

Week of February 10<sup>th</sup>

## Cookie Bites

### **This Week's Cookie Bites has a lot of important information. Please read it in its entirety**

Welcome to Cookie Bites! This is your weekly information, updates and reminders email during the 2025 cookie program. This is the sixth 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**

**Wednesday, February 11<sup>th</sup>** – Special booth selection round

**Monday, February 16<sup>th</sup>** – First Cupboard Order due in Smart Cookies. Cupboard orders are due each Monday during the cookie program.

**Wednesday, February 18<sup>th</sup>** – Cupboards open in certain locations.

**Thursday, February 19<sup>th</sup>** – Albuquerque Cupboard opens.

**Friday, February 20<sup>th</sup>** – Booth Sales begin.

**Monday, February 23<sup>rd</sup>** – Cupboard orders are due by midnight.

**Friday, February 27<sup>th</sup>** – 1<sup>st</sup> ACH withdrawal.

### **Important Updates**

**Special Booth Selection Round**

Due to some last-minute booth approvals, we are going to be holding another round of booth selections on Wednesday, February 11<sup>th</sup> at 8 PM. The current round will close on Wednesday, February 11<sup>th</sup> at 7 AM. The locations being added are:

Latitudes: 2401 Rio Rancho Blvd SE, Rio Rancho

Lowe's Home Improvement: 3010 Juan Tabo NE, Albuquerque

Texas Roadhouse: 5900 Pan American Fwy NE, Albuquerque

Kendra Scott: 2260 Q St NE #3b, Albuquerque

Sam's Club: 10600 Coors Bypass NW, Albuquerque

Walmart Supercenter: 901 Unser Blvd SE, Rio Rancho

Rio West Mall: 300 W Maloney Ave, Gallup

Zuni Fairgrounds: Zuni

### **Help Us Welcome the Newest Member of Our Team!**

Joining the Product Program Team as the new Product Program Specialist is Justine Beaty. Justine is a long time Girl Scout. She will be working part-time handing cookie inventory **only**. She will be at the Albuquerque cupboard and will be sending out the delivery tickets, collecting the tickets and dealing with any inventory issues.

**To help ensure a quick response, please email [customer care@nmgirlscouts.org](mailto:customer care@nmgirlscouts.org) or call the office at 505-343-1040 during council business hours. To better serve our volunteers and families, our membership and product program teams is now one department. Our Customer Care Team will direct you to the staff member who can best assist you.**

### **1<sup>st</sup> ACH and ACH Authorization Form**

The first ACH withdrawal is **Friday, February 27<sup>th</sup>**. The first ACH is based on the initial order. We take your total initial order packages multiplied by \$2.50 and minus any Digital Cookie payments made by Sunday, February 22<sup>nd</sup>. To calculate your projected ACH amount, multiply the number of cases in your initial order by \$30 and subtract the amount listed at the bottom of the "Troop Transactions" table until 8 am on Monday, February 23<sup>rd</sup>. It is possible for this amount to be a negative number. If that is the case, nothing will be withdrawn from your troop's account at this time.

Please make sure your troop has submitted the [2025-2026 Automated Clearing House \(ACH\) Electronic Debit Authorization](#) form. If you participated in the Fall Product Program, you do not need to resubmit the form unless you have opened a new bank account or changed banks. If you have any questions, please reach out to the Product Program team.

### **Last Call to Reserve a Cookie Rally in a Box Kit**

If your troop or service unit is planning on hosting a Cookie Rally, the last chance to reserve a kit will be Friday, February 13<sup>th</sup>. You can pick up your kit and hold your rally after that date, but the kit must be reserved before this form closes on Friday:

<https://forms.gle/UFpMaocRpc1316MAA>

If your troop has already held a Cookie Rally, but you have not filled out a Cookie Rally Reflection Form, please fill that form out here in order to get the free rally patches for your Girl Scouts:

<https://forms.monday.com/forms/3861d8cb750745b6b478c768096dbd1f?r=use1>

### **How to Handle Cookie Damages or Missing Packages**

As Girl Scouts begin to pick up cookies, please keep an eye out for any damaged or missing packages. Troops should fill out this form to report and issues:

<https://forms.monday.com/forms/64273b55a1df63460853c6ff968e9847?r=use1> .

