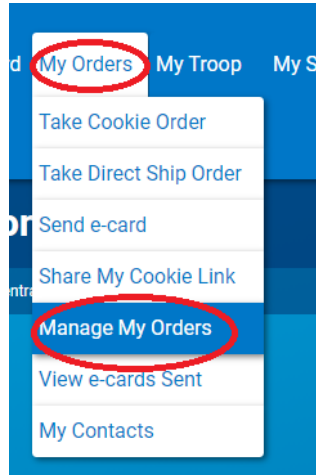
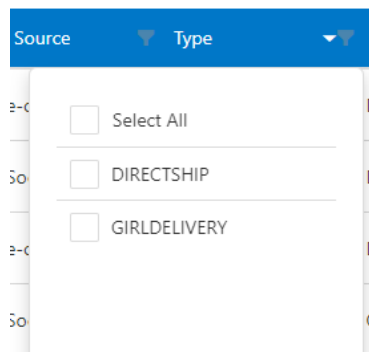


## Managing Girl Delivery Orders

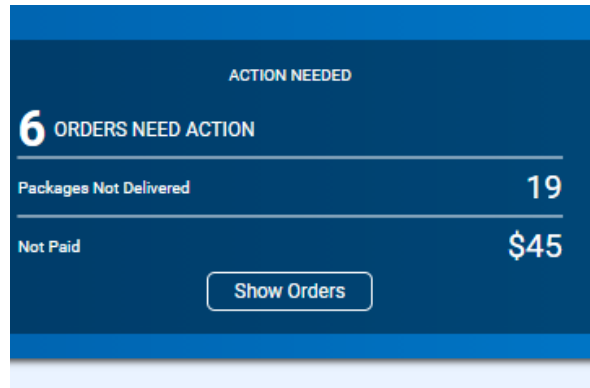
1. Log in to [abcsmartcookies.com](http://abcsmartcookies.com). We recommend using a desktop as some features may not format correctly on mobile devices.
2. Hover over **My Order** and click **Manage Orders**.



3. You will see a screen with all orders. You can filter by **Type**.



Girl Delivery orders can also be filtered by clicking on **Show Orders** under **Action Needed**.



- Pending Approval** orders require approval via your email. If you did not receive the email for approval, click the three dots on the right and click Resend Email. These orders cannot be approved in Smart Cookies and will cancel if not approved within 72 hours.

Pending Approval	\$20.00	Pending	Cr	Update My Contact	Resend Email	⋮
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- If you need to **Refund** an order that you cannot deliver, you can click the three dots on the right and click **Refund Order**.

Girl Delivery	Ordered	\$10.00	Yes	Cr	Update My Contact	Refund Order	⋮
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**Please note:** Customers should [contact ABC Bakers](#) directly if, for any reason, you aren't satisfied with a package of Girl Scout Cookies.

- If you need to **Edit** an order, you can click the pencil icon on the right-hand side. Please note that order varieties can be changed but not order totals if a customer has pre-paid as their card has already been charged.

**Important Reminder:** All Girl Delivery orders must be entered at the troop level as girls cannot order inventory, even if it has been pre-paid. Please submit all Girl Delivery orders to your cookie manager as you would order card sales. You can click **Print Report** from Smart Cookies as an easy way to send to your cookie manager. It is recommended that you first sort by order type (step 3) to avoid order duplication.

## 9 Girl Orders

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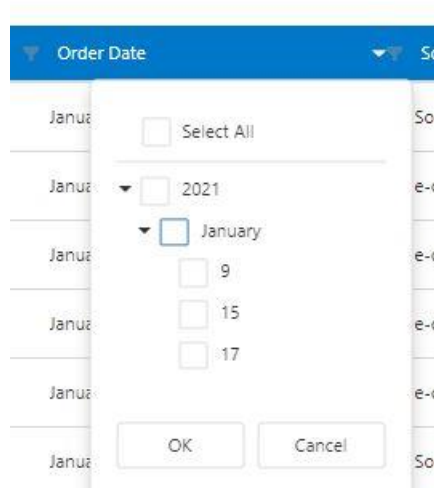
[Print Report](#)

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### Need to more cookies to fulfill Girl Delivery Orders after the Initial Order?

