2020-2021

Ready, Set, SUCCESS





meet the SCOUT COOKIES

certified, all Girl Scout Cookies* baked by Little Brownie have America, demonstrating our commitment to developing cookie a wider segment of cookie buyers.







Lemon-ups

TURALLY FLAVORED WITH OTHER NATURAL PLAYORS Crispy lemon cookies baked with inspiring messages. to lift your spirits. @#



ALL OUR COOKIES HAVE ...

No High Fruittine Com Syrup No Partially Hydrogenated Oils (PHOs) Zero Grams Trans Fat per Serving RSPO Certified (Mass Balance) Falm Oil



Crisp cookles coated in caramet, sprinkled with toasted coconut and striped with dark chocolaty coating are





+ Made with Hanard Flavore Resilvent States · White-Grant Date





tagalongs

Crispy cookies layered with peanut butter and covered with a chocolaty coating @6 100% Rest Cobse · Hear Pearun Butter

DO-SI-DOS

Crunchy natmeal sandwich cookies with creamy peanut butter filing Or





trefoils

Delicate testing shortbread that is delightfully simple and satisfying 400







Crisp wafers covered in chocolaty coating made with natural oil of peppermint. ID





Made with Manural Flavors 100% Rest Coros

+ Made with Vegao Ingredients

• 100% Real Cosco





GIRL SCOUT S'MORES

Crunchy graham saridwich cookies with creamy choosiate and marshmallowy filling.

toffee-tastic Rich, buttery cookies with sweet, crunchy

toffee bits (86)





The largest girl-led entrepreneurial program in the world is moving forward in bold ways. We're offering you more options than ever as a volunteer to build the foundation for entrepreneurship and guide girls to success, while keeping their safety in clear focus.

No matter which path you take—virtual, in-person or both—we've got tips and resources to support you the whole way.

















Product Program Team 4	
Association Cookie Manager	rs 5
Cookie Quick Facts	6
Cookie Calendar	8-9
5 Steps for Success	10
Getting Started 11	
Volunteer Descriptions	12-13
Cookie Rewards	14
Earned Rewards Gift Of Caring	15 16
Philanthropic Rewards	17
Pins & Badges	18

Ebudde Dashboard	20
eBudde	21
Digital Cookie Pilot	22-23
ACH Troop Payment	24
Checking & Credit Cards 25	
nitial Order	26
nitial Rewards	27
Delivery	28-29
Booth Scheduler	30
Cookie Booth Prep	31
Booth Selling Tips	32
Booth Management	33-34
Private Booth Sales	35

Booth Etiquette	36
Cupboards	37
Inter-Troop Transfers	38
Delinquencies	39-40
Final Rewards & Reporting	41
FAQ	42
Troop Forms	43





Product Program Team

Julie Carlson, Manager of Product Program

| 202.274.3332 | jcarlson@gscnc.org

Judy Johnson, Senior Product Program Specialist

304.596.9934 jjohnson@gscnc.org

Isabel Gavurin, Product Program Specialist

| 202.274.2171 | igavurin@gscnc.org

Cheryl Roberson, Product Program Coordinator

[202.274.3333 | croberson@gscnc.org

Association Cookie Managers

	ary's Count	40	D.C. East
11	routy-Due ert County	42	Claudette Burge Central City-Friendship
12 Margueri	n Moomey & ta Harding, BC	50	Mary Kay Humfelt Ashgrove East
14 Cindy	Anderson	51	Danielle Kouzoukas & Donna Kissane Ashgrove West
Terry Shiflett-	ah Region East Moats & Pat Roush ah Region West	52	Amy Mitchem South Central Fairfax
Barbara Rile	y & Lynne Powell Prince George's	53	David Dow Mount Vernon
Chryst	al Whitaker rince George's	54	Sara Plummer Central Fairfax County
Mary /	Ann Vaughn	55	Nisha Shendrikar Little River
Keri O'Rourke	Prince George's e & Meg Castle, BC	56	Mark Reid & Teresa Rothschild, BC Difficult Run
32 Lis	ia Crossing sa Bond n Montgomery	60	Laura Loomis, Anne Goulette, Mary Beth Thompson, BC Pride of Potomac
22	ie Randall Montgomery	70	Tiffany Johnson, BC Goose Creek
34 & The	Carol Jacobson resa Zmola nery Crescent	80	Andrea Checkon Ports of Prince William
Shannon Hall	& Chrystal Woods	90	Jeanine Dehn Piedmont

