
Special FAQ Cookie Sheet!



Special FAQ Edition of the Cookie Sheet!

On Sunday, March 3, the official start of our Cookie Team open hours (aka Cookie Conversations) commenced. Most inquiries centered around Digital Cookies. Here's an FAQ addressing the most popular questions from the night:

Why does the Site Lead account not show our Troop number accurately?

The Site Lead Troop Account lists your Troop number + 467 our Council indicator as there may be another troop with your number somewhere else in the country! The "first name" for the Troop Site can be updated in the My Account area of the "Site Lead of Troopxxxx467s" profile in Digital Cookie.

How do we take a Credit Card at a booth if the troop/girl is using TROOP cookies and NOT cookies already transferred to the girl?

The troop must FIRST set up their troop account and one of the volunteers

needs to be listed as the Site Lead. Once that is complete, ANYONE in the troop with access can take a credit card payment at the booth. Here are the steps:

1. Log into your DC account on the APP.
2. Choose the TroopXXXX (or TroopXXXX467) profile.
3. Choose the blue bar (+ New Cookie Order).
4. Enter the cookies purchased by Variety.
5. Scroll to the bottom and click "check out."
6. Choose "give cookies to customer now" by clicking the box on the right.
7. Choose "at a booth."
8. Choose the booth.
9. Either manually enter OR Scan the persons credit card.
10. If American Express, the CVV is on the front of the card on the right and is 4 digits.
11. Enter the persons First name, last name, billing email, and zip.
12. Click Place Order.

The credit card transactions may take anywhere from 24 – 48 hours to show up in ABC Smart Cookies in the Financial Transactions tab for the troop.

How does a Girl Scout/guardian take a credit card at a booth using their own inventory?


Follow the steps above, EXCEPT for #2. The Girl Scout uses their OWN profile. The credit card transactions may take anywhere from 24 – 48 hours to show up in ABC Smart Cookies in the Financial Transactions tab for the troop AND the girl.

If we had a Girl Scout take credit cards at a booth this weekend and used their OWN profile, but were using the Troops cookies, how can we get this corrected?

A volunteer for the troop needs to log into Digital Cookie through a web browser.

1. Choose the Troop account profile (TroopXXXX of SUXXX). NOT the Site Lead profile.
2. Click on the Dashboard tab.
3. Scroll to the very bottom of the page.
4. Under the Reports: Troop xxxx section, choose "All Order Data."
5. Click on the green Get Report button.

Reports: Troop 4654

 All Order Data	For each girl see full order details including varieties, delivery type, etc.	Get Report
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This will download an excel spreadsheet. On this spreadsheet look for the following:

A	B	C	D	E	F	AP
Troop Number	Girl First Name	Girl Last Name	Order Numl	Order Date	Order Type	Sold At Booth
XXXX	Girl First	Girl Last	107974932	3/4/2024	Cookies In Hand	Not sold at booth
XXXX	TroopXXXX467	Site	107448669	3/3/2024	Cookies In Hand	PicknSave/Stoughton Store 390: 10:00 AM - 02:00 PM

1. Column B: The Girl First name as a girl in your troop and NOT TroopXXXX or TroopXXXX467.
2. Column F: Order type is Cookies in Hand.
3. Column AP: Sold at Booth.
4. It should indicate the booth that they took the payment at as long as the booth was in ABC Smart cookies.
5. Once you have found the transactions that need to be corrected, please HIGHLIGHT those lines of the spreadsheet.
6. Do NOT delete/edit any lines or Columns of Data.
7. Email your highlighted spreadsheet into Customer Care at info@gsbadgerland.org.
8. Subject: Booth Financial Transaction corrections.

Badgerland will work with ABC to get these transactions REMOVED from the girl financials and ONLY credited to the Troop Financials.

How long does it take for any transactions from Digital Cookie to transmit to/from ABC Smart Cookies?

It can take as long as 24 – 48 hours to see data flow from site to site.










When the troop transfers cookies to the Girl Scout via Smart booth divider (or Troop to Girl Transfer – booth column), where does this show up in their Digital Cookie account?

When a Girl Scout logs into her Digital cookie account, that information will show up on the My Cookies tab, Purple box. This number includes all cookies transferred to a girl in Smart Cookies as well as their Online Shipped Only orders that have transmitted over to ABC. (It may take up to 24 – 48 hours for the Shipped Only orders to show in a girls account in ABC.)

If our troop doesn't have any Gluten Free for Girl Scouts to sell, can it be turned off at the troop level?

No, it can only be turned off at the Girl Scout level or through the Council for that Girl Scout. When a Girl Scout logs in:

1. They click on their My Cookies tab.
2. Scrolls down to the bottom of the page.
3. Click on the flavor to turn off.
4. Click Update Delivery Settings.

