girl scouts
nation's capital

OWN YOUR **magic**

TROOP COOKIE MANAGER MANUAL

2023-2024

Table of Contents

Glossary

Term	Definition
ACH	(Automated Clearing House) The method of paying Council for their portion of cookie revenue. What your troop owes Council will be debited from your troop bank account according to a pre-determined schedule. Council will also credit troop accounts if necessary.
Booth Sales	Business owners and store managers give permission in advance for Girl Scouts to sell cookies in front of their stores during the months of February and March. A Service Unit Cookie Booth Coordinator (SUCBC) will schedule all booth sales and contact businesses. Use the BOOTH SITES tab in eBudde for booth selection. Do not contact stores on your own.
Case	Each case of cookies contains 12 individual packages of the same variety of cookie.
Cookie Cupboard	Where you can pick up additional packages of cookies. Cupboards are geographically dispersed throughout the Council and run by volunteers (Cookie Cupboard Managers).
Cookie Rewards	There are two options for rewards: (1) Cumulative Rewards—individuals receive items based on individual accomplishment up to the selling level reached; (2) Additional Proceeds—Troop votes to opt out of the Cumulative Rewards and chooses to earn an extra five cents per package sold. Troop must vote and majority rules. Only youth members earn rewards. **Daisies and Brownies cannot opt out of rewards.**
Cookie Sale Audit	Council attempts to verify that all cookies ordered, Cupboard transactions, and ACH payments are correct on each troop sales report. Troop cookie records should be retained by troop leadership for three years.
DOC	Digital Order Card
eBudde	Internet-based product sales software used to track sales, inventory, booth sites, booth scheduling, rewards, and payments. Every facet of the cookie program is managed within eBudde.
Gift of Caring (GOC)	This is a great way for troops and their customers to help others in their community. While selling cookies, girls ask customers to purchase cookies to donate to a charity that the troop has selected. Customers do not select a specific variety and the troop uses the extra packages they have at the end of the sale to fill the Gift of Caring. The troop is responsible for distribution if participating in the Hometown Heroes option.
Initial Order (IO)	Information submitted via eBudde by the Troop Cookie Manager. The Initial Order includes the total number of packages of cookies needed to fill the individual orders from their order card (both paper and digital) and booth sale needs. The Initial Order must be in full cases.
Little Brownie Bakers	Nation's Capital Council's cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout Cookies in the USA; the other baker is ABC Bakers.
Per Girl Average (PGA)	Divide the total number of boxes your troop sold by the number of members in your troop who are participating in the Cookie Sale.

WE ARE GIRL SCOUTS

Girl Scouts bring their dreams to life and work together to build a better world. Through programs from coast to coast, Girl Scouts of all backgrounds and abilities can be unapologetically themselves as they discover their strengths and rise to meet new challenges—whether they want to climb to the top of a tree or the top of their class, lace up their boots for a hike or advocate for climate justice, or make their first best friends. Backed by trusted adult volunteers, mentors, and millions of alums, Girl Scouts lead the way as they find their voices and make changes that affect the issues most important to them.

GIRL SCOUT COOKIE PROGRAM

When youth members participate in the Girl Scout Cookie Program, they get more than life-changing experiences and adventure. They also develop essential life skills—goal setting, decision making, money management, people skills, and business ethics—all while soaring in confidence and practicing leadership the Girl Scout way to lift one another up and change the world, together.

The Girl Scout Cookie Program provides all Girl Scouts with opportunities to earn their own money and make their own choices! Dream it, earn it, do it. That's the Girl Scout difference.

WHAT'S NEW FOR 2024?

1 **NEW REWARD**

You may see a new reward on your order card this year! Our Membership Registration reward covers the cost of renewing the GSCNC Membership for the following Girl Scout year. You'll even earn a patch along with the renewal!

2 **NEW PROCEEDS**

Our tiered rewards are going up this year!

Tier 1: 160 PGA is going up to .05
Tier 2: 200 PGA is going up to .06

I SOLD A'LOTL COOKIES TO SAVE MY SPOT

Membership Reward Patch!

How the Cookie Crumbles

$1.00 Troop proceeds (average based on various opportunities)

$2.75 Direct service to youth and adult members
Full camping sites and services, Council- wide programs, training for adult volunteers, tech and web support, staff support, financial assistance for members

$1.25 Program Costs
Cost of product, transportation, program promotion, Service Unit proceeds, rewards, administrative costs and debt

COOKIE QUICK FACTS

Participation	All registered Girl Scout youth members are eligible to sell cookies. The Girl Scout Cookie Program is a foundational experience of being a Girl Scout and all youth members are strongly encouraged to participate. All youth members, troops and adults must be debt free by Nov 30, 2023.
Prices	$5.00 per package $6.00 per package of Specialty Cookies (S'mores and Toffee-tastic)
Base Proceeds	$.85 per package + girl reward items OR $.90 per package with no girl rewards
PGA Proceeds	Tier 1- additional $.05 per package @ 160 PGA selling Tier 2- additional $.06 per package @ 200 PGA selling
Super Troop	Troops with 6 girls selling that reach $250 PGA selling during the Fall Product Program receive an additional $.05 in Cookies
Troop IO Revenue Share	160 PGA selling in Troop Initial Order earn $.05 per package 200 PGA in Troop Initial Order earn additional $.05 per package
Responsibility	Each troop is financially responsible for all cookies received. Product is not returnable or exchangeable unless damaged.
Goal Setting	The Council goal this year is 4,400,000 packages. Sales and service goals allow youth members to do a world of good!
Our Baker	Our Council's cookies are baked by Little Brownie Bakers of Louisville, Kentucky, one of two companies in the country licensed by GSUSA.
Cookie Costumes	Reservations are first come, first served. ONE costume per request. Costumes need to be returned promptly or we may ask you to pass it on to another troop over the weekend. Please DO NOT WASH the costumes! They are DRY CLEAN only. Special requests for a specific costume cannot be honored. Each office has costumes.

5 SKILLS

The Girl Scout Cookie Program teaches Girl Scouts skills to grow into leaders in their own life, in business and in the world.

Goal Setting	Girl Scouts learn how to set goals and create a plan to reach them. Action steps: Encourage youth members to set incremental, achievable goals. Help them break down those goals by setting weekly challenges.
Decision Making	Girl Scouts learn how to make decisions on their own and as a team. Action steps: Talk with youth members about how they plan to spend the troop's cookie earnings.
Money Management	Girl Scouts learn to create a budget and handle money. Action steps: Build on their interest in learning to manage all facets of the cookie business, such as creating a budget to fund a troop experience or figuring out the percentage of customers who selected the donation option.
People Skills	Girl Scouts find their voice and build confidence through customer interactions. Action steps: Ask cookie entrepreneurs about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.
Business Ethics	Girl Scouts learn to act ethically, both in business and life. Action steps: Talk to youth members about the importance of delivering on their promise to customers. They can also consider offering a Girl Scouts® Gift of Caring option.

Program Calendar

November

11/13/23	eBudde opens to TCM for troop contacts and setting updates

December

12/8/23	eBudde Girl Tab open to TCM for input of newly registered troop members
12/15/23	Initial Order taking begins

January

1/5/24	eBudde opens for troop order input - Save often, submit once
1/6/24	eBudde Booth Scheduler open for FIRST round of booth selection
1/7/24	Girl Delivery pauses in Digital Cookie - closes at 11:59 pm
1/8/24	eBudde Booth Scheduler open for SECOND round of booth selection
1/9/24	Troop Initial Order due (3 part process) - eBudde closes at 11:59 pm Please reference Initial Order pages for instructions
1/10/24	eBudde Booth Scheduler wide open - No restrictions on chains or quantity
1/15/24	Girl Delivery re-opens in Digital Cookie
1/16-1/29/24	Association cookie deliveries scheduled
1/29/24	eBudde open to place "pending" Cookie Cupboard orders
1/31/24	ACH $1 test payment made to troop bank accounts

February	
ASAP	Distribute cookies to families - Always get signatures of receipt, collect payments weekly, and make deposit of funds weekly to the troop bank account
2/1-2/7/24	Cookie Cupboards begin to open for additional cookie pick-up. All open by: 2/7/24
2/2/24	Cookie Booths begin - Continue watching Booth Scheduler for more opportunities
2/15/24	ACH payment #1: Potential Debt Reduction Request Form open. Form closes on 2/22/24.
2/27/24	ACH PAYMENT #1 WITHDRAWAL

March	
3/3/24	Girl Delivered closes in Digital Cookie
3/6/24	Final day to opt-out of rewards - JUNIOR-AMBASSADOR ONLY
3/7/24	Final Troop Reward tab opens in eBudde - Save often, submit once
3/10/24	Cupboard closures begin - Check eBudde for open cupboards
3/10/24	Cookie Program ends - Digital and In-person
3/11-3/16/24	Limited cupboards open for HH GOC fulfillment
3/14/24	ACH payment #2: Potential Debt Reduction Request Form open. Form closes on 3/21/24.
3/15/24	Final payments due to TCM from families
3/18/24	Troop Final Reward order due in eBudde - closes at 11:59 pm
3/25/24	Final documentation due to SUCM
3/26/24	FINAL ACH PAYMENT (balance due)

In early April, you should be meeting with your SUCM to review sale and present reports. Final rewards will be shipped to the SUCM in May/June. Please distribute to troops ASAP.

