girl scouts heart of central california

Service Unit Program Wrap-up

Your role as service unit cookie manager is to confirm that troops in your service unit successfully wrap up their cookie sale. Our goal is to streamline the reconciliation process at GSHCC to:

1. Reduce unresolved balances to maximize the benefit to girls.
2. Confirm that all girls are receiving the correct recognition orders.
3. Reduce the time to issue Troop Treasure.
4. Refund all troop overpayments as early as possible, if any.

Submitting final paperwork

Service unit cookie teams do not need to submit any paperwork. Troops submitting Cookie Collection Reports will receive an email from GSHCC informing them not to accept money from families after forms are submitted.

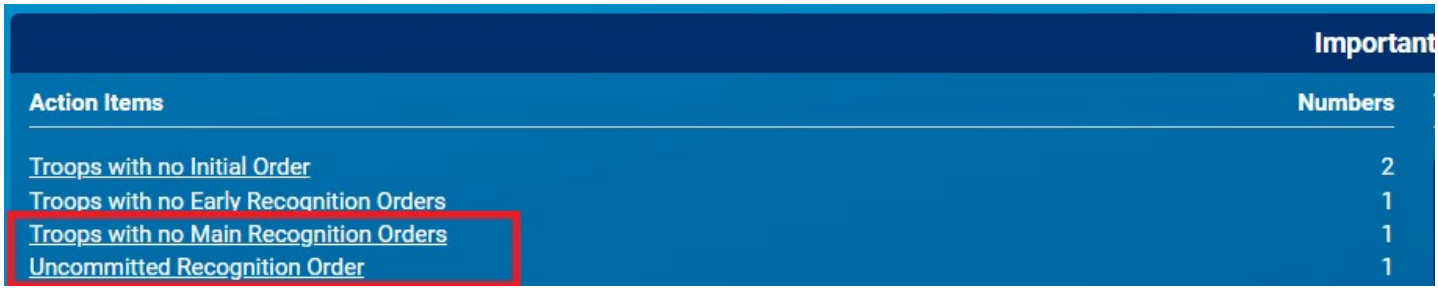
Recognitions

All troops, even troops electing the Older Girl Proceeds option, must submit a Main and Troop Recognition Order. A recognition order is required for girls to receive patches and reward items.

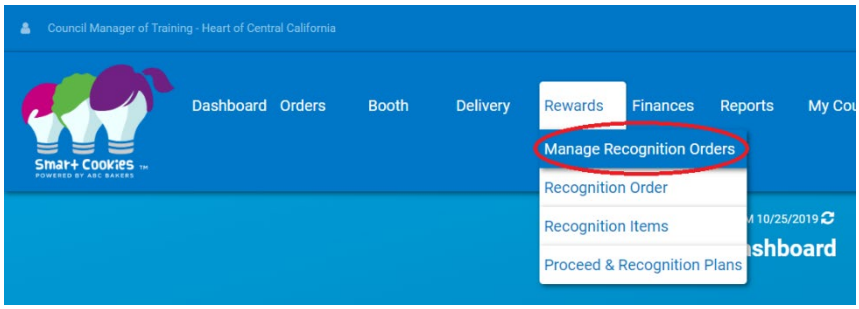
1. Run the **Troop On Hand Inventory**. It is recommended that every troop should have zero on-hand inventory before creating recognition orders so that packages count towards girl rewards, but it is not required. If a troop has unsold inventory, the troop is still financially responsible for that inventory, so it is a best practice to distribute to girls without financial responsibility to maximize rewards. For negative inventory, verify all transfer orders to the troop were processed and that transfers to girls do not exceed total packages.
    a. **Juliette/IRGS Inventory** – Individually registered Girl Scouts will be entered in Smart Cookies as their own "troop" entity. They will have follow the same process as all other troops. GSHCC will accept up to 24 packages (any variety) of unsold cookies as an inventory return. Inventory

must not be assigned to girls and must show as Troop on Hand Inventory to be transferred out of troop inventory. Juliette caregivers must fill out a Juliette Unsold Inventory Form by the deadline; no inventory will be transferred out without this. If a caregiver has more than one Girl Scout, they must indicate all names and can request a transfer for up to 24 packages per girl. This form is not for troop use as troops are financially responsible for all inventory they receive.

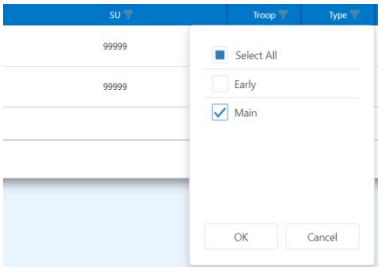
2. From the Dashboard, under the **Action Items** section, click on **Troops with No Recognition Order**. Create a **Main Recognition Order** for all troops on this list.