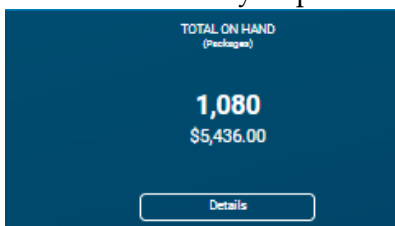
 Adventurefuls®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On	 Caramel Chocolate Chip	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On
 Caramel deLites®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On	 Lemonades®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On
 Peanut Butter Sandwich	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On	 Thin Mints®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On
 Toast-Yay!®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On	 Peanut Butter Patties®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On
 Trefoils®	<input type="checkbox"/> Off <input checked="" type="checkbox"/> On		

Cancel

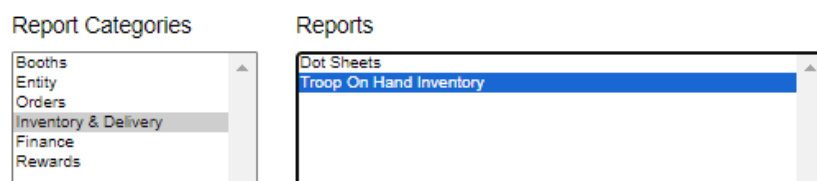
Update delivery settings

Will our On Hand Troop inventory show in Digital Cookie on the Site Lead TroopXXXX profile?

No, the cookies remaining at the troop level do NOT show in Digital Cookie. That information is available in ABC on your dashboard as well as in a Troop On hand inventory Report.



To find the report, click on the reports tab: Current Reports



Our Troop did NOT set up any Virtual Booths, yet we are showing Virtual Delivery cookie orders. What do we do about those?

In DC – All orders report – it shows I the following;

Girl First Name	Girl Last Name	Order Number	Order Date	Order Type
TroopXXXX467	Site	107110738	3/3/2024	Cookies In Hand

Order Status	Payment Status	Ship Status
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Completed	CAPTURED	Not Delivered
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Original Delivery Mode	Current Delivery Mode	Transaction Type	Sold At Booth
hand-delivery	hand-delivery	WebMobile	Not sold at booth

In Smart cookies, it shows

View Booth Credit Card Payments
Central Standard Time

Transaction #	Type	Packages #	Amount	Location	Reservation Date
107110738	Delivery	4	\$20.00	Virtual Delivery	Mar 3, 2024

Because “not sold at booth” was chosen for the Booth Credit Card order instead of indicating which booth it was sold at, that caused the “virtual delivery” reporting in ABC under the Booth/Troop reservations tab. You can distribute these to the girls using the Smart Booth Divider OR leave them as is and incorporate them into the Smart booth Divider for the booth that they were actually sold at:

TYPE	STATUS	QTY SOLD	TOTAL \$
VIRTUAL_DELIVERY		27	

Smart Booth Divider

When a Girl Scout has a customer purchase Cookie Share cookies, how do we know if they are “Virtual” Cookie share – using the Councils inventory OR will be able to come out of the troops inventory?

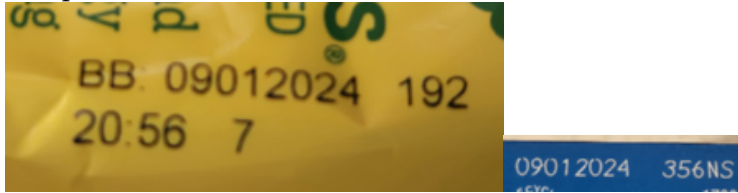
ONLY Shipped Orders that contain Cookie Share cookies as part of their order are considered Virtual Cookie share. If an order ONLY contains cookie share cookie orders those should be coming out of the Troops inventory. If they troop prefers that the Council use their own inventory, the Troop will need to do a Virtual Cookie Share order in Smart Cookies.

When sending emails to Customers, why is the “open for business” email option not available? We do not want to send that to our girl delivery customers.

Because our Council is providing a shipping promo throughout the sale, the Open for Business email is not available. However the “There’s still time” email works just fine for customers. The language is correct – there is still time to buy cookies! It might be a good option to choose the Shipping promotion email for those Direct Ship customers and the “there’s still time” email for your girl delivery customers.

What do we do about any damaged (open in the case, missing from the case, smashed) packages of cookies we received?

On page 21 of the [troop guide](#) it includes the steps to take to get a damage credit from the Council. This removes the liability/cost of those cookies from what you owe the Council. Be sure to include a picture of the damage as well as a picture from the end of the box of cookies that shows the lot number.



Cookie Office Hours

Have questions about Smart Cookie and Digital Cookie? Come join the conversation on cookies Sunday nights from 7-8 pm. Our Cookie Team will have open office hours to help answer your questions about placing a planned order, doing transfers, using the Smart Booth Divider, cookie shares, etc.! We look forward to seeing you online.

[Join Zoom Meeting](#)

Meeting ID: 335 318 0454

Passcode: Zeal

Check Out All Our Cookie Resources

The majority of our Cookie Resources are also now available [on our website](#). The remaining resources will be added as we get closer to the start of sales. You can find them under "Activities" > "Cookies" > "Volunteer Resources."

Let us know if you have questions: 800-236-2710 or info@gscbadgerland.org

[Volunteer Cookie Resources](#)



Have a question? Don't be shy!
Contact us for more information.

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