COOKIE TEAM VOLUNTEER ROLES

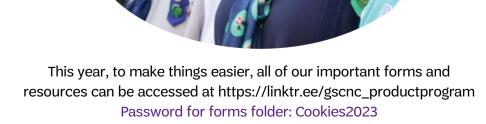|	
Association Cookie Manager (ACM)	Volunteers that train the Service Unit Cookie Managers, set up and run the delivery, and stay in communication with the Service Unit Cookie Managers throughout the program.
Service Unit Cookie Manager (SUCM)	- Receives materials from Little Brownie Bakers and assembles and distributes packets to each Troop Cookie Manager - Conducts informational meetings/trainings with the Service Unit Cookie Booth Coordinator for troops to prepare for cookie season. - Reviews and submits the initial cookie and girl reward orders for the entire Service Unit. - Reviews data in eBudde for the entire Service Unit and submits final girl rewards order. - Receives girl rewards from Little Brownie Bakers and distributes to troops. Supports the Troop Cookie Managers as needed.
Service Unit Money Manager (SUMM)	Volunteers that collect the ACH authorization form from the troops and turn in to Council.
Service Unit Cookie Booth Coordinator (SUCBC)	Volunteers that request, negotiate, and compile a comprehensive list of booth sites in their Service Unit. This list is then uploaded to eBudde's Booth Scheduler and booths are reserved by troops. Please see the SUCBC Manual for more details on their roles.
Cookie Cupboard Manager	Volunteers that run the Cookie Cupboards located throughout the Council. Troops can use the Cookie Cupboards to pick up additional cookies by placing pending orders on eBudde.
Troop Money Manager (TMM)	Volunteers that make sure all funds are deposited into the troop bank account in a timely manner.
Troop Leader (TL)	- Works with Troop Cookie Manager to schedule, plan and lead the family meeting. - Works with troop to set goals and plan cookie learning activities (visit littlebrownie.com for ideas). - Works with Troop Cookie Manager to plan for troop's participation in booth sales. - Assists with cookie pick-up, storage and distribution (if needed). - Supports girls throughout the program to review goals and progress. - Supports Troop Cookie Manager with money collection and deposits as needed. - Shares information about Rallies if they are available in the area.

Your troop must have two Troop Leaders, Troop Money Manager, and Troop Cookie Manager to participate in the cookie program.

AND THEN THERE'S YOU!

As a Troop Cookie Manager, you have the privilege of instilling passion and drive in Girl Scouts so they can achieve their goals.

- Complete volunteer training (Online with gsLearn) and attend Cookie Training.
- Set up your troop in eBudde, use eBudde to schedule booth sales, record sales, allocate inventory, and record family payments.
- Work with troop leader to schedule and plan educational meetings for youth members and parents.
- Enter orders from girl order cards and booths. Keep eBudde up to date. Have parents sign for cookies.
- Pick up cookies and re-order as needed. Schedule pick-ups.
- Distribute cookies to girls/parents.
- Collect money and assure signatures. Deposit into troop account.
- Complete electronic Final Troop Detail (NC-9) and any delinquency paperwork.
- Pick up additional cookies from cupboards.
- You can assign cookie pickup people in eBudde.
- Allocate cookies in eBudde.
- Collect order cards, distribute goal getter cards, calculate totals, and submit the troop Initial Cookie Order and Initial Rewards Order.
- Enter and distribute youth member rewards.

This year, to make things easier, all of our important forms and resources can be accessed at https://linktr.ee/gscnc_productprogram
Password for forms folder: Cookies2023

The digital version of this manual can also be found here! It will be updated in real time with any changes.

GETTING STARTED

Now that you understand your role in the Girl Scout Cookie Program, you can use this guide to walk you through the major puzzle pieces of the program.

Parent Cookie Meeting

Before Girl Scouts begin to take orders, schedule a meeting with them and their caregivers to explain the program. It is very important that the members and their parents/caregivers are clear on their responsibilities and what will be expected of them during the cookie program. Trained families are much less likely to make mistakes and miss important due dates. See the next page for a checklist to use with families to prepare them for the program.

Using eBudde

eBudde is the engine that drives the business of Girl Scout Cookies and is the cookie volunteer's best friend. This cookie order management system links Troops, Service Units, Councils and Little Brownie Bakers so communication and orders run smoothly. Here's where you will order cookies, track inventory and more. See pg 16 for more information on using eBudde.

Digital Cookie

On this online selling platform, Girl Scouts can personalize their Digital Cookie site and send emails to invite friends and family to buy cookies with the option of getting in-person delivery (Girl Delivered) or direct shipment to their home. See pg 19 for more information on using Digital Cookie.

Booth Sales

Troops can schedule booths in high-traffic areas such as grocery stores, malls or sporting events to market their Girl Scout Cookies to customers through the Booth Scheduler in eBudde. If you have a suggestion for booth sales talk to your SUCBC about potential booth locations. After booth selection is wide open, you can use the eBudde app for booth selection.

In-Person Sales

Encourage families to spread the Girl Scout Cookie love to their entire neighborhood. Take orders, or load packages into a wagon or car and leave no doorbell unrung! Additionally, youth members can either make sales pitches to local businesses or go with a parent to their workplace to take orders. Please note that making sales pitches to local businesses should be done with their order cards and not by bringing cookies to businesses for unauthorized booth sales. They can also participate in walk-a-bouts in their neighborhood!

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GETTING STARTED

☐ Every participating youth member must have a signed Parent/Guardian Permission & Responsibility Agreement and Parent Cookie Conduct Agreement on file with the troop leader before selling. Go through these documents with the families since some parents/caregivers may sign them without realizing that they are more than just permission slips.

☐ Explain the purpose of the program (i.e., the 5 Essential Skills) and hand out program materials only to families who have submitted signed agreements. Have the youth members decide on their individual and troop goals for spending their proceeds.

☐ Explain the best method for parents/caregivers to communicate with you.

☐ Explain that no orders may be taken until the first day of the program.

☐ Go over all the cookie due dates, including those imposed by GSCNC and those within the troop.

☐ Explain the Initial Order (IO) that the troop will be submitting and discuss how it will be calculated.

☐ Explain the process for cookie distribution day, including that every cookie and money transaction will be recorded on a signed receipt.

☐ Explain how often and when families can get more cookies (i.e using the cupboards) and the process to get them.

☐ Explain under what circumstances/timeframes the girls can return and/or exchange cookies within the troop.

☐ Explain the money handling policy. This should include:
 -How often cookie money must be turned in
 -How much inventory each family will be allowed to have before they must turn in money
 -The troop's policy regarding accepting checks and large bills
 -When money will be collected and the final payment is due
 -The steps the troop is required to take when money is not turned in

☐ Review the online Safety Activity Checkpoints and Volunteer Essentials.

☐ Explain the booth policies. This is very important. Parents/caregivers need to understand the booth policies and procedures to ensure they know what is expected of them. Train caregivers and youth by modeling a perfect booth at the training.

☐ Have parents sign the Parent Permission form for booths.

☐ Explain how rewards are earned and get the youth members' sizes and other reward choices.

☐ Discuss how the troop should celebrate its successful cookie season!

☐ Distribute materials: order cards, money envelopes, door hangers, etc..

HOMETOWN HEROES AND TROOP 2 TROOPS

HOMETOWN HEROES

Your troop can identify any group they want to help that is near and dear to their hearts. Opting for this option allows the youth members to further some of their badge and journey work or to explore another idea that interests them. The troop communicates their recipient to the customer during both the Initial Order phase and direct sales and collects payment at the point of order or sale. Your troop schedules delivery of the donated cookies.

