

This document contains questions and answers on the following general topics.

- General Program Information
- Proceeds and Rewards
- Initial Orders and Deliveries
- Cookie Booths
- Cookie Cupboards
- Digital Cookie

New questions and answers added since January 12:

- Can families share their Girl Scout’s cookie sales link on neighborhood Facebook pages?
- Can families share their Girl Scout’s cookie sales link on family-owned business pages?
- Why isn’t Gluten-Free Caramel Chocolate Chip (GFCCC) an option for girl delivery?
- Why is Smart Cookies saying I have On Hand Inventory when we don’t have cookies yet?
- What cookies counted towards Initial Order Rewards?
- Do I need to take any action for Initial Order Rewards?
- How do I know if my girl(s) earned the Initial Order Rewards?
- Is anything else changing with rewards?
- When will my girl receive her Initial Order Reward?
- Will you offer Initial Order Rewards next year?
- Is there a way to change the initial order dates to give us more time?
- What are delivery stations for our initial orders? Why do I see someone’s home and not the office?
- UPDATED: When will the initial order cookies be delivered? When will we receive our schedule?
- UPDATED: What if my girls/parents don’t want to use Digital Cookie?

To use this document, please press Ctrl + F to bring up the search bar. Then, search the document using key words. If you or your team is receiving other questions that would be beneficial to add to this document, please send them to the Cookies+ Team via cookies@girlscoutsmoheartland.org.

General Program Information

Where do I find the Cookie Program Forms?

All forms are linked on the Cookie Resources page:

<https://www.girlscoutsmoheartland.org/en/members/for-volunteers/for-volunteers-cookie-resources-abc.html>.

UPDATED: Can I print off a form and mail it to you? (Applies to all forms.)

No. All forms for the 2024 Cookie Program are online and need to be completed digitally through the link provided. No printed or amended forms will be accepted.

Can I update my email to receive Cookie Crumbles?

Yes! Cookie Crumbles will be sent to the email address associated with membership. To update that email with us, please call 877-312-4764 or email info@girlscoutsmoheartland.org with your request.

Will troops and service units be able to order Cookie Merch again for the 2024 Cookie Season?

Yes, we will be offering Cookie Merch for the 2024 Cookie Season. Volunteers can purchase Cookie Merch items here: <https://girlscoutsmoheartland.wufoo.com/forms/m1rf1tvf05jq3m3/>.

Is the Girl Permission and Adult Responsibility Agreement form online? If so, how will the troop leaders be notified when these are filled out?

Parents can find the 2024 Cookie Program Permission & Responsibility form on our website and/or in the Cookie Scoop. Direct link here: <https://girlscoutsmoheartland.wufoo.com/forms/mk09uf20ywfzk3/>.

Parents will receive a confirmation email that they are instructed to forward to their troop leader. In addition, we're working on a way to notify troops of submission. Our process is still being mapped. However, we do recommend Permission & Responsibility forms to be completed at family meetings. If a smart phone, tablet, or laptop is available, having parents complete the form at that meeting would ensure your troop is covered.

Will we still be using the National Girl Scout Cookie Finder?

Yes! This is a great resource for our customers when looking for cookies. Troop's Direct Ship Only link will appear in the finder when activated on/after January 24, as well as any approved Cookie Booths in Smart Cookies.

Can we use neighborhood apps to sell?

Girl-led cookie sales come first! If a Girl Scout and her adult is comfortable using technology to connect with neighbors and customers, it is encouraged to share her participation in the Cookie Program. Please

know that girls or their parents cannot sell or take money for the Girl Scout Cookie Program on public buy and sell sites. Girl safety is our priority, caregivers should use their own judgement in guiding their Girl Scout through the Cookie Program.

NEW: Can families share their Girl Scout’s cookie sales link on neighborhood Facebook pages?

Neighborhood sites are acceptable, when done appropriately. Neighborhood sites are acceptable as long as the neighborhood site is the neighborhood in which the Girl Scout or her caregiver resides, and it is based around the community (not buying and selling within that neighborhood). The one line we don’t want to cross is we never want to sell or take money for the Girl Scout Cookie Program through online sales sites such as eBay, Craigslist, Amazon, Facebook Marketplace, and public buy & sell sites.

