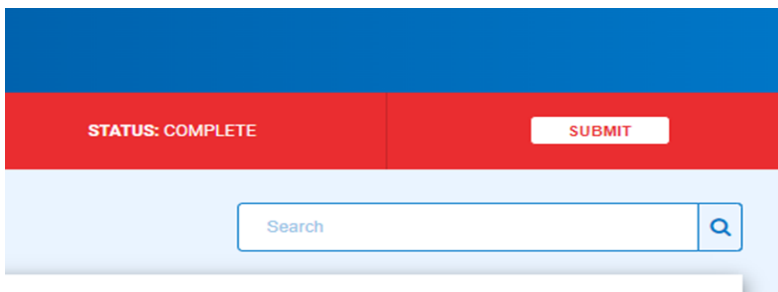
- ❑ To enter reward selections, navigate to the Rewards tab and select Recognition Order. Select the Order Type which “Main.” Order will generate automatically once selected. See image on next page.

- ❑ Once the order has generated, open any line with a red triangle symbol to make recognition choices or size selections. Click on the extras tab. Most extra items generate automatically, but there may be manual selections. When finished make sure to click “Save”. Repeat for each Girl Scout. See image on next page for example.



- When finished, click on “<Recognition Order” to see all Girl Scouts and make sure all selections are entered. Then hit the “Submit” button to confirm your order is COMPLETE.

Need more help with Smart Cookies and rewards, here is a How To Video: <https://www.youtube.com/watch?v=iaFQyj-2wsc&t=62s>



- If your Girl Scouts earned a girl experience reward, they will be emailed with more information by mid-April.

5. Make all money is turned in by families.

- Give a clear deadline to families for when money needs to be turned in.
- Use the Outstanding Balance Form if a family does not turn in money – do not punish the troop because of one family. Deadline to submit forms is Sunday, March 24th. Here is a link to the form: <https://forms.gle/ydVyGfqG8mXjtiCZ9>. Example of form on next page.

- ❑ If you turn in an Outstanding Balance form for a family, you will need to email the receipts to Customer Care at customer care@nmgirlscouts.org by Sunday, March 24th.

2024 Cookie Program Outstanding Balance Report

This form should be used when a caregiver has failed to pay the troop for product by the deadline. The Troop's Cookie Chair is required to make contact with the caregiver before this report is submitted. Please note the outcome of the attempts to contact the family below. Only one form is needed per Girl Scout family. Complete all the information below and email all original receipts to customer care@nmgirlscouts.org. This form is due no later than Sunday, March 24th, 2024. The troop should not pay any amount of money owed that has not been collected. Incomplete forms will not be accepted.

singink8e@gmail.com [Switch account](#)

* Indicates required question

Email *

Your email

6. Make sure your troop has all money deposited for the Final ACH withdrawal on Friday, April 5th.

- ❑ Check the Troop Balance Summary or the Troop Balance Summary Snapshot report in Smart Cookies for final ACH amount on the last page at the very bottom for the “Balance” – this is the amount your troop will owe.
- ❑ Please contact the Product Program Team at customer care@nmgirlscouts.org by Sunday, March 24th you believe your troop will not meet their ACH amount.
- ❑ If it's a negative amount, that means you'll received a deposit from the council office.
- ❑ Final withdrawal and deposit date: Friday, April 5th

