6 Steps to Wrap Up the Cookie Program

Follow these steps to ensure you have properly closed out the cookie sale for your troop.

What cookie timeline is your troop taking? Follow the steps below to set your troop up for success!

Done selling by March 24th?	Complete steps 1-6 prior to the April 2nd rewards deadline.
Participating in our One Sweet Extra Week, March 25th – March 31st?	Complete steps 1-5 between now and March 31st. Complete step 6 (rewards) *before* April 2nd.

1. CHECK HOW MANY COOKIES ARE IN YOUR TROOP INVENTORY.

Run the **Troop On-Hand Inventory Report** in packages or cases/packages. What do you see?
- **Zeros in every column:** Great! You've transferred all cookies to your girls, and you have none remaining. Move to Step 2 to make sure each girl got the correct amount.
- **Some positives and negatives** under individual varieties, and a zero in the total column. This means that some varieties got mixed up during data entry. Not a big deal, you can just move on to checking your girl totals in Step 2.
- **A positive number in the total column.** This means your troop inventory still has cookies that weren't transferred to girls. Continue onto step 2 and get your receipts ready to check the **Girl Balance Summary Report or export your troop information from the Manage Orders screen**.
  - o Note: Your final troop inventory number should be zero even if you have packages on hand that your troop will be donating inventory to the Cookie Care Program organization of your choice. These should be transferred to girls through a Troop to Girl (T2G) transfer, so that they get credit for selling them.
- **A negative number in the total column.** This means your Girl Scouts are receiving credit for selling cookies your troop doesn't own (you allocated them more packages than your troop received). This will need to be fixed before ordering rewards; move on to the next step to troubleshoot.

2. CHECK GIRL TOTALS.

For a quick check, run the **Girl Cookie Total Summary Report**.
- **Total Pkgs:** This is exactly what it sounds like. It's the total packages sold by each girl. It includes door-to-door, online, and booth sales, and donations from both programs. This is the number that determines what rewards a girl has earned.
- **CShare Pkgs:** This is the number of Virtual Cookie Share packages that will be donated by council on behalf of the girl.
- **Balance Pkgs:** This is the total minus CShare. Another way to think of it is total physical and direct ship packages. Any troop donations (tracked cookie share) are included in this number. For a more detailed look, run the **Girl Balance Summary Report** to see if the money you have from a girl matches the amount due to the troop. Or, run the **Girl Cookie Order Detail Summary Report** to see transfer details to compare to your receipts.

If any girl totals are incorrect, enter a Troop to Girl transfer to increase their total or a Girl to Troop transfer to decrease their total. Remember to re-check your **Troop On-Hand Inventory Report** to make sure it ends up at zero after making new transfers.

If all girl totals are correct, but your troop still has a positive or negative total on the **Troop On-Hand Inventory Report**, this could indicate an error in a Cupboard to Troop transfer or a **Troop-to-**Troop transfer. To view all transfers, line by line, go to Orders>Manage Orders, select ALL filters, then click on Apply Search Parameters. Scroll to the bottom of the screen to the Export to Excel button. This will give you a full report featuring all the transfers recorded by your troop, which you can verify against your receipts to search for any errors or missing transfers.

3. DID YOUR TROOP PARTICIPATE IN DONATIONS?

- **No: Skip ahead to Step 4.**

  Yes: Check each girl's donation totals. To do this, first answer... which program did you collect donations for?
  - Donations from council inventory (Virtual Cookie Share): Run the **Girl Cookie Totals Summary Report**. The CShare column has the total donations for this program. Check to make sure girl numbers are correct. By entering in the Virtual Cookie Share, the girl is given credit for the sale and there is nothing more you have to do here!
  - Donations from troop inventory (Tracked Cookie Share): Run the **Track Cookie Share Report**. The Cookie Share column is the number of total donations, BOTH Council (Virtual) and Troop (Tracked). If your troop is only doing donations from troop inventory, then this will show all your donations. Please note, just marking the donation in the Tracked Cookie Share tab does not actually complete a transfer and give the girl credit. You must do a T2G transfer when you know the variety of packages you are going to donate.
  - Both types of donations: Run the **Track Cookie Share Report**. The Cookie Share column is the number of total donations. Then run the **Girl Cookie Totals Summary Report**. The CShare column on this report is the total number of Council (Virtual) donations. Subtract the CShare column from the Track Cookie Share report. This will give you the Troop (Tracked) donations.

