

girl scouts
of northern california

2026 Cookie Program

Cupboard Clerk Guide



A Message to Volunteers...

Dear Volunteers,

As members of the GSNorCal community, we are all part of a larger, united movement dedicated to building girls of courage, confidence, and character, who make the world a better place. At GSNorCal, our mission is clear: we are one council with one mission—to provide every Girl Scout the opportunity to learn, grow, and develop their leadership skills while running a successful business of their own. This mission is rooted in our commitment to creating equal and equitable opportunities for all Girl Scouts.

We are grateful for your dedication and support as volunteers. Your role in shaping the experiences of our Girl Scouts is invaluable, and we deeply appreciate the time, energy, and passion you invest in helping them thrive. Together, we strive to create an environment where every Girl Scout feels supported, empowered, and inspired.

As we move forward in this shared mission, we hold our volunteers to the same high standards that we encourage in our Girl Scouts. We ask you to embody the values of the [Girl Scout Promise and Law](#), fostering an inclusive, respectful, and positive space for all. Your actions set the tone for our Girl Scouts and play a crucial part in building the supportive sisterhood that is at the heart of our movement.

We understand that being the best we can be for our Girl Scouts is a journey, and we are committed to doing our best alongside you. Thank you for your unwavering commitment to our mission and for being an essential part of the GSNorCal family.

Together, we are making a difference, one Girl Scout at a time. With gratitude and appreciation,

GSNorCal Entrepreneurship Program Team

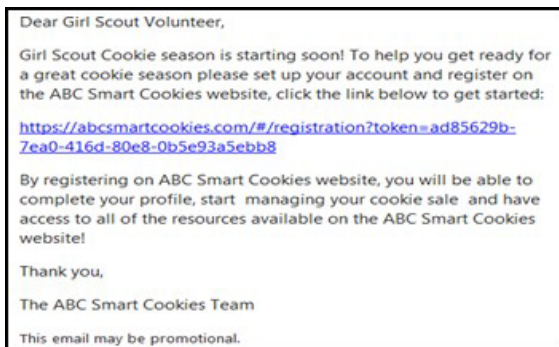
Support

Namrata Soni, 408.648.4833, nsoni@gsnorcal.org

Registering for Smart Cookies

You will be uploaded into **Smart Cookies** once you have completed all mandatory training and will receive an email from noreply@abcsmartcookies.com.

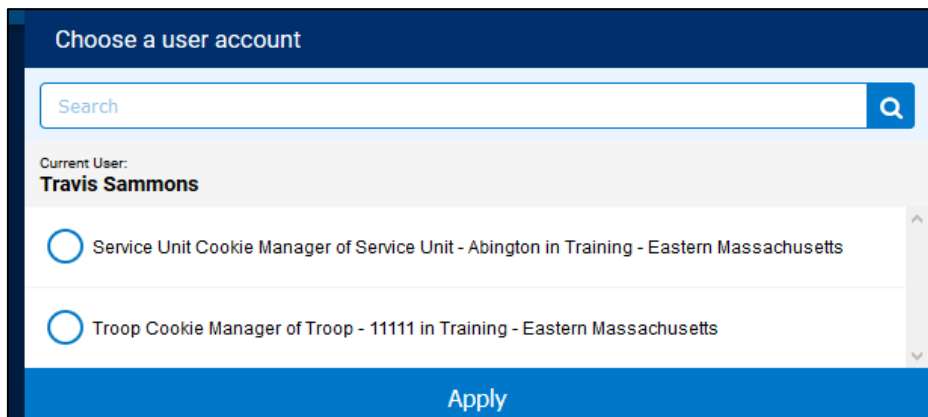
- Click the unique link in the email to complete registration.
- Some information may be pre-populated – check for accuracy and contact council if there are errors.
- Once you have completed all required fields, click submit.



Logging into Smart Cookies

Go to <https://www.abcsmartcookies.com/>

- Login with the credentials you created in registration (your username is your email address)
 - If you forget your password, click the Forgot Password link.
 - Users with multiple roles (SU and troop user for example) will need to choose the role you wish to apply. Users with one account will go directly to the dashboard.
 - Click the radio button next to the role you wish to utilize.



Basic Program Calendar

Calendar is subject to change

November 2026:

New Cupboards Clerks complete *636 Cookie Cupboard Clerk Learning Path*, in gsLearn.

January 2026

8: Live Mandatory Cupboard Clerk Webinar

12: Digital Cookie launches. Entrepreneurs can begin selling online!

16: Troop initial order due at 11:59pm

28: Cookie Delivery begins

February 2026

3: Cookie Delivery ends

4: Booths begin and cupboards open

March 2026

15: Cookie Program ends

After this date we will begin organizing pick up of leftover inventory that is not for Care to Share donation.

Cupboard Dates of Operation

- All cupboards will open on or after **February 4**.
- We recommend you plan to have your cupboard location open through **March 15**.
- Some cupboards may begin to relocate based on cupboard activity after the third booth weekend. This will allow the council to maximize the availability of all varieties in the remaining open cupboards.
- Be sure to keep your cupboard open during the hours posted in Smart Cookies. Our troops are counting on us! If your hours change, please update them in Smart Cookies as soon as possible!

Training

To stay active in your role, please be sure to finish both by **January 15, 2026**. Cupboard Clerks who haven't completed the requirements by that date will be marked inactive. Thank you for making this a priority and for all you do to keep our cookie program running smoothly!

Cupboard clerks will be assigned:

- **636 Cookie Cupboard Clerk Learning Path** - If this was completed in the past you do not need to retake it. For new council cupboard clerks, it is required. – Available on gsLearn and anyone can take it now.
- **Mandatory Cupboard Clerk Training** - Jan 8th, 2026, at 7pm PST. Register at this link https://gsnorcal.zoom.us/webinar/register/WN_w2QkhD3YQlKN2f-TyptLJw
 - The recording of this training will be uploaded to 636 Cookie Cupboard updates 2026 course on Jan 9th

- **636 Cookie Cupboard Updates 2026 Course** - Mandatory for all cupboards who cannot attend Jan 8th LIVE, Zoom training.
- **Optional weekly Q&A** - There will be weekly Q&A every Thursday from 7-8pm starting Jan 15th - until March 19th. These are more for question answers session if you have any simply join - <https://gsnorcal.zoom.us/j/98371186922?pwd=YUyuJvFaEreAwrOeTv3dXQfaP4DbMR.1>

Accepting Warehouse Deliveries

There are two types of deliveries you will accept from the warehouse as a Cupboard Clerk, the initial order and restocks. For both types of deliveries, you will want to:

- **Double-check your delivery:** Ensure the cases delivered match your delivery ticket. Correct the ticket if there's a discrepancy.
 - In case of overage| If you send back the overage – no action needs. It is strictly advised to take only your ordered cases to maintain accurate inventory, if you want to keep the overage, call Namrata for approval. Be sure to update the delivery ticket and send to the council auditor so that Smart Cookies can be properly updated. .
 - In case of shortage| Be sure to properly update your delivery ticket before signing and provide a copy to the council auditor so that Smart Cookies can be properly updated.
- **Sign all receipts:** Confirm that your order matches the warehouse-provided receipts before signing.
- **Complete a full inventory after delivery:** Once the warehouse representative leaves, count your stock, complete a Daily Inventory Sheet.
- **Report discrepancies immediately:** If you find a shortage or miscount, contact the council auditor the same day to update the warehouse's inventory.

