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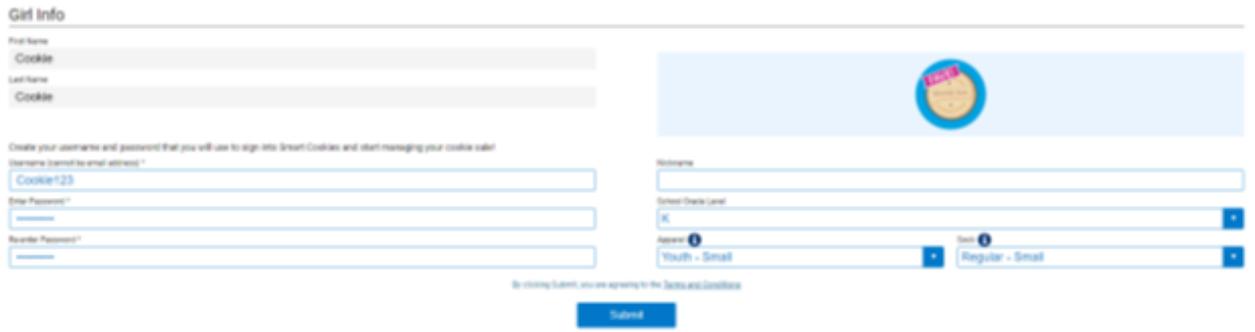
For additional assistance, contact your Troop Leader or ABC Smart Cookies Technical Support: 800-853-3730 or ABCSmartCookieTech@hearthsidefoods.com.

Create a Smart Cookies Account — Smart Cookies Guide

1. Parents/Guardians will receive an email from **noreply@abcsmartcookies.com** with the Girl Scout's registration link. Click the link to complete registration in Smart Cookies. The link will begin with **https://app.abcsmartcookies.com**.

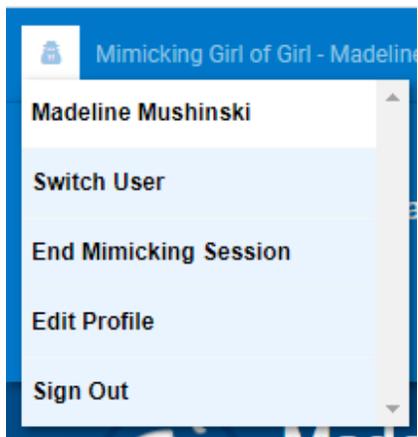
Note: If you don't receive the email, be sure to check your junk folder, and contact us if you are still unable to locate the email. You may also contact ABC Bakers Smart Cookies Help Desk at 800-853-3730 or ABCtech@westonfoods.com. The ABC Bakers Smart Cookies Help Desk is available 24/7.

2. Create a username and password to log into the account.

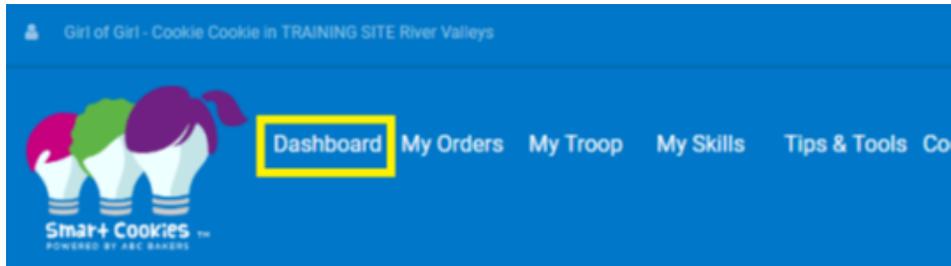


The screenshot shows a registration form titled "Girl Info". It includes fields for "First Name" and "Last Name", both with "Cookie" as a placeholder. Below these are fields for "Email" and "Phone Number", also with "Cookie" as a placeholder. To the right, there is a "Welcome" field, a "School/Club/Local" dropdown menu, and a "Grade" dropdown menu with "Youth - Small" selected. There are also "Age" and "Size" dropdown menus, with "Regular - Small" selected. A "Submit" button is at the bottom center. A small note says "By clicking Submit, you are agreeing to the Terms and Conditions".

3. Confirm your Girl Scout's grade, apparel size and sock size. Feel free to add a photo if you'd like.
4. You will need to choose to opt in or out of Girl Scout Cookie delivery for the sales link. This means when your Girl Scout shares the sales link to customers, they can choose to have her deliver the cookies to them instead of choosing the direct shipping option. You can change this option at any time during the sale by clicking **Edit Profile** in the upper left corner of Smart Cookies.



5. After you have entered your information and adjusted the settings, click **Save**.
6. When you log into Smart Cookies with the username and password you created in step two, you will automatically start on the Dashboard tab. To return to the Dashboard from a different tab in Smart Cookies click the Dashboard tab located next to the Smart Cookies logo.

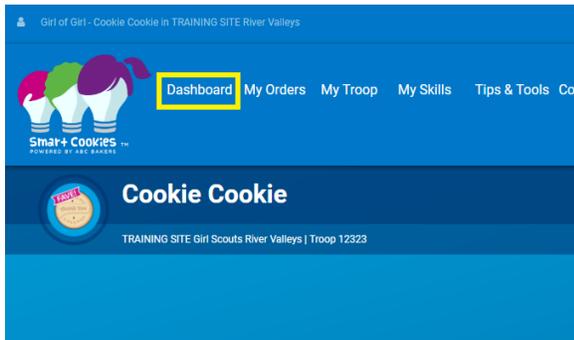


7. After you have set up the account, you can download the Smart Cookies Mobile app available from the App Store or Google Play and take your Girl Scout's Smart Cookies account on the go!