These orders count towards credit for the individual's total packages sold for reward purposes. During the Initial Order and throughout the sale, you can account for your troop's Gift of Caring packages by using the Hometown Heroes (HH) column in eBudde. Delivery of cookies is up to the troop.

TROOP 2 TROOPS

Troop 2 Troops is our virtual Gift of Caring program, where Girl Scouts sell cookies through our online Digital Cookie platform and at the end of the program they are shipped directly to Soldier's Angels and the USO Metropolitan Washington. Troop 2 Troops supports our military, thanks to the USO, which shares the Girl Scout Cookies with veteran hospitals and military lounges in airports in our region. A Troop 2 Troops patch is available in our Girl Scout Shop.

COOKIE ENTREPRENEUR FAMILY PIN

The year-by-year Cookie Entrepreneur Family pin enables families to support their girls in learning the five skills and encourages youth members to think like entrepreneurs. This GSUSA pin is available for purchase in the Girl Scout Shop.

Action steps to engage families:
- Host a family meeting using the Cookie Family Meeting Guide. This can be in person or virtual!
- Explain how the cookie program gives youth an entrepreneurial edge.
- Encourage families to think about how they can support their youth as they climb toward their goals and earn the pin.

Where you'll learn more:
Girl Scouts' Cookie Family Connection Guide
available at girlscoutcookies.org/entrepreneurfamily and girlscoutcookies.org/troopleaders

BADGES AND PATCHES

Let youth members know how they can earn a badge or patch — and wear it on their vest or sash — as a symbol of their important Girl Scout Cookie Program achievements.

They can earn one of the Cookie Business badges this year when they complete requirements that help them develop new skills as they learn and grow their business. Badges are official Girl Scouts of the USA recognitions that can be placed on the front of their Girl Scout uniform.

Youth members collect patches as they achieve specific cookie program milestones, including things like sending emails, selling at booths and using Digital Cookie. These are fun patches that can be worn on the back of the uniform to show their cookie business success.

GOC, Rally and Booth Sale patches are available in the GS Shop.

Patches can be used year-round, from the earliest planning meetings through the booth phase, to give recognition. Please see the Rewards page for this year's Cookie Patches.

REWARDS AND PROCEEDS

Girl Scouts Nation's Capital 2024 Cookie Rewards

My Personal Goal: _____ NUMBER OF PACKAGES

Digital Cookie Rewards

Cookie Techie Patch
Send 15 emails through the Digital Cookie Pilot Platform

Personalized M2 Avatar Patch
Send 15 emails, Sell 125 packages through the Online Cookie Platform

Gift of Caring Reward

2024 Year Bar Patch
20+ packages Virtual Troop2Troops

Initial Order Rewards

Collapsible Camp Cup
Earned by Girl Scouts that reach 160 packages on Initial Order
(Measuring marks inside — English / Spanish)

Adjustable Lanyard
Earned by troops that earn 160 PGA on Initial Order (awarded 1 per selling Girl Scout, 2 per troop)
Includes phone case ring insert

Goal Getter Patch
Earned by troops that earn 160 PGA on Initial Order (awarded 1 per selling Girl Scout)

Final Order Rewards

Final Troop Goal Reward: Axolotl Action Patch
Earned by troops that reach a final 200 PGA (awarded 1 per selling Girl Scout)
(Arm rotates)

Super Troop Reward: Axolotl T-Shirt
Earned by troops that reach a final 200 PGA (awarded 2 per troop, 1 per selling Girl Scout)

Scratch Art Poster
30+ pkgs

Axolotl Socks and Theme Patch
60+ pkgs

Wallet Pouch and Bandana
90+ pkgs

Axolotl Pillow
120+ pkgs

Lucy the Axolotl
160+ pkgs

Crossbody Bag and Fashion Patches
200+ pkgs

Magical Marker, Axolotl Make-up Pouch and 3-Part Journal Sketch Pad
250+ pkgs

2024-2025 Annual Membership Renewal and A'lotl Patch
375+ pkgs

Weekender Tote
500+ pkgs
(Waterproof pocket inside, Large size)

Puffy Camp Blanket and Baseball Cap
700+ pkgs
(Clips on shoulders, Ties in back, Tote bag)

Custom Crocs
1000+ pkgs

Instax Mini Instant Camera
1500+ pkgs

High Adventure Day at Camp- May 4, 2024
2000+ pkgs

All rewards are cumulative. Council reserves the right to make substitutions to the item's color, material or size, or to substitute an item of equal or greater value due to changes or challenges in product availability.

PROCEEDS

Base Proceed	$.85 per package sold + youth reward items OR $.90 per package sold with no youth rewards
PGA Proceed	Tier 1- additional $.05 per package @ 160 PGA selling Tier 2- additional $.06 per package @ 200 PGA selling
Super Troop	Troops with 6 girls selling that reach $250 PGA during the Fall Product Program receive an additional $.05 in Cookies
Troop IO Revenue Share	160 PGA selling in Troop Initial order earn $.05 per package 200 PGA in Troop IO earn additional $.05 per package

WAYS TO PARTICIPATE IN THE COOKIE PROGRAM

Order Card:
Youth members can begin taking orders in early December, and can continue to take orders throughout the program. To help reach their goals and increase their potential earnings, encourage your troop to collect orders throughout the whole program. Members work primarily with their families to collect order card orders, and you know exactly how many packages to order based off the physical card.

Digital Cookie:
With the help of their caregiver, they can manage an online store front. This way, customers can have their cookies shipped, donated, or choose Girl Delivery. This is a safe and secure way for troops to reach customers near and far! All orders are paid online, so parents don't need to track down payments.

Booths:
Your troop will set up outside of an approved local business with a cookie table set up to greet customers. You can sign up for all booths, both Council Approved and Private (churches, clubhouses, etc) on eBudde. Youth members and adults should work in 4x2 shifts. You choose dates, times, and locations that work for your troop. An average 2 hour booth sells around 100 packages.

Walkabouts:
Members work as a team to walk door to door with cookies on hand. This way they can instantly sell to neighbors without them having to place an order and wait. Orders and payments happen at the same time!

It's important to allow your Girl Scouts to lead throughout the program! It's your job to encourage them to Dream, Earn, and Do!

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eBudde

All transactions, including ordering and allocating cookies and money management, are handled through one website: https://eBudde.littlebrownie.com.

Accessing eBudde

User accounts will be activated by your SUCM.

When you have been granted access to eBudde, you will be sent an email to the email account you listed on your Troop Cookie Chair Agreement.

Click on the link in the email and follow the prompts to set your password. Sign off on the Appointment Letter in eBudde.

Once you have logged in and changed your password, you will be taken to the Troop Dashboard page. This is the screen you will see every time you log into eBudde. It will show you important messages from GSCNC and/or your service unit.

There is also a troop checklist on the right side of the dashboard to help you track upcoming steps during the sale.

Setting up your troop

Click the "Settings" tab, then "Edit Settings."

Enter your troop's package goal.

Update the level of your troop if it's not accurate.

Check in with your SUCM if your troop has decided to opt-out of the traditional rewards plan. Please note that Daisies and Brownies cannot opt-out of rewards.

Add youth members under Girls tab
- Click "add" and enter in all the information
- Under "GSUSA ID", enter the troop number and their initials
- Save and check that it is correct
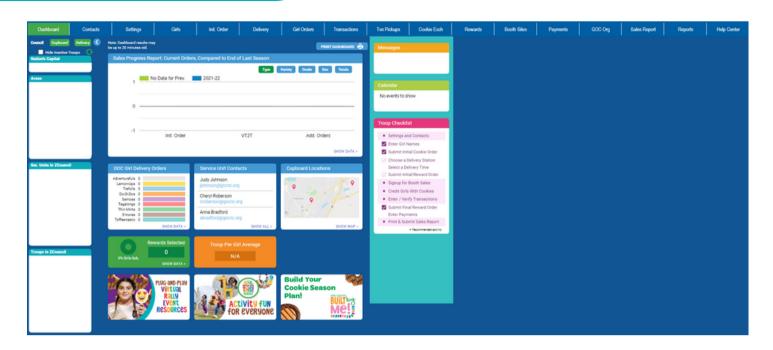The name entered should be their registered name.

Adding users

Click on the "Contacts" tab, then "Edit."

Enter email addresses of additional users at the bottom of the page.

