

2022-23 Caregiver Database Guide



Smart+ Cookies™
POWERED BY ABC BAKERS

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<https://abcsmartcookies.com/>

Gaining Access to Smart Cookies

The following requirements must be met for caregivers/Girl Scouts to gain access to Smart Cookies:

- **Girl Scout must be registered for the 2023 membership year**

As long as the Girl Scout has registered to GSEMA, as soon as an upload is done (at least once per day, sometimes more) in Smart Cookies, an automatically-generated email, from a no reply address (noreply@abcsmartcookies.com), will be sent directly to the email the Girl Scout was registered to:

Dear Girl Scout Parent/Guardian,

Girl Scout Cookie season is starting soon! We invite you to register your daughter on the ABC Smart Cookies website so she can set her cookie sales goals and start managing her cookie program! Smart Cookies empowers your Girl Scout to set goals, track sales, send ecards and post a link to purchase cookies on social media. The social media link allows consumers to buy cookies with a credit card and have the order shipped directly from the bakery.

Girl Scout Cookie delivery option(FOR COUNCILS THAT HAVE OPTED IN): Girls can add the option of placing a girl delivered order, paid by credit card, via the social media link. All Girl Scout Cookie delivery orders placed via the social media link require parent approval. You will be asked to select YES or NO to allow girl delivered orders via the social media link during the registration process. You can change this option by editing your selection in your Girl Scout's Smart Cookies account. Please visit ABC Baker's YouTube channel for video demos of Smart Cookies.

By allowing your daughter to register for the ABC Smart Cookies website you are providing consent for ABC Bakers to collect the following information: Your daughter's first name, last name, nickname, grade level and t-shirt size; Parent/Guardian first and last name along with their email address.

To let your daughter set up her account and register to the ABC Smart Cookies website, click on the link below:

<https://app.abcsmartcookies.com/#/registration?token=718d0cdc-f430-4fde-98fc-0f642eef5dab>

Once your daughter's registration is complete, we will email a confirmation of her account credentials to login to Smart Cookies. Your daughter can use the same username and password to take her cookie program on-the-go. The Smart Cookies Mobile App can be downloaded through the App Store or Google Play. Please note, if you have used the Smart Cookies Mobile App in a previous cookie season, you will need to delete the old app and download the new version.

If you do not wish to allow your daughter to register and access her ABC Smart Cookies account online, please disregard this email.

Thank you,

The ABC Smart Cookies Team

Note: If there is a question/issue regarding registration, please contact customercare@gsema.org.

Noted in the above email, Girl Scouts will be able to share a social media link, for Girl-Delivery, that can be used to receive orders they in-turn and will deliver directly to their customers. This is in addition to the link providing the Direct Ship option as well. This feature allows them to have all of the order types, similar to what is provided by the e-cards they send.

Registering to Smart Cookies

Once you click the unique link in the email, you will be sent to the following page:

Welcome Travis!
A few steps to complete your profile...

Required fields indicated by *

Troop Info

Council: Training - Eastern Massachusetts
Troop Number: 11111
Service Unit: Abington
Girl Level: Brownie

Parent Info

Parent/Guardian First Name: Travis
Parent/Guardian Last Name: Sammons
Parent/Guardian Email: twsammons@
Parent Phone Number *

Girl Info

First Name: Test
Last Name: Girl

Create your username and password that you will use to sign into Smart Cookies and start managing your cookie sale!

Username (cannot be email address) *

Enter Password *

Re-enter Password *

Opt-in for Social Link Girl Delivery Order * Yes No

Nickname

School Grade Level: K

Apparel

Sock

By clicking Submit, you are agreeing to the [Terms and Conditions](#)

Submit

Required Fields (some may be pre-filled; check for accuracy):

- Parent Phone Number
- Username
- Enter Password
- Re-enter Password
- **Opt-in for Social Link Girl Delivery Order**

Once all fields have been filled out, click "Submit".

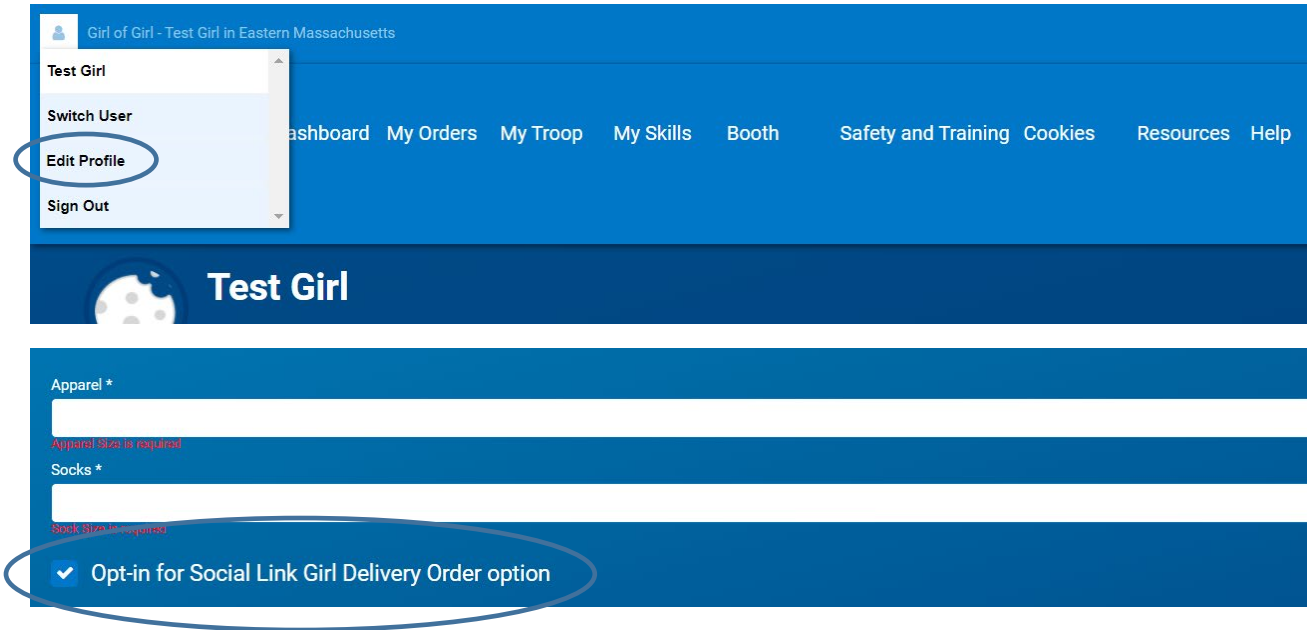
Note: You can also select a T-Shirt and Sock size (if appl.) at this time, as that will help when the recognition order is created. If earned, the size will automatically appear in the order.

After you click the "Submit" button, a confirmation page will appear:

You've successfully registered!

Let's get started with your Girl Scout Cookie Program, Travis! Go to www.abcsmartcookies.com to login!