Note: *If you already have downloaded a previous version of the Smart Cookies mobile app, please delete and reinstall the newest version.*

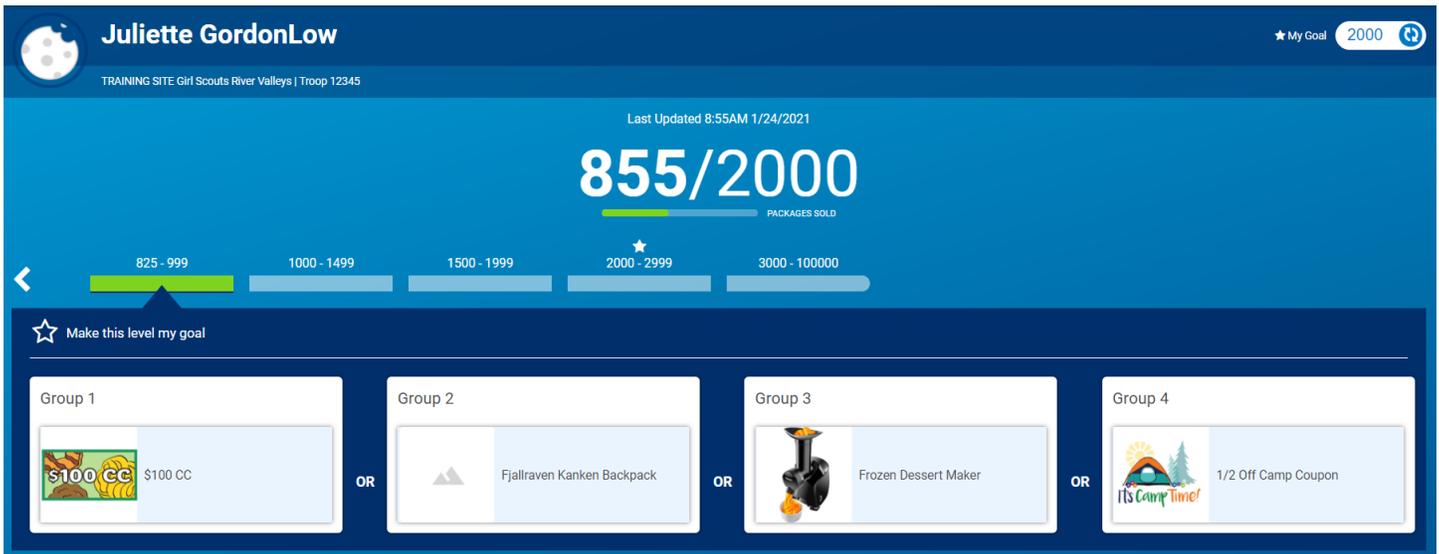
Set a Sales Goal — Smart Cookies Guide

1. Log in to Smart Cookies.
2. You will automatically start on the dashboard, or you can press the **Dashboard** tab

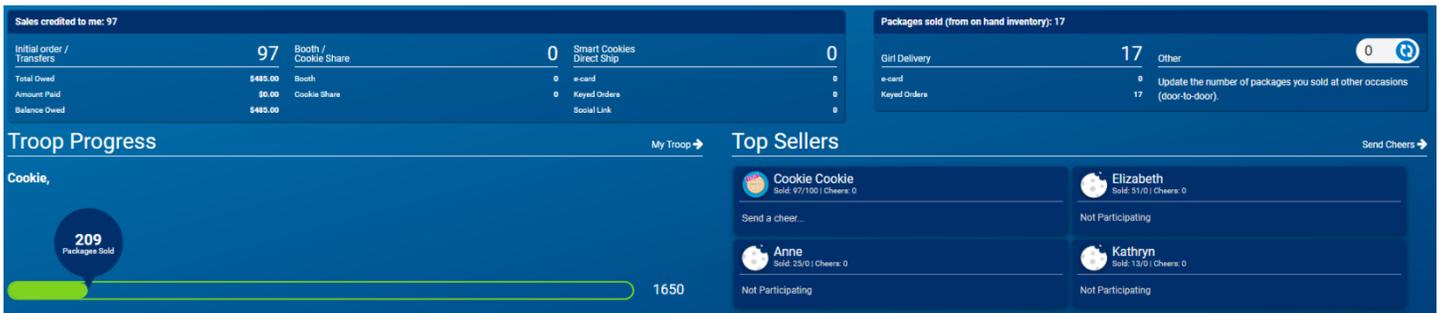


3. Set your goal: When your Girl Scout has decided what her selling goal will be for this year, update it in the top right corner. This number can be updated at any time.

4. You can select each package level to see what the rewards are at that level. This might influence your Girl Scout's goal number.



5. Check on your sales numbers including total sales credited to you, and where those cookies were sold (Girl Scout Cookie Delivery, Booth, Donations, Direct Ship, etc). You can also see your troop's top sellers and congratulate them for their progress!



Note: If any numbers do not look correct on the dashboard, please first check with your troop cookie manager to see if all cookie transfers been entered. They will be able to run a report to find the most up to date information for your Girl Scout's sales. Girl Scout sales dashboards are updated periodically in the system, but transfers may not appear at the exact time the troop completes the transfer.

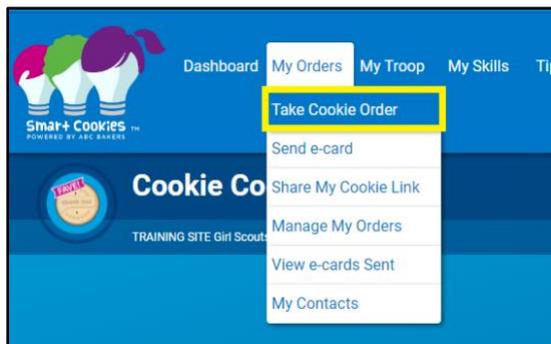
Enter an Order - Smart Cookies Guide

If your Girl Scout is selling cookies in person, and your customer has not already placed their order and paid online, you can enter their order and collect payment in Smart Cookies.

