

Shortage-Overage Orders

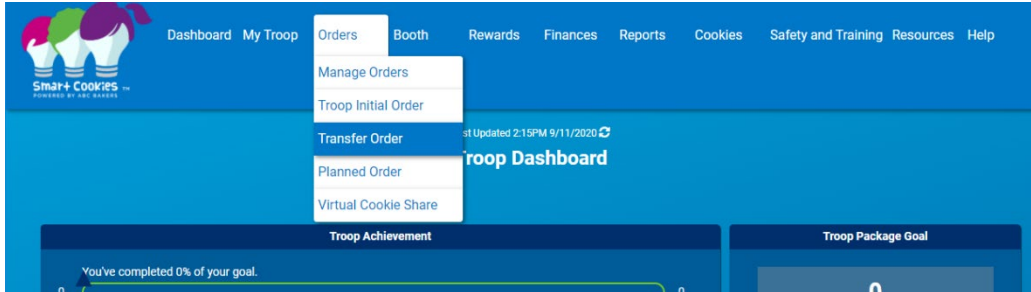
It is important as a Cupboard Manager to accurately track Cookie Drop inventory discrepancies you rectify, whether they are shortages or overages. All transfers are done in **CASES**. There is one type of transfer available for troops in Smart Cookies. Troops should print out their confirmation letter from GSHCC Customer Care and provide that to you for your records. *Please note this is a different from damage orders.*

- **Cupboard to Cupboard (C2C)** – You will transfer the cases of cookies through a Cupboard-to-Cupboard transfer.
 - **If there is a shortage (the troop did not receive all cookies from their Initial Order):** The “from” Cupboard will be your Cupboard and the “to” Cupboard will be listed as Shortages-Overages.
 - **If there is an overage (the troop received more cookies than were in their Initial Order):** The “from” Cupboard will be the Shortages-Overages and the “to” Cupboard will be listed as yours.
 - Ensure orders are not processed as Troop to Cupboard or Cupboard to Troop transactions as this will impact troop inventory. If a troop was shorted, they were already assigned the inventory and a Cupboard transfer would duplicate the inventory. If a troop received overages, they were never assigned the inventory and a Cupboard transfer would incorrectly decrease their inventory.
 - Ensure orders are not processed to any other Cupboard. These transfers would incorrectly affect another Cupboard’s inventory. Keep in mind the transfer is not being made to another physical Cupboard so the Shortages-Overages Cupboard is a balancing Cupboard.
 - If troops do not have their printed email, be sure to write a receipt after you have verified they received the email (they can show you on their phone)

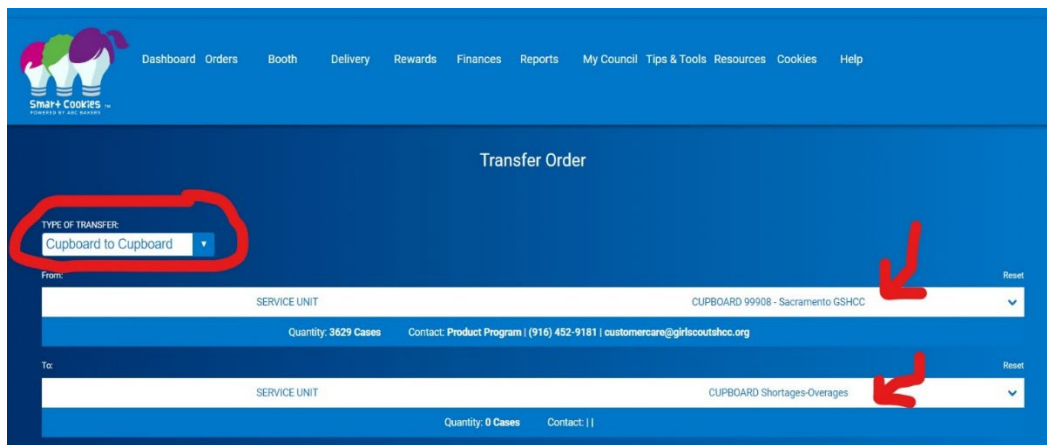
- Inventory discrepancies should be resolved within 1 week of Cupboard opening day as some varieties are not restocked closer to the end of the cookie program. If you have the inventory after this timeframe, you can still help rectify.

Enter a Transfer:

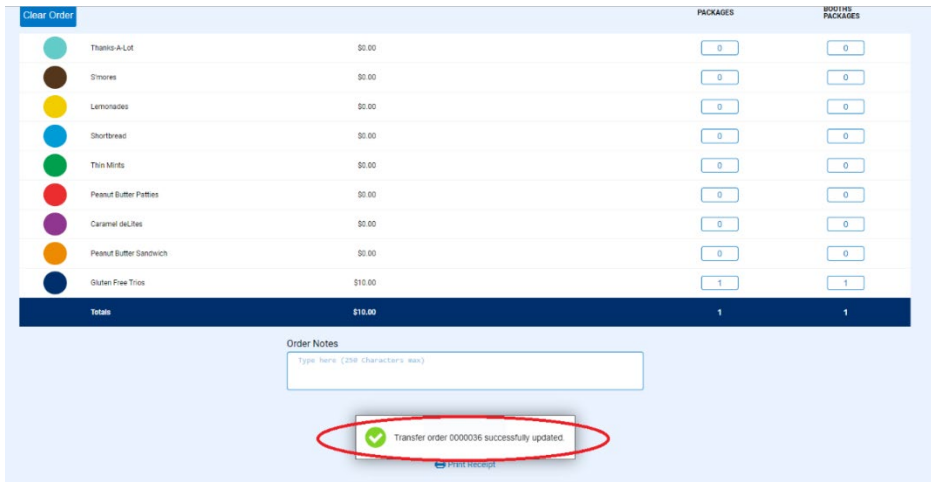
- Log in to [Smart Cookies](http://www.abcsmartcookies.com) (www.abcsmartcookies.com).
- Go to **Orders**; click **Transfer Order**.