Click "Update" to save.

eBudde will email the new user a link to sign in.

eBudde

Tab	Description
Dashboard	Each troop's default screen. This is where you will see important messages and tools.
Contacts	From here, you can review and edit contact information. Please remove anyone no longer actively associated with the troop.
Settings	You should update this tab every year with correct program level and member goals. You can also add or remove users under this tab.
Girls	Here you can add troop member's names, grades, and t-shirt sizes. Click purple ID button to assign them a temporary GSUSA ID.
Initial Order	This is where you enter your troop's Initial Order by member and booth sale cookies. Please note, once this is submitted, it CANNOT be changed.
Delivery	Here you can select your delivery time and view your delivery information.
Girl Orders	Here you can keep track of each member's sales, payments made, and balances due. Girl Delivered cookies get allocated here.
Transaction	Keep track of inter-troop transactions and enter pending Cupboard order requests
Txn Pickups	Please disregard this tab, as our Council does not utilize it.
Cookie Exchange	Have packages of cookies to exchange with other Troops? Use this tab to post what packages you have to the exchange. Please keep this information up-to-date.

eBudde

Tab	Description
Rewards	Complete, review, and submit reward orders for your troop.
Booth Sites	Sign up for booths and request approval for private booth sales. The Booth Recorder lives here.
Payments	Review ACH withdrawals made by council for accuracy. ONLY council can input/edit deposits.
GOC Org	This is where you list your troop's Hometown Hero.
Sales Report	Keep an eye on this summary tab throughout the program to ensure the information is correct. This report will note the troop's contact information, PGA, selected incentive plan, all packages received, Cupboard visits, inter-troop transactions, ACH withdrawals made by Council, and any amounts still due to Council.
Reports	Run reports from this tab for additional information on delivery and Cupboards.

From coordinating pickup of your initial order at a contactless delivery station to restocking at a Girl Scout Cookie cupboard, the eBudde App is ready to support your transactions all season long.

Using the app to keep track of your troop's booth activity takes the guesswork out of allocating booth cookies. You can do everything you would normally do in your internet browser, just at your fingertips instead! Please note booth selection will not be available in the app until selection is wide open.

eBudde has a mobile app!

Please note that these manuals are drafted before enhancements are finished for the new year so some information may be out of date. Check the virtual manual for real time updates.

Digital Cookie

By creating a personal Digital Cookie site, cookie entrepreneurs can send emails to invite friends and family to buy cookies with two different delivery options: Girl Delivered and Direct Ship.

Getting Started

Prior to the start of the cookie program, Service Unit Managers, Troop Leaders and Troop Cookie Managers will receive an email from the M2 platform inviting them to access the site.

Once received, click on the link that says CLICK HERE to create your password.

View training video.

After the initial set up, volunteers can return to the admin site via www.gsdigitalcookie.com/gsnationscapital and click on the Administration Site button. Use your email address and the password you created to login.

If you participated in the online Fall Product Program or Digital Cookie Pilot, use the same login. If you don't remember your password, click on the login button and then click forgot password.

Create your Avatar and upload an optional troop video. If the members in your troop sell a total of $1,000 online, the Troop Cookie Manager will earn their personalized avatar patch.

Parent emails will be uploaded into the system. Send them an email using the digital cookie site that will include the link and instructions on how to participate in the program. You can also communicate reminders and words of encouragement for the Girl Scouts as the season progresses. One parent email per child.

The Troop Dashboard is Campaign Headquarters. This is where you will find the troop's online sales at a glance, send email blasts to parents and view reports. These reports will be helpful for online purchases/girl delivery sales . You can also pull reports from eBudde.

Our council does NOT utilize the Digital Cookie app. This is GSUSA's digital platform and it will not work for our cookie program.

Transactions

Donated: In eBudde, you will see this inventory as "VT2T" boxes assigned to the troop member and automatically added to the troop without a variety attached to them. The council handles the donation of these boxes and you do not need to supply any inventory or do any eBudde entries for these boxes.

Direct Shipped: You will see this inventory as boxes assigned to the troop member and packages added to the troop automatically. You do not need to do any eBudde entry to account for those packages.

Girl Delivered: During the Initial Order phase, you will see that there is no inventory as boxes assigned to the troop member, only money. These cookies WILL be INCLUDED in the Initial Order on a dedicated line. This feature reopens on January 15, 2024. These cookies need to be allocated to troop members in eBudde.

Troop Link: During the program, an email will be sent with a link to the Troop Link where customers can order packages from the troop. Only this link can be shared out with the option for Direct Ship or Donation cookies. Any link with the option for Girl Delivered may not be shared out for safety purposes.

Girl Delivery

How does it work?

When customers place orders online, they can choose to have their orders shipped directly from the distributer OR they can have their cookies delivered locally by the troop member they're ordering from.

During the Initial Order period, orders placed online for Girl Delivery will count towards a troop member's Initial Order cookies. These cookies will auto-load into the Initial Order tab, where you can see each individual's orders. Caregivers will pick these cookies up during the delivery phase and they are responsible for delivering them to their customers.

Please advise parents to only share their child's Digital Cookie link with trusted friends and family and make sure they're aware that out-of-area customers will need to select Direct Ship if the family is unable to deliver their cookies to them. They cannot post their child's Digital Cookie link to places like Facebook Marketplace, NextDoor, etc.

After the Initial Order phase, when Girl Delivery is turned back on, families will need to periodically check their child's Digital Cookie storefront for new orders. If they have new orders after the Initial Order, they must notify you that they need more cookies. If there is surplus in the troop inventory, you can use those cookies to fill these orders. If there is not, you must visit a cookie cupboard or exchange with other troops to restock for these orders.

In order to minimize burden on the TCM, a good rule of thumb is to ask caregivers to report these orders weekly during the cookie program so appropriate arrangements can be made. The TCM can also run a DOC report in eBudde, filtered by date, to see orders made after the IO. TCM Can assign additional users as cookie pickup people to help pick up cookies from cupboards.

Any orders left unfilled at the end of program will be charged to the troop if they have to be mailed from Council.

Safety Guidelines

An essential part of your action plan for a successful Girl Scout Cookie Season is reviewing safety guidelines with troop members and their parents or guardians. Girl Scouts of the USA offers resources on girlscoutcookies.org/troopleaders.

You can also reference Volunteer Essentials for general Girl Scout safety guidelines.

Starting Your Inventory

ORDER CARD

Notify the families in your troop to bring their order cards to the meeting closest to your deadline. When the youth member turns in their order card, give them a Goal Getter Order Card so that they can continue to take orders. When Gift of Caring orders are received, no variety needs to be indicated for the virtual Troop2Troops (V-T2T). If the troop is planning on donating cookies to their Hometown Hero, cookies need to be calculated for each troop member in the Hometown Hero column.

PREPARING INITIAL TROOP ORDER

- Verify quantities on Pocket Order Form. The Pocket Order Form is the tear off portion at the bottom of the regular order card.
- Transfer Pocket Order Form totals to the Order Card and total the form.
- Verify the quantities on each Order Card and total the form.

PLACING COOKIE ORDERS BY TROOP MEMBER

All names listed on the Girl Tab will show on the Initial Order tab. Individual level ordering is done in packages, but your troop Initial Order will be rounded up to even cases on the "Cases to Order" line.

If you have orders for a troop member but they are not listed: add their full name, click Purple ID button, and add their grade and t-shirt size to the Girl Tab to have them appear on the Initial Order tab.

- Click on the Initial Order tab.
- Click on a name in the list. The line will highlight. Enter the quantities needed for the troop member in the boxes at the bottom of the page. NOTE: These totals will include the Gift of Caring numbers, but the troop totals at the bottom of the page will not, as the virtual Gift of Caring column is not part of the physical order.
- Verify the individual's total and click "Ok" or press enter.
- Click on the next name to continue entering orders.

Not all Cookie Cupboards will be open until the week after Booth Sales start. Be sure you order enough cookies to get you through the first weekend of Booth Sales. In your Initial Order tab:

Click on the word "Booth"
Fill packages by variety
Verify the total and click "OK"
Click the "save" button

The text on the "extras" line will note how many unassigned additional packages you have that can be assigned to troop members.

Initial Order Phase

SUBMITTING YOUR INITIAL ORDER

You will need to submit the Initial Cookie Order that you entered and saved previously. This order can be placed using your laptop, tablet or phone. Make sure to use the "Submit Order" button when you are confident your order is correct and complete. The system will confirm that the troop order was submitted on the screen.