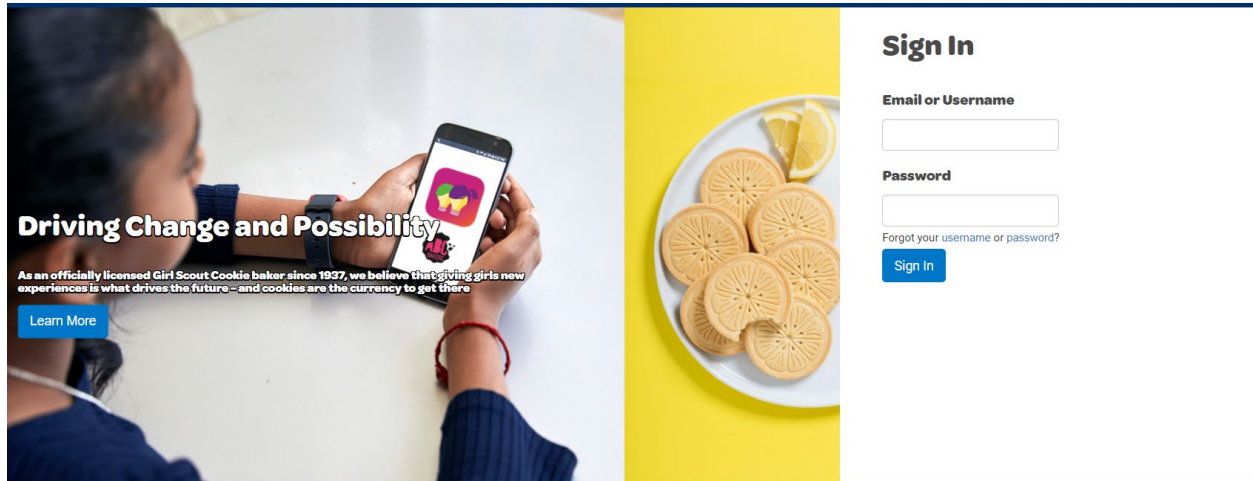
Note: You can change the “Opt-in for Social Link Girl Delivery Order option”, at any time, by clicking the person icon, in the top-left of the page, and clicking “Edit Profile”. Scroll down to where you can select t-shirt/sock sizes and there will be a checkbox to click that will grant/deny access to use the Girl-Delivery social media link going forward:



Once the selection has been made, click the “Save” button to confirm your changes.

Logging into Smart Cookies

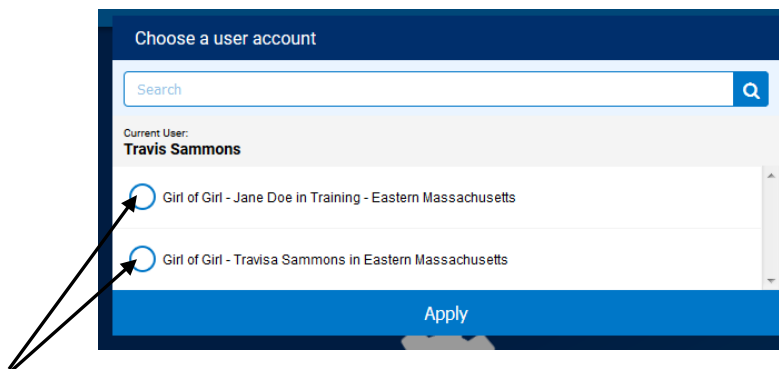
Click the link on the registration page (<https://www.abcsmartcookies.com/>) to go to the homepage for the Smart Cookies System:



Login with your username and the password you selected during the registration process and click “Sign In”.

Multiple Girl Scouts linked to same Email (if applicable)

If you have multiple Girl Scouts with the same email address attached to them (e.g. same Caregiver), a prompt will appear allowing you to choose which Girl Scout to view/edit:

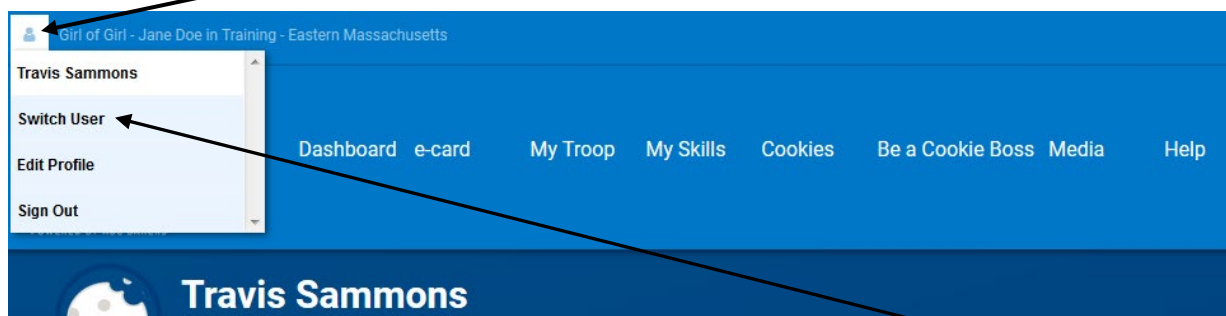


Click the radio button next to the Girl Scout you want to view and click “Apply” to be taken to that Girl Scout’s dashboard.

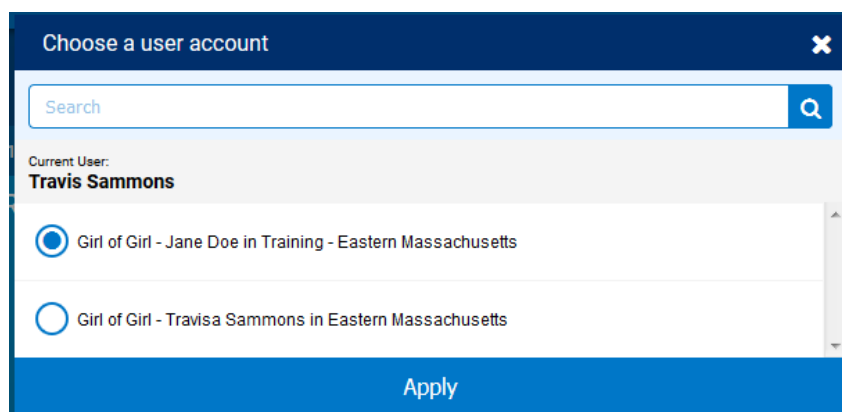
Note: Girl Scouts cannot be combined into a single dashboard in order for you to see both at the same time. You will need to switch between them to see each of their information (see next section).

Switching between Girl Scouts (if applicable)

When you are logged in under one Girl Scout's profile and want to switch to another, you will start by clicking the person icon in the far top-left corner of the page:



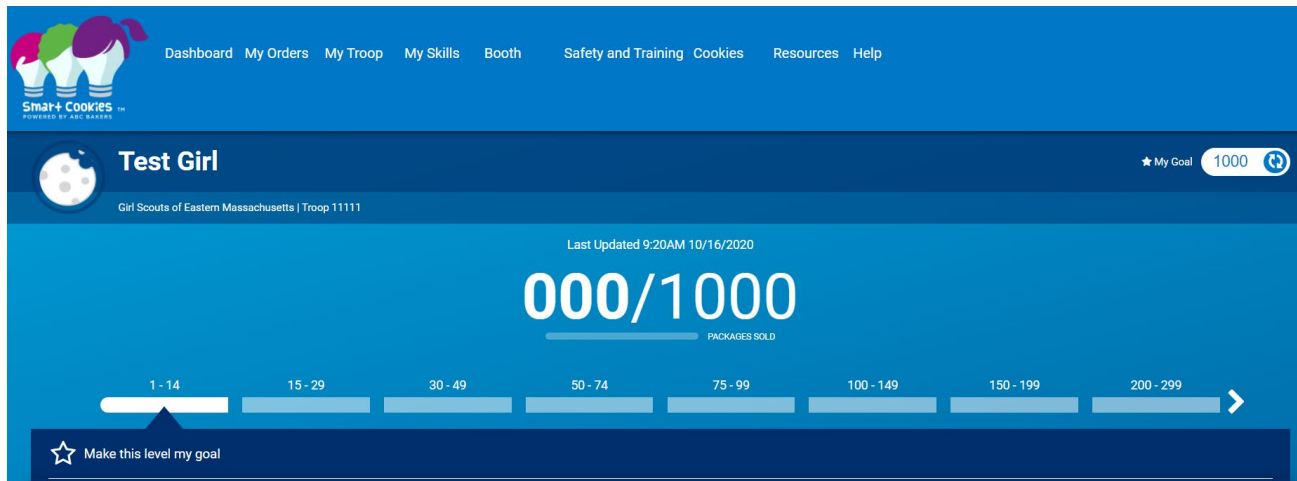
You will see options for “Switch User”, “Edit Profile”, and “Sign Out”. Click on “Switch User” and the prompt that appears when you first login will appear:



Select the appropriate Girl Scout and click “Apply”. This will take you to that Girl Scout's dashboard.

