

gsnorcal Supporting Troops w/Cupboard Transactions Super Cookie Summit 2025

Cupboard Contact List: Council will provide a list of cupboards and their contact information via the Google Drive. Please share and remind troops that they have access to this information. The link to the Google Drive can be found in the Troop Cookie Program Guide. Please remind troops how to access this information.

Available Cupboard sites in Smart Cookies

- Cupboards may list their contact information or additional notes to consider at pick up within the Smart Cookie System. To view these notes, volunteers can just click on the cupboard's name. They will see the notes again after selecting the date and time, and clicking continue before the place the actual order.
- Stress to troops that when they select the date they want to pick up, they **must click continue** in order to reveal the available pick-up times. Available time slots will not show up unless you have confirmed the pick-up date by clicking continue.
- Available pick up time slots are listed by the hour. Cupboard clerks may be servicing several troop pickups during that hour. The Smart Cookie system does not allow Cupboard Clerks to further organize pick up times. It would be a good practice when placing cupboard orders to list within the notes section, when you plan to arrive during that hour (4:30 example) along with any other notes that would help facilitate cookie pick up.

Placing a Cupboard order in Smart Cookies

- Encourage troops to utilize the notes section to specify when they plan to pick up cookies within the selected hour (example 4:30), along with any other notes that would help facilitate cookie pick up. This will encourage a more efficient and please pick up!
- Remind troops to always save a copy of any receipt. If they won't be printing it, it's a good practice to take photos or screenshots, and save them till the end of the season.

2 by 12 Rule

- At minimum planned cupboard orders must be placed 2 days prior to their desired pick up date by 12 pm. This allows councils and cupboards to move stock if needed. If placed 2 days before by 12pm, the order will be locked in Smart Cookies and no changes can be made; if changes must be made in that time frame troops will need to contact the cupboard directly.
- Remind troops that orders placed farther in advance can have changes made to the order in Smart Cookies, prior to it

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	An order placed on any of these day will allow you to make changes in Smart Cookies before Wednesday at 12pm.		Latest possible date to place an order is today by 12pm. Order will be locked in Smart Cookies.		Cookie Cupboard Pick Up @ 5pm	Booths Scheduled



hitting the 2 days before at 12 pm time mark.

Picking up cookies form the cupboard

- At cupboard pick up it's important that troops are prepared by ensuring they have ample room in their cars for the pickup. There is guidance available in the Initial order section of the Troop Guide for vehicle size based on the amount of cookies you will be picking up.

- Remind troops to wear comfortable closed-toed shoes, and to be prepared to physically count cookies along with cupboard clerk.
- Stress with troops the importance of signing the receipt and taking a picture for their records or leaving with the white copy of the cupboard transaction form. Depending on the transaction type, cupboard clerks may use either the Smart Cookies Planned Order receipt or the Cupboard Transaction form.
- It is also a good practice to encourage troop to count the cookies again as they are loaded into their car, as we have learned this is where cookies may be misplaced or forgotten.

Cupboard to Troop Transfer

- Cupboard clerks will mark the transaction approved after cookies have been picked up by the end of the day.
- Troop Cookie Chairs will then see the inventory has been moved via a Cupboard to Troop transfer in Smart Cookies via the Manage Order tab.
- Cupboards should be approving orders the same day as cookies are picked up, if this is not the case, contact the cupboard first, and if you are not successful email info@gsnorca.org, include Cupboard to Troop transfer in the subject line.

Cookie Return Policy

2 scenarios in which Troops can return cookies to a cupboard

1. When **they want to pick up cookies as well as make and return at the same time**. In this case, they would book their regular planned order, and in **the notes section, clearly mention that they have a return**, and list the varieties and quantities they want to return. Remind troops to always save a copy of any receipt. If they won't be printing it, it's a good practice to take photos or screenshots, and save them till the end of the season.
 - a. If troops have an exchange, they will place the order via a planned cupboard order and within the notes section explain the exchange. For example, "Exchanging 2 trefoils for 2 thin mints."
2. If troops only have a return to make, without picking up cookies. In this instance they would access the Cupboard Contact List from the Google Drive, find their cupboard and call or email the cupboard clerk and notify them that they have a return they would like to schedule. **The link to the Google Drive can be found in the Troop Guide.** It would be a good idea to encourage troop to bookmark this the google drive, the troop guide, and the Cookie Program Resources page.

Cupboard Return Policy

- Per GSUSA food safety protocol for Girl Scout Cookies, cookie cupboards may accept returns of UNOPENED cases of cookies only.
- Returns must be free of smells, stains, damages, and subject to visual inspection.
- All cookies must be returned no later than the week after they were checked out from a cupboard.
- This would be a good time to put in any planned orders of different varieties you may need for later in the week or upcoming booth sales.
- This only applies to cookies checked out from a cupboard, **NOT** cookies ordered from the initial order. **Initial Order cookies cannot be returned.**
- **Each troop 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).
- To ensure accurate processing, troops must provide proof of the previous week's receipts when submitting a return to the cupboard.
- When placing your planned order, do not include your return in any way in Smart Cookies. All returns must be brought to the cupboard, and you will receive a Cupboard Transaction Form from the Cupboard Clerk. Make sure to sign and keep a copy of the Cupboard Transaction Form. Your Cupboard Clerk will provide this at the end of your visit.

Support with Care to Share Donations

- Council cupboards may opt-in to help with donating a portion of our Care to Share donations.
- Cupboard clerks will reach out to troops in their area if they need help making these donations.
- Council only allows donation partners to be either a food bank, Military organization, or hometown heroes.