Note: You can only submit your order once, so be sure it is correct before hitting the submit button. If you have changes after submission, contact your Service Unit Cookie Manager immediately.

INITIAL ORDER REWARDS

Rewards are set to automatically load cumulative rewards based on the individual orders. Once your initial order has been submitted, you will be able to view the Initial Reward Order on the Rewards tab. The system will tell you which troop members qualify for the Early Achiever Patch.

- Click on each name and submit their reward order. Be sure you have t-shirt sizes.
- When you are finished, submit the troop reward order.
- Return to the Report List on the Rewards tab and click Initial Rewards Order - "Girl Rpt". You will get an Excel spreadsheet detailing the order. This is part of the documentation needed for troop records.

PLANNING YOUR DELIVERY

Picking up your cookie order is exciting, and there are a few steps you can take to make sure everything goes smoothly. First, be aware that troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

The Delivery tab allows you to reserve a time slot, and view your delivery information. Reserve your preferred pick up time after submitting the Initial Order and Initial Reward Order.

- Answer questions regarding delivery
- Select your desired time slot by clicking in the box to the right of time
- Click "Submit My Info". The system will confirm your submission. Don't worry if there is a message that the Service Unit has not submitted your Initial Order. The delivery confirmation page will be available after your Service Unit has verified your order and submitted it to Council.

DELIVERY PHASE

Knowing how many booth cookies to order and how many cases your car can carry can help you prepare for the 4 steps of the delivery phase of the program.

How many cases can your car carry?

Compact Car.................23 Cases
Hatchback Car..............30 Cases
Standard Car.................35 Cases
SUV................................60 Cases
Station Wagon..............75 Cases
Minivan.........................75 Cases
Pickup Truck...............100 Cases
Cargo Van....................200 Cases

Take stock and restock!

Deciding how many cases to order for booth sales isn't an exact science but here are the average sales per cookie variety to give you an idea of how many to order!

Thin Mints.................27%
Samoas.......................21%
Tagalongs...................16%
Adventurefuls............10%
Trefoils.........................9%
Do-si-dos......................9%
Lemon Ups..................9%
Girl Scout S'mores.......6%
Toffee-Tactic...............3%

1 Prepare for delivery

Make sure your ACH is verified by Council.
Recruit caregivers as soon as you know the dates.
Choose the right Cookie Cars based on the cases ordered.
Please leave children at home to avoid extra traffic!

2 Picking up your troop's order

Arrive at your designated location on time.
Count cookies as they are loaded - Slow down the pace as needed to ensure accuracy.
Verify count and sign for cookies - Once you leave, shortages or overages are the troop's responsibility.
Promptly report any shortages or overages to your SUCM within 36 hours - We will try to correct but there are no guarantees.
Sign the Quick Order Form if you're using contactless delivery - Send closing text for electronic signature

Contactless Delivery:
Troops will have a pickup code and delivery phone number on their confirmation.
Troop checks in with the queuing volunteer before texting their code to the delivery number.
After pickup is completed, troop will text "1" to the number to indicate order is correct.
If there is an issue, text "2". Once the order is corrected, text "1" to confirm.
Confirmation will be sent to the troop.

3 After picking up your troop's order

Recount cookies and report any issues to your SUCM.
Sort - Sort by troop members' orders first. Count the extras which should account for booth sales and surplus. If quantities don't match, recheck the orders.
Store - Put the cookies in a clean, cool, and dry location. Troop is responsibile for any damage after delivery.
Pick-up reminder - Notify families to pick up their cookies and ensure they have the correct address and time.

4 When families pick up their cookies

Meet with caregivers individually as group pickups can be confusing.
Prepare the Girl Money Envelope (NC-G3) for each troop member. This will be their family receipt.
Caregivers should count, verify, and sign - Ensure the numbers match those in eBudde. They will sign the Troop Family Transaction Record (NC-T1A). Return their order card and goal getter card.
Remind caregivers when money is due using the ACH schedule.

MANAGING INVENTORY

Throughout the program, you may run into the problem of having too many cookies or not having enough cookies. There are a number of ways to manage your cookie inventory during the program.

Girl Delivered orders

After the Initial Order, troops are responsibile for managing inventory for Girl Delivered orders. Caregivers should be reporting their cookie needs to you weekly so you can fill those needs from the troop surplus, visits to the Cookie Cupboards, or utilizing the Cookie Exchange in eBudde. Ordering extra cookies during the Initial Order can prepare you for these needs if you know your troop plans to sell cookies online for the duration of the program.

Cookie Cupboards

THINGS TO DO AT A COOKIE CUPBOARD

Replace a package or case of cookies that was damaged upon delivery or not up to standard.
Simply bring the package or case to the cupboard for exchange. This is the only way to exchange damaged product. You cannot get credit for damaged product.

Get additional cookies.
Your troop may pick up additional packages or cases. Please note that not all cupboards will be open during the first weekend of booth sales so you should plan accordingly. Additionally, cupboards may limit transactions to full cases on the first weekend due to heavy traffic.

THINGS TO KNOW ABOUT COOKIE CUPBOARDS

Volunteers run the cookie cupboards. Please be respectful of the services and time they offer, as they try to arrange convenient cupboard schedules around their full-time obligations.

They have a limited supply of cookies and may be unable to fill large orders without advance notice. The first week cupboards are open, orders may be limited to a certain number of cases.

The troop does the work. You will count, verify, and load your own cookies.

Keep the troop copy of the cupboard transaction for your records. The transaction will be posted in eBudde and the additional cookies will be charged to the troop. Keep the copy in the event of any discrepancies. If your cupboard is doing electronic transactions, please have the eBudde app downloaded and ready to go.

Cookie Cupboards

REQUESTING COOKIES (SUBMITTING AN ORDER)

Troops can place pending orders for additional cookies directly with the cupboards of their choice. Using this system helps council anticipate inventory needs by location so that we can keep the cupboard fully stocked.

- Click on the Transactions tab in eBudde - Click "add transaction"
- Select a cupboard from the drop-down menu on the far right. Cupboards are listed by the city. Click the location to get the most up-to-date address, hours of operation, and specific contact information.
- Enter the number of packages and varieties of cookies you would like to request. Enter the date and time you will pick up the cookies. Schedule the pickup within the cupboard's open hours.
- Enter the contact information for the troop representative picking up your cookies (name, phone#, and email)
- Click "save/print" to save and print your receipt once you've filled out your order. Bring this receipt with you to pick up your order.
- The cupboard will be notified of the pending order and will contact you only in the event of an issue. The order remains pending until it is picked up. Cupboards may restrict varieties based on availability.

Inter-Troop Transfers

When a troop has extra cookies, they may decide to transfer them to another troop in need. Transferring cookies between troops avoids loss of troop proceeds.

When cookies are moved from one troop to another, no money changes hands between troops. All transactions are done in eBudde, just like a cupboard transaction. The inventory and financial responsiblity moves to the receiving troop. The dispensing troop will do the transaction and both troops will save copies of receipt.

- To post a transfer, the dispensing troop goes to the Transaction tab and begins a transaction, just as they would for a cupboard visit. Click "add a transaction" and eBudde will display the product transaction form.
- Date: The date the transaction is posted. eBudde defaults to the current date.
- Pickup: Enter the date the transaction was made.
- Receipt: There will be an auto-generated receipt # which is fine for the troop to use or they can change it if desired.
- Type: Select type of transaction. All inter-troop transactions are "normal".
- Second Party: Whoever ends up with the cookies. Be sure the second party is indicated as "troop", then enter the receiving troop number.
- Product Movement: Be sure this is set to "remove product".
- Contact Information: This auto-fills with the person entering the transaction.
- Quantities: You can enter either packages or cases by variety. Be sure to double check, as any discrepancies could lead to a negative impact on the troop's payments.
- Save: Click "save/print" to complete the transaction.

If an error is made in posting, click the transaction on the listing in the Transaction tab. Make corrections and resave. The dispensing troop should then turn in the new receipt to your SUCM.

MANAGING INVENTORY

Cookie Exchange

The Cookie Exchange allows troops to exchange cookies with other troops in our Council. Troops will be able to see all troops Council-wide who have cookies available for exchange. Each troop will be able to create ONLY one post that can be updated as their cookie inventory changes.

POSTING COOKIES TO THE COOKIE EXCHANGE

- Click on the Cookie Exch tab
- Type in the number of packages you have by variety and hit the submit button.
- If a troop is interested, they will contact you via email.

Note: Cookies will always be listed here by packages, not cases.