Note: If you are also a Service Unit Cookie Mentor or Troop Cookie Coordinator, you cannot access these roles from the Girl account. You will have a separate login for these roles.

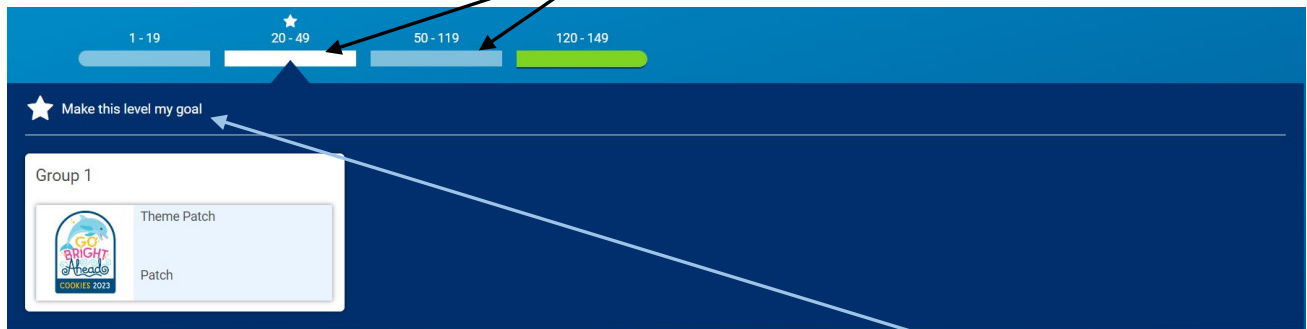
Girl Dashboard



The Girl Dashboard shows you a high-level view of Girl Scout activity, individually, as well as within the context of the troop. You are also able to set a personal goal by typing a number into the “My Goal” box at the far-right of the ribbon next to your name (**HIGHLY RECOMMENDED**):

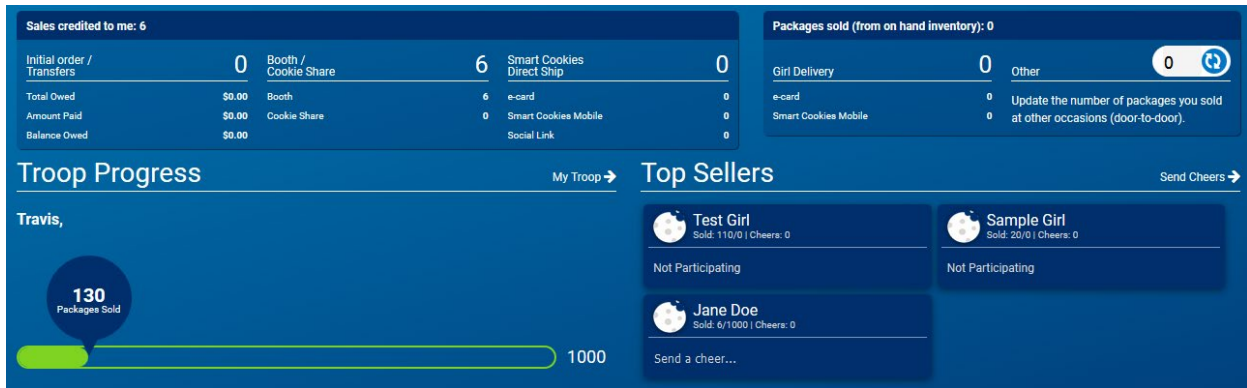


Below this ribbon, you can see the recognition levels and even set one as your goal for the length of the program. You can click on each of the boxes under their ranges to see the individual items available at a given level:



Also, you can make one of the recognition levels your goal by click the “Make this level my goal” button. A star will appear at the range you have selected as your goal to remind you on subsequent visits.

Below the recognitions section is where you can view your personal selling progress and the rest of your troop’s selling progress:



The following boxes appear:

- **Sales credited to me** – shows any packages assigned to you through transfers of packages from your troop leader for booth sales, any packages for Cookie Share/Donations, Direct Ship/Online, and shows a summary of finances based on what has been assigned
- **Packages sold (from on hand inventory)** – shows any packages you have received through Girl-Delivery (for you to deliver to customers physically) or if there are any others you sold based on door-to-door sales – this allows you to keep track of any packages you have promised to sell, but still need to receive them from your troop for distribution to customers
- **Troop Progress** – shows you the troop’s package goal and how many packages have been sold to reach that goal, updated throughout the length of the program
- **Top Sellers** – shows the top sellers in the troop, how much has been assigned to them (sold), and whether or not they are participating in the online portion of the sale; you can also send a cheer to a participating Girl Scout by clicking the box that says “Send a cheer...” under their information – this is a good way to keep others motivated throughout the length of the program

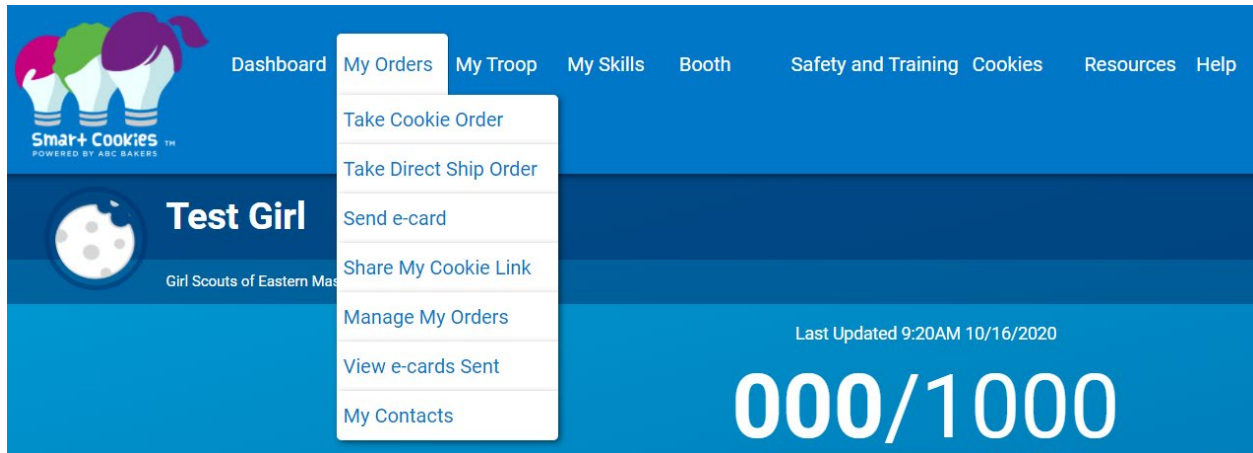
The final section of the dashboard pertains to Virtual Patches:



This allows you to view patches you’ve earned when you participate in fun activities based around the five key skills of successful Girl Scouts: Goal Setting, People Skills, Decision Making, Business Ethics, and Money Management. More information on this section will be explained in the “My Skills” section (*see pages 22-24*).

