

## Planned Orders

### Frequently Asked Questions

**What is a Planned Order?** A Planned Order is an order placed at a local Cookie Cupboard by 11:59pm on the Sunday *before* a troop would like to pick it up. Planned Orders help GSHCC accurately purchase enough inventory to stock Cookie Cupboards with the varieties to meet community demand. Orders must be in by that time to sufficiently stock the cupboards for the following Friday (possibly Thursday).

**How do planned orders help troops?** Planned Orders provide first priority for cookie cases needed for your booth sale(s) or for additional girl orders placed after the Initial Order.

**Why do troops need to place their Planned Orders by Sunday night?** Every Monday, we make critical restock Cupboard orders for the upcoming weekend. Planned Orders allow us to see the demand of cookies by variety for each Cupboard so that we can make informed decisions. When Planned Order demand exceeds our existing inventory, a restock order is placed with ABC Bakers and Cupboard deliveries are scheduled with our distributor. Our distributor requires a 48-72 hour notification for delivery.

**Where can I see the available Cookie Cupboard locations and hours?** Cupboard locations are listed in Smart Cookies. You will also see a map to the right hand of the Cupboard list. The available dates and times can be viewed by clicking on your desired Cupboard location.

**What if my troop sells our inventory before our next Planned Order pick up date?**

**Can I still get cookies?** Cupboard orders not requested in Smart Cookies are considered Unplanned Orders. Not all Cupboards accept Unplanned Orders. If a Cookie Cupboard accepts Unplanned Orders and has extra inventory after fulfilling Planned Orders, than you would be able to pick up cookies in this way. Please contact your local Cupboard(s) to request the desired cases by variety prior to visiting. The Cupboard managers will enter a Cupboard to Troop (C2T) Transfer after your pick up. Unplanned Orders require more work for the Cupboard Managers, so fulfilling them requires their approval.

**Are Cupboard orders made in packages or cases?** Cookies ordered from a cupboard are always full, unopened **CASES**.

Typical Planned Order Week					
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Planned order deadline by 11:59 p.m.	Based on planned order volume, existing cupboard inventories and existing inventory at Master Cupboard (delivery agent), Product Program purchases additional inventory from ABC Bakers by noon on Monday.	Transit Time from ABC Bakers distribution center to GSHCC Master Cupboard.	Transit Time.	Transit Time. Delivery Agent starts delivery routes to Cookie Cupboards council-wide, if inventory is available at their warehouse. Cupboards are stocked based on existing inventory vs inventory needed for Planned Orders.	Monday's order arrives at GSHCC Master Cupboard (may arrive following week as transit time can be 5-7 days). Delivery agent continues Cupboard deliveries, if inventory has arrived. Cookies available for pick-up as early as Friday (check with Cupboard).

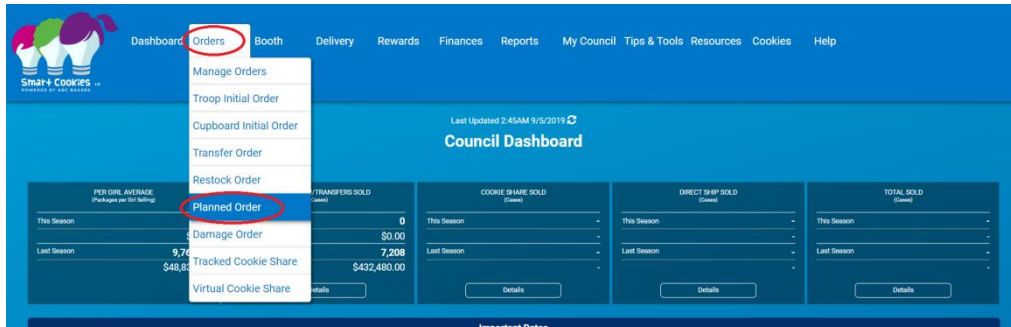


Note: Due to transit times, though there may be pick up times available early in the week at local Cupboards, GSHCC cannot guarantee a full Planned Order scheduled for pick-up Tuesday-Wednesday. We suggest troops schedule pick-up for Thursday or later to give your Cupboard manager additional time for their delivery.