NEW: Can families share their Girl Scout’s cookie sales link on family-owned business pages?

Family-owned business pages are generally acceptable. We consider this the digital version of taking an order card to work, caregivers can post their Girl Scout’s direct link. However, we would still encourage sharing of the Cookie Finder once Direct Sales begin to share all the ways customers can purchase.

NEW: Why isn’t Gluten-Free Caramel Chocolate Chip (GFCCC) an option for girl delivery?

Our troops sold an impressive amount of GF Caramel Chocolate Chip cookies during initial orders! These cookies are in limited supply and GSMH only receives a limited amount with no option for restocks. GFCCC will not be available in Cookie Cupboards and unavailable for girl delivery, unless your troop has leftover inventory from initial orders. GFCCC will be available on Direct Ship orders until supplies last.

NEW: Why is Smart Cookies saying I have On Hand Inventory when we don’t have cookies yet?

For Initial Orders, each flavor is rounded up to the nearest case. The packages used to round up create the On Hand Inventory you see. The troop will be responsible for selling these extra packages.

Proceeds and Rewards – Initial Order Rewards

NEW: What cookies counted towards Initial Order Rewards?

Every cookie sold during the Initial Order period was counted towards girls’ initial order rewards. Previously, due to system limitations, direct ship orders were excluded. We knew this did not support the hard work of our girl entrepreneurs—we advocated for their efforts and worked to make sure all sales counted.

NEW: Do I need to take any action for Initial Order Rewards?

No action is needed at this time—these initial rewards will be delivered directly to Service Unit Cookie Chairs around February 2—the rewards will be available to pick up from your service unit during Initial Order Cookie Delivery.

NEW: How do I know if my girl(s) earned the Initial Order Rewards?

Troop Volunteers can access a report in Smart Cookies that will tell you which girls in your troop qualified and earned these Initial Order Rewards.

1. On your dashboard, head to Reports – Current.
2. Click ‘Rewards’ under report categories and select ‘Recognition Order Summary by Girl.’
3. Click ‘Go to Report.’
4. Scroll down to the bottom and click ‘View Report.’

NEW: Is anything else changing with rewards?

Nothing else is changing with rewards at this time.

NEW: When will my girl receive her Initial Order Reward?

Initial rewards will be delivered directly to Service Unit Cookie Chairs around February 2—the rewards will be available to pick up from your service unit during Initial Order Cookie Delivery (February 7-16).

NEW: Will you offer Initial Order Rewards next year?

Planning for the 2025 Cookie Season will not begin until after the 2024 Cookie Season is completed. If you would like to share your thoughts on Initial Order Rewards or anything else related to the Cookie Program—please look out for and complete our end-of-season survey, coming this April.

If a troop chooses the 5-Cent Option instead of rewards, will the girls receive the initial order recognitions?

The initial order early recognition is for all Girl Scouts including those who choose the 5-cent Option. Should a troop select the 5-cent Option they will opt out of all rewards except the initial order early recognitions. This is the same for the Travel Rewards Option.

Proceeds and Rewards - Troop Bonus

Can troops earn an extra 25 cents per package?

Yes, troops have the opportunity to earn an extra 25 center per package sold if they complete and are eligible for the Troop Bonus. Troop Bonus can be earned in 5 tiers at 5-cents per tier, up to 25 additional cents per box (on top of base proceeds of 70 cents). JCSA troops can earn an extra 5-cents per package if they choose not to earn recognition items. Those troops can earn up to \$1.00 in troop proceeds.

For the Family Meeting requirement, are there any steps that need to be completed to notify you that we hosted a Family Cookie Meeting?

No, that is an "on your honor" checkbox on the Troop Bonus form.

If a Girl Scout only participates in cookie booths, is she still considered to have "participated" in the Cookie Program for the 90% participation requirement?

Yes, girls are counted as participating if they have cookies allocated to them in the system. So as long as booth cookies are allocated, that Girl Scout will be counted as participated.