Navigating through Smart Cookies

To navigate through Smart Cookies, you will use the ribbon at the top of the page:



There are multiple sections of the database, each with their own set of sub-sections:

- **Dashboard**
- **My Orders**
 - Take Cookie Order
 - Take Direct Ship Order
 - Send e-card
 - Share My Cookie Link
 - Manage My Orders
 - Girl-Delivery Approval
 - Order Refunding
 - View e-cards Sent
 - My Contacts
- **My Troop**
- **My Skills**
- **Booth**
 - Take Booth Credit Card Payment
 - View Booth Credit Card Payments
- **Safety and Training**
 - Smart Cookies Training
 - Safety
- **Cookies**
- **Resources**
- **Help**

To go to each section, hover over the heading and click on the desired sub-section. “Dashboard”, “My Troop”, “My Skills”, “Cookies”, “Resources”, and “Help” all act as their own sub-section, so all you will need to do is click them.

Next, we will discuss each section in more detail. *Girl Dashboard – see pages 7-8.*

My Orders

There are two primary types of online orders Girl Scouts can provide their customers, with the help of social media and e-cards:

- **Direct Ship** – this option allows the customer to purchase AND pay for all cookies they want online without intervention from the troop or Girl Scout/Caregiver. Cookies will be shipped to the customer directly. The troop and Girl Scout never see the physical packages.
- **Girl-Delivery** – this option, once an order has been placed, requires the cookies to be reserved for pick-up at a cupboard, by the Troop Cookie Coordinator. Upon delivery of cookies, you can collect money by cash OR credit card (by entering information in Smart Cookies app) – if payment is made by credit card, the troop’s balance is adjusted automatically in Smart Cookies

Note: The main difference between the two options is the need to pay for shipping. For the Direct Ship option, the customer will be charged an additional shipping fee, whereas with the Girl-Delivery option, the shipping fee is waived and not necessary, since the Girl Scout will be handling them.

Important! Once a Direct Ship order has been submitted and paid for, the Girl Scout is automatically credited with the packages sold.

Take Cookie Order

From this page, you can take an order from a customer in-person and it counts as a Girl-Delivery order, one which needs to be given to the Troop Cookie Coordinator for inclusion in a Planned Order and subsequently given to the Girl Scout to deliver personally.











To begin:

- Enter as much information as you have for the customer (Email Address, First Name, and Last Name are required) – select “Save to my contact list” for future e-card sends (if applicable):

The screenshot shows a web form titled "Girl Order" with a progress indicator at the top showing three steps: "Customer Details", "Cookie Selection", and "Payment Details". The "Customer Details" step is active. Below the progress bar, the form is titled "Start by entering your customer's details". It contains several input fields: "Email Address *" with a placeholder "<Entry>", "First Name *" with a placeholder "<Entry>", "Last Name *" with a placeholder "<Entry>", and a checkbox labeled "Save to my contact list". Below this is a blue header for "Optional Information" with an upward arrow. Underneath are fields for "Home Address", "Suite/Apt. #", "City", "State" (a dropdown menu with "Select" and a blue arrow), "Zip Code", and "Phone Number" with a placeholder "<Entry>".

- Enter the details of the order, by variety, in packages:

Enter your cookie order!

			PACKAGES
	Cookie Share ?	\$0.00	<input type="text" value="0"/>
	Adventurefuls ?	\$0.00	<input type="text" value="0"/>
	Toast-Yay ?	\$0.00	<input type="text" value="0"/>
	Lemonades ?	\$0.00	<input type="text" value="0"/>
	Trefoil ?	\$0.00	<input type="text" value="0"/>
	Thin Mints ?	\$0.00	<input type="text" value="0"/>
	Peanut Butter Patties ?	\$0.00	<input type="text" value="0"/>
	Caramel deLites ?	\$0.00	<input type="text" value="0"/>
	Peanut Butter Sandwich ?	\$0.00	<input type="text" value="0"/>
	Caramel Chocolate Chip ? <small>(Gluten Free) LIMITED SUPPLY, may not be available</small>	\$0.00	<input type="text" value="0"/>
Totals		\$0.00	0

- If you do not have the cookies on-hand, you can designate the order as “Ordered”. If you do have the cookies on-hand, you can go ahead and designate the order as “Delivered” (there is also an option if the customer decides to cancel the order). Then, you can designate whether the customer has paid or not, this is essentially a virtual order card

Delivery & Payment Details

Status

Ordered
 Delivered
 Cancelled

Paid

No
 Yes

- Click “Save” and this will bring you to the “Manage My Orders” page (*more details on pages 15-17*)

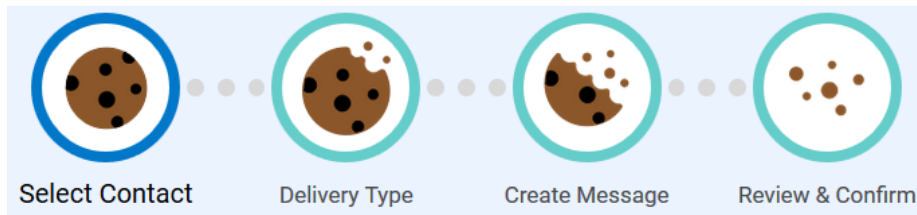
Important! Once an order is designated as “Delivered” and “Paid”, no edits can be made to the order. Marking the order “Paid” will also give you the option to say what type of payment it was. You can select “Cash”, “Check”, or “Credit Card”. If “Credit Card” is selected, you will be prompted to enter the information on the page that appears.

Take Direct Ship Order

From this page, you will do the same process for a customer that you did with the “Take Cookie Order” process, but the customer would be required to give all mailing and billing information, as well as pay up-front for cookies that would be directly shipped to them, as opposed to the Girl Scout giving or delivering them at a later time.

Send e-card

The Send E-card page shows you the process in which an e-card is sent to customers: Select Contact -> Delivery Type -> Create Message -> Review & Confirm:



The first thing you will need to do is to build your contact list. There are two other ways to build your contact list (*see first step of “Take Cookie Order” for the first mention of adding contacts – page 10*):

1. At the bottom of the “Send E-card” page, enter the customer’s first name, last name, and email, then select whether they would receive an English or Spanish e-card, then click the big ‘+’ button at the far-right:

The screenshot shows the 'Send E-card' form. At the top is a search bar. Below it is a table with columns for Name, Email Address, and Language. The first row contains the name 'Travis Sammons', email 'tsammons@gsema.org', and language 'English'. Below the table are input fields for First Name, Last Name, and Email, each with a red error message: 'First name is required', 'Last name is required', and 'Email address is required'. To the right of these fields are radio buttons for 'English' (selected) and 'Spanish'. At the bottom right is a large green '+' button. A 'Select All' button is in the top right corner. Arrows from the text above point to the form fields and the '+' button.

2. Hover over “My Orders” in the navigation ribbon and click “My Contacts” – this section allows you to import a contact list or enter them manually (*more information on pages 19-21*)

After the contact list has been created, you can then select who you want to send e-cards to by clicking the “Send e-card” checkbox (or “Select All” button) under that column name and click “Next”:

The screenshot shows the 'Send E-card' form with the 'Send e-card' checkbox checked. A 'Next' button is at the bottom. A circle highlights the 'Select All' button in the top right corner. An arrow from the text above points to the 'Next' button.