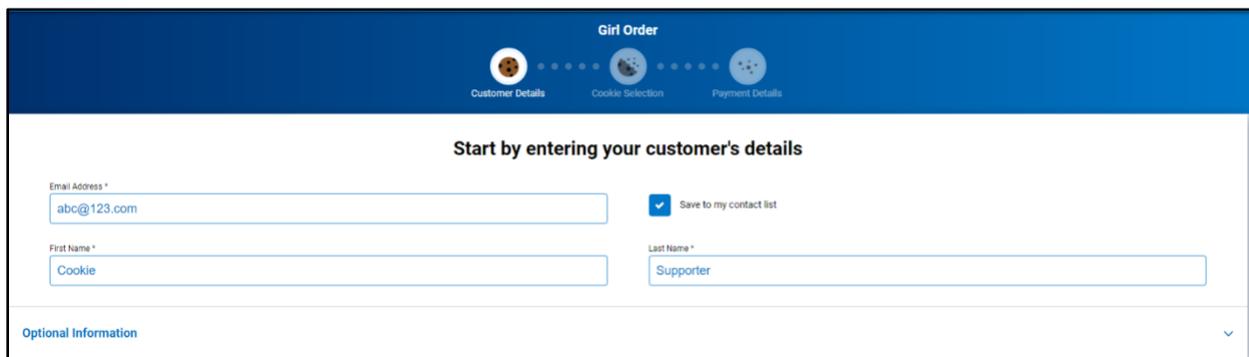
- Note: Another option for selling cookies in person is using your QR code to share your Girl Sales Link. See the **Share Your Sales Link** Smart Cookies Guide for step-by-step instructions..

The instructions below are for entering a customer's order in Smart Cookies through your own account on your own device:

1. Select **Take Cookie Order** on the **My Orders** tab.



2. Enter in the required information, and then click **Next**. If you will deliver their cookies to their house at a later time, enter their address. However, the address field is not required.

A screenshot of the 'Girl Order' form in the Smart Cookies application. The form is titled 'Start by entering your customer's details'. It features three main sections: 'Customer Details', 'Cookie Selection', and 'Payment Details'. The 'Customer Details' section includes fields for 'Email Address *' (with the value 'abc@123.com'), 'First Name *' (with the value 'Cookie'), and 'Last Name *' (with the value 'Supporter'). There is also a checkbox labeled 'Save to my contact list' which is checked. Below the main form is an 'Optional Information' section with a downward arrow.

3. Enter in the number of packages that the customer has requested. At the bottom of the order sheet, you will see the total packages, and total amount due.

Enter your cookie order!			PACKAGES
	Cookie Share ?	\$0.00	<input type="text" value="0"/>
	Thanks-A-Lot ?	\$0.00	<input type="text" value="0"/>
	S'mores ?	\$5.00	<input type="text" value="1"/>
	Lemonades ?	\$10.00	<input type="text" value="2"/>
	Shortbread ?	\$0.00	<input type="text" value="0"/>
	Thin Mints ?	\$0.00	<input type="text" value="0"/>
	Peanut Butter Patties ?	\$5.00	<input type="text" value="1"/>
	Caramel deLites ?	\$10.00	<input type="text" value="2"/>
	Peanut Butter Sandwich ?	\$0.00	<input type="text" value="0"/>
	Caramel Chocolate Chip ?	\$0.00	<input type="text" value="0"/>
Totals		\$30.00	6

4. Enter the Delivery & Payment Details. If they have ordered but not received cookies, select Ordered. If they ordered and received their cookies, select Delivered. This will help you keep track of your orders and who still needs to receive cookies and/or pay.

5. If you select "yes" they have paid, you need to select cash, check, or credit, and then click **Next**.

Delivery & Payment Details

Status

Ordered
 Delivered
 Cancelled

Paid

No
 Yes

Payment Method

Cash
 Check
 Credit Card

6. For credit card orders:
 - a. Enter the credit card information
 - b. Select **Pay Now**
 - c. You are done! The customer will get an email confirmation.

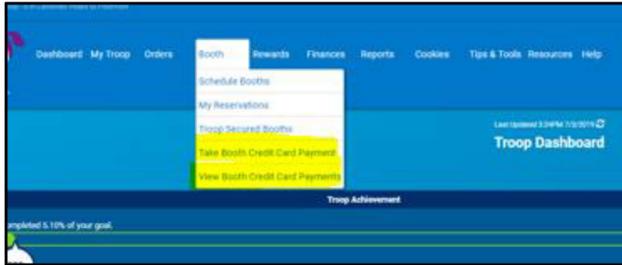
7. The **Manage My Orders** page will automatically appear to show that order and all other orders you have taken.

Booth Credit Cards – Smart Cookies Guide

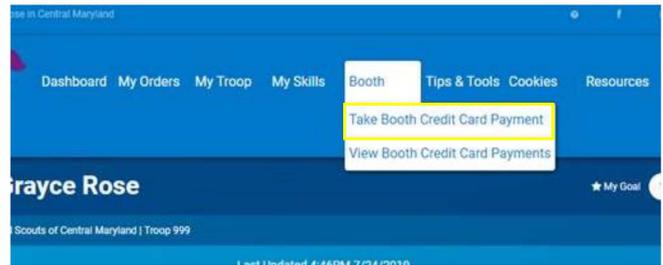
Smart Cookies allows you to accept payments at a booth using the Booth Credit Card Payment function. Log into your troop or Girl Scout account at the start of your booth to be ready to take credit card payments.

1. In either the troop or girl account, log into Smart Cookies and select **Take Booth Credit Card Payment** under the **Booth** tab.