How many Cookie Booths does a troop have to do to be eligible for Troop Bonus?

Troops must host at least two cookie booths (entered and approved in Smart Cookies).

If the service unit hosts a troop training, does the troop still need to complete the training on gsLearn?

At least one troop volunteer must complete the training on gsLearn for that troop to qualify for the Troop Bonus.

In regard to the Troop Bonus, do online girl delivered orders count towards the 225+?

For the Tier 5 of the Troop Bonus, the troops total online sales only refers to direct ship orders.

If a troop has girls on the ineligible list, will those girls count towards their 90% participation?

The 90% participation requirement for the Troop Bonus will be calculated based on the number of girls eligible to sell in the troop.

Adding a new girl to our troop will impact our Troop Bonus—why are you recruiting now?

We are a membership organization—we recruit year-round to give as many girls as possible the opportunity to participate! Our goal will never be to penalize troops for being welcoming and inclusive to new members. We try our best to calculate the Troop Bonus based on numbers of girls participating. If a new girl joins the troop and does not participate in the Cookie Program, it should not impact the Troop Bonus.

Proceeds and Rewards – Other

What if my troop only has 1 girl interested in the 5-Cent Option and the rest want rewards?

All girls must agree to the 5 Cent Option. It will be a troop decision.

For the Sock Panda recognition, will girls receive 4 sets of socks?

Yes, if a girl does earn the Sock Panda recognition at the 600+ packages level, they will receive 4 sets of socks.

Can a girl use her Cookie Credit to attend the Travel Reward Option?

Yes, if a girl doesn't earn the Travel Reward, she can choose to help pay her way with any Cookie Credit she has earned.

Once a girl and their adult choose their recognition items, will that appear in Smart Cookies?

When an adult enters their girl's recognition choices in Digital Cookie, this does not automatically transfer into Smart Cookies. Troop leaders must pull the Rewards report found on their troop dashboard in Digital Cookie and enter those choices for each girl in Smart Cookies.

Initial Orders and Deliveries

NEW: Is there a way to change the initial order dates to give us more time?

No, it is not possible to change these dates. Our Cookie Season dates are set months in advance to coordinate all the moving pieces. However, the Service Unit Chairs and the Cookies+ Team are here to help! The Service Unit Chairs have January 20-21 to review their troops, and then the Cookies+ Team reviews everything on January 22 before final submission.

NEW: What are delivery stations for our initial orders? Why do I see someone's home and not the office?

For Initial Orders, those cookies get delivered directly to the Service Unit—no traveling to a Cookie Cupboard! A Delivery Station is the exact address of delivery set up by the Service Unit Cookie Chair, and is sometimes (but not always) their home address. Before a Troop can submit their Initial Order in Smart Cookies, the Service Unit Delivery Station must be entered in Smart Cookies by the Service Unit Cookie Chair (deadline of January 17).

The Cookie Scoop states the end of the initial order period is January 5-19, however, there is also a date of January 21. Can you explain the different dates?

Girls can start taking orders by going door-to-door with their Order Cards beginning on January 5. They have until January 16 to enter/submit their initial orders in Digital Cookie. Troop leaders have until January 19 to make any edits to the troop initial order before it goes to the Service Unit Cookie Chair to review. The Service Unit Cookie Chair has until January 21 to review the initial orders.

Where does the troop enter their initial order?

Troops will enter their initial order in Smart Cookies. Girls are the only ones who will enter an initial order in Digital Cookie. The cookies girls enter will populate in Smart Cookies. This will allow troops to review, add booth cookies, and submit the order.

UPDATED: When will the initial order cookies be delivered? When will we receive our schedule?

Initial Order Deliveries will take place between February 7 to February 16. Getting these dates out quickly is a priority. We submitted our Initial Order to ABC on January 23. From there, our delivery agents take those numbers and addresses and map out their delivery route with the trucks and workers they have available. Typically, this takes at least a week. We're hopeful to have those dates by February 1. It is a priority to get delivery dates as early as we can this year—if your service unit has specific needs, please contact the Cookies+ Team via info@girlscoutsmoheartland.org.