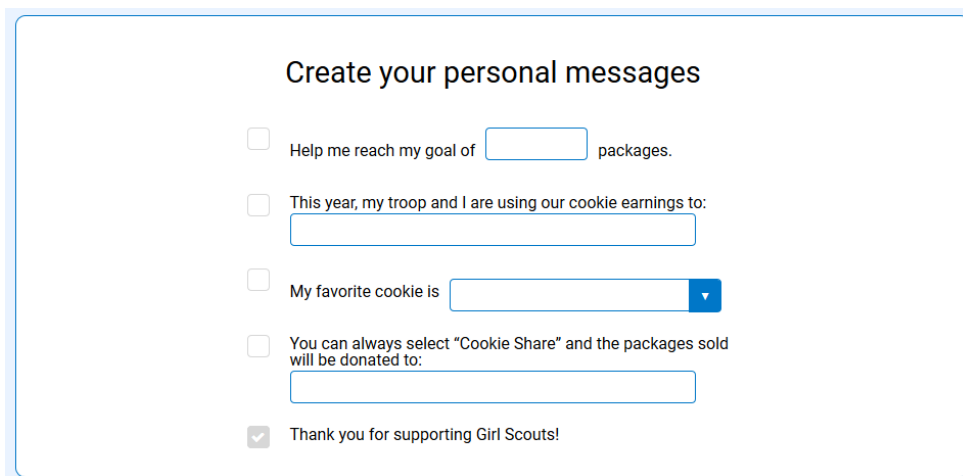
Next, you will need to choose whether or not the selected customer(s) receive an invitation to purchase cookies using the Girl-Delivery option. All of the e-cards include the Direct Ship option (by default), but selecting Girl-Delivery will allow the customer to receive them physically from the Girl Scout. **Refer to page 10 to see the difference in the options.**

Click the “Girl Delivery” checkbox to give them that option, or leave it blank to default to the customer paying for shipping and have them shipped directly to their mailing address; click “Next”:



Name	Email Address	Language	Direct Ship	Girl Delivery
Travis Sammons	tsammons@gsema.org	English	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Next, you will make decisions on what information you would like to include in the text of the e-card that goes out to customers:



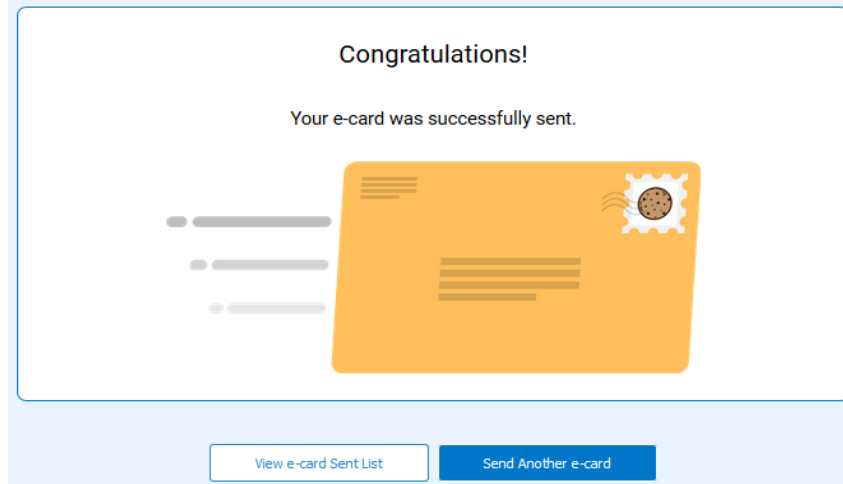
Create your personal messages

- Help me reach my goal of packages.
- This year, my troop and I are using our cookie earnings to:
- My favorite cookie is
- You can always select “Cookie Share” and the packages sold will be donated to:
- Thank you for supporting Girl Scouts!

Click any of the checkboxes next to the information you would like to provide, including your package goal, what your troop is doing with your cookie earnings, your favorite cookie, or, if the customer wants to donate cookies, where they will be going. Click “Next” when you have made your decision(s).

Next, you will be sent to the “Review & Confirm” page which will show you the email message going out to your selected customers, including the information you chose to include on the previous page. Once you are satisfied with the content, click “Send Now!” to send the e-card to your customer(s).

Finally, you will see a confirmation page letting you know the e-cards have been sent and you have the option to “View e-card Sent List” or “Send Another e-card”; you can also navigate to another section by using the ribbon at the top of the page:



Share My Cookie Link

The My Social Media Tools page allows you to increase visibility to your customers by adding a link to a user-created video the Girl Scout has made and having it appear in the e-cards sent out to customers. Also, you can share a custom link with your family and friends on social media sites (not transactional/marketplace sites) by copying and pasting the link (see below):

My Video Link





When you send an e-card invitation, you will have the option to include this link in your invitation.

Enter your video link.

Create a video to share.

Create a video to share your cookie sale goals with family and friends.

To upload your video, copy and paste the link in the box above.

My Smart Cookies Social Media Link

Share this link with your friends and family via email or social media. When they buy cookies with this link, you will be one step closer to your goal!

<https://app.abcsmartcookies.c>

Copy Link

Select link by clicking Copy Link.
Go to where you want to paste it, right click, choose PASTE.

Manage My Orders

Once orders start being received from your sent e-cards, you will be able to view all activity by going to “My Orders” -> “Manage My Orders”:

Manage Girl Orders

TOTAL PACKAGES ORDERED	TOTAL DIRECT SHIP ORDERED	TOTAL GIRL DELIVERY ORDERED	ACTION NEEDED
Packages: 6 Total Value: \$24 Show Orders	Packages: 0 Total Value: \$0 Show Orders	Packages: 6 Total Value: \$24 Show Orders	1 ORDERS NEED ACTION Packages Not Delivered: 3 Not Paid: \$12 Show Orders

2 Girl Orders

[Print Report](#) [New Direct Ship](#) [New Girl Delivery](#)

Customer	Order Date	Source	Type	Status	Amount	Paid	Payment Method	Actions
Travis Sammons	November 8, 2019	Keyed	Girl Delivery	Delivered	\$12.00	Yes	Cash	⋮
Travis Sammons	November 8, 2019	Keyed	Girl Delivery	Ordered	\$12.00	No	-	✎ ⋮

At the top of this page, you will see four boxes (see explanations below):

- **Total Packages Ordered** – shows total amount of packages that have been ordered through e-cards, regardless of them being Direct Ship or Girl-Delivery (for a reminder of the difference between these two types, *refer to page 10*)
- **Total Direct Ship Ordered** – shows total amount of packages that have been ordered online and paid for automatically by the customer

- **Total Girl Delivery Ordered** – shows total amount of packages that have been ordered online and will need to be physically delivered by the Girl Scout to the customer
- **Action Needed** – shows the number of orders needing action, such as Girl-Delivery orders that need to be delivered and paid for
 - The table below these boxes shows the status of different types of orders; you can update their paid status (Yes/No), as well as, if the packages have been delivered or canceled (default is “Ordered”)
 - By clicking the three stacked boxes to the right of each order, you can view/edit/cancel (Girl-Delivery orders only) the order and update the contact’s information (if needed)

Note: Once the customer has paid, you can set the paid status to “Yes” and the delivery status to “Delivered” (the customer will receive a confirmation email as well). The system will save these automatically and update the “Action Needed” box appropriately.

There is also an option to take new Direct Ship and Girl-Delivery orders from this page, instead of navigating through the menu ribbon to select the options. Whichever is selected, the system will redirect to the appropriate pages:

Also, you can print a report of all of your orders from this page by clicking the “Print Report” link at the top-left of the order table:

The page reformats to a printer-friendly page:

[Close Report](#)

ORDER REPORT Service Unit: Abington | Troop: 11111 | Travis Sammons | Date Printed: November 14, 2022

COOKIE TYPES		CShare: Cookie Share ADV: Adventurefuls TY: Toast-Yay LEM: Lemonades TRE: Trefoil TM: Thin Mints PBP: Peanut Butter Patties CD: Caramel deLites PBS: Peanut Butter Sandwich GFC: Caramel Chocolate Chip RR: Raspberry Rally													
ORDER ID TYPE	FULL NAME	PAID STATUS PAY METHOD CC TRANS #	CONTACT INFO	CShare	ADV	TY	LEM	TRE	TM	PBP	CD	PBS	GFC	RR	TOTAL
3649 Girl Delivery	Travis Sammons	No Ordered	143 Abbot Street Andover, MA 01845 Twsammons@hotmail.com (978) 269-6660	0	0	0	0	0	5	0	0	0	0	0	5 \$25.00
TOTAL				0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	5 \$25	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	5 \$25.00

Click the “[Close Report](#)” button at the top-right to return to the previous page.