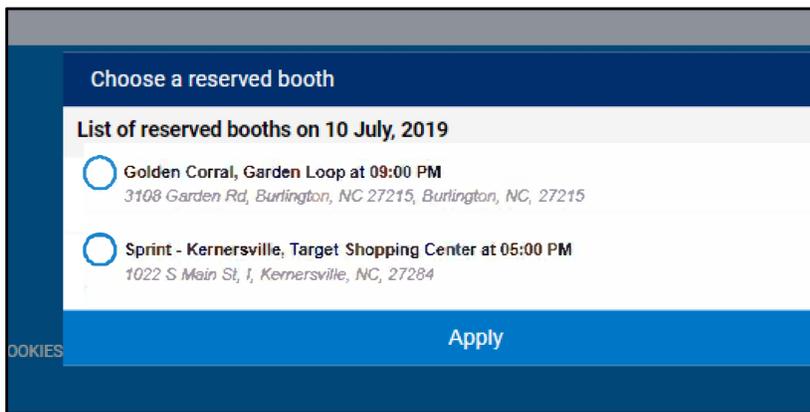
Troop Perspective



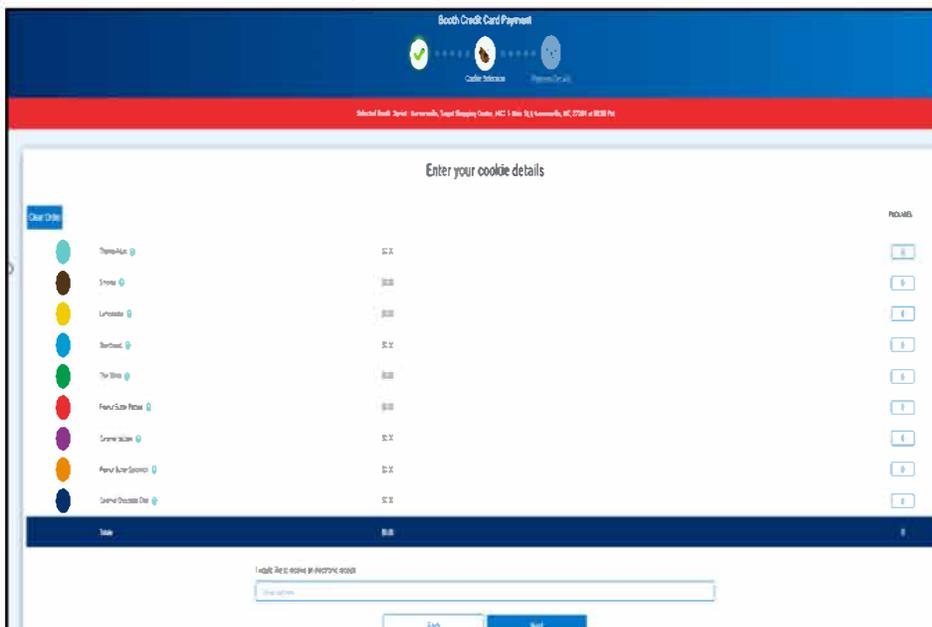
Girl Perspective



2. You should see all of your troop's reserved booths for the current day. Select the applicable booth, and click **Apply**.



3. Enter the customer's order by variety.



4. Ask your customer if they would like to receive a receipt. If so, enter the customer email and then click **Next**. If not, click **Next**.
5. Enter credit card information and click **Pay Now**.

The screenshot shows a mobile payment interface titled "Booth Credit Card Payment". At the top, there is a progress indicator with three steps: "Cookie Selection" (completed with a green checkmark), "Payment Details" (completed with a green checkmark), and a third step (incomplete with a grey circle). Below the progress bar, the location is identified as "United Booth Sprint - Kernersville, Target Shopping Center, 1022 S Main St, Kernersville, NC, 27284". The main content area prompts the user to "Please enter the customer Credit Card information" and displays a "Total \$4.00". Below the total, there are logos for American Express, VISA, and Mastercard. The form includes several input fields: "CARD NUMBER*" (with a masked number "XXXX XXXX XXXX XXXX"), "CARD EXPIRATION*" (with "MM / YYYY"), "CARD CVV*" (with "CVV"), and "CARD HOLDER BILLING ADDRESS ZIP CODE*" (with "12345"). At the bottom, there are two buttons: "Back" and "Pay Now".

6. When payment is processed, a confirmation screen will appear.

Share Your Sales Link – Smart Cookies Guide

When you share your Girl Scout Cookie sales link with customers, they can visit your sales page, place an order, and pay for it within Smart Cookies. If you have the Girl Scout delivery option turned on, your customers will be able to select “Girl Scout delivery” or “direct ship” before placing their order. If you have the Girl Scout delivery option turned off, they will only be able to select "direct ship".

How to find your Cookie Sales Link in Smart Cookies and share it with customers:

1. Navigate to the **Share My Cookie Link** button on the **My Orders** tab.



2. Scroll to the bottom of the page, and copy the link under **My Smart Cookies Social Media Link**:

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!



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

3. Share your link or QR code with your customers. Select **Print Handout** to see your unique QR Code.
 - a. You can share it directly with people via text and email (try the e-card function built right in to Smart Cookies!)
 - b. While following Girl Scouts River Valleys Cookie Program Digital Sale & Social Media Policy (GirlScoutsRV.org/Policies), share your sales link on social media.
 - c. Put your unique QR code on business cards, door hangers, “Lemonades-stand” posters
 - d. You can also use the QR code to collect contactless payments when selling in person. Have your customer scan the code, place their order, and pay for it on their device. Then you can approve the order in Smart Cookies, hand them the cookies, and mark the order as delivered.

How to turn the option for Girl Scout delivery on and off:

1. Throughout the cookie season, each family is in control of what options they will offer to customers who place an order via a girl's Cookie Sales Link.
2. In Smart Cookies under **Edit Profile** (the person icon in the top left corner), check or uncheck the box that says **Opt in for Social Link Girl Delivery Order**.

The screenshot shows a profile page for 'GirlCindy's Profile' at Girl Scouts of Central Maryland, Troop 999. The user is 'GirlCindy GirlSchafer'. The page includes fields for 'Current Password', 'New Password', and 'Re-Enter Password'. A red arrow points to a green checkmark in a box labeled 'Opt in for Social Link Girl Delivery Order'. Below this is the 'Parent/Guardian Info' section with fields for 'Parent/Guardian First Name', 'Parent/Guardian Last Name', 'Parent/Guardian Email', and 'Parent/Guardian Phone Number'. At the bottom, there is a warning icon and the text 'Please contact your troop leader if any of the information provided above is incorrect', along with 'Back' and 'Save' buttons.

When the Girl Scout delivery option is turned **ON**:

1. Customers who visit your Cookie Sales page will see "Place an order for direct ship" and "Place an order for girl delivery" buttons.
2. If they select **Girl Scout Cookie Delivery Order**, they will place their order and enter their payment information.
3. Once their order is placed, the parent/guardian will receive an email. Please see the Smart Cookies Guide titled "Review and Approve" for more information about approving/denying girl delivery orders in Smart Cookies.
4. After the order has been approved in Smart Cookies, the customer's method of payment will be charged, and you can deliver the order via a contactless porch drop off.

When the Girl Scout delivery option is turned OFF (the opt-in box is not checked):

1. Customers who visit your Girl Scout's Cookie Sales page will see a "Place an order for direct ship" button.
2. They will place their order and enter their payment information.
3. These orders will be shipped directly to the customer from the baker. It doesn't affect your personal inventory, or your troop's inventory. You will be credited for selling these packages.