Initial Order

The initial order delivery receipt looks like the one below. The driver should have two copies, one for them, and one for you. Be sure to submit this to our auditor after delivery.

If your ticket has any discrepancies, change the ticket before you sign it, and email a copy to our auditor and copy Namrata immediately after your delivery so that Smart Cookies can be updated.

Cupboard's personal troop IO

Cupboards can take out their troop IO from their cupboard in lieu of going to an initial order delivery. To take advantage of this perk, place your troop's order into Smart Cookies as a cupboard order no later than Jan 16th.

If this will use up a large portion of your cupboard order, council will plan an early restock to ensure you are prepared to open on February 4th.

ABC Smart Cookies Troop Initial Order	
Page: 1	
Date: 9/17/2025 1:35:33 PM	
Girl Scouts of Northern California	
Type:	Initial
Date:	9/10/2025
Order #:	14000
Troop:	7240
Service Unit:	DrWin Community
Level:	Group
# Of Girls	5
# Of Girls Selling:	1
Criteria:	Troop = 7240;

Cookie Name	Cases
Adventurefuls	2
Exploremores	2
Lemonades	2
Trefoil	2
Thin Mints	6
Peanut Butter Patties	2
Caramel deLites	6
Peanut Butter Sandwich	1
Caramel Chocolate Chip	3
TOTALS	26

ABC BAKERS		M8X Shipping Order				
2025-2026 REORDER TICKET		PROOF OF DELIVERY				
<small>This form is used to confirm Council's final cases sold for the season and payment to the Distributor. All required fields must be completed.</small>						
DISTRIBUTOR:		COUNCIL:				
<small>Distributor: Completed M8X tickets must be sent to ABC via Email to ABCDistribution@makerspride.com. ABC CANNOT PAY DISTRIBUTOR INVOICE UNTIL ALL M8X TICKETS LISTED ON THE INVOICE ARE RECEIVED.</small>						
DELIVER TO:						
NAME	TROOP or SERVICE UNIT	PHONE or EMAIL	DELIVERY DATE			
STREET ADDRESS						
CITY, STATE, ZIP CODE						
OTHER NOTES OR SPECIAL DELIVERY INSTRUCTIONS:						
<small>REQUIRED: Select One</small> Warehouse Pickup <input type="checkbox"/> Delivery <input type="checkbox"/>						
<small>Cases must be counted & entered in cases received column at time of pick-up or delivery. NEW - Any shorts that are re-delivered must be on a revised version of this ticket with quantity received, date, and signature.</small>						
CASES ORDERED	ITEM NUMBER	VARIETY	CASES RECEIVED (Required)	SHORT	OVER	COMMENTS
	921800062	ADVENTUREFULS (180 CS/PLT) FILM				
	921800086	EXPLOREMORES (187 CS/PLT)				
	170022	LEMONADES (180 CS/PLT)				
	170019	TREFOILS (187 CS/PLT)				
	170020	THIN MINTS (190 CS/PLT)				
	102446	PEANUT BUTTER PATTIES (180 CS/PLT)				
	102445	CARAMEL deLITES (180 CS/PLT)				
	170021	PEANUT BUTTER SANDWICH (187 CS/PLT)				
	170023	GLUTEN FREE CARAMEL CHOCCHIP (144 CS/PLT)				
		TOTAL CASES (Required)				
<small>I certify that I am an authorized representative of the above named council. I have received delivery of Girl Scout Cookies in the quantity and variety listed in the "cases received" column and I accept financial responsibility to council for same.</small>						
CUSTOMER SIGNATURE (Required)		DATE RECEIVED (Required)		TRUCK DRIVER'S SIGNATURE (Required for all tickets)		

Restocks

All restock orders will be on an M8X ticket pictured. The driver should have two copies, one for them, and one for you. Be sure to submit this to your auditor at the end of your cupboard hours.

Stacking Cookies

There are two ways to stack your cookies, you should choose the option that best suits your counting style, space, and time.

Pallet Stacked

Stacks: Left stacked the way they came from the bakery

Taking an inventory: Count the number of layers and multiply that by the number of cases per layer (listed on the side of the case)

Example: A layer of Caramel deLites is 18 cases and the pallet has 10 layers.

- Full pallet math: $10 \times 18 = 180$ cases
- Partial pallet math: $(7 \times 18) + 7 = 133$ cases
 - In this scenario there are 7 full layers and an 8th partial layer with only 7 cases on it.

Pros:

- Quick to load in from the warehouse (assuming a pallet can be rolled into your cupboard location).
- Less handling at initial order load in.

Cons:

- Some layers may be missing a case that you cannot see until you get into the layers handing out to troops.
- Restocks - you and the driver will need to ensure you are placing restocks in pallet style to ensure your count is accurate.

Columns and Rows

Stacks: Restacked so that the cases are all going the same direction

Taking an inventory: of cases high x # of cases wide x # of cases deep

- Example: a stack of Lemonades could be 7 tall, 5 wide, and 3 deep.
 - Full pallet math: $7 \times 5 \times 3 = 105$ cases
 - Partial pallet math: $(5 \times 5 \times 2) + 3 = 53$ cases
 - In this scenario the stack has been reduced to be only 5 high, 5 wide, and 2 deep PLUS 3 additional cases that do not make a full 5 high column.

Pros:

- Restocking can move quite quickly as the cases are all the same direction
- You will know if a pallet came in short from the warehouse and can update your delivery ticket in real time

Cons:

- Initial order load in takes longer

Inventory Management

Thank you for your dedication as a Cupboard Clerk! Inventory management is a crucial part of your role. Keeping your inventory balanced in Smart Cookies is essential to ensuring that GSNorCal troops have access to the cookies they need, when they need them. We appreciate your hard work in supporting our Girl Scouts and making their cookie season successful!

Daily Inventory

Taking your inventory at the beginning and end of each day is mandatory to ensure that your auditor can accurately track and verify that your physical inventory aligns with Smart Cookies records. This daily check is essential because it helps identify discrepancies early, allowing for timely adjustments and minimizing errors. Consistent inventory tracking also ensures that our troops receive accurate, up-to-date information on cookie availability, helping them plan their sales effectively and keeping the cupboard running smoothly. Thank you for your diligence in maintaining this standard!

