

# Glossary



## **ABC Bakers (ABC)**

ABC Bakers is our bakery partner for the Cookie Program. They supply our council with cookies as well as resources for girls and volunteers to be successful.

## **Allocate Cookies**

A method by which cookies are assigned in Smart Cookies to a participating girl. It is important to allocate cookies throughout the program for girls to earn rewards. It also provides invaluable reporting and statistical information for GSHPA thus allowing council to make informed decisions regarding the program.

## **Booth Lottery**

A chance for troops to secure high value Council Sponsored Cookie Booths. Selection is automated by Smart Cookies™ and troops can win up to 1 booth. All remaining booths become available for First Come, First Serve sign up.

## **Girl Scout Cookie Finder**

A website and App which enable customers to locate a cookie booth near them by entering their zip code into the website. Customers can visit [www.girlscoutcookies.org](http://www.girlscoutcookies.org) to locate a cookie booth.

## **Case**

Girl Scout cookies are packaged and distributed to troops in cardboard boxes called case. Each case contains twelve (12) packages of cookies regardless of cookie variety.

## **Cookie Booth**

A pre-approved stationary sale of Girl Scout cookies at a public location such as a grocery store, convenience mart, bank, place of worship, restaurant or other venue where girls are permitted to patron. There are two (2) types of booths: council sponsored and troop sponsored. Cookie Booths are considered a direct sale.

## **Cookie Cupboard**

Volunteer & Council managed storage sites within the council boundaries where troops and other assigned adults may pick up additional cookies for girls to sell during the direct sale portion of the Cookie Program.

**Cookie Entrepreneur Family Pin**

A collection of pins that girls may earn by working with their families on activities and are based on age level.

**Cookies In-Hand**

A phase in the Cookie Program once Girl Scouts and troops receive their initial order cookies and begin selling them directly to customers. Also known as Direct Sale

**Cookie Share**

A council-wide service project where customers may purchase virtual packages of cookies that are then donated to our Cookie Share partners. During the Initial Order period and for all Direct Shipped order GSWNY delivers the packages. All other Cookie Share donations are delivered by the troops.

**Council Sponsored Cookie Booth**

Pre-approved Girl Scout Cookie booths coordinated by GSHPA and are located at high-traffic businesses throughout the council. Troops are not permitted to contact these locations. Dates and time for signups are listed under the Booth Sites tab in Smart Cookie.

**Cupboard Manager**

A person responsible for managing a cookie cupboard.

**Customer Care**

A team of GSWNY staff members providing direct support and services to GSWNY volunteers. This team is available to assist Girl Scout members with general questions regarding the GSWNY's Cookie Program.

**Delinquency Form**

An online form used by the troop volunteer for any outstanding Product Program debt owed by a Girl Scout for product received. GSWNY will attempt to collect payment on your troop's behalf.

**Delivery Agents**

Council partners who are responsible for storing and transporting product to specific delivery locations throughout the council. Delivery agents will not delivery product directly to troops.

**Digital Cookies**

A digital selling platform for Girl Scouts to create a personalized selling site, track their progress, and input information for troop leaders such as Initial Orders or badge fulfillment. This program has 2 versions: Desktop & App

**Direct Sale**

A stage within the Cookie Program that begins after delivery of a troop's initial order

**Family Guide**

whereby troops/girls begin selling with cookies in-hand.

**Family Permission Form**

A printed guide provided by council and distributed by troop leaders at the beginning of the program that provides guidance and key dates for families regarding the program.

**Financial Transactions**

A form that provides permission for a Girl Scout to participate in a council sponsored product program and must be signed by a parent or guardian prior to a girl's participation. This form is retained by the TCM for a minimum period of one year.

**First Come, First Serve Council Booths (FCFS)**

Postings of payments in SmartCookies which shows all forms of payments received. There are Troop and Girl Financial Transactions. All Credit Card payments made in Digital Cookie will automatically be posted under their respective category. When a Girl Scout pays the troop for any paper card orders a Girl Financial Transaction should be manually posted in SmartCookies by the Troop Cookie Manager and a signed receipt given.