Girl-Delivery Approval

Caregivers have the ability to approve Girl-Delivery orders collected by the Girl Scout. The caregiver should receive an email when this type of order is received, if not, a new one can be triggered by going to the “Manage My Orders” screen, finding the order in the table and scrolling over to the far-right to click the three stacked boxes to give you the option to do so.

In the email, there is a link where the caregiver can see the details of the order and click on an interactive map to show where the cookies need to be delivered. Once the caregiver views the details of the order and sees where it is going, they can choose to Approve or Cancel the order:

Cookie Packages	Order Details											
<ul style="list-style-type: none"> ● Trefoil 1 ● Lemonades 1 ● S'mores 1 <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="background-color: #003366; color: white;">Total</td> <td style="background-color: #003366; color: white;">\$12.00</td> <td style="background-color: #003366; color: white;">3</td> </tr> </table>	Total	\$12.00	3	<table style="width: 100%;"> <tr> <td>Order Number: 550223</td> <td>Date Ordered: Aug 11, 2020</td> </tr> <tr> <td>Source: Social</td> <td>Type: Girl Delivery</td> </tr> <tr> <td>Status: Pending Approval</td> <td>Payment Method: Credit Card</td> </tr> <tr> <td>Paid: Pending</td> <td>Selected for Donation if Undeliverable?: No</td> </tr> </table> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Cancel"/> <input style="margin-left: 20px;" type="button" value="Approve"/> </div>	Order Number: 550223	Date Ordered: Aug 11, 2020	Source: Social	Type: Girl Delivery	Status: Pending Approval	Payment Method: Credit Card	Paid: Pending	Selected for Donation if Undeliverable?: No
Total	\$12.00	3										
Order Number: 550223	Date Ordered: Aug 11, 2020											
Source: Social	Type: Girl Delivery											
Status: Pending Approval	Payment Method: Credit Card											
Paid: Pending	Selected for Donation if Undeliverable?: No											

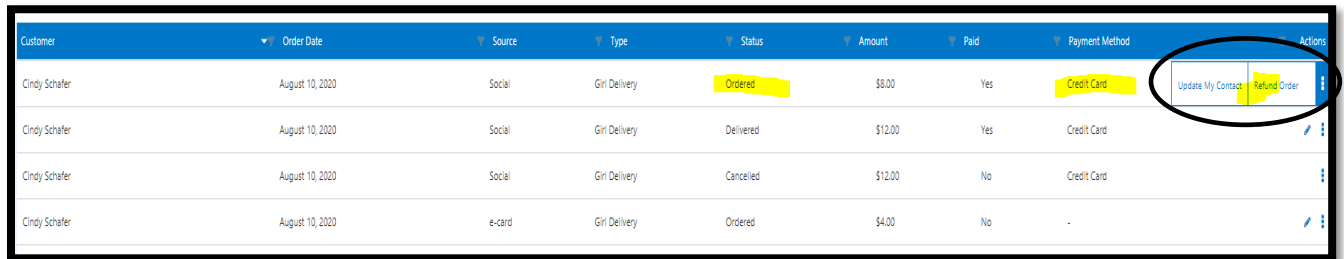
If the order has been approved, the customer will receive an email letting them know the order will be delivered and the credit card is charged at that time. If the order is canceled and therefore not able to be delivered, and if the donation option was selected, the contents of the order will be added to the Cookies for a Cause pool and the credit card charged.

Note: If the credit card information provided is invalid, the caregiver will receive an on-screen notification letting them know of the failure and the order is then canceled. The customer will be notified of the cancellation and can re-enter their order with another credit card.

Order Refunding

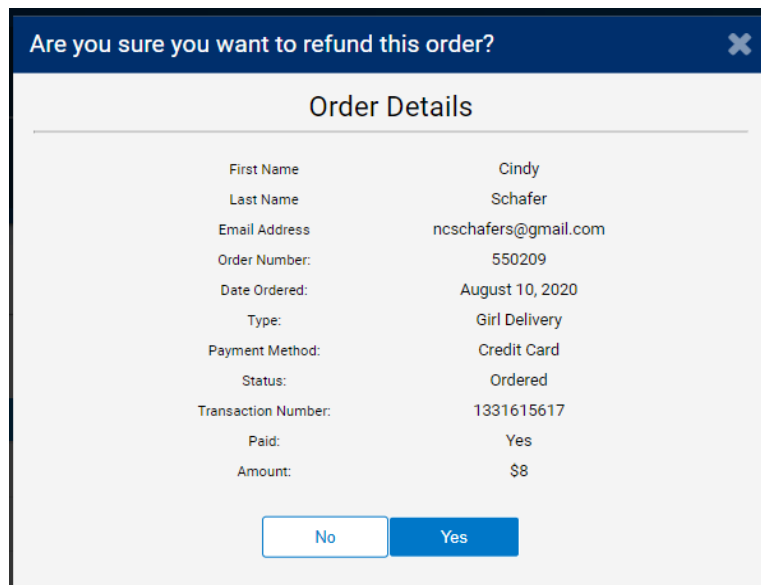
If a Girl-Delivery order needs to be refunded, there is a function for troop-level (and above) users to do so. When a credit card payment is successfully processed on a Girl-Delivery order, a financial transaction is created for both the troop and the Girl Scout.

To issue a refund, a troop (or SU/District/Council) user will mimic the affected Girl Scout, locate the order on their “Manage My Orders” page, and select the “Refund Order” option by clicking the three stacked boxes to the far-right:



Customer	Order Date	Source	Type	Status	Amount	Paid	Payment Method	Actions
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Ordered	\$8.00	Yes	Credit Card	Update My Contact Refund Order
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Delivered	\$12.00	Yes	Credit Card	
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Cancelled	\$12.00	No	Credit Card	
Cindy Schafer	August 10, 2020	e-card	Girl Delivery	Ordered	\$4.00	No	-	

A window will then appear showing the details of the order:



Are you sure you want to refund this order?

