girl scouts heart of central california

# 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).

**Why do troops need to place their Planned Orders by Sunday night?** Every Monday, GSHCC makes critical restock Cupboard orders for the upcoming weekend. Planned Orders allow us to see the demand for cookies by variety for each Cupboard so that we can make informed decisions. Our distributor requires a 48–72-hour notification for delivery.

**Example timeline:** GSHCC reviews demand and places a request to restock Cupboards by 12 p.m. on Monday. The delivery agent reviews the request, begins prepping the order, and creates a delivery route by Tuesday. They begin deliveries and based on demand, most Cupboard orders are delivered by Thursday. Cupboard managers receive their order than start staging the Planned Orders they received for the week. Any leftover inventory is then available for Unplanned Orders.

**Example of extended timeline:** In the event that Planned Orders exceed the inventory available at a delivery agent warehouse, the delivery timeline is extended. By 12 p.m. on Mondays, GSHCC reviews demand and places an order with our baker for additional cookies to be delivered at our delivery agent warehouses. The delivery agent reviews the request, begins prepping the order, and creates a delivery route. They may be able to deliver to some Cupboards while they await the additional cookie order, but will not be able to deliver to all. Our baker delivers

cookies to our agent warehouses by Thursday or Friday. The delivery agent reviews the request, begins prepping the order, and creates a delivery route for the following week. Cupboard managers receive their order than start staging the Planned Orders they received for the week. Any leftover inventory is then available for Unplanned Orders. In this scenario, some Cupboards may not be able to meet the demand for their Planned Orders for the week they were placed. Their available inventory will still be prioritized to their best ability for troops that placed Planned Orders, but orders may be reduced or canceled as necessary.

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

**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.<br>Delivery Agent starts delivery routes to Cookie Cupboards council-wide, if inventory is available at their warehouse.<br>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).<br>Delivery agent continues Cupboard deliveries, if inventory has arrived.<br>Cookies available for pick-up as early as Friday (check with Cupboard). |

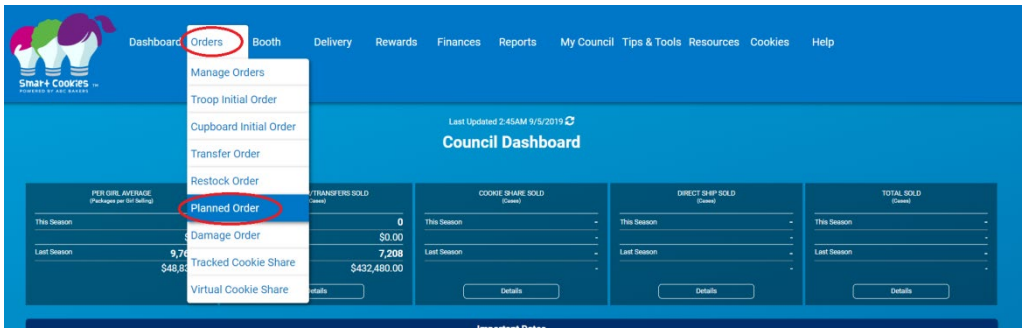



**Note:** Due to transit times, though there may be pick up times available early in the week at local Cupboards, GSHCC cannot guarantee a full Planned Order scheduled for pick-up Tuesday-Wednesday. We suggest troops schedule pick-up for Thursday or later to give your Cupboard manager additional time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

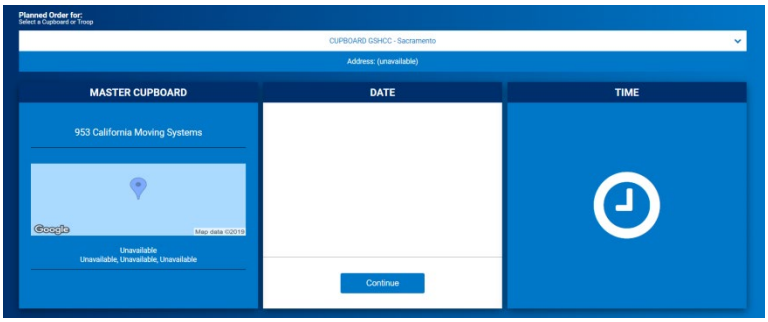
[Smart Cookies Creating a Planned Order Video]