A selection of available council sponsored Cookie Booths that troops can sign up to hold. Signups take place in Smart Cookies™. When a troop releases a Council Sponsored Booth they can no longer attend, it shows up as available in the FCFS system.

**Five Skills**

Girls develop five (5) skills by participating in the Cookie Program. These skills are goal setting, decision making, money management, people skills, and business ethics.

**Girl Balance Summary Report**

A report run by the Troop Cookie Manager in SmartCookies that gives a financial summary of each Girl Scout selling in the program. This report shows all credit card payments taken in Digital Cookie, any girl payments posted by the TCM in Smart Cookies, and all packages that have been transferred the Girl Scout.

**Girl Order Card**

A form that Girl Scouts use to track in-person orders and set their goal for rewards. It lists the cookie varieties nutritional information. There are rows and columns to track each customer's name, address and phone number along with the quantities of each variety ordered and amount owed.

**Girl Scout Cookie Program**

An educational and fun way for girls to sell cookies and earn funds for their Girl Scout activities. The program began in 1917 when Girl Scouts baked cookies and sold them to help finance troop activities. It is the largest girl-led entrepreneurship program in the world and part of the entrepreneurship pillar in the Girl Scout Leadership Experience.

**Girl Rewards/Recognitions**

Items or experiences an individual Girl Scout may earn for participation in the Girl Scout Product Programs. Cookie rewards are cumulative and based on the number of packages sold during the Program. This includes sales from online, in-person, Cookie Share, and troop cookie booth sales.

**Digital Cookies App**

A mobile app which allows troops and Girl Scouts to receive credit card payments from their customers. The troop or girl selling site must be set up via the Digital Cookies website on a desktop browser in order to access the mobile app.

**gsLearn**

Online Girl Scout training platform available to volunteers that may be accessed through your MYGS account. This platform houses your Product Program trainings.

**Initial Order**

The initial stage of the Girl Scout Cookie Program where girls take pre-orders of cookies prior to having cookies in-hand. These cookie orders are submitted to council when you enter and submit your troop's cookie order in Smart Cookie and will be delivered to your troop during the council's designated delivery week.

**Initial Order Rewards/Recognitions**

Recognitions that can only be earned during the Initial Order period of the program. These rewards are cumulative, differ from the main or final recognitions and cannot be earned after the given deadline.

**Juliette**

An individually registered Girl Scout who is not a member of a troop. A Juliette may participate in the Cookie Program within specific guidelines and are oversaw by the SUPPM during the program.

**Keep Goaling/Goal Getter**

The middle stage of the Girl Scout Cookie Program where girls continue to take orders while they wait for their Initial Order to be delivered. All Girl Delivered orders taken

**Mega Delivery/ Trailer Drop Delivery**

during this time are filled through troop inventory once cookies arrive.

Locations within the council where troops pickup their initial order cookies. Troops select their delivery appointment time in SmartCookies from those available after entering their Initial Order.

**National Girl Scout Cookie Weekend**

An annual event to honor creative and successful Girl Scout Cookie entrepreneurs across the country. It encourages consumers to invest in girl leaders of today and tomorrow by purchasing Girl Scout Cookies.

**On Hand Inventory**

Credit for packages of cookies that has been assigned to either a Girl Scout or Troop in SmartCookies. Girl Scouts can view this inventory under “My Cookies” in Digital Cookies. Troops can view this inventory by running a Troop On Hand Inventory report in SmartCookies. Inventory is controlled/adjusted through transfers.

**Opt Out**

A method by which a Junior, Cadette, Senior or Ambassador troop chooses to not receive rewards in lieu of extra troop proceeds per package. Multi-level troops with younger girls may not participate.

**Package**

Each cookie variety is sold in an individual cookie package. Some varieties have a recycled cardboard outer-shell, and some varieties have a cellophane outer wrap. The number of cookies and price of each package varies by variety.