Will Ranger Drops be an option for the 2024 Cookie Season?

Ranger Drops (deliveries scheduled outside of the Delivery Agents deliveries) will not be necessary for the 2024 Cookie Season. Deliveries will be completed February 15/16 and the Direct Sales Period begins Friday, February 16—every service unit should have their cookies prior to the opening of Cookie Booths.

Cookie Booths

Do we secure Cookie Booths in Smart Cookies or Digital Cookie?

Troops will still be securing all Cookie Booths in Smart Cookies. Once a booth is secure, that information will be transferred over to Digital Cookie.

Are we able to host a booth out of council?

No. We are only allowed to host Cookie Booths within our council jurisdiction, out of respect for the surrounding councils.

Do troops need to stay within their service unit when securing/scheduling Cookie Booths?

If a booth is available in Smart Cookies, it is available to all troops. Troops are able to sign up for and/or secure Cookie Booths anywhere in our council. Troops can also secure their own booths at any locations not on the community partner list.

Are troops allowed to reserve booths outside their county?

If a booth is available in Smart Cookies, it is available to all troops! Troops are able to sign up for and/or secure Cookie Booths anywhere in our council. Troops can also secure their own booths at any locations not on the community partner list.

Are we limited to whatever booth spots are listed in Smart Cookies?

Troops can also secure their own booths at any location not on the community partner list. Our community partners do not take calls from individual troops.

Do Cookie Stands need to be entered in Smart Cookies?

Cookie Stands are an individual girl Cookie Booth with their designated adult. Cookie Stands should not be entered in Smart Cookies. Full guidelines for Cookie Stands are on page 25 of the Cookie Scoop.

Are volunteers able to reach out to stores to secure Cookie Booths?

Troop leader and service unit volunteers are able to reach out to stores, as long as they are not on the Cookie Booth Community Partners list [found here](#).

Do Service Unit Cookie Chairs have the ability to enter Cookie Booths in Smart Cookies for troops?

Yes, Service Unit Cookie Chairs have the ability to enter in Cookie Booths troops.

Cookie Cupboards

Where are the Cookie Cupboards for the 2024 Season?

We currently have Cookie Cupboards secured in the following locations: Ashland, Camdenton, Cape Girardeau, Columbia, Dexter, Frontenac, Houston, Jefferson City, Joplin, Lamar, Monett, Rolla, Sedalia, Sikeston, Springfield, and Waynesville.

What if we don't have a Cookie Cupboard near us?

We work with and rely on volunteers to secure Cookie Cupboards each year. If you are interested in hosting a Cookie Cupboard, please send a case to info@girlscoutsmoheartland.org and the Cookies+ Support Specialist will reach out to you.

Digital Cookie

For the most updated FAQs released by GSUSA, please visit the [DC24 Cloud FAQs](#).

To review the known issue tracker and release notes, please visit the [Digital Cookie Issue Tracker](#).

Are Digital Cookie online sales really safe?

We can assure you that the Digital Cookie platform emphasizes the safety of both girls and customers. Before girls are allowed to set up their site, they are required to learn about Internet safety and take an Internet Safety Pledge and adults agree to our Terms and Conditions before using the web-based platform. No addresses or personal information is shared that compromises safety, and parents/caregivers approve all girl delivery orders (and can even deny orders when the customer is unknown).

If a girl has multiple households, how does Digital Cookie work? Can girls be listed under multiple adults?

Girls can only have one login to Digital Cookie. This is a system limitation that we cannot change. For girls with multiple caregivers, they will both need to complete a Permission and Adult Responsibility form, and then need to share access to their Girl Scout's Digital Cookie site.

We are not receiving confirmation or approval emails for Girl Delivery Orders. Is this normal?

New this year, Digital Cookie does not send confirmation emails for every order. Confirmations by parents are now done on Digital Cookie, not via email. However, if a girl has any unapproved orders, the system will send one email each night as a reminder.

Is Digital Cookie replacing Smart Cookies?