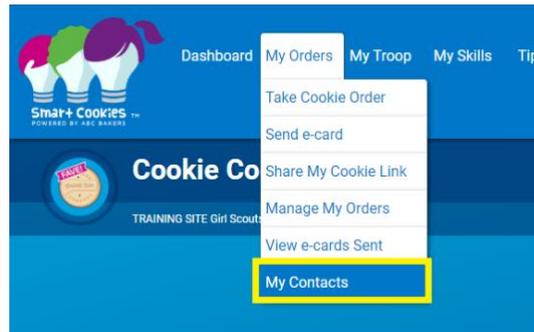
Manage Contacts, Send E-Cards, and Review E-Cards - Smart Cookies Guide

Manage Contacts

If you will be sending E-cards to your customers via email, you may want to add them to your contacts in Smart Cookies to expedite the E-card process.

To add contacts one at a time:

1. Select **My Contacts** in the **My Orders** tab



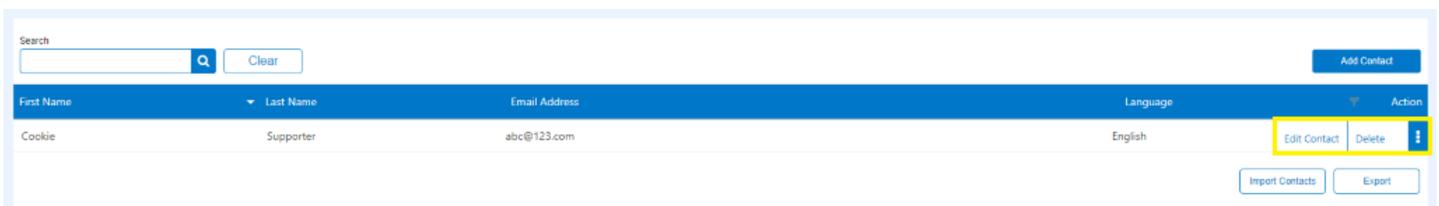
2. In the top right corner, select **Add Contact**.



3. Enter the First and Last Name, Email, and any other contact information you will need throughout the sale. Then click **Save**.

A screenshot of the 'Add a new contact' form. The form is titled 'Add a new contact' and has a close button (X) in the top right. Below the title, it says 'Required fields indicated by *'. The form is divided into two columns. The left column contains: 'First Name *' (Sue), 'Last Name *' (Smith), 'Email *' (sue.smith@gmail.com), and 'Phone Number' ((987) 654-3210). The right column contains: 'Home Address' (111 Lemonade Lane), 'Suite/Apt. #' (1), 'City' (Shortbread Shores), 'State' (Minnesota), and 'Zip Code' (55123). At the bottom right, there is a 'Language *' section with radio buttons for 'English' and 'Spanish'. At the bottom of the form, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted in yellow.

4. Edit or delete a contact by selecting the three dot icon on the right side of the **My Contacts** page.



To add contacts in bulk from a spreadsheet:

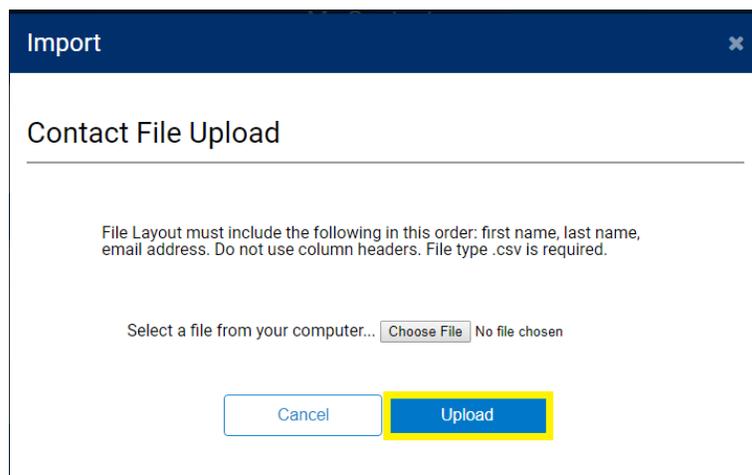
1. Enter all your contacts into an Excel spreadsheet, organized by columns: first name, last name, email address. Do not use headers. See the example below:

Sue	Smith	Sue.smith@gmail.com
Patricia	Parker	pparker@yahoo.com
Jenny	Johnson	Jj123@msn.com

2. Save your file type as CSV (Comma Delimited)
3. Select **Import Contacts** in the bottom-right corner of the **My Contacts** page.



4. Select the file from your computer, and press **Upload**



Send E-Cards

1. Select **Send e-card** from the **My Orders** tab.
2. Select the contacts you wish to send the ecard to or add a new contact on the bottom line.

Who do you want to send e-card to?

Search

Name	Email Address	Language	Send e-card
Alexander Anderson	Anderson@yahoo.com	English	<input checked="" type="checkbox"/>
Betty Brown	brown.betty@aol.com	English	<input checked="" type="checkbox"/>
Cookie Supporter	abc@123.com	English	<input checked="" type="checkbox"/>
Gary Garcia	GG1965@msn.com	English	<input checked="" type="checkbox"/>
Jenny Johnson	JJ24@hotmail.com	English	<input type="checkbox"/>
Patricia Peterson	PattyPeterson@email.com	English	<input checked="" type="checkbox"/>
Sue Smith	ssmith@gmail.com	English	<input type="checkbox"/>

English Spanish

Next

- Press **Next**
- All customers will be given the option to have cookies shipped directly to them from the baker. If you would like to add the option for girl delivery for nearby customers, check the **Girl Delivery** box. Then click **Next**.

Name	Email Address	Language	Direct Ship	Girl Delivery
Alexander Anderson	Anderson@yahoo.com	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Betty Brown	brown.betty@aol.com	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cookie Supporter	abc@123.com	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gary Garcia	GG1965@msn.com	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jenny Johnson	JJ24@hotmail.com	English	<input type="checkbox"/>	<input type="checkbox"/>
Patricia Peterson	PattyPeterson@email.com	English	<input type="checkbox"/>	<input type="checkbox"/>
Sue Smith	ssmith@gmail.com	English	<input type="checkbox"/>	<input type="checkbox"/>

- Create your personal Messages. Check as many messages as you would like and be sure to fill in the blanks! Then click **Next**.

