



## The CEO is on the move!



Rolinda Sample, CEO, is out and about. You'll want to be certain your troop booth is in Smart Cookie. Rolinda utilizes the Cookie Finder to find you! Not sure how to place your troop secured location or select a first-come-first-served location in Smart Cookie? Check out the QR codes on the back of your [TroopCookies, Inc.](#) for specific YouTube help videos for Smart Cookie.

## First ACH Coming Soon!

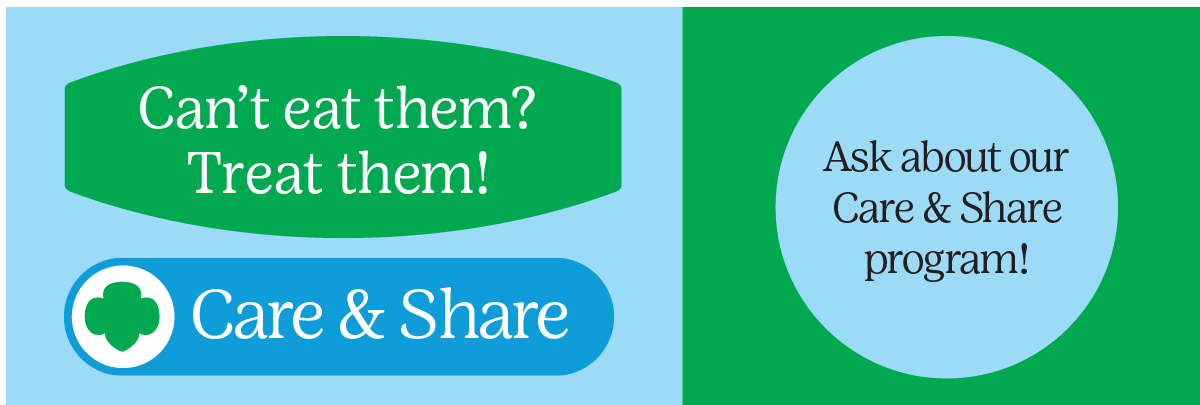
On March 1, the council will perform the first ACH debit against your troop checking account for 50 percent of what is currently due to the council as of February 24. This amount is based on the number of packages listed on your Troop Balance Summary minus any credit card payments received through Digital Cookie. The number of packages will include your Initial Order, visits to the cupboard, troop-to-troop transfers and digital sales. This is why we want to be certain and include the credit card payments in this process.

Each participating troop will receive an email on Monday, February 26, indicating the amount scheduled to be pulled. Troop Cookie Managers should **read the details of the email thoroughly**.

If for any reason the amount pulled is more or less than the 50 percent, this will all work itself out when the final ACH debit is performed at the end of the cookie program. If you have not received any funds from your girls, **now is the time to make this happen**.

Girl Scouts should be turning in money and picking up more product on a weekly basis. If for any reason your troop is unable to meet the deadline for the first ACH debit, TCM's must inform the council by 5 p.m. on Thursday, February 29. At this point, your troop will not be able to pickup additional cookies from the cupboard, only exchange. See page 9 of your 2024 [TroopCookies, Inc.](#) for more details.

## How to Process Care & Shares



There are three ways for girls to sell Care & Shares:

1. Direct/In-Person: Girls can/should use the provided receipts to help consumers identify **where** they would like shares to be delivered.
  - a. These C&S receipts/sales should be turned into the TCM for input into Smart Cookie so the girl can receive credit.
  - b. From your Troop Dashboard, go to > Orders >Virtual Cookie Share > enter on each girl.
2. Direct Ship: There are no receipts from girls. A receipt from the actual online purchase is provided to the purchaser that can be utilized by the purchaser, if needed. These shares are distributed by the council where needs are strongest.
  - a. Troop Cookie Managers and girls do not need to do anything for these types of purchases.
3. Online Girl Delivered: Purchasers receipt is built into their online payment process. Girls should not need to provide the hand written receipt. These shares are distributed by the council where needs are strongest.
  - a. Troop Cookie Managers and girls **need to be aware** of these purchases. TCM should pull a report to help identify these

purchases just in case girls/caregivers are not aware. **This will impact the money due!**

- b. From your Digital Cookie Dashboard, scroll clear down to the bottom section "**Reports.**" Select "**Get Report**" on the All Order Data report. From here you will want to look for any Order Type listed as an In-Person Delivery with Donation or Donation. This will tell you that a customer has requested a Care & Share purchase. Next on this row, move to the Donation column to identify how many shares have been purchased. **This** is the number of shares that now have to be **added** to the girl in Smart Cookie.

**Note: Only the payment** of an online Girl Delivered/In-Person request moves from Digital Cookie to Smart Cookie. The Troop Cookie Manager must provide and transfer cookies to the girl account in Smart Cookie for all Girl Delivered/In-Person requests. This is for actual cookies as well as Care & Share purchases.

If you have girls that are participating digitally, you will want to pull this report on a regular basis to be aware of all their activities.

## **Toast-Yay's!**

Heads up! Toast-Yay's! did not make it on the truck for agent deliveries. Recognizing that this is a variety that comes back into our cupboard on a massive scale with exchanges, please work with each other to meet troop needs by utilizing the **Facebook GSKH Cookie Swap group**, Facebook service unit pages, troop-to-troop transfers or exchange through your Planned Order pickups.

## 300+ Drawing



March 2 is only moments away. Have you completed all your troop-to-girl transfers to ensure that all your Girl Scouts who have sold 300+ packages qualify to be in the drawing? See page 19 of [MyCookies, Inc.](#) for details. Not sure how to do these transfers, see the back page of [TroopCookies, Inc.](#) and scan the QR Code for a YouTube help video on the process.

Due to the lag time between Digital Cookie and Smart Cookie, both systems will be compared against each other to ensure that all Girl Scouts who have acquired 300+ packages are included in the drawing.

### Frequently Asked Questions

We are getting several inquiries regarding:

- Customers receiving an email stating that their in-person order has been delivered, but it has not. Please instruct your Girl Scouts/caregivers that orders should not be marked as delivered until they have actually done so. This helps everyone involved know exactly the status of each order and helps you as TCM know what might still be needed.

- Girl Scouts collecting money for cookies that have not yet been delivered and have not returned in a timely fashion to deliver. Money should not be collected until cookies are delivered.

## Reminders:

Next Planned Order Due: Sunday, February 25 at midnight

Be sure and keep your *TroopCookies, Inc.* guide handy. The Action Calendar Checklist on pages 4 and 5 are most essential to stay on track in 2024.

The **GSKH Cookie Swap Facebook group** is live. Join now so you can swap cookies with nearby troops.

The next edition of *Cookie Corner* will be February 27.



**Have a question? Don't be shy!**  
**[Contact us](#)** for more information.