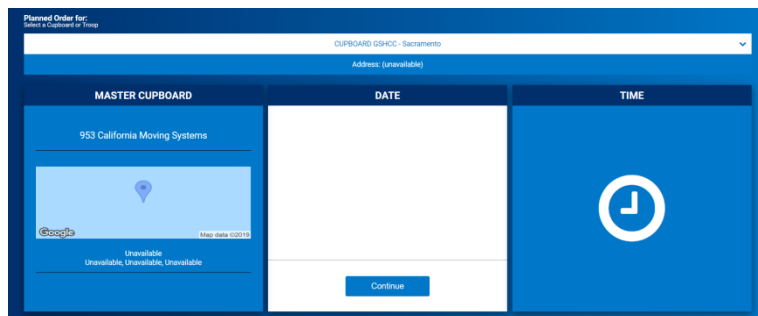
[Smart Cookies – Entering a Planned Order Video](#)

**Creating a Planned Order:**

1. Log into [Smart Cookies](http://abcsmartcookies.com) (abcsmartcookies.com).
2. Go to **Orders**; click **Planned Order**.



3. Select your preferred Cupboard location from list (you will see a map of the location when you click on it). Click **Continue**.
4. A list of available dates will appear. Click your preferred date then click **Continue**. A list of available times will appear. Click your preferred time then click **Continue**.



5. A grid of all varieties will show below. Enter the number of full, unopened **CASES** by variety in the number field on the right.

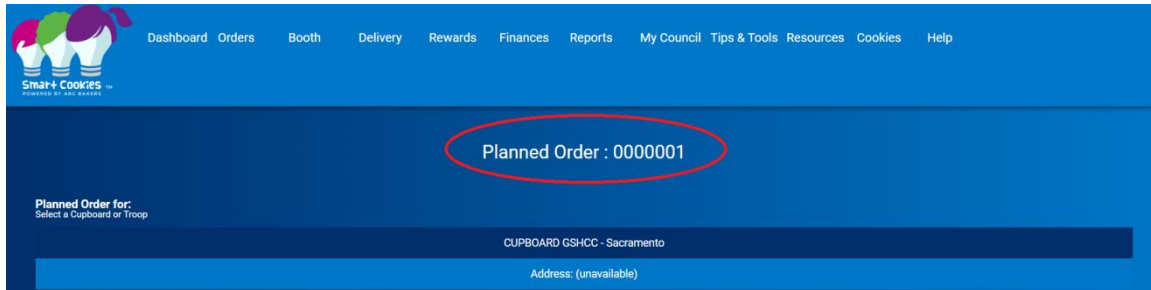
Clear Order			CASES
	Thanks-A-Lot	\$0.00	<input type="text" value="0"/>
	S'mores	\$0.00	<input type="text" value="0"/>
	Lemonades	\$0.00	<input type="text" value="0"/>
	Shortbread	\$0.00	<input type="text" value="0"/>
	Thin Mints	\$0.00	<input type="text" value="0"/>
	Peanut Butter Patties	\$0.00	<input type="text" value="0"/>
	Caramel deLites	\$0.00	<input type="text" value="0"/>
	Peanut Butter Sandwich	\$0.00	<input type="text" value="0"/>
<b>Totals</b>		<b>\$0.00</b>	<b>0</b>

Order Notes  
Type here (258 characters max)

**Save**

6. Place any order notes in the box at the bottom.

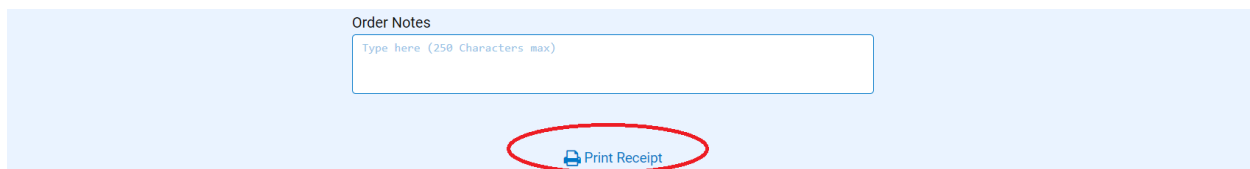
7. Click **Save**.
8. After the order is saved, a confirmation message will appear and the Planned Order number will be shown at the top of the page.



9. To view your Planned Order(s), go to the **Manage Orders** tab, click the planned order filter and click **Apply Search Parameters**.

Troops *cannot* change a submitted Planned Order. To request a change, please contact the Cupboard manager or GSHCC customer care at [customercare@girlscoutshcc.org](mailto:customercare@girlscoutshcc.org).

To print your Planned Order(s), click the **Print Receipt** option near the bottom of the page. The receipt will be labeled at the top *Planned order receipt not approved* indicating that the order has not been picked up and the Cupboard manager has not approved it.



When you pick up the Planned Order from the assigned Cupboard, the Cupboard manager will approve it. It will then be converted to a Cupboard to Troop (C2T) transfer and will be shown on the **Manage Orders** screen under **Transfers**. Once you click print receipt again it will be labeled *Transfer order receipt approved planned order*.

**An email confirming the order will be sent to the troop cookie manager.**