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

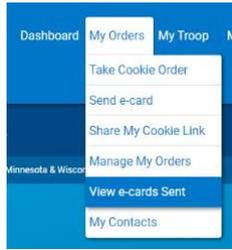
You can always select "Cookie Share" and the packages sold will be donated to:

Thank you for supporting Girl Scouts!

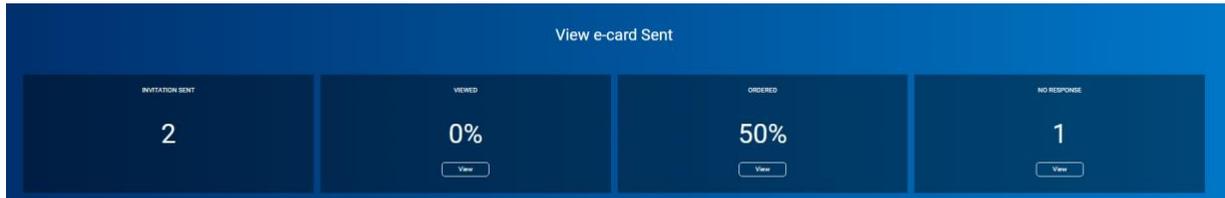
- Review your messages and the recipients. When everything looks good, click **Send Now**. You will see a confirmation message that your e-card was sent.

Review Sent E-Cards

- Select **View E-card Sent** under the **My Orders** tab. On this screen, you will see all orders placed by e-card.



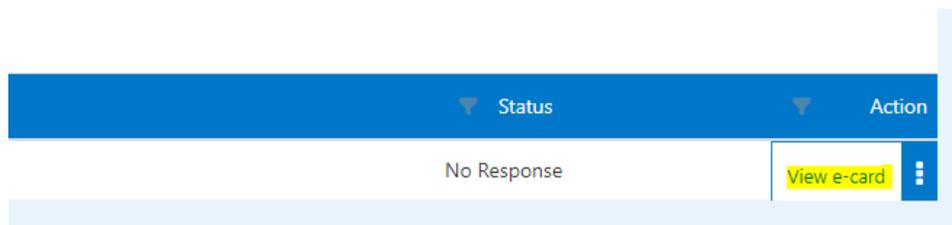
- The top four boxes show how many e-cards have been sent, percentage that have been viewed, percentage of orders placed via e-card, and how many e-cards have not been opened.



- On the grid below, you can see the date each e-card was sent, the customer name and email address, and the status of either Viewed, Ordered, or No Response.

Date Sent	Name	Email Address	Status	Action
January 22, 2021	Girl Scouts	gsrv@girlscoutsrv.org	No Response	

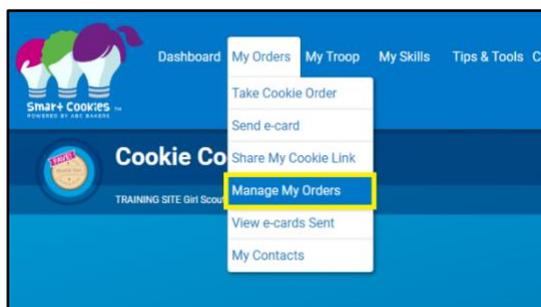
- You may also view the e-card sent by pressing the three dots icon on the right side.



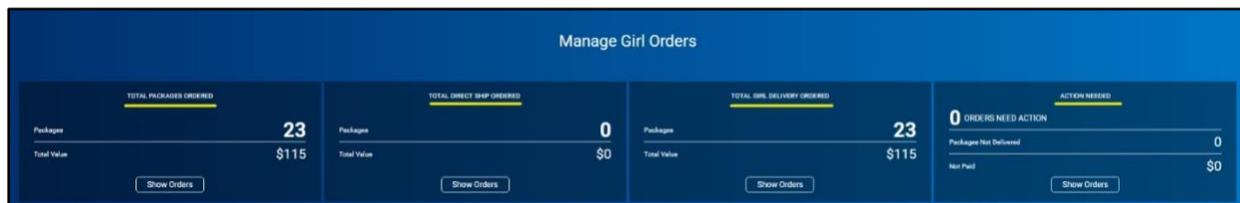
Review and Approve Orders – Smart Cookies Guide

Through the Manage My Orders tab, you'll be able to track your girl's online sales and review any orders that were entered in-person. If you will be participating in online orders for girl delivery, it will be important to approve orders in a timely manner. Read on to learn more about tracking orders in Smart Cookies.

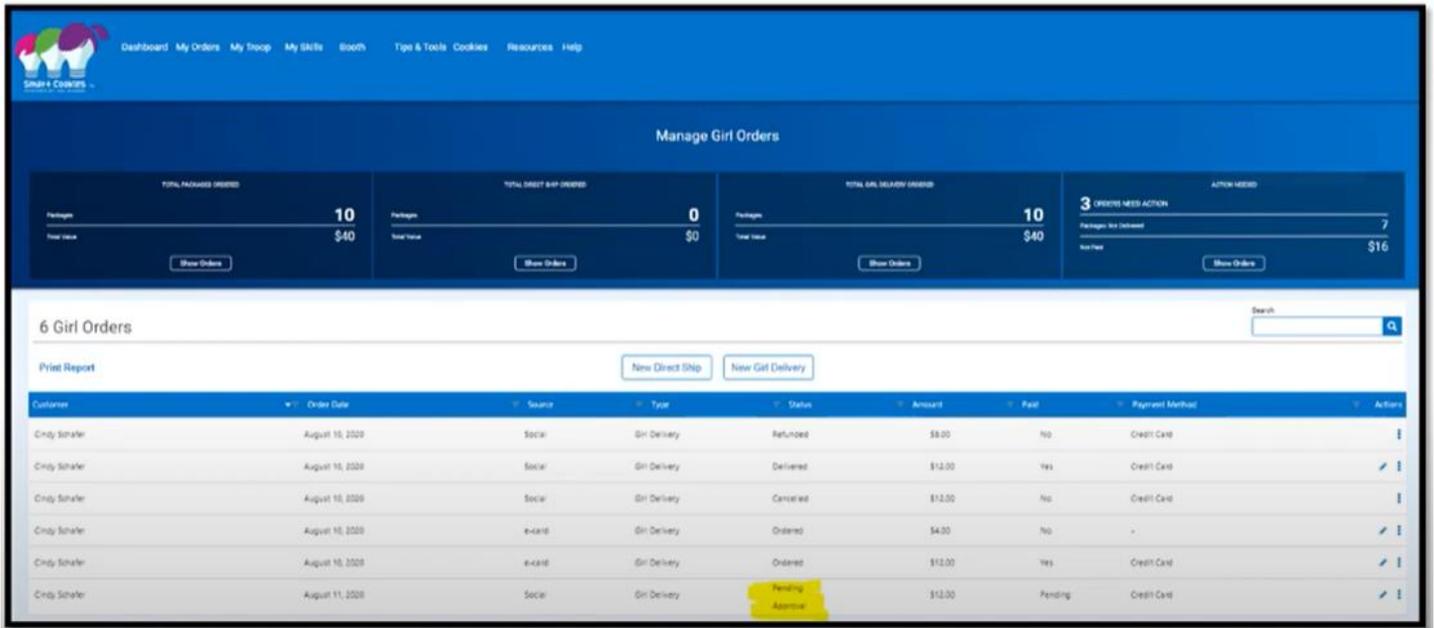
1. Select **Manage My Orders** on the **My Orders** tab.