You may receive your Daily Inventory Sheet in print or as an excel file. You made this choice when you completed your cupboard form in the fall.

Key

- Physical Inventory
- From Smart Cookies
- Shows out of Balance

Daily Inventory Worksheet

Cupboard name: _____ Date: _____

Opening

	Adventurefuls	Exploremores	Lemonades	Trofalls	Thin Mints	Peanut Butter Patties	Caramel deLites	Peanut Butter Sandwich	Caramel Chocolate Chip (GR)
Case count									
x12s									
Package Count									
Total in Cupboard									
Smart Cookies Current									
Outstanding Entries									
Out of Balance									
Total Available									

Closing

	Adventurefuls	Exploremores	Lemonades	Trofalls	Thin Mints	Peanut Butter Patties	Caramel deLites	Peanut Butter Sandwich	Caramel Chocolate Chip (GR)
Case count									
x12s									
Package Count									
Total in Cupboard									
Smart Cookies Current									
Outstanding Entries									
Out of Balance									
Total Available									

Note: _____

Girl Scouts of Northern California ♦ September 2025

Daily Checklist

If you choose to do your daily inventory on paper, you will receive these with the rest of your cupboard materials in the mail in January.

You should complete this before you open and after you close, each day that you are open.

At the end of the day, you will photograph/scan (via a scanner app) this sheet along with all other cupboard paperwork.

If you choose to utilize the excel file you will need to fill it out and save it with your cupboard name and the date.

Opening

- Take an opening count
 - Fill out top half of the "Daily Inventory Sheet"

- Compare counts with last closing count
- Make note of anything that changed
- Print/write out troop pick-up receipts (smart cookie receipt or cupboard transaction form)
- Pull orders (if applicable to your cupboard process)
- Ensure you have extra Cupboard Transaction Forms available for any needs

Closing

- Take a closing count
 - Fill out the bottom half of the "Daily Inventory Sheet"
 - List any notes about the day at the bottom that your auditor may find useful
- Approve all troop orders who picked up today (if you did not as they picked up)
- Enter all additional Cupboard Receipts and Cupboard Transaction Forms into Smart Cookies
- Clip all paperwork for the day together and keep it in a safe location in case it is needed to resolve an issue in the future

Providing Paperwork to Auditor

- **Weekly** | Scan/Photograph all paperwork from the week and email it to your auditor
 - Subject: Your Cupboard Name and the date
 - Include the following:
 - Troop pickup receipts (printed OR handwritten)/ Cupboard Transaction Forms
 - Delivery tickets from the warehouse
- **Inventory Discrepancies** | Scan/photograph paperwork to your auditor immediately, do not wait on weekly scan. This will allow council to assist in resolving the inventory discrepancy
- **Warehouse Deliveries** | Scan/photograph all warehouse delivery receipts to the auditor same day to ensure the stock is released to your cupboard stock in Smart Cookies and you can balance your inventory properly.

Inventory Over/Short Discrepancies

If your physical inventory does not match your Smart Cookies Inventory, then your stock is over/short. If your cupboard inventory in Smart Cookies is higher than your actual physical inventory count, you are short cookies. If your cupboard inventory in Smart Cookies is lower than your actual physical inventory count, you are over cookies. Below find questions to ask yourself to help mitigate inventory over/short issues:

- Are all troop planned orders you handed out markedly approved?
- Are all cupboard receipts and Cupboard Transaction Forms entered in Smart Cookies?
- Did you receive a delivery from the warehouse?
 - Is it listed in Smart Cookies correctly?
 - If there was an issue (short/over from warehouse) it may not be fixed until the next day.
- If you cannot locate the issue, contact your Cupboard Auditor for assistance.

Distributing Cookies


Troop Planned Orders

1. **Troop Places Order:** The troop places a Planned Order in Smart Cookies.
2. **Troop Picks Up Cookies:** The troop picks up the cookies from the cupboard.
3. **Both Parties Sign Receipt:** The troop leader and Cupboard Clerk sign for the order using one of the following receipt options:
 - a. **Smart Cookies Receipt:** Printed receipt from Smart Cookies (two copies: one for the cupboard, one for the troop).
 - b. **Cupboard Transaction Form:** Check the box of ‘smart cookie transaction’ Carbon copy receipt (white copy for the cupboard, yellow copy for the troop).
4. **Cupboard Clerk Approved Order in Smart Cookies:** The Cupboard Clerk approves the order in Smart Cookies once the cookies are picked up. This should be done in real time OR by the end of the day at the latest.
5. **Smart Cookies Receipt is Auto Generated:** After approval, a receipt is automatically generated and emailed to the troop volunteer.

Receipt Types

Your cupboard will use different receipts for troop transactions. When you submitted your cupboard details in late fall you chose either the Smart Cookies Receipt or the Cupboard Transaction form as your primary method for handling planned orders.

Smart Cookies Receipt – Printed by the Cupboard Clerk as the signable receipt for planned orders. If you choose this option for troop pickups, print two copies—one for cupboard records and one for the troop.

Planned Order Receipt (Approved Planned Order)	
Planned Order #:	0043664
Receipt Number:	None
Last edited on:	September 17, 2025 @ 01:29 PM by Carrie Harding
Order Type:	Cupboard to Troop
Order Notes:	None
Status:	APPROVED
Planned Order for:	Troop: 135 Contact: Amanda King Unavailable dckesting+120142479@girlscouts.org
Pick-up from:	Cupboard: Atlantic Shore Cupboard Contact: Sheryl Chung Unavailable dckesting+100946407@girlscouts.org
Cupboard Notes:	
Pick-up Details:	Friday, September 26, 2025 @ 11:00 AM - 12:00 PM 1645 Acme St. Orlando, 32805 FL 
CASES / PACKAGES	
Adventures	\$144.00 2 / 0
Exploremores	\$340.00 5 / 0
Lemonades	\$0.00 0 / 0
Treat	\$0.00 0 / 0
Thin Mints	\$0.00 0 / 0
Peanut Butter Patties	\$0.00 0 / 0
Caramel deLites	\$0.00 0 / 0
Peanut Butter Sandwich	\$0.00 0 / 0
Caramel Chocolate Chip	\$0.00 0 / 0
Total	\$664.00 7 / 0
Signature	

Cupboard Transaction Form – If you choose this option, this will be provided by council with rest of your cupboard materials in January.

The Transaction form will also be used for tracking special situations that arise in the cupboard like damaged cookies, returns, exchanges and cup-to-cup transfers. It is important that regardless of the special situation you fill out the top of the Transaction Form in full. Below you can learn about all the different instances that you will utilize the Cupboard Transaction Form.