Order Details

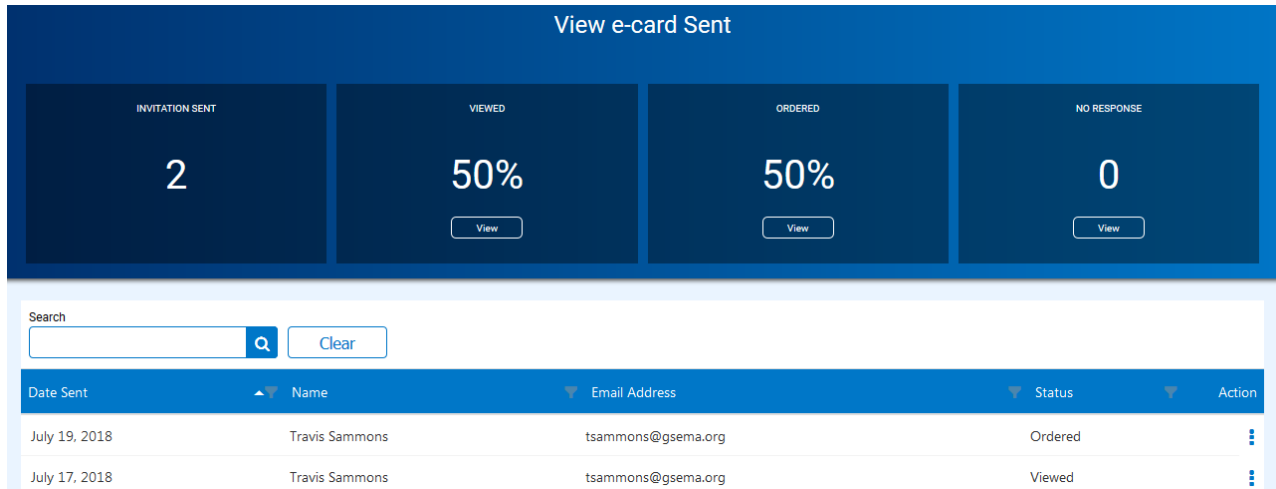
First Name	Cindy
Last Name	Schafer
Email Address	ncschafers@gmail.com
Order Number:	550209
Date Ordered:	August 10, 2020
Type:	Girl Delivery
Payment Method:	Credit Card
Status:	Ordered
Transaction Number:	1331615617
Paid:	Yes
Amount:	\$8

By clicking the “Yes” button, the order will then be refunded to the customer and an email will be sent to them letting them know the order was refunded.

The order status, on the “Manage My Orders” page, will now show the order as refunded and the troop and girl financial transactions will be zeroed-out. The transactions will remain to provide a paper trail for this refund.

View e-cards Sent

Once e-cards have been sent to customers, you can check the progress on whether they were viewed, ordered from, or if there has been no response at all. The page has four boxes:



- **Invitation Sent** – shows the number of total e-cards sent to customers
- **Viewed** – shows the percentage of customers who have looked at the e-card
- **Ordered** – shows the percentage of customers who have ordered from an e-card
- **No Response** – shows the number of e-cards that have not yet been viewed

Below these boxes, you will see a table showing their status as well. By clicking the three stacked boxes next to each e-card sent, you can view the customized e-card that was sent to that customer.

My Contacts

As referenced on *page 10*, there is an additional way to add contacts and you would do that by going to “My Orders” -> “My Contacts”.

The existing list of contacts will appear and you can either add new ones manually, or add them by clicking the “Import Contacts” button and uploading a spreadsheet with the contacts. Importing contacts should only be done for a larger amount of contacts (20+), as doing them manually takes virtually no time at all.

To add contacts manually:

- Click “Add Contact” button; the following window will appear:

- Enter the required information: First Name, Last Name, Email, and Language (English or Spanish)
- Click “Save” when done and the contact will be added to the table list:

Name	Email Address	Language	Action
Test Person	test@hotmail.com	English	⋮
Travis Sammons	tsammons@gsema.org	English	⋮

To import contacts:

- Click “Import Contacts” button; the following window will appear:

- Open Excel and following the instructions:
 - The columns must be (in order): first name, last name, email address
 - Do not use column headers
 - Save as type .csv
- Click “Browse...” button to find the file and Open
- Click “Upload” to complete the process and you will receive a prompt confirming the upload has been successful; click “Close”

Note: Uploads set the default e-card language to “English”. If you need to change to Spanish, click the three stacked boxes in the “Action” column next to the person’s name and click “Edit Contact”. Once in the edit contact window, click “Spanish” for the language and click “Save” to finish.

Deleting a Contact (if applicable)

In the contact table, you will see your list of current contacts. If you need to clean this list up from year-to-year, you can delete out-of-date contacts.

To delete a contact:

- In the contact table, under the “Action” column, click on the three stacked boxes next to a person’s name:

Name	Email Address	Language	Action
jane doe	jdoe@gmail.com	English	⋮
jim doe	jim_doe@gmail.com	English	⋮
larry o'shea	loshea@gmail.com	English	Edit Contact Delete
Test Person	test@hotmail.com	Spanish	⋮
Travis Sammons	tsammons@gsema.org	English	⋮

- Options will appear for editing or deleting, click “Delete”
- A prompt will appear asking if you want to “Delete Forever” or “Go Back”; click “Delete Forever” and the contact will instantaneously disappear from the contact list

My Troop







The “My Troop” page basically reiterates what was shown on the Girl Dashboard (*refer to pages 7-8*). The only addition to this page is now you can see the cheers received from other Girl Scouts/troop leader/etc.

These appear below the troop goal tracker in the “Your Cheers & Messages” section:



My Skills

As mentioned earlier (*refer to page 8*), the “My Skills” page allows you to earn Virtual Patches based on activities that you, or your troop, sets. Smart Cookies includes some default activities, with their associated skill, for you to choose from, such as “Use Smart Cookies to set your goals for the cookie sale.” (associated with the Goal Setting skill):

Manage My Activity Plans		
Plans	Activities	Skills
<input type="checkbox"/>	Use Smart Cookies to set your goals for the cookie sale.	Goal Setting 
<input type="checkbox"/>	Write a mission statement – why you are selling cookies.	Goal Setting 
<input type="checkbox"/>	Ask your customers what they like best about the cookies they've selected. Keep a list; share the results with your troop leader.	People Skills 
<input type="checkbox"/>	Find out why customers buy cookies! Because they love the cookies, because they were a Girl Scout, etc. Keep a list.	People Skills 
<input type="checkbox"/>	Decide on what activities your cookie sales will support.	Decision Making 
<input type="checkbox"/>	Work with your troop/group to brainstorm ideas for places to sell and/or selling methods.	Decision Making 

You can go through each of these individually, or as a troop, to decide what activities you would like to do, which may help your selling.

Note: Click on the checkbox next to the activity to add it to your plan, or you can make your own custom activity.



Important! Once a checkbox has been clicked, the Troop Cookie Coordinator in Smart Cookies can then see what activities were chosen by the Girl Scout(s) and designate whether they have completed this activity, so the Girl Scout(s) can then receive the appropriate Virtual Patch for that skill.

To make a Custom Activity:

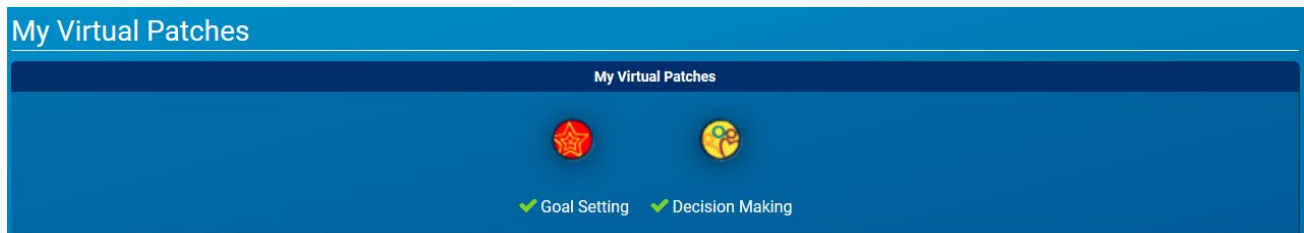
- Scroll down to bottom of “My Skills” page and click “Add Custom Activity” button
- In the window that appears, select the skill type (Goal Setting, People Skills, etc.) and enter a description of the activity:

- Click “Save” and you will be returned to the previous page

Note: Custom Activities will be added to the existing list of activities, but will show a pencil icon for editing and a trash icon for deletion:

<input type="checkbox"/>	Decide how many boxes of cookies you'd like to sell.	Decision Making	
<input type="checkbox"/>	Take part in activity to increase decision making skill	Decision Making	 
<input type="checkbox"/>	Think of ideas on how to spend your troop money and choose one or two.	Decision Making	
<input type="checkbox"/>	Make sure you know the safety rules for selling – talk about safety with your parents.	Business Ethics	

If the Troop Cookie Coordinator has gone into their dashboard and designated the Girl Scout has completed their activity, you will see the Virtual Patch tied to the skill at the very top of the “My Skills” page:



They will also be designated as “Achieved” when the Girl Scout logs into their dashboard; scroll to the bottom of the page and you will see:



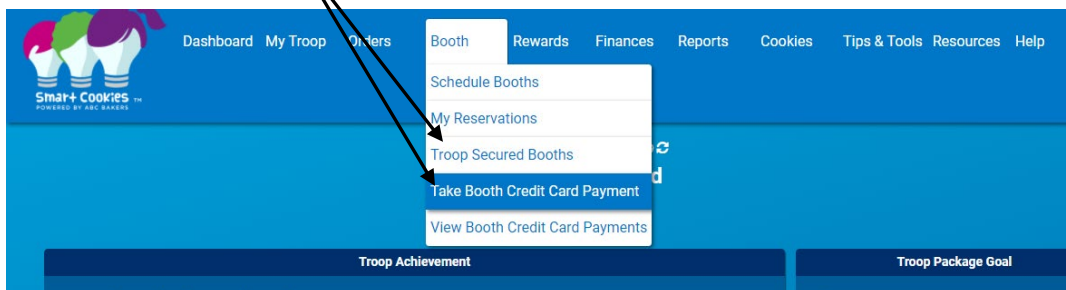
Booth

Take Booth Credit Card Payment

The ability to accept credit card payments via Smart Cookies at booth sales is only available once the troop enters their booth sale into Smart Cookies, and is only available on the day of the booth sale. Credit Card payment via Smart Cookies is available in both the Troop Cookie Coordinator and Girl roles.

The two options in the “Booth” section are:

1. Take Booth Credit Card Payment; and,
2. View Booth Credit Card Payment – allows you to see all previous payments made at booths



To record a Credit Card payment at a Troop’s booth:

1. Click “Take Booth Credit Card Payment”; a list of the booths assigned to the troop will appear
2. Click on the circle next to the appropriate booth sale
3. Click “Apply” and the order page will appear:

Selected Booth :Louies Bakery, 530 4th ST SW, Hickory, NC, 28602 at 04:00 PM

Enter your cookie details

[Clear Order](#)

PACKAGES	
Cookie Share ? \$0.00	<input type="text" value="0"/>
Adventurefuls ? \$0.00	<input type="text" value="0"/>
Toast-Yay ? \$0.00	<input type="text" value="0"/>
Lemonades ? \$0.00	<input type="text" value="0"/>
Trefoil ? \$0.00	<input type="text" value="0"/>
Thin Mints ? \$0.00	<input type="text" value="0"/>

Peanut Butter Patties ? \$0.00	<input type="text" value="0"/>
Caramel deLites ? \$4.00	<input type="text" value="1"/>
Peanut Butter Sandwich ? \$4.00	<input type="text" value="1"/>
Caramel Chocolate Chip ? \$15.00	<input type="text" value="3"/>

Totals \$23.00 5

I would like to receive an electronic receipt

[Back](#) [Next](#)

4. Enter the packages sold, by variety

Note: Customers can receive an email receipt (optional) by providing their address to the troop.

5. Click “Next”; credit card entry fields will appear

6. Scan or manually enter the customer’s credit card information into the fields:

Total \$32.00

CARD NUMBER:

* Invalid Card Number

CARD EXPIRATION:

CARD CVV:

[Scan Credit Card](#) [Done](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	

7. Click “Pay Now”; a confirmation screen will appear when completed:

Your cookie purchase has been successfully paid!
Don't worry, the credit card information has not been saved to this device.



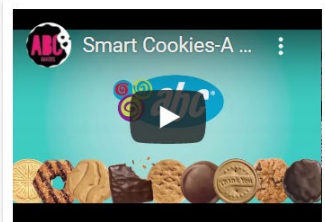



Important! The reminder will appear letting the customer/troop know that credit card information is NOT saved.

Safety and Training

Smart Cookies Training

Page that gives you all the informational videos (from our Baker, ABC) you would need to navigate the functions associated with Smart Cookies (some functionality shown here may be disabled, per Council):

Learn how to use Smart Cookies to build your cookie business, track goals, and connect with customers.

 <p>Smart Cookies Demo</p> <p>Watch on YouTube</p>	 <p>Girl Registration 2021</p> <p>Download PowerPoint</p>	 <p>HOW TO: Use the Dashboard</p> <p>Download PowerPoint</p>
 <p>HOW TO: Manage Contacts for E-Card Invites</p> <p>Download PowerPoint</p>	 <p>HOW TO: Send E-Card Invites</p> <p>Download PowerPoint</p>	 <p>HOW TO: View E-Card Orders</p> <p>Download PowerPoint</p>

Safety

Page that provides information regarding program safety resources, including online permission forms:

Be Web Wise and review the Online Safety Checklist, take the GSUSA's Internet Safety Pledge, and learn how to comply with the Children's Online Privacy Protection Act

The image displays three screenshots of the Girl Scout website's safety resources. The first screenshot shows the 'Volunteer Safety' page with a 'Learn More' button. The second screenshot shows the 'Internet Safety Pledge' page with a 'Learn More' button. The third screenshot shows the 'How to Comply with Children's Online Privacy Protection Act' page with a 'Download' button.



Don't forget to complete your permission form.

[See permission forms](#)

Cookies

Cookie Lineup

Page detailing the cookies offered by our baker, ABC, with additional information (nutritional facts, ingredients, etc.):



Cookie Lineup

We're proud to be the oldest, most experienced Girl Scout Cookie baker in the United States. Since 1937, we have empowered and supported the nation's largest girl-led business, helping provide girls with a program that teaches them essential life skills and creates amazing, year-round experiences powered by cookies.

Learn more about your favorite cookies:

Adventurefuls™

The newest cookie to the Girl Scouts line-up is this indulgent brownie-inspired cookie with caramel flavored crème and a hint of sea salt that will leave you wanting more!

[Learn more about Adventurefuls™](#)



Toast-Yay!™

Each delightful, toast-shaped cookie is full of French



Resources

This page gives you access to any print materials which may help you through your cookie program, as well as, fun images to make your booths and external content more visible:

Resources

Download printables, training materials, and digital art to boost your cookie sales.



Digital Art

Download Girl Scout Cookie art to decorate your booth and show off your cookie spirit.

[See all Digital Art](#)



Forms, Checklists & Worksheets

Download permission slips, helpful checklists, and activity worksheets!

[See All](#)



Cookie Calculator

Use our Cookie Calculator to calculate appropriate group and individual goals for the season.

[See Cookie Calculator](#)



Allergen Flyer

Look out for people with allergies with this all in one allergen chart.

[See Allergen Flyer](#)

Help

The help page has contact information for technical issues directly to ABC Bakers, the vendor for Smart Cookies, as well as, a Frequently Asked Questions page and a link to submit an inquiry to the vendor:

Help

Need help using the Smart Cookies platform?

Call us at 1-800-853-3730 or email us at ABCSmartCookieTech@hearthsidefoods.com

Questions about our cookies?

Check out our [Cookie FAQ's](#) or email us your questions or concerns at ABCSmartCookieBakers@hearthsidefoods.com.

Note: If you have specific questions about the program and are not sure who to reach out to, contact customercare@gsema.org and they will make sure it gets to the appropriate person for follow-up.