SEARCHING FOR OTHER TROOPS TO EXCHANGE WITH

- Click on the Cookie Exch tab
- Click on the cookie variety you need to find and a list of troops that have available cookies and their contact information will be displayed.

Note: You will still need to do an inter-troop transaction for these exchanges. eBudde will not automatically process the exchange.

Allocating Cookies

Throughout the program, as your troop completes booth sales or your troop members get online Girl Delivered orders, you will need to allocate cookies to the troop members, giving them credit for those sales. Proper allocation of cookies ensures your troop members receive the correct rewards they've earned. Girl Delivered cookies should always be allocated based on the number of actual packages sold per member.

This can be done on the Girl Order tab (for Girl Delivered cookies) or by using the Booth Recorder feature in the eBudde app or on the Booth Sites tab (for booth cookies). Using the booth recorder you can enter the inventory sold at the booth, uncheck any youth member that wasn't there, click distribute and ebudde will do the work for you and then submit sale. Or you may repeat the first two steps above then manually distribute the cookies (don't click distribute) to the youth members then submit sale.

Using this function saves you time and also gives the SU Booth Coordinator data to use to decide if the location is successful.

Allocating cookies is required for all booth sales and online Girl Delivered orders.

Booth Sales

Booths are a pivotal part of the cookie program and give the youth members an opportunity to experience in-person entrepreneurship.

Booth Scheduling

Troops will schedule booth opportunities in eBudde. Booths are posted every Tuesday and Thursday for the duration of program, with the exception of the first round of booth selection. There are restrictions on the # of slots you can choose and the # of slots per business chain during the first week to promote fairness and equal opportunity among troops. Please note booth selection cannot be done on the eBudde app until selection is wide open. When selecting booths, remember to be fair and not monopolize one location.

You can filter available slots by location or by free slots. To search by location, you will click on the plus sign (+) next to the city you are searching. Choose the store and location from the drop-down menu and click the plus sign again to display available dates/times. To search by free slots, click "free slots" at the top center of the page. Enter any specific criteria you want to search by and click "get report" to pull the list.

Once you've found a location:
- Choose the date and time range you want by clicking directly on it. This will bring up a small screen on the right that will show available timeframes.
- Click on the empty cell to the right of the time that you want. Your troop # will appear in the box.
- Click "submit" to reserve your slot. You will receive a message that your time is reserved.
- Click "OK" in the message window to proceed.

Should a booth you want be unavailable, you can click on "Notify me if slots open". If it becomes available, you will recieve an email to let you know. Keep in mind that this is still a waitlist and reservation is subject to availability.

If you cannot conduct a booth sale during a slot you reserved, please release it as soon as possible. This ensures the booth site does not go unused and all troops get an opportunity to host a sale at that site. To cancel a reserved booth site, go to the Booth Sites tab. Once you're there:
- Find the original city, site, and date from the drop-down menu.
- Click on your troop # to remove it from the cell.
- Click "submit"

You can also release a booth from your eBudde Dashboard.

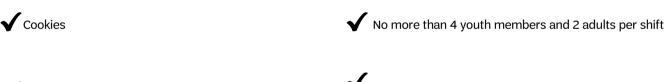| Date	Time	Restrictions
1/6/24	7:00am	Select 3 slots - max 1 booth per chain store
1/8/24	7:00am	Select 6 slots - max 2 booths per chain store
1/10/24	7:00	Wide open - no restrictions

Booth Management

Once your booths have been selected, you (or a Troop Booth Volunteer) and the troop members should develop a plan for booth sales.

GETTING READY

- 2 adults (at least one female) and 2-4 registered Girl Scout youth members (no fewer than 2 children) can be scheduled for each booth sale.
- Both adults must be registered Girl Scouts, unrelated, and both must be background checked.
- Take into account the abilities of the youth members based on age and maturity level when planning booths. Consider scheduling shorter shifts (around 15-30 minutes) within your allotted time. This will help to keep children, especially younger ones and those with short attention spans, focused on selling and allow more members to participate in each booth sale opportunity.
- Booth Sales are conducted by troops; individual members and families do not conduct booth sales. Siblings and friends may not attend booth sales.
- Adults do not sell cookies; only registered Girl Scouts sell cookies! Adults supervise the activities of the troop members, support their efforts, and ensure their safety. They are also responsible for modeling good behavior, helping them make change, and securing the cookies and the money. No booth sale should ever be conducted without youth members present.
- Recruit a Troop Booth Scheduler. This person can take on staffing and coordinating sales.
- Have an on-call "Cookie Runner" to pick-up cookies from a Cookie Cupboard, so two adults stay with the youth members.
- Bring identifying clothing (sash, vest, etc..) to indicate Girl Scout membership.
- Have a plan for keeping money secure - don't keep a cash box on the table where it's visible. Many troops find a fanny pack or belt bag to be more useful than a cash box!
- Consider bringing a counterfeit pen to check money.

BOOTH SALES CHECKLIST

✓ Cookies

✓ Booth Tally Sheet or Smartphone/Booth Recorder app

✓ Secure money bag/box with small bills for change

✓ Activity permission slip for each youth member

✓ No more than 4 youth members and 2 adults per shift

✓ Small table and no more than 2 chairs

✓ Appropriate clothing and great attitude!

✓ Bling Your Booth supplies - posters, banners, GOC displays, signs, tape/scissors, trash bag, small First Aid kit, etc..

Booth Management

In the Interest of providing a quality program, ensuring safety, and assuring future booth sale opportunities for our Girl Scouts, the following guidelines have been developed.

BEFORE YOU ARRIVE

- Please eat before you arrive. You can have drinks, but please do not keep them on the table where they could spill and damage cookies.
- Dress for the weather. Most locations are outside.
- Make sure you've discussed, as a troop, how cookies will be allocated from booth sales.

WHEN YOU ARRIVE

- Arrive at your sale location on time and no more than five minutes early.
- Check in with the store manager before you set up, even if you sold there the day before. Thank them for the opportunity and identify the adult in charge during your shift.
- If a troop is already selling at the site, let them know you are there. Please make the transition smooth. Exiting troops may not wait with the cookies. Never involve store management in a cookie booth dispute.
- If management asks you to set up in a certain place, do not argue with their request. Stay within the area specified by the management. Booth sales must not interfere with the business's activity, including the flow of its customers/patrons. Managers have the right to ask you to leave if their instructions are not followed or patrons are bothered.

DURING YOUR SALE

- Make safety a priority. Never leave your booth unattended; always have two adults at the booth. Youth members should never be left alone. The troop is responsible for safeguarding the money and inventory.
- Remember to abide by any specific requirements identified on your current sign-ups print out. The SUCBC that arranged the booth opportunity has listed anything you need to know there.
- Let the troop members run the booth with adult support, as much as possible. Adults should monitor all transactions.
- Count cookies and money before and after each sale and/or when adults change shifts.
- Do not leave the booth site for the duration of the sale.
- Cash donations are not permitted. No donation jars may be displayed at booths. Customers may donate GOC cookies but troops may not ask for or accept cash donations.

AFTER YOUR SALE

- Ensure the area is neat and clean when you leave. Clean up any trash and take it with you.
- Leave on time. Thank the store manager and let them know you are heading out.
- Leave as a group. Each youth member should be picked up by her parent/guardian before you leave (regardless of the girl's age).

Private Booths

A Private Booth Sale is one that has limited public exposure and limited access for customers: Retail locations are not considered a private booth. A private sale would be something like a special event at a house of worship or a fraternal organization (e.g. a parish picnic or a Kiwanis banquet).

REQUESTING PRIVATE BOOTH

Troops must request Private Booth sale approval in the eBudde system where SUCBCs will approve or deny said requests. SUCBCs are responsible for setting up the schedule and ensuring that one booth doesn't interfere with the business of another troop. It hurts booths when booth sales are set up too close to each other. Please do not approach an established business for a private sale. The SUCBC is responsible for contacting businesses and may have already requested slots to which the business had previously decided, for whatever business reason, not to allow Girl Scout Cookie booths.

HOW TO REQUEST IN EBUDDE

- On the BOOTH SITES tab, click the drop-down menu on the top right and select "My Sales".
- In the left column, click on the "Add a Location" text.
- A window on the right will appear. Please complete all information for your Private Booth Sale.
- Click "Add" once all the information is entered. The system will display a confirmation window.
- Your request is in a "Pending" status until reviewed. It must be approved by a Council-authorized person.
- If your request is outside of your Service Unit boundaries, your SUCBC will contact the SUCBC from that area for approval.
- Note: Private Booth Sale requests need a 72 hour lead time.