**Albuquerque cupboard troops should plan on returning damaged packages to the cupboard.**

### **Cookie Cupboard Help Needed**

Thank you to everyone who has helped with initial order delivery so far, whether it be at the service unit or troop level. The help of volunteers is essential to the cookie program, and we don't know what we would do without you. We hope you will consider helping during your local cookie cupboard.

If you have the time or know someone who would like to help with the cupboard for the Albuquerque area, please sign-up using our Sign-Up Genius website:

<https://www.signupgenius.com/go/10C0E4CACAD22A3F8C07-62280282-cookie> . If you are interested in helping with one of the regional area cupboards, please reach out to your

Service Unit Cookie Chair or local membership staff member and they will let you know how you can help.

## **Smart Cookies Reminders**

### **Placing a Planned Order**

Troops are now able to place planned orders in Smart Cookies. As a reminder, planned orders are due on the Monday before the cupboard. We know that you are anxious to get your next order in, but sales move quickly at the beginning of the program, and your Girl Scouts may need more cookies than you are currently anticipating. Editing orders causes issues with scheduling and troops are only going to be able to place one order per week. We strongly suggest waiting until the weekend to place your order so you know with certainty what your troop will need to pick up. If you need help placing a planned order, please see the attached **Quick Sheet**

### **Enter Girl Scout Cookie Pick-ups Regularly**

Just as a friendly reminder, please make sure you are entering your cookie-pick up and payment receipts into Smart Cookies on a regular basis. This information shows on a Girl Scout's Digital Cookie webpage, so families can track their Girl Scout's sales and how much money is due. We have attached **a Quick Sheet** to help you with these steps. We appreciate your cooperation with this.

### **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, but it also tells customers where Girl Scout cookie booths will be through the Cookie Finder locator on our website and the GSUSA 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."

### **Updating Online Cookie Share Orders**

Troop volunteers will need to manually input into Smart Cookies all Digital Cookie Girl Delivery w/Donation orders. ***This is a change from last year. Please take time to review the attached Quick Sheet*** so you can be sure you are updating your troops donation orders frequently and accurately. If you are unsure or need any help on this, please attend Virtual Office Hours.

## Digital Cookie Reminders

### Troop Digital Cookie Site Must be Turned On for Booth Sales

If you have not set-up your troop's digital cookie link and created your troop's webpage, please make sure you do so. This will allow your troop to take credit card payments at booths. If you need help creating your troop's website, check out this video for the steps: <https://vimeo.com/873814506>.

### How to Issue Refunds in Digital Cookie

We are hearing from some volunteers that some customers are ordering cookies for Girl Delivery thinking they are ordering for direct ship. If you have a Girl Scout who needs to refund a customer or cancel a Girl Delivery order, you can do that in your volunteer role in Digital Cookie. Attached is a **Quick Sheet on how to refund orders**. Shipping order can only be refunded by GSUSA.

## Caregiver Reminders

### All Storefront or Public Booth Locations Must Be Approved

Please remind your families that all storefront or public booths must be approved by the council office using Smart Cookies and "Troop Secured Booths" option in the Booth tab. This is an insurance issue and ensures Girl Scouts are safe.

***Families should not set up booths without your knowledge.  
Booth sales cannot take place prior to February 20<sup>th</sup> 2026.***

Cookie Stands in front the Girl Scout's family home do not require approval but can only take place during normal booth sale dates and times and must be at the home of the Girl Scout.

If you have any questions, please reach out to the Product Program Team.

### **Reward Experience Dates**

Thank you for your patience as we scheduled our reward experience dates. We are still in the process of confirming a few things, so some information is still to come. Please see the **attachment** for dates

## **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 noon to 1:30 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/89823800155?pwd=pLJEAjaprt3H9lWzVdMnuYl37Ha74G.1>

**Meeting ID: 898 2380 0155**

**Passcode: Cookie26**

**Have questions?** We are here to help! Contact us at [customercare@nmgirlscouts.org](mailto:customercare@nmgirlscouts.org) or 505-343-1040.