Girl Scout Cookie Transaction Form		
girlscouts of northern california		
Cookie Cupboard name: <u>San Jose Council Office</u>	Receipt # <u>00234</u>	
Service Unit name: <u>Santa Clara</u>	5-digit troop number: <u>12345</u>	Date: <u>2/16/26</u>
<input checked="" type="checkbox"/> Smart Cookie Transaction		
<input type="checkbox"/> Damaged		
Did you give new cookies to the troop?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
Did the troop return the damaged cookies to you?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> Return (full cases only)		
<i>Please list all cookies returned</i>		
<input type="checkbox"/> Cupboard to Cupboard transfer		
Cupboard transferring to:		
Comments: <u>Handed 2 cases of exploremores to troop 70123</u> Transaction # _____		
Troop Cookie Chair Signature _____	Cupboard Clerk Signature _____	
<small>Troop/Representative signature or cupboard transferring signature</small>	<small>Cookie cupboard signature or cupboard receiving signature</small>	

Variety	Cases	Packages
AdventureTubs		
ExploreMores		
Lemonades		
Trefoils		
Thin Mints		
Peanut Butter Patties		
Caramel deLites		
Peanut Butter Sandwich		
Caramel Chocolate Chip		
Total		

In all instances a cupboard is using the form for a transaction with a troop the cupboard keeps the top (white) copy, and the troop receives the bottom (yellow) copy.

Cookie Cupboard Exchange Process

Cupboards can exchange cookies for a troop, even down to single packages. To complete this:

1. Treat the exchange like a return:

Use the Cupboard Transaction Form to record the return of the cookies being exchanged.

2. Issue a new receipt:

Use the Cupboard Transaction Form to document the new cookies the troop is taking by checking the ‘Smart cookie transaction’ checkbox and noting down the cookies.

3. Enter both transactions in Smart Cookies:

Be sure to input both the return and the new transaction into Smart Cookies by the end of the day to keep the cupboard and troop inventories accurate. ****It is advised to put in comments that this transaction was an exchange. For eg. Exchanged 2 trefoils for 2 thin mints.**

Damages

Damages may come in the form of physical damage, a missing package in a case, or a sealed package without cookies inside. All damages should be traded for like for variety, logged on a Cupboard Transaction Form, and entered in Smart Cookies, daily. Below is a breakdown of how to utilize and log damages with Transaction Forms and in Smart Cookies.

Below you will learn how to fill out the transaction form for differing damage scenarios.

Damages (troop DID return cookie(s), cupboard DID replace)

girl scouts of northern california **Girl Scout Cookie Transaction Form**

Cookie Cupboard name: San Jose Council Office Receipt # 00123

Service Unit name: Santa Clara 5-digit troop number: 123456 Date: 2/15/26

Smart Cookie Transaction
 Damaged

Did you give new cookies to the troop?
 Yes No

Did the troop return the damaged cookies to you?
 Yes No

Return (full cases only)
Please list all cookies returned

Cupboard to Cupboard transfer
Cupboard transferring to:

Variety	Cases	Packages
Adventurefuls		
Exploremores		
Lemonades		
Trefoils		
Thin Mints		
Peanut Butter Patties		1
Caramel deLites		
Peanut Butter Sandwich		
Caramel Chocolate Chip		
Total		1

Comments: Physical Damage Transaction # _____

Troop Cookie Chair Signature _____ Cupboard Clerk Signature _____
Troop/Representative signature or cupboard transferring signature Cookie cupboard signature or cupboard receiving signature

In this scenario, the troop did have a physical package to return to the cupboard and did receive a new package of cookies of the same variety.

Note: If the cookies are damaged, place them in your damaged pile and log at the end of your cupboard day with the rest of your damages. If you feel the cookies are not damaged, place them back in your regular stock.

Damages (troop DID NOT return the cookie(s), cupboard DID replace)

In this scenario, the troop did not have a physical package to return to the cupboard and did receive a new package of cookies of the same variety.

girl scouts of northern california **Girl Scout Cookie Transaction Form**

Cookie Cupboard name: San Jose Council Office Receipt # 00124

Service Unit name: Santa Clara 5-digit troop number: 123456 Date: 2/15/26

Smart Cookie Transaction
 Damaged

Did you give new cookies to the troop?
 Yes No

Did the troop return the damaged cookies to you?
 Yes No

Return (full cases only)
Please list all cookies returned

Cupboard to Cupboard transfer
Cupboard transferring to:

Variety	Cases	Packages
Adventurefuls		
Exploremores		2
Lemonades		
Trefoils		
Thin Mints		
Peanut Butter Patties		3
Caramel deLites		
Peanut Butter Sandwich		
Caramel Chocolate Chip		
Total		5

Comments: Missing package in case Transaction # _____

Troop Cookie Chair Signature _____ Cupboard Clerk Signature _____
Troop/Representative signature or cupboard transferring signature Cookie cupboard signature or cupboard receiving signature

Note: Be sure to log this as a Damage Order in Smart Cookies. You will not have physical cookies in your damage pile to log at the end of the day.

Damages (troop DID return the cookie(s), cupboard DID NOT replace)

In this scenario, the troop did have a physical package to return to the cupboard and did receive a new package of cookies of the same variety.

Note: You will need to log this like a Returned Order to reduce the cookies out of the troop's stock. If the cookies are damaged, place them in your damage pile and log at the end of your cupboard day with the rest of your damaged stock. If you feel the cookies are not damaged, place them back in your regular stock.

girl scouts of northern california			Girl Scout Cookie Transaction Form																																			
Cookie Cupboard name: <u>San Jose Council Office</u>		Receipt # <u>00124</u>																																				
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Damages found in your cupboard stock

girl scouts of northern california			Girl Scout Cookie Transaction Form																																			
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Caramel Chocolate Chip																																						
Total		5																																				
Did you give new cookies to the troop? <input type="checkbox"/> Yes <input type="checkbox"/> No																																						
Did the troop return the damaged cookies to you? <input type="checkbox"/> Yes <input type="checkbox"/> No																																						
<input type="checkbox"/> Return (full cases only) <i>Please list all cookies returned</i>																																						
<input type="checkbox"/> Cupboard to Cupboard transfer <i>Cupboard transferring to:</i> _____																																						
Comments: <u>Found in Cupboard Stock</u>		Transaction # _____																																				
Troop/Representative signature or cupboard transferring signature _____			Cupboard Clerk Signature _____																																			
<i>Troop/Representative signature or cupboard transferring signature</i>			<i>Cookie cupboard signature or cupboard receiving signature</i>																																			

When you find damaged cookies in your stock be sure to:

1. If it is a case, breakdown the case and only place truly damaged single packages in your cupboard damages pile.
2. Fill out a Cupboard Transaction Form and put damage transaction in the cookies out in Smart Cookies.

Returns

The current Cupboard Return Policy is a second-year pilot in 2026 and is intended to reduce financial burden on troops during cookie program. There may be changes to this process over time.