CHECKING THE STATUS

You will be able to see the status of your request once it is submitted.
· On the BOOTH SITES tab, click the drop-down menu and select "My Sales"
· On the left, under "My Booth Sales", color-coding will identify the status of your request:
Blue = Pending; Green = Approved; Orange = Denied

Important:
Please keep Booth Scheduler in eBudde up to date with your troop's booth sale slots. If you find a reserved booth slot no longer fits your troop's schedule, be a sister to every Girl Scout and release it so another troop can add it.

Hosting unauthorized booth sales could result in access to Cookie Cupboards being revoked for the remainder of the season. Please follow ALL booth guidelines.

FINAL REWARDS AND REPORTING

eBudde Final Rewards order submission is due March 18 at 11:59 PM

Verify that all cookies received from the Cupboard or through inter-troop transactions are correctly posted to the troop. Confirm that all cookies from additional orders or booth sales have been properly credited to each troop member on the Girl Orders tab.

Final Troop Cookie Documentation due to SUCM by March 25

Please submit electronically where appropriate
- Troop Final Detail (NC-9): electronically compile a listing of the 500+ sellers and email it to your SUCM. Keep a copy for your troop records.
- Delinquent Account Information (NC-18) and appropriate attachments: you must also complete a form NC-18 electronically and submit to Council no later than March 21 for a final ACH payment reduction.
- Inter-Troop Transfers

Troop member rewards

Cumulative rewards are set to automatically calculate based on individual troop member sales as posted on the Girl Orders tab. Ensure all cookies are distributed to individuals for correct reward ordering. Additionally, indicate each child's T-shirt size on the GIRLS tab. It is required by the system for T-shirt rewards.

Troop rewards

Once each girl's reward order has been submitted, submit the Troop Reward Order.
- Review the troop PGA in the Rewards tab or Troop Sales Report (on the SALES REPORT tab) to determine the eligibility of the troop to receive the Troop Goal Achiever Patches and the Super Troop Goal Achiever Reward.
- Volunteer Patches: Your troop can order up to two volunteer patches if desired.
- Cookie Rally Patches: If the troop has participated in a Cookie Rally hosted by the SU or Assn, Rally Patches are available in the GS Shop.
- Gift of Caring, Booth Sales, Cookies on the Go!, Cookie Weekend and Troop 2 Troops patches are available for purchase at your local Girl Scout Shop.
- An Excel spreadsheet detailing the reward order is required for Troop records. To create go to REPORT tab, and click "Final Reward Order-Girl Report" to generate.

Rewards distribution

Rewards are generally received by the SUCM prior to Memorial Day for distribution to troops. Meet with your Troop Leader to review sales performance, turn over proceeds and records, and plan a recognitions ceremony or celebration for your goal achievement.

Note: You can only submit your order once. Be sure it is correct before submitting. If you have changes after submission, contact your SUCM immediately. Council will not be responsible for supplying rewards to troops who fail to order correctly or fail to pay their bill. Rewards may not be purchased to correct errors as they may not be available from the vendor.

Troop Finances and Debt

ACH TROOP COOKIE PAYMENT

In order to sell cookies, your troop must have a troop bank account registered under Council's tax ID and submit the ACH Electronic Debit Authorization form to your Service Unit Money Manager with a copy of a voided check (for NEW accounts only), no later than January 1. It is the expectation that ALL NEW Troops will have an ACH Electronic Debit Authorization form submitted prior to placing an order for cookies.

Troops should deposit all collected cookie sale payments (from families and from booth sales) into the troop account in a timely fashion. This isn't just to ensure there is enough money in the troop account at the time of scheduled ACH payments, but it's also a good business practice to ensure customers' checks are promptly deposited. Council will process debit payments from the troop's bank account based on the program calendar.

- Insufficient Funds: Troops without sufficient funds in their account to cover the amount they owe for each payment will fail that round.

- Potential Debt: If you are concerned that your troop might not have sufficient funds in the troop bank account as an ACH withdrawal approaches due to families that have not yet turned in cookie sale money from the cookies received, you must complete the notification form at www.gscnc.org/moneymatters to alert Council to the potential debt. Reduction of a troop's scheduled payment will be based on the girl's order. If the payment issue is a troop one, let us know the issue and reductions will be approved on a case by case basis. You can access the form online and the link can be found in our LinkTree.

- Bank Account Changes: If your troop changes bank accounts after submitting the ACH Electronic Debit Authorization form, you must notify Council before February 1 or within TWO days of creating the new account. An updated ACH Electronic Debit Authorization form MUST be submitted within FIVE days of creating the new account.

CALCULATING PAYMENT #1

If troop's DOC orders cover the amount for the first ACH withdrawal, there will be no payment listed in the Payment tab in eBudde.

Payment #1 = $2.50 per package for ALL cookies you have through 2/22/24: all digital orders (girl delivered AND shipped), and GOC! (all of this includes Cupboards). That amount is then subtracted by the FULL amount that was paid in digital orders (the full $5.00 or $6.00 per package).

The amount of your troop's first payment will be calculated by Council and reflected in eBudde (prior to payment date).

Payment	Date	Amount
Test Payment	1/31/24	$1
Payment #1	2/27/24	$2.50 per package sold by 2/22/23
Payment #2	3/26/24	Remaining Balance

Troop Finances and Debt

CHECKING ACCOUNT INFORMATION IN EBUDDE

- Click Settings tab
- Bank name, last 4 digits of account number, and routing number will be visible to troop leaders. Only Service Unit Money Manager has access to full bank account details in eBudde.
- If there are any issues with your troop bank account number alert SUMM and council immediately.

Note: The troop bank account information can also be found on the Sales Report tab.

Services such as Venmo & PayPal are NOT permitted

ACCEPTING CHECKS

- Accepting checks is a troop decision. The maximum amount a check can be written for is $250.
- Recovery of monies lost from a bounced check is the responsibility of the troop.
- Check with your bank to see if they offer any services that can assist with bounced check recovery. Make sure to ask about fees that might be associated with check recovery service.

IF YOUR TROOP DECIDES TO ACCEPT CHECKS:

- Checks should be made payable to "Girl Scouts Nation's Capital Troop #{your troop}" and deposited into the troop account.
- Be deliberate about who you accept checks from. Your troop WILL BE responsible for any fees associated with bounced checks. If a check is returned it is recommended the troop accepts only money orders, cashier's check, or cash as replacement.
- Endorse the back of each check with the bank account number, your association, service unit and troop

Square
https://squareup.com/us/en

When setting up the account you will need:
- Account Name - Girl Scouts Nation's Capit (their system auto-truncates at this many characters)
- Council's tax ID - 54-0732966
- Your Troop bank account number and address

List the TCM as the account owner and add other cookie volunteers on as "team members" where appropriate.

When asked what type of account you're setting up, choose Business.

If you choose to acquire a card reader, you can do so in your account. To avoid processing fees, you can check Rallyhood for referral codes from other troops.

Please note that any methods of credit card processing outside of Digital Cookie will have fees associated that Council cannot mitigate. We recommend processing credit cards via Digital Cookie if avoiding fees is a priority.

DEBT

:(

Council will post the amount of your troop's payment on the PAYMENTS tab before the scheduled withdrawal. It will also be on the SALES REPORT tab. Once Council is notified by the bank of a failed withdrawal, a reversal of the deposit will be posted on your troop's PAYMENTS tab in eBudde. It is the responsibility of the troop to follow up with Council in the event of an ACH failure.

There are 3 types of cookie debt.

Individual/Family Cookie Debt: Typically a family has not turned money in on time
TCM/Troop Leader Cookie Debt: Typically when funds collected by the TCM/TL have not been deposited in time before an ACH withdrawal
Troop Cookie Debt: Typically when a troop overestimates the amount of cookies they can sell at booths

You must notify Council of any potential debt.

If you have anticipated debt (of any of these kinds) that related to suspected theft, please notify Council as soon as possible so we can work on it and avoid charging your troop.