  Note about donations received online in Digital Cookie:
  - Any donation that was included in a Shipped/Direct Ship order is automatically counted as a Council (Virtual) donation. It will show up in the CShare column of the Girl Cookie Totals Summary Report. No action is needed from you!
  - For donations that were included in a Girl Delivery order, your troop must decide whether you would like to donate them from your troop inventory (Tracked) or if you'd like council to donate them (Virtual). **Whichever program you choose to apply the online Girl Delivery donations to, you must take an action to record them in Smart Cookies – they are not counted automatically either way.** Please see the Smart Cookies Guide on how to record donations.
  - To see how many of each type of donation each girl has received through online orders, run the **Girl Cookie Order Detail Report in Smart Cookies or the All Order Report in Digital Cookie**. This will help you know how many donations to record for each girl.

4. DISTRIBUTE TROOP DIRECT SHIP SALES

Throughout the sale, your troop may have received shipped cookie orders from friends and family you shared the troop ship only cookie link with, or members of the public who found your troop link via the Cookie Finder. You can view any of these orders credited to your troop in Smart Cookies by going to Orders > Troop Direct Ship Orders. It's recommended to wait to distribute these sales to girls until the end of the season when you are ready to order girl rewards. You can choose to distribute the sales evenly among all girls selling or use these sales to help girls that are close to the next reward level with the opportunity to level up.

To distribute these sales, scroll to the bottom of the screen and click on the blue "Distribute orders to girls" button. Select the girls from your troop to distribute the cookies to, then click on Continue. You'll see the packages left to distribute to girls. Enter the number of packages for each girl and click on Save when complete. (This process is like using the Smart Booth Divider where girls will be credited with the # of packages sold, but they do not need to be credited with a financial transaction. The money has already been collected from the customer and credited to the troop/council.)

5. CHECK YOUR TROOP FINANCES.

Run the **Troop Balance Summary Report.** The balance* is shown on the last line of the report. This is the amount of the final ACH on April 26. This report is an overview of your troop's cookie business for the year.

You'll view the initial order, cookie transfers, your PGA, troop proceeds, and total finances (the total of all Digital Cookie Credit Card payment credits, ACH credit, Direct ship/shipped order credits). If anything seems off, follow these steps to **review your transactions**:

1. Go to Orders > Manage Orders
2. Click Apply Search Parameters and wait for the results to load.
3. This will show you all transfers in and out of your troop. (It will also show you Shipped/Direct Ship purchases, which do not affect your troop's inventory. You can disregard them!)
4. Click on the date heading to sort by date.
5. Click the Export to Excel button to the lower right of the results section.
6. The excel document that downloads will let you filter by different types of transfers so you can easily see everything in one document where you can take notes.

If your troop is only participating in online sales and is due a refund for troop proceeds earned, Girl Scouts River Valleys will process that refund to the troop bank account via an ACH at the end of April. The balance will show as an overpayment in the last line of the Troop Balance Summary Report.

6. ORDER REWARDS AND THEN YOU ARE DONE!

The reward order is due on April 2. You can start working on your rewards order once you have completed all your transfers to girls but remember that girls' total sales can continue to change until March 24 due to shipped/direct ship sales. Remember to check back and look for a red triangle with an exclamation between March 24 and April 2 to see if a girl's reward level has changed.

Note: *Check out the* **Smart Cookies Guide on Cookie Central** *for step-by-step instructions on ordering* Girl Rewards *and* Troop Rewards.
- At certain girl reward levels, there is a choice between an item and Cookie Credits. If no choice is made by the reward deadline, the girl will be defaulted to the Cookie Credits.
- You will also order your Troop Rewards (bar patch, water bottles, dry bag backpacks earned by achieving a certain Troop PGA) in Smart Cookies.

As always, please contact your Service Unit Cookie Manager or River Valleys staff if you have any questions. We are here for you and happy to help in any way we can!

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