- Troops may return – at maximum **once per week with no more than 50% of their previous week's total checked out cases** (unopened cases of same variety). This only applies to cookies checked out from a cupboard, NOT cookies ordered from the initial order. Initial Order cookies cannot be returned.
- To ensure accurate processing, troops must provide proof of the previous week's receipts when submitting a return to the cupboard
- Note: A week referenced from Monday to Sunday, returns must be free of smells, stains, damages, and subject to visual inspection.
- Per GSUSA food safety protocol for Girl Scout Cookies, cookie cupboards may accept returns of UNOPENED cases of cookies only.
- Cupboard clerks will provide Cupboard Transaction Form for returns - Make sure to sign and keep a copy of the Cupboard Transaction Form.



Girl Scout Cookie Transaction Form

Cookie Cupboard name: San Jose Council Office Receipt # 00127

Service Unit name: Santa Clara 5-digit troop number: 123456 Date: 2/15/26

Smart Cookie Transaction

Damaged

Did you give new cookies to the troop?
 Yes No

Did the troop return the damaged cookies to you?
 Yes No

Return (full cases only)
Please list all cookies returned

Cupboard to Cupboard transfer
Cupboard transferring to:

Comments: _____ Transaction # _____

Troop/Representative signature or cupboard transferring signature

Variety	Cases	Packages
Adventurefuls	1	
Exploremores		
Lemonades		
Trefoils		
Thin Mints		
Peanut Butter Patties	2	
Caramel deLites		
Peanut Butter Sandwich		
Caramel Chocolate Chip		
Total	3	

Cupboard Clerk Signature

Cookie cupboard signature or cupboard receiving signature

You, as the Cupboard Clerk, may make exceptions to these rules if you see fit. If you need assistance with a request for an exception, reach out to **Namrata Soni** directly at **408-648-4833** or nsoni@gsnorcal.org.

When a troop makes a return, you need to complete the *Cupboard Transaction Form* and enter the Troop to Cupboard Transfer into Smart Cookies. Refer to the Smart Cookies section of this guide about entering the order.

Cupboard to Cupboard Transfers

Council may request that cupboards transfer some or all of their cupboard stock to a neighboring cupboard, the council warehouse, etc at any time throughout the program.

Below is a sample *Cupboard Transaction Form* for a cupboard-to-cupboard transfer.

girlscouts
of northern california

Girl Scout Cookie Transaction Form

Cookie Cupboard name: San Jose Council Office Receipt # 00128

Service Unit name: Santa Clara 5-digit troop number: 123456 Date: 2/15/26

Smart Cookie Transaction
 Damaged

Did you give new cookies to the troop?
 Yes No

Did the troop return the damaged cookies to you?
 Yes No

Return (full cases only)
Please list all cookies returned

Cupboard to Cupboard transfer
Cupboard transferring to:
Alameda Office Cupboard

Variety	Cases	Packages
Adventurefuls	1	
Exploremores		
Lemonades		
Trefoils		
Thin Mints		
Peanut Butter Patties	2	
Caramel deLites		
Peanut Butter Sandwich		
Caramel Chocolate Chip		
Total	3	

Comments: Cupboard to Cupboard Transaction # _____

Troop/Representative signature or cupboard transferring signature

Cupboard Clerk Signature

Cookie cupboard signature or cupboard receiving signature

The cupboard where the stock is transferring from is responsible for filling out the *Cupboard Transaction Form* and entering the transfer in Smart Cookies. Please refer to the Smart Cookies section of this guide for details on entering the order.

The transferring cupboard keeps the top (white) copy of the form to submit to their auditor. The receiving cupboard receives the bottom (yellow) copy to submit to their auditor.

Care to Share

What is Care to Share (C2S)?

Care to Share is a community give-back project where Girl Scout entrepreneurs collect monetary donations toward the purchase of nut, candy, magazines, or cookie packages for local organizations, such as food banks, military organizations, and hometown heroes during the Fall Product and Cookie programs. At the end of each product program, the Council purchases product program items to donate and distribute.

Care to Share donations are coordinated and distributed by the Council to ensure they have the greatest impact. Although individual troops do not select specific recipients, every contribution supports meaningful causes within our community.

Opt-In for Helping with C2S

- Cupboard Clerks can opt in to **keep a portion of their stock to be a part of the council Care to Share donation**. They can choose to have volunteers and Girl Scouts help donate the cookies.
- Typically, **50% of the cookies that youth sell as C2S donations will be fulfilled by the local cupboard** (so cupboards will hold back inventory to cover this).

- The other 50% goes to council partners such as Berkeley Food Network, Blue Star Moms, Redwood Empire Food Bank, Good News Rescue Mission, Operation: With Love From Home (OWLFH, and Operation Care and Comfort. Here is a [list of the partners](#) that GSNorCal donated to last season.
- If you opt in, you agree to help with the logistics of donated cookies in your area.
- Volunteer can **only donate to council-approved partners** such as food banks, Military, and hometown heroes.

Tracking donation cookies

Once the cookie season is over, council will notify participating cupboards of the number of cases of Care to Share cookies they can donate.

Once your cupboard has donated their share of cookies here are some steps to follow:

- Fill out the donation form and submit all your donation form in one email to Namrata.
 - Please mention number of cookies by flavor and where is it donated in the form for each donation made.
 - Donation form : [Girl Scout Cookie Program | Care to Share Donation Form](#)
 - Email title: _Cupboard Name_ Donation (i.e. Alameda Cupboard Donation)
 - For e.g. 2 case of Trefoil and 10 pkgs of Thin mint to Alameda food bank
 - 10 pkgs of peanut butter sandwich to Alameda school teachers' association
- Cupboards do not have to move any cookies for donations in Smart Cookies, it will be all taken care of by council after you submitted the form to council. Please make sure you submit the forms by the end of April.

End of the Program

Pallet pickup - If you need pallets to be picked up at the end of the program, please let Namrata know so that arrangements can be made before the remaining inventory is picked up.