**Creating a Planned Order**:

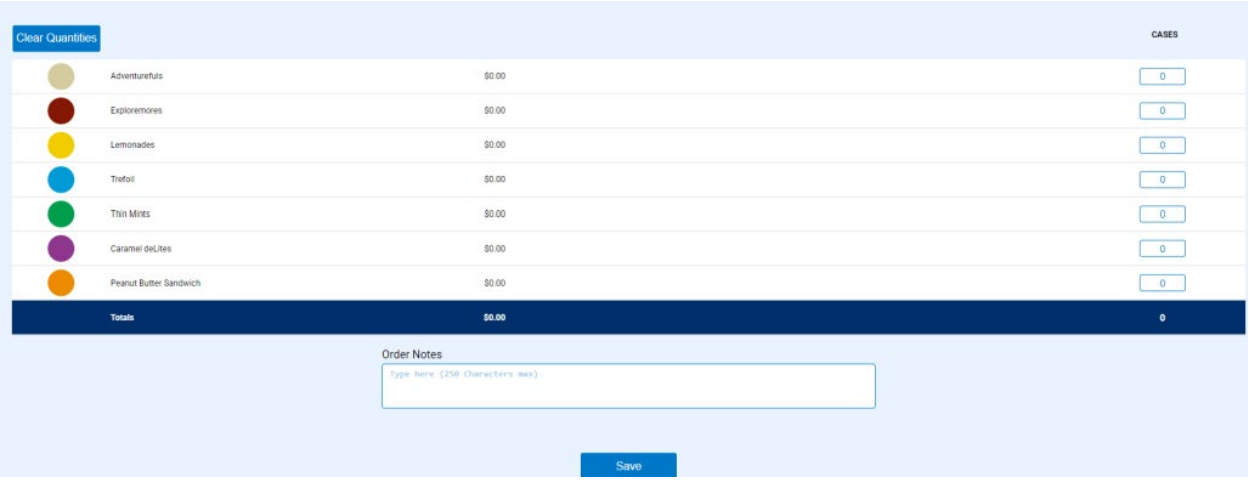
1. Log into Smart Cookies (www.abcsmartcookies.com).
2. Go to **Orders**; click **Planned Order**.



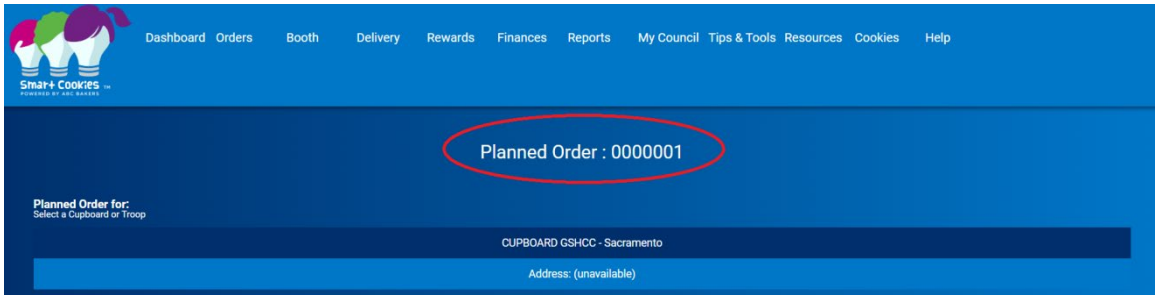

3. Select your preferred Cupboard location from list (you will see a map of the location when you click on it). Click **Continue**.
4. A list of available dates will appear. Click your preferred date then click **Continue.** A list of available times will appear. Click your preferred time then click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



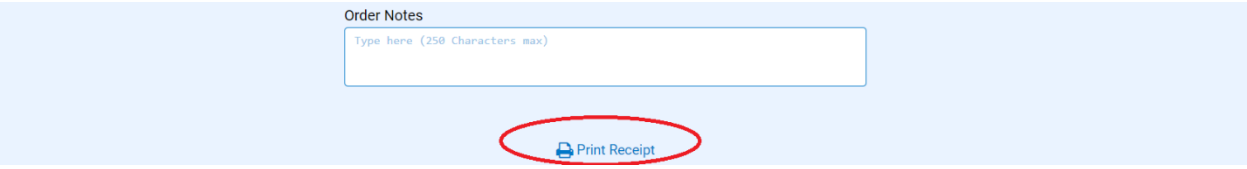
6. Place any order notes in the box at the bottom that might be helpful**.**
7. Click **Save**.
8. After the order is a saved, a confirmation message will appear and the Planned Order number will be shown at the top of the page.




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 the submitted Planned Order. To request a change, please contact the Cupboard manager or GSHCC customer care at 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. It is not necessary to print this receipt to pick-up your order.




When you pick up the Planned Order from the assigned Cupboard, the Cupboard manager will approve it.

***NEW!* At pickup, you will be asked to provide an electronic signature using a four-digit PIN. The PIN will be the last four digits of the primary troop cookie manager's phone number.**

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.**