## Cookie Reward Experience Dates

*We are in the process of scheduling cookie reward experiences. Here are the dates that are confirmed so far.*



525+ Girl Scouts Wanna Have Fun Events: to be scheduled



750+ Super Club Cliff's Event: to be scheduled



875+ Paint Party Events: to be scheduled



1000+ Opt-Out Aviation Experience Event: to be schedule



1250+ Earn and Learn Cooking Experience Events

- Albuquerque: Saturday, May 30<sup>th</sup>
- Albuquerque: Saturday, June 6<sup>th</sup>
- Santa Fe: to be schedule



1500+ The Great Cookie Experience: to be scheduled



1750+ Flagstaff Getaway: June 9<sup>th</sup> to June 11<sup>th</sup>



2500+ Dever Getaway: Tuesday, July 21<sup>st</sup> to Friday 24<sup>th</sup>

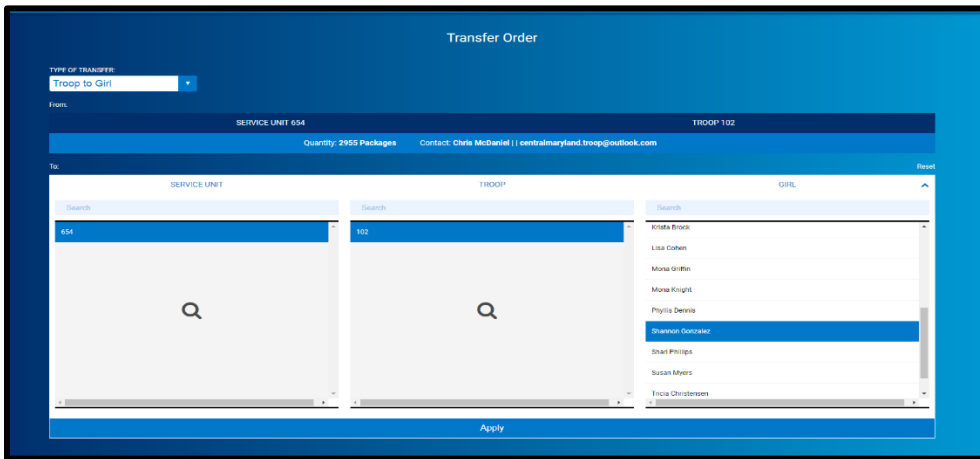


# Quick Bites

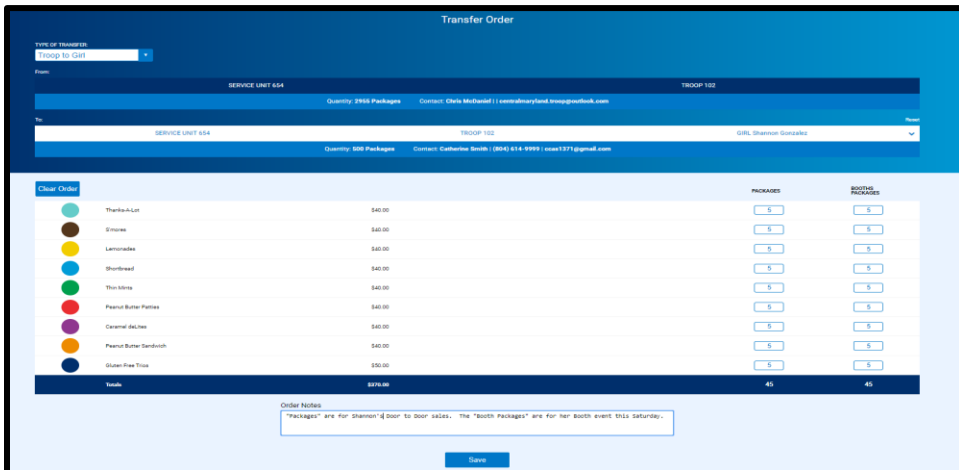
## Transfers:

View this video: [Creating a Troop to Girl Transfer Order - YouTube Video](#) (Troop to girl) or follow these instructions.

Log into Smart Cookies and navigate to Orders>Transfer Order. Your Service Unit and Troop will display as the “From” Troop. Click on the arrow next to “Girl”, highlight the girl receiving cookies, and hit Apply.



Enter the number of packages by variety. Entries in the “Packages” column will transfer financial responsibility to the girl. Entries in the booth column will give girl credit for recognitions but not assign financial responsibility. It is strongly recommended to use the Smart Booth Divider to allocate booth packages. Notes are optional. Click Save. You can then create another transfer or go to manage orders. Use receipts to back up all transactions.