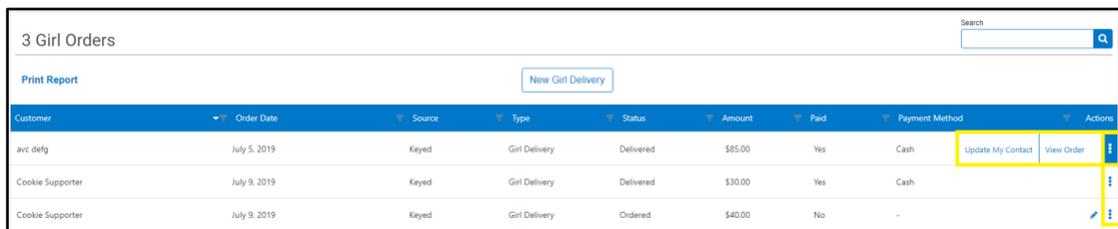
2. At the top you will see **Total Packages Ordered**, **Total Direct Ship**, **Total Girl Delivery**, and **Action Needed**. If you have any orders that still need to be approved, delivered, or paid for, they will appear under **Action Needed**.



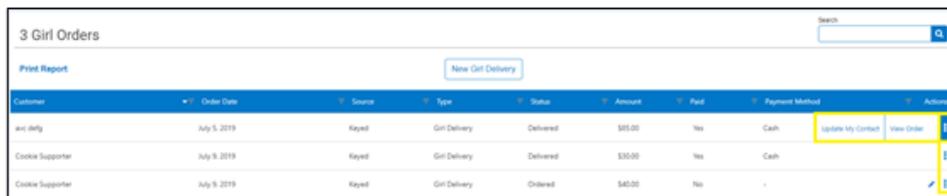
3. Below that, you will see a table of all the orders that customers have placed with you. This includes:
 - a. Orders placed by someone you sent an e-card to
 - b. Orders placed by someone who clicked on your sales link on social media or via text
 - c. Orders placed by someone who scanned your Girl Sales QR code
 - d. Orders that you entered into Smart Cookies on behalf of a customer
4. This table on the Manage Orders screen will show you the source of the order, the status of the order, and whether it has been paid for. The possible statuses are:
 - a. Pending Approval - Someone has requested an order to be delivered by your Girl Scout, and it needs your approval.
 - b. Ordered - The order has been placed and approved, but not delivered yet.
 - c. Direct Shipped - The order has been delivered to the customer.
 - d. Canceled – The order was canceled by you or the customer before it was approved.
 - e. Refunded – The order was refunded after it had already been approved.



5. To view an order and edit the contact information, select the three dots icon on the right side.

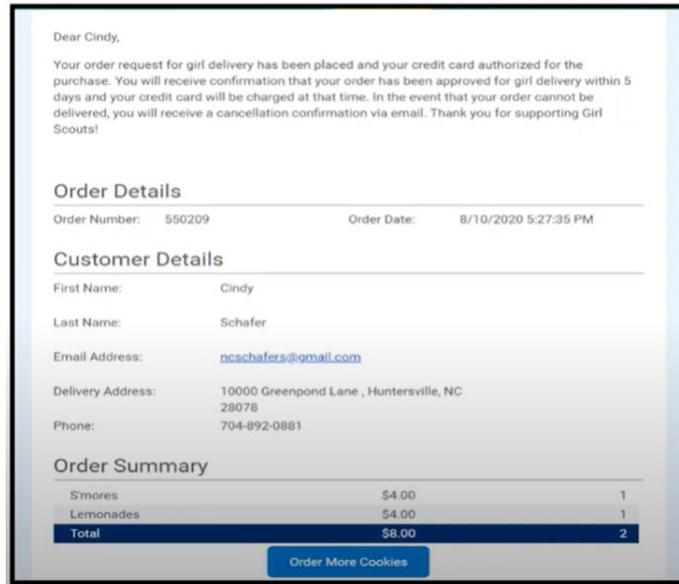


6. To update the status of an order (mark order as delivered or change payment status), click the pencil icon on the right side. It is important to keep each order's status up to date, so that your Manage Orders screen is always accurate.