- Select the type of Transfer from the drop down menu.
 - **For Cupboard to Cupboard(C2C): SHORTAGE**
 - Follow Steps 1-2.
 - Select your Cupboard from the first drop down menu.
 - Transfer **WITH** the Shortage-Overage Cupboard. This transfer will let us know that you have a case taken out from your Cupboard.

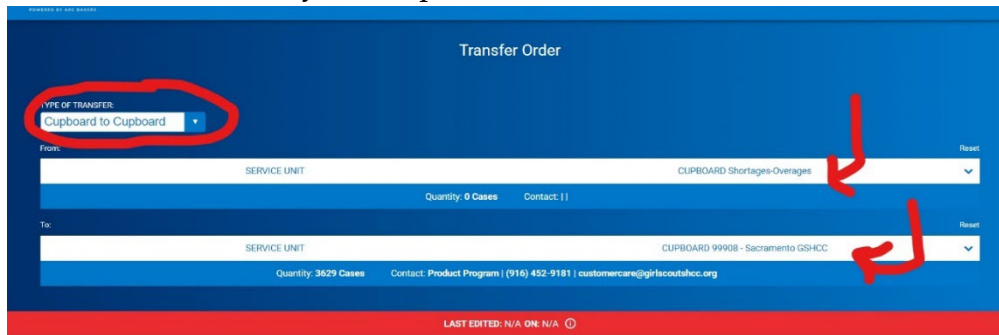


- Add the amount of cases and enter the troop number picking up the shortage in the notes section. Then click **Save** when complete. A confirmation will appear at the bottom of the page with the order number.

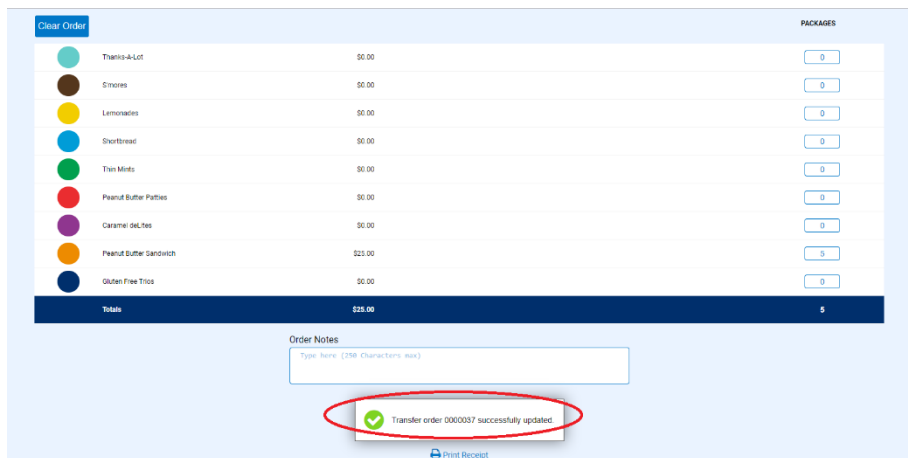


➤ For Cupboard to Cupboard Transfer (C2C): OVERAGE

- Follow Steps 1-2.
- Select the Shortage-Overage from the first drop down menu.
- Transfer **TO** your Cupboard. This transfer will let us know that you have a case added to your Cupboard.



- Add the amount of cases and enter the troop number returning the overage in the notes section. Click **Save** when complete. A confirmation message will appear at the bottom of the page.



Transfer Order 0000003 | Approved Planned Order
 Order Date: February 5, 2021 @ 4:03 PM

TYPE OF TRANSFER:

Cupboard to Troop

From:

SERVICE UNIT

CUPBOARD GSHCC - Sacramento

Quantity: 17 Cases Contact: Product Program | (916) 452-9181 | customercare@girlscoutshcc.org

Once transferred to or from your Cupboard, these orders become Cupboard to Cupboard orders. If you would like to edit or view these orders, follow the steps in the Manage Orders Just in Time training.

Note: Your Cupboard's on hand inventory can be seen by going to **Reports, Summary Reports** and then **Cupboard Inventory**. Be sure you have transferred the entire shortage or overage inventory into the system.

Receipts: If a troop is picking up shortages or returning overages and does not print their email, be sure to write a receipt. Include troop number and date. Notate if the number of cases (1). Notate if it was a **Shortage** or **Overage** (4). Once you have processed the transfer in Smart Cookies, write the **Order Number** on the receipt (3). The order number will be shown at the top of the order screen. Keep the white copy and provide the troop with the yellow copy.

MONEY AND/OR COOKIE RECEIPT
 (IMPORTANT: BE SURE TO WRITE TROOP NUMBER ON ALL RECEIPTS)

TROOP # / NAME		S.U.	DATE
NO. OF CASES	NO. OF PKGS.	VARIETIES	MONEY
		THANKS-A-LOTS	
		GIRL SCOUT S'MORES	
1	2	LEMONADES	3
		SHORTBREAD	\$ _____
		THIN MINTS	
		PEANUT BUTTER PATTIES	
		CARAMEL deLITES	
		PEANUT BUTTER SANDWICH	
		CARAMEL CHOCOLATE CHIP - gf	
		⚡ TOTAL	

RECEIVED BY _____ TROOP # _____
 RECEIVED FROM _____ **4** _____ TROOP # _____
MS 7/16