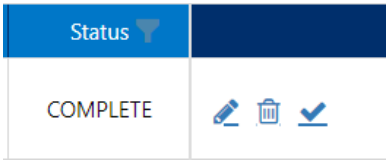
3. Go to **Rewards**; click on **Manage Recognition Orders**.



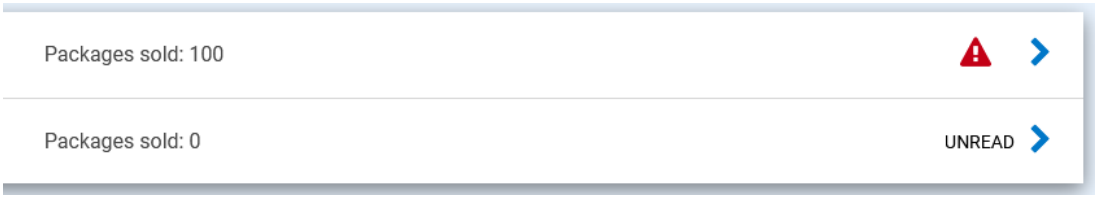
4. Click on the **Type** column, filter by **Main** for easier review.



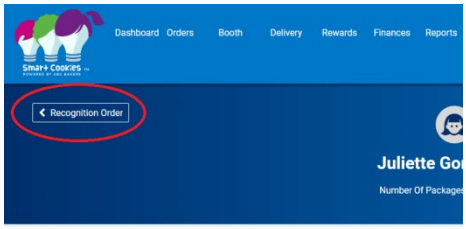
5. Ensure **Order Status** column shows as **"T"** for troop submitted.
6. If orders do not show status as **"T",** click the pencil icon to review.



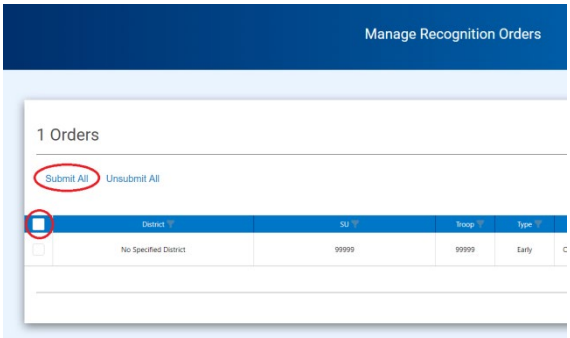
7. Check for any girls that need review. **Red exclamation icons** mean there are pending items that need to be reviewed or selected. **Unread** means that rewards have not been reviewed/verified but it is not necessary to click on each individual line. To review each girl's orders, click the arrow on the right-hand side next to each girl's name. Make any selections necessary for each girl. Click **Save** when reviewed.



8. Click back to **Recognition Order** on the top left. Repeat for each girl needing review.



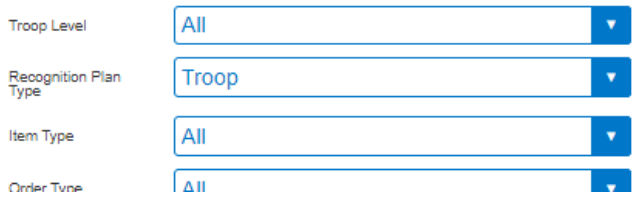
9. Once all girls needing action are reviewed, go back to **Manage Recognition Orders** to and repeat process for all orders not showing status as **"T"**.
10. Once all troops have an order created and all orders are reviewed, go back to **Manage Recognition Orders**.
11. For easy submission, click the checkbox near the top of the page and click **Submit All**.



12. Under **Action Items**, there should now be no troops who sold cookies listed under **Troops with No Recognition Order** or **Uncommitted Recognition Order.**

Troop Treasure

Troops must create a **Troop Recognition Order** in Smart Cookie for Troop Treasure. Verify that all troops have created a Troop Recognition Order. Troop Treasure is calculated based on **girls selling**, so please ensure the number **quantity** field in the Troop Recognition order matches the number of girls selling. You can verify this information by going to the **Reports** section and pulling the **Recognition Order Summary Report by Troop** and filtering **Recognition Plan Type** to **Troop**.



The Recognition Order Summary by Troop report will show you the troops who created a Troop Recognition Order. Troops not on this report did not create a Troop Recognition Order. IRGS/Juliette troops cannot create one since they do not earn Troop Treasure.

- **Recognition Name** – Level of Troop Treasure earned
- **Quantity** – should equal number of girls selling. This can be seen in the Troop Recognition Order, Troop Dashboard and in the Troop Balance Summary Report.
- **Total Troop Treasure** – Amount earned at level reached x Quantity/# of girls selling
  Example: Troop A reached the 250+ level which earns $35/girl selling. They had 11 girls selling, so they earned a total of $385 in Troop Treasure.

Item	Recognition Name	Size	Quantity
TT30	Troop Treasure		11
Total			**11**