NOTE: Other transfer types are Girl to Troop, Girl to Girl and Troop to Troop (depending on council permissions). Basic function remains the same. For Troop to Troop transfers, only the **receiving** Troop can initiate the transfer. In this case your Troop will automatically populate as the “TO” Troop and you will be able to select the Troop that transferred the product to you. Use receipts to back up all transactions.

# Digital Cookie®

## Troop Refunding Orders (ABC Councils)

Prefer a video? A step-by-step demonstration is available [here](#).

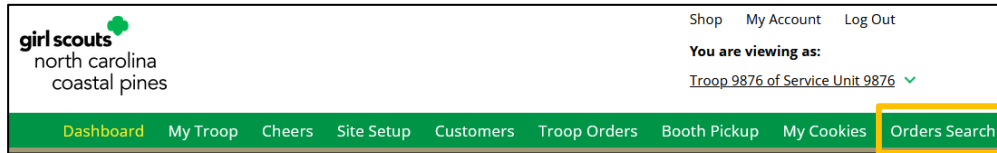
If your council has enabled this feature, troop volunteers can:

- Refund **in-person delivery**, **pickup**, and **donation** orders
- Cancel **cash orders**

**Tip:** For the best experience, use a **desktop computer** rather than a mobile device.

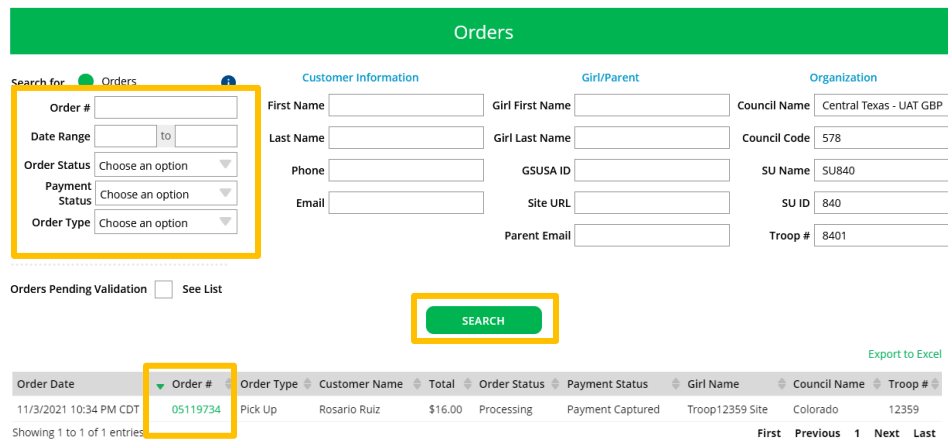
### Step 1: Access the Orders Page

- Navigate to the Orders Search link on your troop dashboard.
- If you do not see this page, your council has not enabled the feature.



### Step 2: Search for an Order

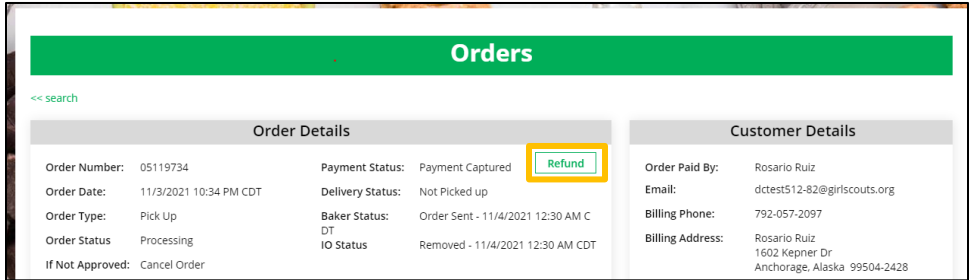
- On the **Orders** tab, select **one** of the following lookup options (using more than one may cause errors):
  - Order #
  - Customer Email Address
  - Parent Email Address
  - Girl Name (first and last)
  - Customer Name (first and last, minimum 2 letters)
- Click **Search** to view matching results.
- Click the **green Order #** to open order details.