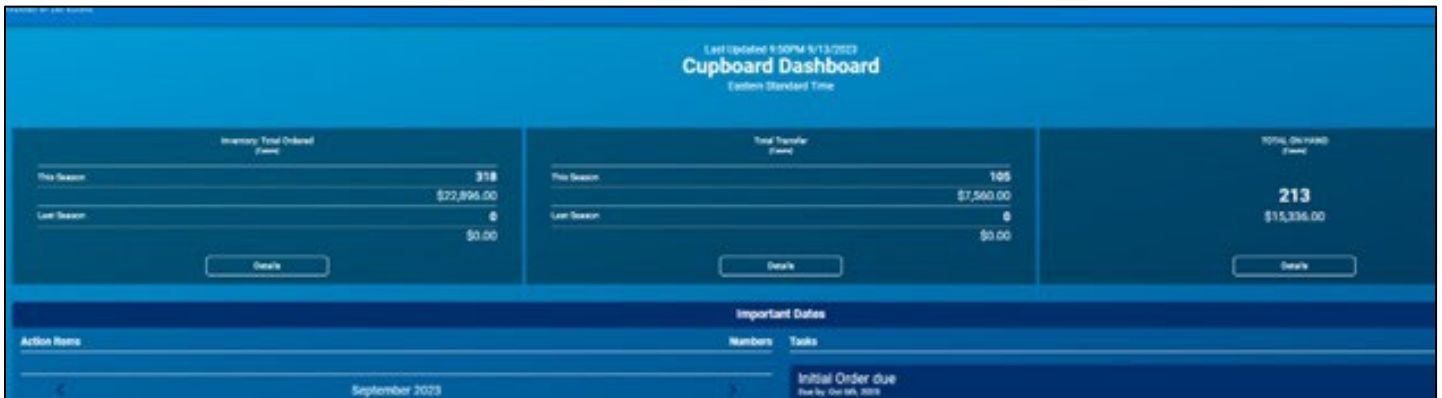
Paperwork - Please keep all handwritten receipts safe until council notifies you that they are safe to recycle.

Left over cookies - As the program nears its end, Council will be reaching out regarding the pickup of any leftover inventory.

Smart Cookies

Dashboard

The cupboard Dashboard will show key statistics throughout the sale. Make sure to click on the refresh button to show the data immediately, otherwise Smart Cookies takes 15 minutes to refresh and show the data.



- **Inventory Total Order:** will include initial orders and additional inventory transferred into the cupboard. Damage orders created by the cupboard will be deducted from total ordered.
- **Total Transfer:** will include all transfers out to troops and/or other cupboards.
- **Total on Hand:** Remaining Inventory – should match physical inventory (rounding may affect total).
- **Inventory & Cookie Share:** click on details to see totals ordered, sold (transferred), donated (orders created at council level) and on hand cases. Total Sold Last Season will display along with the product mix in percentages for current season.

Inventory & Cookie Share Sales

Cookie Type	Ordered (Cases)	Sold (Cases)	Donated (Cases)	On Hand (Cases)	Sold Last Season (Cases)	% Sold This Season
AdventureTubs	120	15	0	105	0	14.3%
Roast Yag	20	15	0	5	0	14.3%
Lemonades	15	15	0	0	0	14.3%
Trailal	47	15	0	32	0	14.3%
Thin Mints	38	15	0	23	0	14.3%
Peanut Butter Patties	11	15	0	-4	0	14.3%
Caramel deLites	12	15	0	-3	0	14.3%
Peanut Butter Sandwich	15	0	0	15	0	0.0%
Caramel Chocolate Chip	0	0	0	0	0	0.0%

My Cupboard

Cupboard Info

- Check all information pre-populated and edit as needed. Be sure cupboard address is correct for mapping
- Planned order details should always be left in cases/packages

- Troop Planned Order Pick-Up Limit
 - No Limit, Troop or Cases (troops and cases per hour)
 - Example: 100 cases per hour or 6 troops per hour

Cupboards

- Scroll to bottom of page to add cupboard times
- Unit of Measure can be changed here
- Click on Date and select date from calendar
- Select start and end times
- Click Add Time
- Click Save
- Times can be removed by clicking the x next to the entry

The screenshot shows the 'Edit Cupboard' interface. At the top, there is a 'Planned Order Details' section with a dropdown menu set to 'Cases'. Below this is the 'Available Times' section, which includes a date picker and two time selection fields (Start and End) both set to '07:00 AM'. An 'Add Time' button is located to the right of these fields. A table below the form lists available times with columns for Date, Start, End, and a removal icon (X). The table contains three entries for 10/26/2023 and one for 11/12/2023. At the bottom right, there are 'Save' and 'Cancel' buttons.

Date	Start	End	
10/26/2023	10:00 AM	11:00 AM	X
10/26/2023	11:00 AM	12:00 PM	X
10/26/2023	12:00 PM	1:00 PM	X
11/12/2023	7:00 AM	7:00 AM	X

Orders

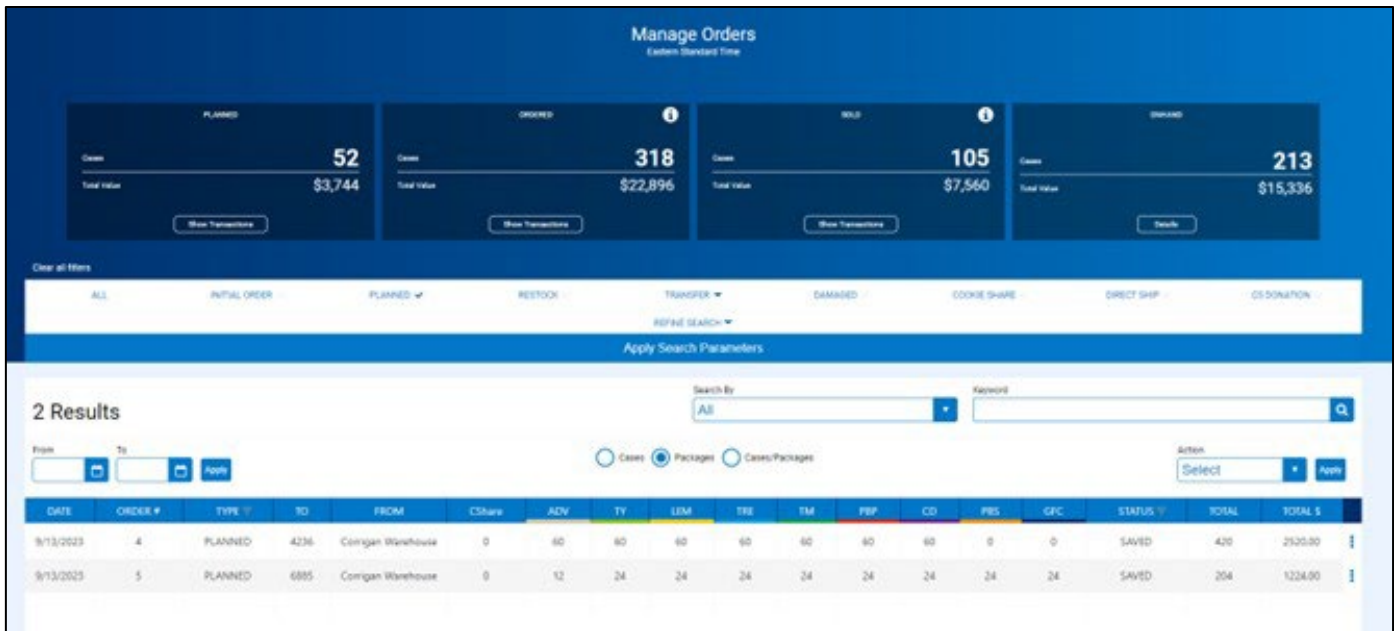
Manage Orders

Use the Manage Orders screen to view planned orders and track transactions for your cupboard:

Once the orders you want to see are displayed you can sort by date, troop number or export to excel.