No, we will still have both platforms. For the 2024 Cookie Season, girls will only be using Digital Cookie, they will not have a log in for Smart Cookies. Our troop and service unit volunteers will primarily be using Smart Cookies for their order and rewards management. However, Digital Cookie will be the home for all sales—like the troop links that show up in the National Girl Scout Cookie Finder.

Do volunteers need to sign up for Smart Cookies and Digital Cookie?

Yes. Troop leaders will use Smart Cookies for their order and rewards management, and Cookie Booths. Troop leaders will take credit card payments and activate their troop sale site via Digital Cookie.

What phone apps are available for the 2024 Cookie Season?

The Digital Cookie app is the only app that girls and volunteers will be using for the 2024 Cookie Season. Smart Cookies will no longer have an app for any member to use. Volunteers will use the Digital Cookie App to take credit card payments at Cookie Booths.

UPDATED: What if my girls/parents don't want to use Digital Cookie?

Digital Cookie is not required to participate in the Cookie Program. However, girls that do not set up their Digital Cookie site will be unable to take credit card payments via their Digital Cookie site and are missing entrepreneurial opportunities to teach girls about online sales, marketing, inventory management, and more.

Where can we find more Digital Cookie information?

Digital Cookie information can be [found on our website](#). Digital Cookie also has in-app, step-by-step tutorials and videos that walk you through each step of the Cookie Program.

Needing more help with Digital Cookie? Check out this handy [Training Material Index](#) with links to everything you need to know for the 2024 Cookie Season!

What forms of payment does Digital Cookie accept?

Digital Cookie only accepts major credit cards for payment.

When accepting credit card payments in Digital Cookie, can leaders scan the card or do they have to enter the card information manually?

Through the Digital Cookie app, leaders have the ability to choose to either scan the card information or enter it manually.

How many volunteers will have access to the troops Digital Cookie app to take credit card payments?

There is not a limited number of volunteers who can access the troops Digital Cookie app. Any registered volunteer in the troop with a Troop Leader, Troop Cookie Chair, or Assistant Troop Leader role can have access to take credit card payments through the Digital Cookie app. If a troop leader is unable to attend the Cookie Booth, girls also have the ability to take credit card payments for the troop at Cookie Booths through their Digital Cookie app.

If a credit card payment is taken through the Digital Cookie app, when will that appear in the troop's transactions?

Orders will generally show up in Smart Cookies within about 15 minutes of the payment being processed. The payment will not show if the order was not completed.

Does the Girl Scout have to send emails to customers or are they sent automatically?

The Girl Scout has to send any marketing/thank you emails from DC24 that they would like their customers to receive. Emails related to orders the customer has placed are sent automatically.

Can the caregiver edit the email where the approval email will be sent to?

No, the system will automatically send it to whoever is on file as the caregiver.

Can the delivery estimate the customer receives for Girl Scout delivery be customized?

It can't be customized. It is based on the council's fulfilment date (when the council has cookies) plus two weeks.

Is there an option to turn on or off the Girl Scout cookie delivery?

Caregivers can turn on and off In-Person Delivery on the "my cookies" tab.

Do rewards selections made by Girl Scouts in DC24 flow back to Smart Cookies?

Leaders will need to pull a report of those selections and enter them into Smart Cookies. There is not a feed of those selections currently.

How long does the caregiver have to approve an in-person delivery order?

The caregiver has five days to approve or decline the order.

If the caregiver declines the order, is the order cancelled?

At checkout for the customer, the "Cancel" choice is pre-selected for the customer, but they have the option to change it to "Donate" if their order is not approved by the caregiver.

Will an order auto cancel if not approved? Will the parent get reminders if they don't approve in a timely manner?

Parents receive an email every day if there are unapproved In-Person Delivery orders. If the order is not approved after five days it is either cancelled or becomes a donation, depending on which option the customer selected at checkout.

Is it possible to approve part of an order for In-Person Delivery?

Only full orders can be approved. However, troop volunteers can refund portions of an order for a parent if the council has enabled that option.

Does a volunteer only need one login to access all roles to include her daughters?

Correct. One login for all roles and all Girl Scouts the volunteer is the caregiver for.