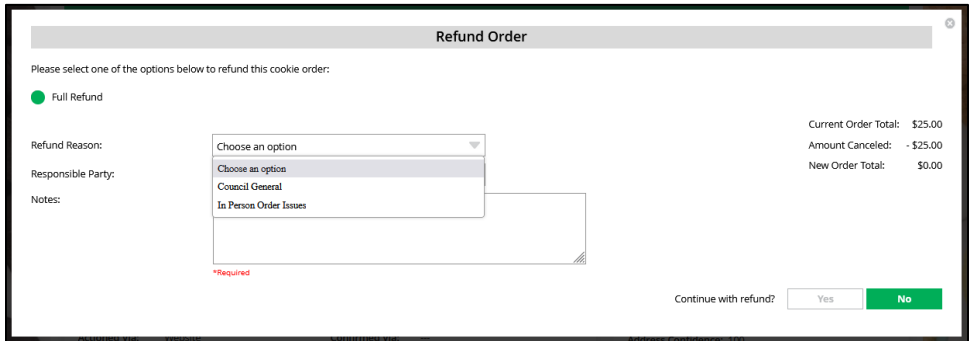
# Digital Cookie<sup>®</sup>

### Step 3: Process the Refund

- On the Order Details page, locate the Refund button next to Payment Status.
- Click Refund, then select Full Refund.



- Choose a Refund Reason (usually “In-person delivery issues” unless instructed otherwise by your council).
- Add a detailed note explaining why the refund was issued. This helps anyone reviewing the order later, including national customer service.
- Click Yes to confirm. The system will process the refund automatically.



Note: Depending on the customer’s bank, refunds may take several weeks to appear on their account.

### Verify the Refund

- Scroll to the bottom of the order details page.
- Look for “refund\_follow\_on” in the Payment Transactions section and confirm the date processed.

If you encounter errors or issues, contact [Digital Cookie Customer Support](#).

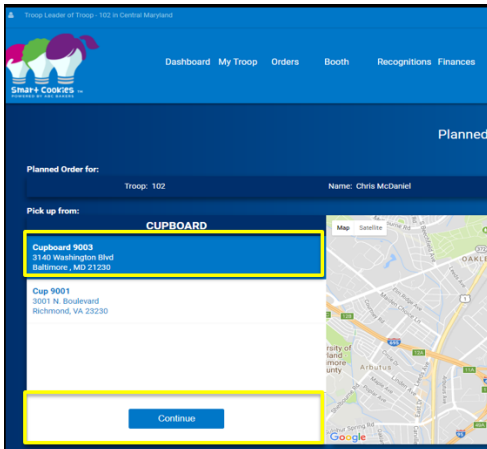
Payment Transactions				
Type	ID	Status	Amount	Date
AUTHORIZATION	e8gqv3y5	ACCEPTED	\$120.00	8/7/24 2:50 PM CDT
CAPTURE	e8gqv3y5	ACCEPTED	\$120.00	8/7/24 2:50 PM CDT
<b>REFUND_STANDALONE</b>	awx68z4a	ACCEPTED	<b>\$120.00</b>	8/8/24 5:17 AM CDT



# Quick Bites

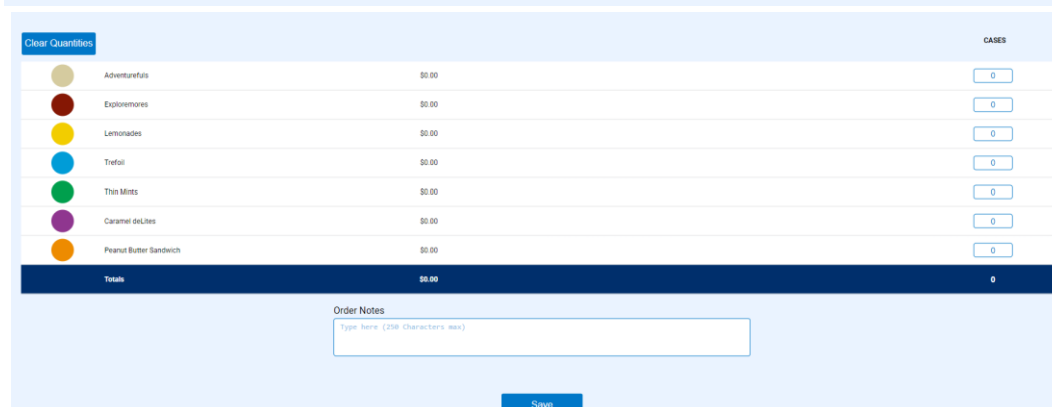
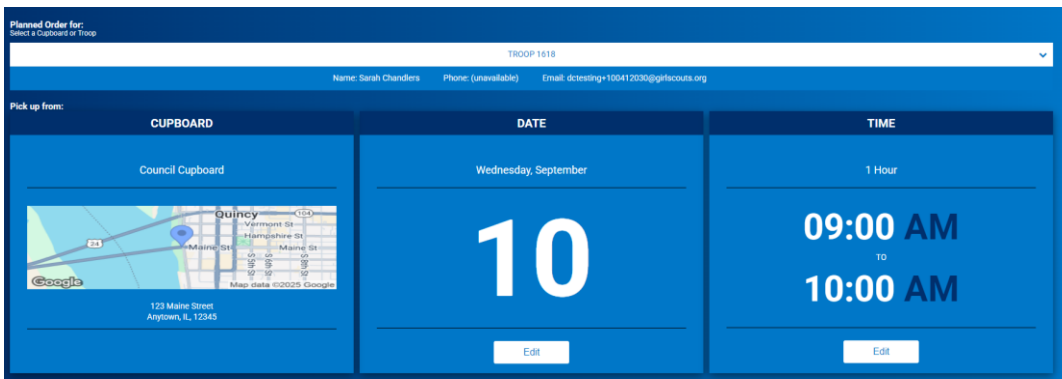
## Creating a Planned Order