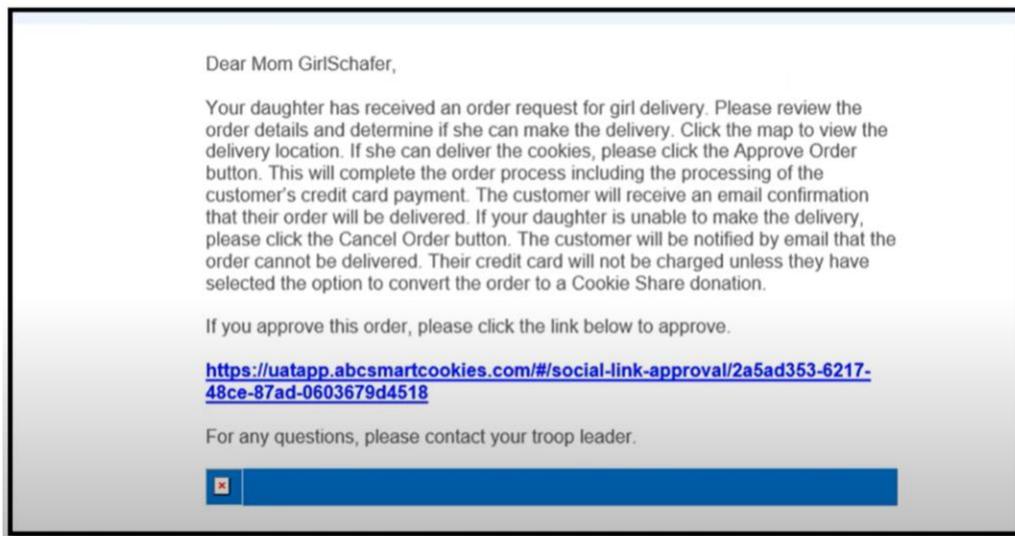


Approve or Cancel Requests for Girl Delivery:

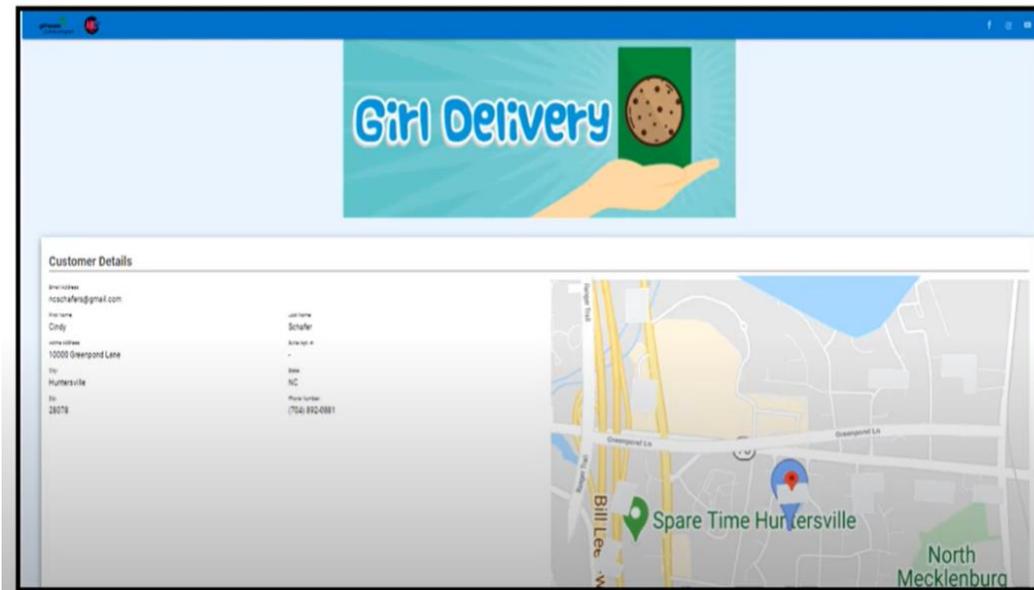
1. When a customer visits your Girl Sales Link and places an order for girl delivery, they will receive an email letting them know the order was placed, and that it is pending approval. Their credit card will not be charged until the order has been approved.



- The parent/guardian associated with the girl's Smart Cookies account will get an email that an order was placed and needs to be reviewed. Orders must be reviewed and either approved from the link in the email within 5 days of the order being placed. Orders cannot be approved in Smart Cookies, but you can resend the email in Smart Cookies. Orders that are not approved within 5 days will be automatically canceled in Smart Cookies.



- When the parent receives an email notification regarding a girl delivery order, click on the link in the email to approve. You can review the order details as well as see the customer's address on an interactive map to confirm it is in an area where you can complete delivery.



- Then, review the cookie types and quantity to make sure you can fulfill the order (either by using inventory you have on hand, or by placing an order with your troop cookie manager to get more from the cupboard). After carefully reviewing the details of the order, click Cancel or Approve.

Cookie Packages		Order Details	
 Shortbread	1	Order Number: 550223	Date Ordered: Aug 11, 2020
 Lemonades	1	Source: Social	Type: Girl Delivery
 S'mores	1	Status: Pending Approval	Payment Method: Credit Card
Total	\$12.00	Paid: Pending	Selected for Donation if Undeliverable?: No
<input type="button" value="Cancel"/> <input type="button" value="Approve"/>			

- If you approve the order, the customer will get a follow-up email letting them know it will be delivered and their credit card will be charged. They will also get an email if their order was cancelled, and their credit card will not be charged.

Dear Cindy,

Great news! Your Girl Scout cookie order has been approved for delivery to the address entered when the order was placed. **Your credit card has been charged for the order** and your cookies will be delivered as soon as they arrive from the bakery. Thank you for supporting Girl Scouts!

Order Details

Order Number: 550209 Order Date: 8/10/2020 5:27:35 PM

Customer Details

First Name: Cindy
 Last Name: Schafer
 Email Address: ncschafer@gmail.com
 Delivery Address: 10000 Greenpond Lane, Huntersville, NC 28078
 Phone: 704-892-0881

Order Summary

S'mores	\$4.00	1
Lemonades	\$4.00	1
Total	\$8.00	2

6. Once the order is approved, the status on the Manage Orders screen will change from Pending Approval to Ordered. Remember to change the status from Ordered to Delivered once the cookies have been dropped off with the customer.

Edit a Cookie Order for Girl Delivery

If a Girl Scout receives an order for delivery but does not have all the varieties to fulfill the order, the order can be adjusted in Smart Cookies prior to approval. First, the Girl Scout should connect with the customer to inform them of the need to adjust the order and see if they are okay with swapping a variety. Next, you will enter the adjustment in Smart Cookies. The total packages ordered must remain the same, after the adjustment. For example, if the Girl Scout is out of Lemonades, remove one package of Lemonades and add a package of a variety she has in stock.

1. Go to My Orders, then Manage My Orders
2. Locate the customer order and click on the pencil to open the edit screen for the order
3. Scroll down to the bottom of the page and click Next
4. The cookie order screen will appear. Enter the updated cookie order. The total package order must remain the same. Then, click Save
5. The customer will receive an email to alert them that the order has been edited