The link to this form is accessible through our LinkTree: https://linktr.ee/gscnc_productprogram
or
https://gscnc.org/moneymatters

Preventing cookie debt (and confusion)

- Be sure that all families know that you need payment for all cookies no later than March 20.
- Be available to collect money at each troop meeting and send reminders to everyone about deadline.
- Respectfully monitor families with a history of late payment. Consider releasing cookies in small chunks worth $20-$30.
- Require payment from a family for cookies that they already received before giving them additional boxes.
- Any individual whose family carries a debt from previous product sales efforts may only participate in booth sales and online shipped.
- Keep complete and accurate records.
- When releasing cookies, always have an adult sign for cookies received for every youth member.
- When collecting payment, always sign the Girl Money Envelope (a family's proof they paid) and have the responsible adult sign the Troop Transaction Record (NC-T1A). Verify payment amount in front of parent before signing envelope.
- Keep track of money turned in by troop members and families on the Girl Orders tab in eBudde. Review your records before turning in your final documentation to the Service Unit Cookie Manager.

Notifying Council

- If you anticipate having insufficient funds for one of the ACH withdrawal dates you must notify the council ASAP, no later than TWO days before the scheduled debit so we can adjust your troop's payment. To do this, find the form on the GSCNC Website. Under the "Important Forms" section, look for ACH Reduction Request.
- Only complete notifications that specifically state the individual in your troop that is still outstanding will be considered.
- The information provided in the potential debt notification should match the record of payment collected on the Girl Orders tab on eBudde.
- If you do not notify Council of the potential debt and your troop bank account is overdrawn, Council may not be able to reimburse you for fees your bank may impose.
- Once the ACH Reduction Request is submitted, please notify your SUCM. This information does not automatically go to them from the form.

Individual/Family Debt

Any family that has not submitted money by your deadline is delinquent.

Please notify Council to reduce the debit amount the troop owes. Don't assume that the family will pay. Every family signed a Parent Permission and Responsibility Form (NC-G1) that makes them financially responsible for cookies received and monies owed. Council takes responsibility for collections of past due accounts, but you must do the following:

- File the appropriate paperwork with your Service Unit Cookie Manager.
- Delinquent Account Form (NC-18): Please ensure the form is filled out completely with accurate information.
- Parent Permission and Responsibility Form (NC-G1): Submit the troop copy for the outstanding family.
- eBudde Girl Transactions Report: Submit a printable copy for the delinquent family.
- Delinquent Troop Rewards Summary (NC-18A): Complete for each girl with a delinquent account, notifying Service Unit Cookie Manager to hold her rewards.
- Hold Rewards: Individuals with family delinquencies do not receive cookie rewards until the debt is satisfied. Order their rewards with the Troop's Final Reward Order. The SUCM will hold their rewards until JUNE 15. After that, the Council office will hold rewards until the delinquency has been resolved. Rewards cannot be guaranteed after AUGUST 15.
- If a parent pays the troop after the delinquency is filed, accept the money and deposit it into the troop bank account. Promptly notify the Product Program Senior Specialist (Judy Johnson).

Council will contact the responsible adult to request payment. If Council collection attempts fail the account may be referred to a collection agency.

Troop/TCM/TL Debt

If a Troop and Troop Cookie Manager fail to provide the proper paperwork to document delinquent families or to respond to the SUCM or council requests for information, they are responsible for any shortages in troop payments to the Council. As a last resort the SUCM will complete a Delinquent Account form (NC-18) and hold the TCM accountable for undocumented debt.

Your troop will not qualify for the Troop Goal Achiever Awards if you miss the March 25 Deadline.

In the case of a troop debt– not linked to an individual– no troop members should receive rewards.

Deliver rewards upon receipt to individuals with no family or troop debt.

TROOP FORMS

Form Name (#) *Indicates electronic	Description
Delinquent Account Form (NC-18)*	Use for any family that is late in making payments after the deadline. Contact your SUCM and together you will complete this form for each family. It is submitted to Council with supporting evidence. If you receive payment after submission, notify Council immediately.
Delinquent Troop Reward Summary (NC-18A)*	The TCM must document incentives earned by any troop member whose family is late on payments. Delinquent rewards will be ordered with the rest of the troop's rewards but the SUCM will retain them until payment is made.
Girl Money Envelope (NC-G3)	Allows troop members to keep cookie money in one place and serves as the receipt for families as cookies orders are received and money is turned in to the TCM. Always initial the envelope for families once cookies and money are received.
Girl Order Form (G2)	Rewards are shown on the full order form. Spanish language forms are available upon request.
Gift of Caring Receipt (NC-G5)*	A receipt given to customers who purchase cookies for a Gift of Caring program. IRS standards have changed in recent years to require this receipt for GOC donations.
Goal Getter Form (G-4)	Supplemental cookie order form so troop members can continue to take orders after the Initial Order has been submitted.
Council Notification of Potential Debt Form (ACH Payment Reduction)*	Submitted online based on a schedule (in the program calendar) that adheres to the scheduled ACH payments. This form notifies Council of a potential debt and requests a reduction in the scheduled ACH cookie payment for a troop. The TL or TCM must complete the entire form by the stated deadline to be considered for an ACH cookie payment reduction.
Parent Permission and Responsibility Form (NC-G1)*	Legal document that indicates caregiver's financial responsbility for participating troop members. Signatures are required, as is the reward waiver for troops opting out of rewards.
Troop Cookie Manager Agreement (NC-13)*	This is electronic. Please request your troop materials from your SUCM via email.
Troop Family Transaction Record (NC-T1A)*	Each transaction must be recorded and initialed by a caregiver for cookies received and payments made. This document can be used as an official record for potential debt.
Troop Records Envelope (NC-1)	Cookie materials are received in this envelope and can be used to store all troop records turned over to the TL at the end of the program. Deadlines and information are stored here as well.
eBudde Transaction Receipt	Whenever troops recieve cookies, they should have a copy of this receipt. These receipts affect your final financial responsibility. Always retain copies in your troop records.

FAQs

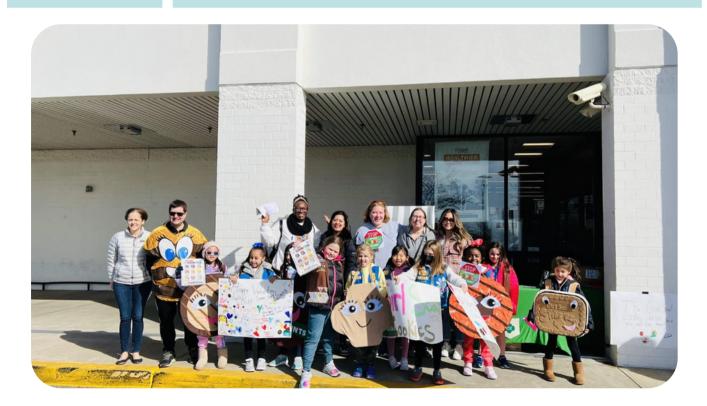| Q	A
Who can sell Girl Scout cookies?	All registered Girl Scout youth members! While caregivers and Girl Scout adults can assist, it is the youth members who make the pitch, secure the sale, set their goals, and learn the 5 essential skills.
What if I have cookies I cannot sell?	If you have cookies you cannot sell, please reach out to your SUCM for assistance, in addition to using the resources already outlined in this manual such as the Cookie Exchange.
What if a parent doesn't pick up their cookies?	If a caregiver fails to pick up cookies they have ordered in a timely manner, please notofy your SUCM immediately. If you wait until the end of the program, it is more difficult to make appropriate arrangements or reach out to troops in need of cookies.
Is ACH mandatory for my troop to participate in the cookie program?	We have to have an ACH on file for troops to participate. If the SUMM is having difficulty opening the troop account then the SUMM can talk to the Sr Product Program Specialist (Judy Johnson) to see if other temporary arrangements can be made.
Can I pick up cookies by the package from the Cookie Cupboard?	Check with the Cookie Cupboard Manager at the cupboard you intend to visit. During the first week of cupboards being open, pickups are restricted to cases only due to high traffic.
Does any part of the Girl Scout cookie program revenue support organizations other than the local Girl Scout?	After paying our baker, the net proceeds for the Girl Scout Cookie Program are retained by the originiating council and troop to provide amazing experiences for youth members and impactful youth-led community projects. For more information about How the Cookie Crumbles, see page 2.

girl scouts
nation's capital

Product Program Staff

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Contact Judy for Digital Cookie, eBudde assistance, adding troops/youth members into eBudde, Cupboard, or delivery information, ACH and Troop deposits.

Cheryl Roberson | Product Program Coordinator | croberson@gscnc.org
Contact Cheryl for rewards shortages, certificates of insurance, cookie costume check out and ordering extra cookie forms.

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Contact Kat for booth site questions and information, video training information, and cookie promotions.