girl scouts heart of central california

Damage Orders

It is important as a Cupboard manager to manage damages received in your Cupboard from troops. All damages are done in full cases **CASES, but units are in PACKAGES**; this means you will enter increments of 12 packages. 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 shortages/overages.*

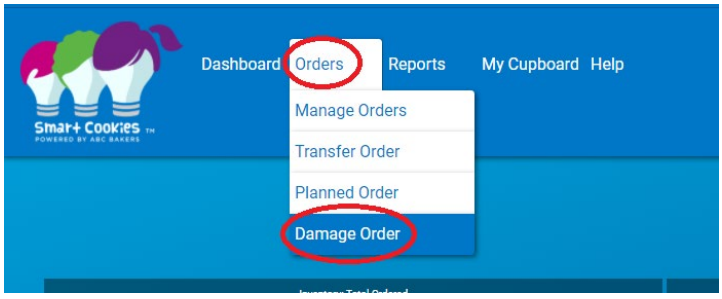
- **Damage Orders –** Damages from your Cupboard are processed in full cases. If you find a damaged case in your delivery, you will accept the delivery and enter this as a damage in Smart Cookies.
    - If there are only a few damaged packages in a case, you may repackage undamaged inventory to create a full case to offer to troops. Please try to use undamaged cases for repackaging.
        - Repackaging will be even more helpful towards the end of the sale when your Cupboard is running low on varieties that are no longer being restocked.
    - Troops may bring individual damaged packages or packages that cannot be sold (half-filled packages for example). You may replace them with undamaged packages from a case that has already been damaged out.
        - Example: You received a case of Thin Mints missing 2 packages. You damage out the whole case from your Cupboard so it no longer shows in your available inventory. You still have 10 packages. A troop brings 2 crushed packages. You swap them with 2 packages from your damaged out case, but no transaction is needed in Smart Cookies. You now have a 8 undamaged packages, 2 damaged, and 2 missing. The remaining 8 packages can be used to resolve future damaged package

replacements with no additional damage order entries needed for this case.

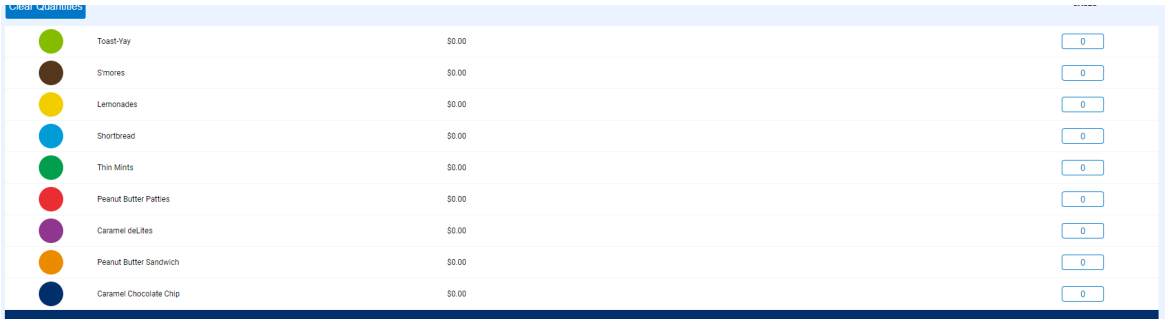
- If a troop brings damages to you and you do not have a case of that variety damaged out, or you have a damaged case with no undamaged packages, you will take a case from your inventory and damage it out. That case can then be used to replace future damages.
    - Example: A troop has 1 damaged package of Caramel DeLites. You do not have a damaged out case. You take an undamaged case from your Cupboard inventory and create a damage order. You swap out the damaged package for one from the case you damaged out. You now have 11 undamaged packages and 1 damaged package. The remaining 8 packages can be used to resolve future damaged package replacements with no additional damage order entries needed for this case.
- If troops do not have their printed email for exchanging damages, 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 the troop's Cookie Drop event as some varieties are not restocked closer to the end of the cookie program. If you have the inventory after this time frame, you can still help rectify.

Entering a Damage Order:

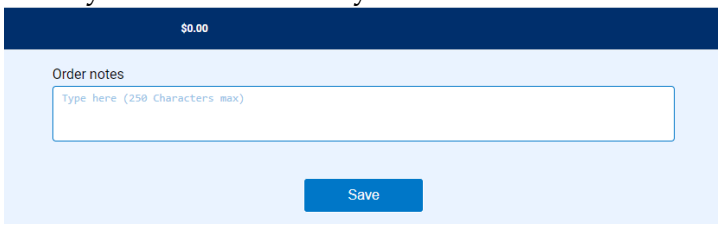
1. Log in to Smart Cookies (abcsmartcookies.com).
2. Go to **Orders**; click **Damage Order**.



3. Enter the varieties you are damaging out. Remember that entries are done in packages. Example: You are damaging out 1 case of Thin Mints so you enter 12 packages in the order.



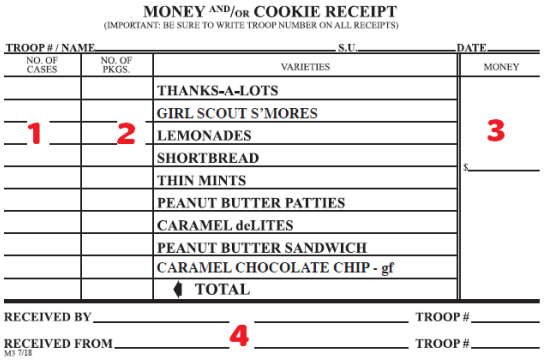
4. Enter notes about the damage to help with record keeping in case of inventory discrepancies. For example, you can enter "troop 99999 Mega Drop damage" or "damaged inventory at time of delivery"



5. Click **Save**.

Please note: If you experience a major damage at time of delivery (e.g. A whole pallet of cookies was damaged at delivery) please contact GSHCC immediately so we can ensure you have adequate inventory.

Receipts: If a troop exchanges a damage and does not print their email, be sure to write a receipt. Include troop number and date. Notate if they exchanged cases (1) or packages (2). Notate that it was a **Damage** (3 or 4). 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	
1	2	GIRL SCOUT S'MORES	3
		LEMONADES	
		SHORTBREAD	$_____
		THIN MINTS	
		PEANUT BUTTER PATTIES	
		CARAMEL deLITES	
		PEANUT BUTTER SANDWICH	
		CARAMEL CHOCOLATE CHIP - gf	
		TOTAL	

RECEIVED BY_____ _____ TROOP #_____

RECEIVED FROM_____ 4 _____ TROOP #_____

MT 7/18