**Per Girl Average Girls Selling (PGA)**

The total number of cookies sold by a troop divided by the number of girls actively selling in that troop. The Troop Balance Summary will show the PGA of Girls Registered in Digital Cookie.

**Product Programs**

Council sponsored programs that enable troops and individually registered Girl Scouts known as Juliettes to earn funds for troop/group activities. This includes the Girl Scout Cookie Program and the Fall Product Program.

**Rewards/Recognitions**

Items earned through participation in a council sponsored product program.

**Service Unit Product Program Manager (SUPPM)**

A volunteer responsible for supporting the Troop Cookie Manager and Troop Leaders

**Smart Cookies™**

within their service unit during the Cookie Program.

A web-based technology platform used for inventory management of the Cookie Program.

**Smart Cookie JIT Training**

Short training videos developed by ABC Bakers that instructs users how to utilize specific areas in Smart Cookies™. Access these trainings via ABC Bakers YouTube page.

**Top 100**

Girl Scouts whose total packages sold falls within the top 100 highest quantities across the council. Top 100 Sellers receive special recognition at the program's end.

**Transfer Cookies**

The act of moving cookie inventory from the Troop to a Girl Scout or from the Council Cookie Cupboard to a Troop. These actions are taken by volunteers in Smart Cookies™ and required to maintain accurate financial records. Signed receipts of product should accompany all transfers.

**Transfer: Troop to Girl (T2G)**

Transfer of cookies (packages and/or cases) from Troop Inventory to an individual Girl Scout's inventory. This transaction is completed by the Troop Cookie Manager in SmartCookies. TCM's should have caregivers who receive the cookies sign for them using the provided receipt book or a printed copy of the T2G transfer.

T2G transfers are used to help Girl Scouts fill Girl Delivery orders taken AFTER the Initial Order is placed.

**Transfer: Cupboard to Troop (C2T)**

Transfer of cookies (packages and/or cases) from a Council Cookie Cupboard and a Troop. These transfers are usually facilitated by the troop placing and picking up a Planned Order from the cupboard but can also be entered manually at the cupboard. Troop Volunteers are required to sign for all cookies received.

**Transfer: Troop to Troop (T2T)**

Transfer of cookies (packages and/or cases) between Girl Scout troops. Financial responsibility follows the cookies. A receipt must be written by the troop giving the cookies and both troops sign the receipt. The troop giving the cookies is responsible for entering a transaction into Smart Cookies™.

**Troop Balance Summary Report (TBS)**

A report run by the Troop Cookie Manager in SmartCookies that gives a summary of troop financials and sales for the current program year. This report also shows the Troop PGA, Financial Transactions, Balance Due to Council and Troop Proceeds.

**Troop Cookie Manager (TCM)**

A volunteer who is responsible for the Cookie Program logistics for a single troop. Each volunteer supports the girls and their families. Duties include ordering cookies, collecting money, and distributing girl rewards.

**Troop Guide**

A printed guide provided by council and distributed by the SUPPM at the beginning of the program that provides guidance, key dates, and tasks to be completed by the Troop Cookie Manager and their cookie team.

**Troop Materials**

Printed program resources needed by girls and troops to participate in the Girl Scout Cookie Program.

**Troop Sponsored Cookie Booth**

A stationary sale of Girl Scout cookies at a public location within the Council boundary that organized by an individual troop. These booths must be pre-approved by the proprietor of the location and entered/ approved in Smart Cookies™ prior to the date of the booth.

**Troop Proceeds**

A troop's share of money earned by the sale of products through a council sponsored product program such as the Girl Scout Cookie Program or Fall Product Program.

**Virtual Cookie Booth**

Girls sell cookies by hosting virtual cookie booths that allow customers to buy or donate cookies online.

**Volunteer Toolkit (VTK)**

A digital resource that supports troop leaders and co-leaders with meeting plans, parent communication, membership renewal, tracking badges, awards, recording meeting attendance, and more. Access the VTK via [gshpa.org](http://gshpa.org) and clicking on MY GS.