View this video: [Creating a Planned Order- YouTube Video](#) or follow the instructions below:



Log into Smart Cookies and navigate to Orders>Planned Order. Be sure to enter all planned orders by the cut-off date outlined by your Council.

- Select the cupboard for pick up.
- Select Date and time for pickup
- Enter the order in cases or packages as determined by your Council.
- Enter any notes in the notes field and click save.



**After Pick-up:** After your Troop has picked up the cookies from the cupboard, the cupboard manager will approve and the order will be converted to a transfer. Transfers will be visible on the manage order grids and will be designated as a C2T (P) order to show it was a planned order. Troop volunteer will receive an email receipt.

9/9/2025



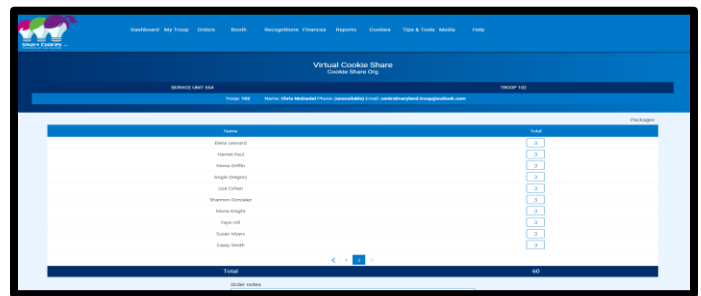
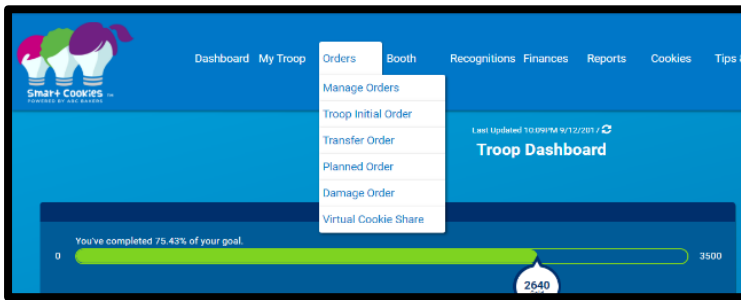
# Quick Bites

## Cookie Share Orders – Girl Links for Direct Sale councils

There are a number of orders through Digital Cookie as well as non-credit card sales that should be reconciled during the cookie season to give girls credit for Cookie Share sales. These sales add to total packages sold for rewards.

To enter a Cookie Share sale for the girl, watch this video [Virtual Cookie Share- Direct Sale YouTube](#) or follow the steps below:

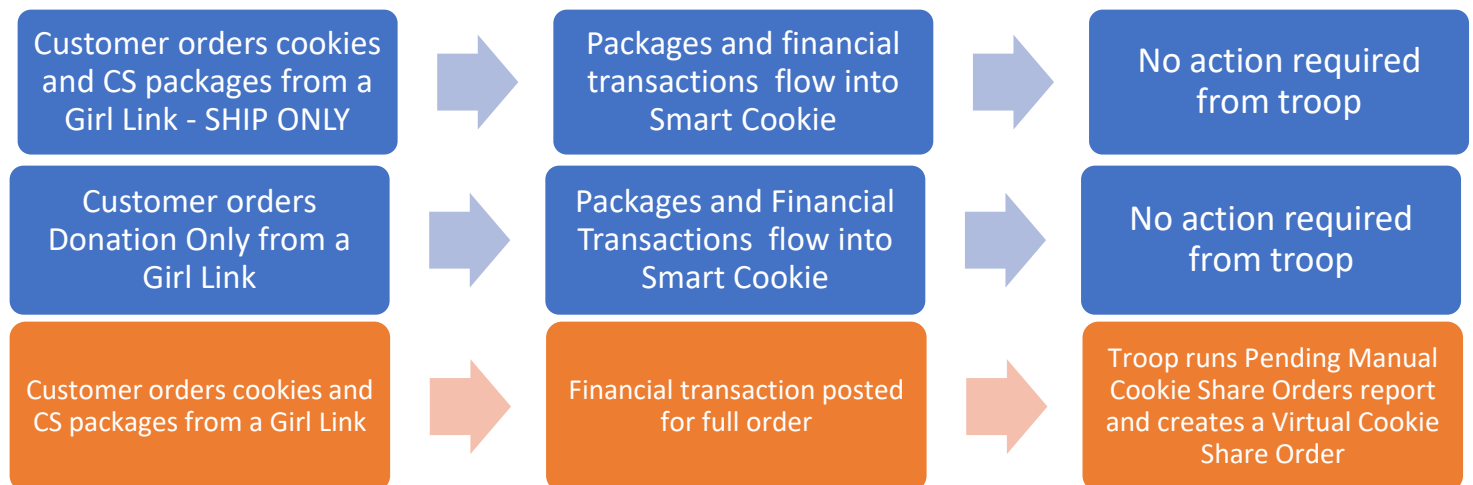
Navigate to Orders>Virtual Cookie Share. Enter the number of packages of Cookie Share sold by each girl. Click Save.



Orders can be entered each time an order with Cookie Share packages is received or one total order can be entered at the end of the sale. If Cookie Share packages are not correctly entered in Smart Cookies, the total packages sold by a girl will not be correct which will affect girl rewards and girl financial reports. Cookie Share cookies will display on the Girl Dashboard in Digital Cookie and financial responsibility for these packages will be assigned to the girl.

## Types of Orders with Cookie Share and Actions

### Orders Generated from Girl Links



## Locating Cookie Share Orders and Reporting

To easily locate Girl Delivery orders with Cookie Share sales, complete the following steps.

1. Run the NEW Pending Manual Cookie Share Report for your troop.

CouncilDesc	ServiceUnit Desc	Troop	Girl	Total CS from Girl Delivery w/ Donation	Total CS not part of IO	Total Cookie Share Manually Entered	Balance
UAT - ABC OM	Appomattox	400	Anisa Thornt	0	0	15	15
UAT - ABC OM	Appomattox	400	Idra Nichols	0	0	15	15
UAT - ABC OM	Appomattox	400	Orlaith Hobb	65	65	28	-37

2. Review the line for each girl. For Direct Sales, the Total CS from Girl Delivery with Donation will always be equal to the Total Cookie Share not part of Initial Order.
3. Totals in the Total CS from Girl Delivery w/Donation require a Virtual Cookie Share order entered in Smart Cookies in order to reconcile that girl's Cookie Share.
4. A negative balance indicates additional Cookie Share packages need to be entered in Smart Cookies for the girl.
5. The Total Cookie Share Manually Entered column **only** displays Virtual Cookie Share orders already entered to the girl – it will not include any booth CS packages allocated to a girl.
6. In this example, two girls have positive number balance. This represents cookie share orders entered by the troop and paid outside of Digital Cookie (cash, check).
7. The third girl in the example has 65 Cookie Share orders recorded by Digital Cookie, but only 28 entered manually in Smart Cookies to date. Therefore, the troop volunteer needs to create a Virtual Cookie Share order for 37 packages in order to reconcile the girl's Cookie Share.
8. To verify numbers, run the Girl Cookie Order Detail Report and filter for Girl Delivery with Donation.

Promising Practice: It is a good idea to review the reports weekly during the sale to ensure that all orders are up to date during the sale. Totals from Smart Cookies display on the Girl Dashboard in Digital Cookie and if cookie share packages are not up to date, this can cause questions from caregivers.