1. Navigate to Orders > Manage Orders: This screen will show all orders related to your cupboard.
2. Order Categories:
 - Planned: Displays all planned orders for your cupboard. Click "Apply search parameters" to refresh.
 - Ordered: Shows initial orders, transfers into your cupboard, and damage orders.
 - Sold: Lists all cases transferred to troops or cupboards, as well as donated cases (entered by council).
 - On Hand: Shows available stock as ordered cases minus sold cases (rounded).
3. View Transactions: Click "Show transactions" within each category box to see details.
4. Sort Transactions: Click on columns like Date, Order#, or other categories to sort transactions as needed.

- Use Filters: Select from filters (All, Initial Orders, Planned, Restock, Transfer, Damaged) to view specific order types. When using the Transfer filter, specify the type (Troop to Cupboard, Cupboard to Troop, or Cupboard to Cupboard).



Edit or delete planned orders

Promising practice is to establish a process to delete any planned orders that are not picked up by troops. Most councils use 48 – 72 hours and after than orders are deleted by cupboard. To edit, delete, or approve planned cookie orders:

- Edit, Delete, or Approve:

- Click on the ellipsis (three dots) at the end of the row for the order you wish to modify. You'll see options to Edit, Delete, or Approve the order.
- Note: Only orders not yet released from the cupboard can be deleted.

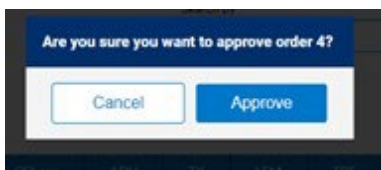


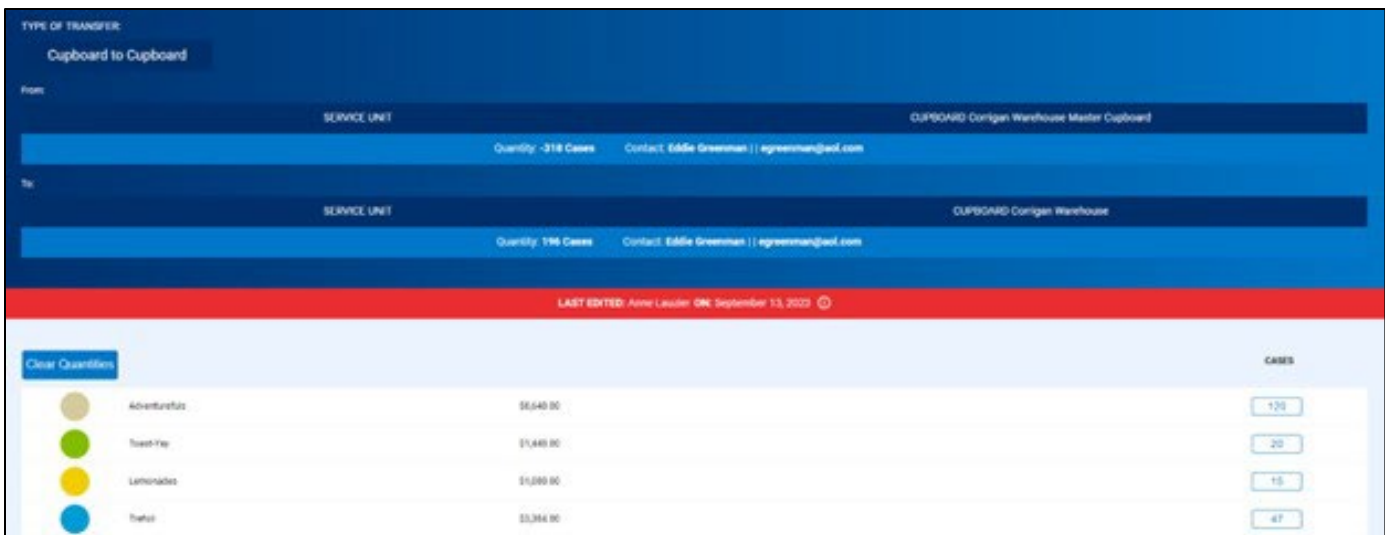
- Approve an Order:

- Select Approve Order. Confirm by clicking the Approve button in the pop-up.
- The order will then convert to a Cupboard to Troop (C2T) transfer, and the troop will receive an email confirmation.

- Edit an Order:

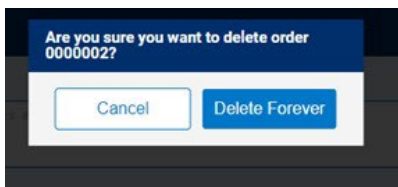
- Select Edit Order. The order details will open; update the number of cases as needed and click Save.
- After saving, you can approve the order as described above.





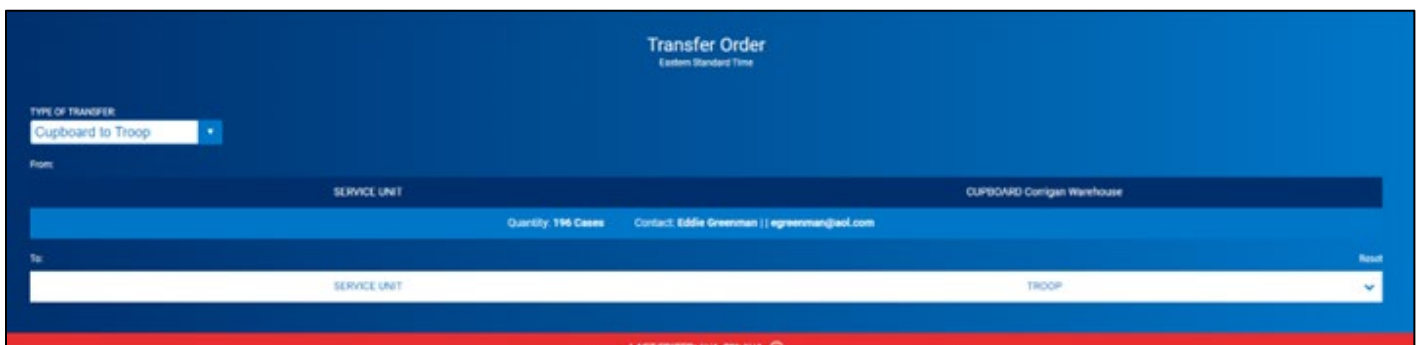
4. Delete an Order:

- Select Delete Order. The order will open; scroll to the bottom and click Delete Order, then confirm by clicking Delete Forever.



Transfer Orders

Cupboard managers can create three types of transfer orders: Cupboard to Troop, Troop to Cupboard, and Cupboard to Cupboard.