Page: 1		ABC Smart Cookies	
Date: 2/29/2024		Troop Balance Summary	
Girl Scouts of New Mexico Trails			
Council = Girl Scouts of New Mexico Trails; District = No Specified District			
11815;			
<u>Contact 1 Information</u>		<u>Contact 2 Inform</u>	
Contact Full Name:		Contact Full Name:	
Address:		Address:	
Contact Day Phone:		Contact Day Phon	
Contact Email:		Contact Email:	
Troop No: 11815	Cadette	Proceed Plan	
Service Unit: SU174			
Avg. Packages Sold Per Girl Selling: 617.00		Early Plan:	
Avg. Packages Sold Per Girl Registered: 617.00		Main Plan:	
<u>Received:</u> Initial Order Received		<u>Ca/Pkgs</u>	
Damages			
Total Received			
CookieShare			
Smart Cookies Direct Ship			
<u>Transfers In:</u> Date	Trans #	Ref #	Transferred From
02/13/24	1327		Cupboard: Albuquerque
Total Transfers In:			
2024-02-27	CT10497174	2688002	Girl Delivery Credit Card
		4	ACH Deposit
			\$44.50
2024-02-27	CT10497095	2688639	Girl Delivery Credit Card
		5	ACH Deposit
			\$33.00
2024-02-27	CT10499404	2690551	Girl Delivery Credit Card
		0	ACH Deposit
			\$22.00
2024-02-28	CT10515099	2706882	Girl Delivery Credit Card
		4	ACH Deposit
			\$22.00
2024-02-28	CT10519081	2712104	Girl Delivery Credit Card
		9	ACH Deposit
			\$11.00
2024-02-28	CT10521477	2713863	Girl Delivery Credit Card
		4	ACH Deposit
			\$22.00
2024-02-28	CT10523225	2713864	Girl Delivery Credit Card
		3	ACH Deposit
			\$11.00
Total Finances:			\$3,113.50
<u>Uncollected Debts:</u>			
Date	Trans #	Ref #	Bank Name
			Type
			Amount
Total Uncollected Debts:			
Signature:			Balance \$2,772.00

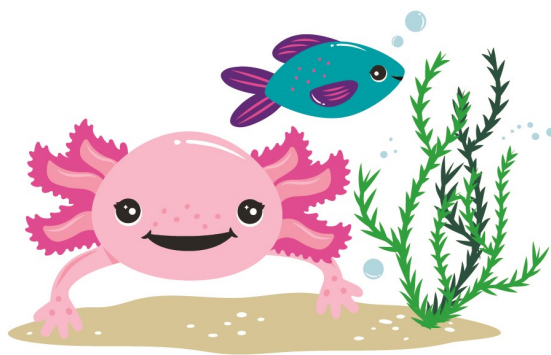
7. Please submit your troop's 2024 Hometown Heroes Donation

Information form by Sunday, March 24th. Troops have the option to receive the boxes sold under Virtual Cookie Share. Please use this form to let the Product Program Team know if you would like these boxes or if you would like council to make the donation on your troop's behalf. **Only troop's who submit their form will be able to receive their donated packages.** Here is the link to the form: <https://forms.gle/epZNzLyevAtKj3Uq9>

8. Option to purchase Booth Patches. Please know your troop has the option to purchase 2024 theme booth patches. Each patch is \$1.50 and will come with your troop rewards. To purchase the patches, please use this form: <https://form.jotform.com/240575454849165> . Payment is required at time of submitting form. Forms are due by Sunday, March 24th.



Thank you! From the GSNMT Product Program Team and the rest of the council staff, we appreciate all the work, patience and dedication you have given to the 2024 Cookie Program. The Girl Scout Cookie Program is only possible because of our amazing volunteers and families. We appreciate the support you have given to your troop and families.



2024 Cookie Rewards Dates

750+ Boxes Saturday, June 8th: A day at Cliff's Amusement Park will include an all-day ride pass along with one all-day ride pass for an adult. Additional passes available for purchase. If Girl Scout does not attend on this date, passes will be mailed after the event.



875+ Boxes Jasmyne the Axolotl paint party

- Albuquerque: Friday, May 17th evening session, Saturday, May 18th morning and afternoon session and Sunday, May 19st afternoon session
- Clovis, Santa Fe, & Farmington: to be determined



1500+ Boxes VIP Camp Experience June 16th to 19th at Camp Elliott Barker. Transportation will be provided from Albuquerque, Pojoaque, and Taos.

1750+ Boxes Travel with us to Ruidoso. Spend three days and two nights as we explore WitBit, Pillow's Funtrackers, and take in the outdoor activities Ruidoso has to offer. Transportation and accommodations included.



2500+ Boxes Earn a San Diego Getaway for four days and three nights. Girl Scouts will visit the San Diego Zoo and Legoland! Transportation and accommodations included.

More 2024 Cookie Rewards dates will be released in the coming days. Paint Parties, Cooking Experiences and Mystery Experience will take place in May and June.