Girls can continue taking Girl Delivery Orders after the Initial Order but cookie managers will need to transfer these cookies to girls using Troop to Girl (T2G) Transfer Orders. Families can filter the report by dates in Smart Cookies to avoid order duplication.

1. Follow steps 1-3 above.
2. Click the filter icon under **Order Date**.



3. Select the date ranges you need.
4. Click **Print Report** from the left-hand side.

## 9 Girl Orders

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[Print Report](#)

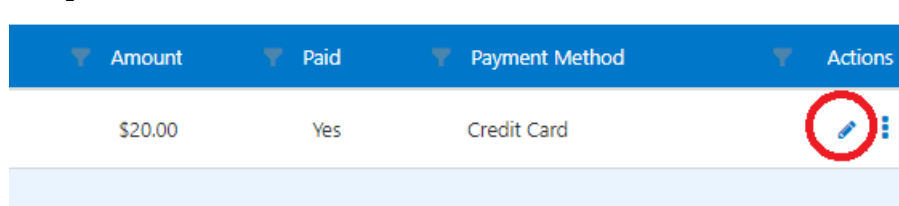
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5. You will be shown a report that you can print.
6. When done, click **Close Report** on the top right.

**Direct Ship** orders cannot be refunded, changed or cancelled once placed. Customers will receive an email with tracking information once their order has shipped. Questions or concerns about the Direct Ship orders can be sent to [ABCSmartCookieTech@hearthsidefoods.com](mailto:ABCSmartCookieTech@hearthsidefoods.com).

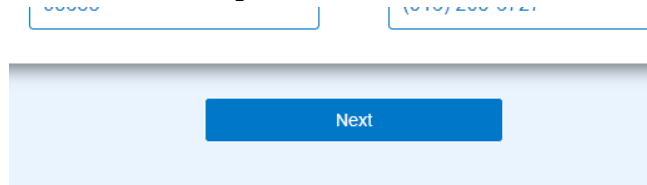
### Order Delivery

1. When you are ready to delivery an order, follow steps 1-3 on page 1.
2. Click the pencil icon.



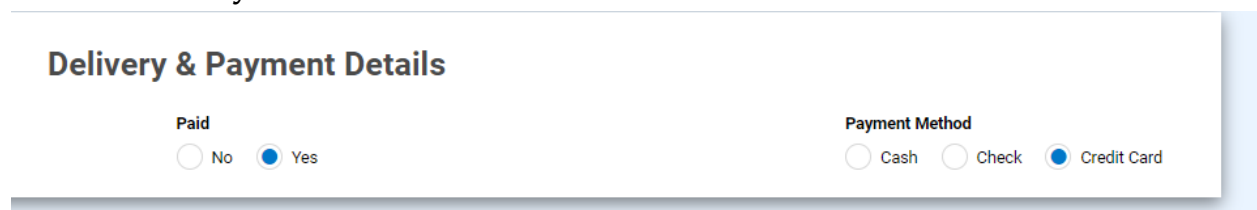
Amount	Paid	Payment Method	Actions
\$20.00	Yes	Credit Card	

3. Enter customer information (optional). Click **Next** at the bottom of the screen.



Form with input fields and a **Next** button.

4. Verify varieties ordered. Modify any varieties (if necessary).
5. Pre-paid Girl Delivery orders will already be marked as paid. If a customer has not pre-paid, they should pay for their order upon delivery. Change **Paid** to **Yes**. Select **Payment Method**.



**Delivery & Payment Details**

**Paid**  
 No  Yes

**Payment Method**  
 Cash  Check  Credit Card

**Please note:** You can take a card payment for an order as long as the order has not been marked delivered. Once a payment method is selected and order is marked delivered, it can no longer be changed. If you are taking a card payment, click **Next** after **Credit Card** is selected. You will be taken to a payment screen. Click **Pay Now** or **Back** to change payment method.

Now to complete.

**Total \$5.00**



CARD NUMBER\*

CARD EXPIRATION\*

CARD CVV\*

CARD HOLDER BILLING ADDRESS ZIP CODE\*

6. Once the order is **Paid** and **Delivered**, change status to **Delivered**.

**Delivery & Payment Details**

**Status**  Ordered  Delivered  Cancelled

**Paid**  No  Yes

7. Click **Save**.