Cupboard to Troop Transfer: This process assigns cookies to a troop.

When this would be necessary: When a troop calls and needs help placing their order OR when they pick up additional cookies on a Cupboard Receipt while at your cupboard.

1. Navigate to Transfer Orders:
 - a. Click on Orders > Transfer Order.
2. Select Transfer Type:
 - a. Choose Cupboard to Troop.

3. Default Settings:
 - a. Your cupboard will automatically appear in the "From" field.
4. Select Troop:
 - a. Click on the drop-down arrow to select the troop.
5. Apply Changes:
 - a. Click Apply.
6. Enter the Transfer Details:
 - a. Input the transfer order
 - b. Add your receipt number you placed on the receipt.
7. Save Order:
 - a. Click Save.
 - b. The inventory will transfer immediately to the troop, and the troop will receive email confirmation.

● Thin Mints	\$0.00	0
● Peanut Butter Patties	\$0.00	0
● Caramel deLites	\$360.00	5
● Peanut Butter Sandwich	\$360.00	5
● Caramel Chocolate Chip	\$288.00	4
Totals	\$1,368.00	19

Order Notes

Receipt Number

[Save](#)

Troop to Cupboard Transfer: This is used for *returning cookies* by the troop (returns are only in cases EXCEPT when a troop returns a damaged package and does not have it replaced).

1. Select Transfer Type:
 - a. Choose Troop to Cupboard Transfer.
2. Select Troop:
 - a. In the "From" section, select the troop. Your cupboard will automatically appear as the "To" entity.
3. Enter Cases:
 - a. Input the number of cases being returned by variety.
4. Save Order:
 - a. Click Save.
 - b. The troop will receive an email confirmation of the transfer back to the cupboard.
5. Fill Out Transaction Form:
 - a. The cupboard manager must complete the transaction form for this return.

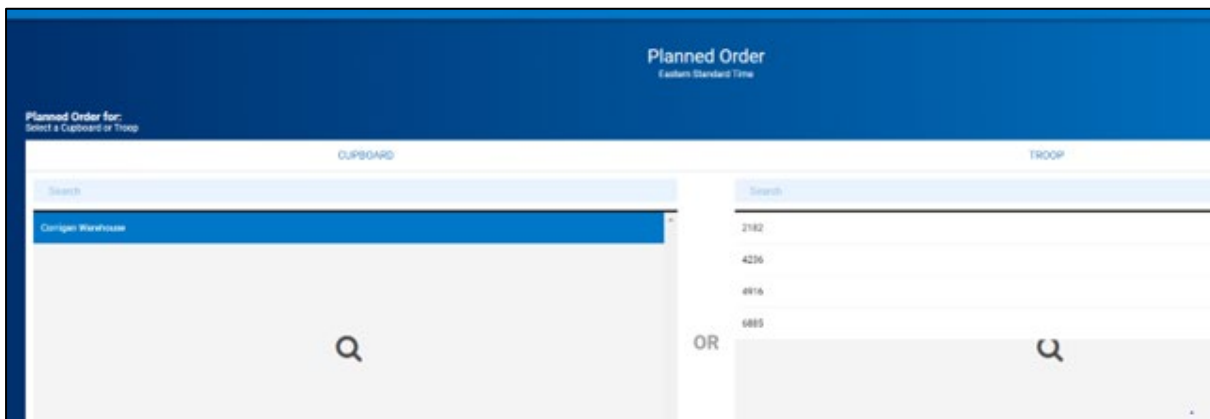
Cupboard to Cupboard Transfer: This process transfers inventory between cupboards.

1. Select Transfer Type:
 - a. Choose Cupboard to Cupboard Order.
2. Select From and To Cupboards:

- a. Select the cupboard you are transferring from and click Apply.
- b. Then, select the cupboard you are transferring to and click Apply.
3. Enter Cases:
 - a. Input the number of cases by variety.
4. Save Order:
 - a. Click Save.
 - b. The destination cupboard will receive an email confirmation of the transfer.
5. Fill Out Transaction Form:
 - a. The cupboard manager must complete the transaction form for this transfer.
6. Get Transaction Number:
7. Retrieve the transaction number from the Manage Orders section. After editing the order, the transaction number will appear at the top of the screen. Write this on the transaction form.

Planned Order

Cupboards may create a planned order for a troop.



- Navigate to Orders>Planned Order
- Select Troop for order, click Apply
- Select Cupboard, Date and Time



- Enter quantities by variety
- Click Save
- Cupboard Managers can immediately approve a troop planned order from this screen.

Damage Order

By creating a damage order, the cupboard inventory will be reduced and the total damages can be tracked for the council to claim at the end of each year.

- Navigate to Orders>Damage Order
- Your cupboard is the default
- Enter number of packages damaged
- Click Save

Delivery

This is for council use only.

Reports

Cupboard users have access to both current year and archive reports based on council settings.

Current

- Enter criteria for report – your council and cupboard will be auto-populated
- Recommended view for most reports – PDF
- Click View Report
- Enter criteria for report – your council and cupboard will be auto-populated
- Recommended view for most reports – PDF
- Click View Report

Archived

Navigate to Reports>Archive and select year (prior 3 years) to access archived reports.

Tasks

You do not need to utilize this tab.

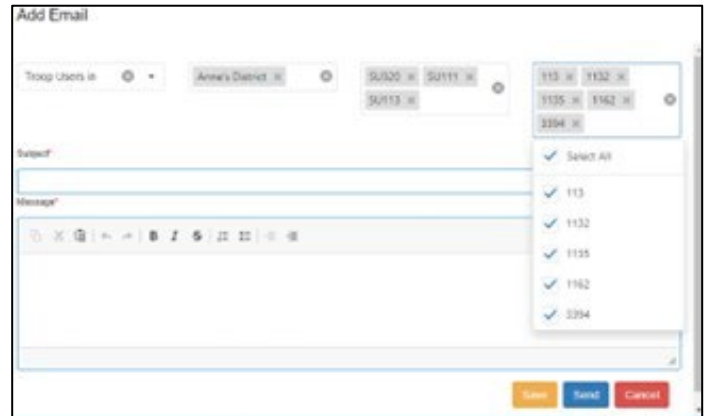
Emails

Cupboard Managers can use the Smart Cookies Email system to send emails to the troops as needed.

- Click on My Cupboard>Emails
- Click Add New Email



- Select Users (Service Unit, Troop, Cupboard)
- Select Service Unit(s), Troop(s)
- Enter Subject and body text
- Click Send to send immediately
- Click Save to save to send at a later date



ABC Smart Cookies Support

You have access to the ABC Smart Cookies Support Line and email, as well as **Cookie FAQs**.

ABC Smart Cookies can be reached at **855-444-6682** (6am to 9pm) or email at ABCsmartCookieTechSupport@makerspride.com