DC OFFICE	(800) 523-7898	Martinsburg, VA	(304) 263-8833
Germantown, MD	(301) 978-3865	Manassas, VA	(703) 777-5644
Kingstowne, VA	(571) 642-0253	Brandywine, MD	(301) 861-5860

Cookie Quick Facts



All registered Girl Scouts are eligible and strongly encouraged to sell cookies. All troops, girls and adults participating must be debt free by **November 30**.

PRICES

\$5.00 per package \$6.00 per Specialty Cookies (S'mores and Toffee-tastic)

PROCEEDS

\$0.85 per package sold OR \$0.90 per package sold (no girl reward items)
Tier 1– Additional \$0.03 per package @ 1,200 packages
Tier 2– Additional \$0.05 per package @ 1,500 packages

ADDITIONAL PROCEEDS

Super troop: \$0.02 per package for Troops that reach \$200 per selling girl average during 2020 Fall Product Sale

DOC: \$0.05 per package sold with a 5% increase of girls with online sales 2021 Revenue Share: \$0.10 per package sold by matching 2020 delivered Initial Order

RESPONSIBILITY

Each troop is financially responsible for all cookies received.

PRODUCT IS NOT RETURNABLE OR EXCHANGEABLE UNLESS DAMAGED.

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.

GOAL SETTING

The Council goal this year is **4,000,000 Packages**. Sales and service goals allow girls to do a world of good!

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.



2020-2021 Calendar

December 14– January 12	Girls Take Initial Orders
January 19 - January 28	Initial Order delivery
February 5 – March 7	Booth Sales
February 10	Cupboards open
February 19 - 21	National GS Cookie Weekend
March 8-14	Cookies on the Go!
March 14	Cookie Sales End

Cookie season is more fun with family.



Bring the whole family together for tons of fun and learning with our brand NEW Girl Scout Cookie Program pin collection!

Girls can earn all 13 pins in the collection—one unique pin for every year they participate!

Learn more at: girlscoutcookies.org/entrepreneurfamily

How the Cookie Crumbles











Troop proceeds \$0.98

Direct Service to girls & adults

\$2.77

- Full camping sites & services
- Council-wide programs
- Training for adult volunteers

- Technological & web support
- Staff support for Associations, Service Units & Troops
- Financial Assistance for girls & adults

Program Costs \$1.25

- Cost of Product
- Transportation

Program Promotion

- Service Unit proceeds
- Girls' rewards
- Administrative costs & debt

7

Girl Scout Cookie Calendar

NOVEM	BER 2020	Page
3	eBudde open to TCM for troop contacts & setting update	21

DECEMBER 2020		
14	Initial order taking begins	26

JANUAR	JANUARY 2021		
3	eBudde opens for troop order input. Save often, submit once	21	
4	eBudde Girl Tab open to TCM for input of newly registered girls		
7	eBudde Booth Scheduler Open for FIRST round of booth selection	30	
9	eBudde Booth Scheduler Open for SECOND round of booth selection	30	
11	eBudde Booth Scheduler Wide Open - NO restrictions	30	
11	Order due to TCM from girls - collect orders/distribute Goal Getter Card Include online Girl delivery orders end whatever date is before order due to TCM at 11:59 pm	26	
12	 Troop initial cookie order due (3 part process) - eBudde closes at 11:59pm 1. Submit troop initial cookie order. Include girls order card; girl online purchase/girl delivery; troop's booth & Gift of Caring (on OTHER line) 2. Submit troop initial girl rewards order in eBudde 3. Secure troop delivery pick-up reservation selection in eBudde 	26	
1/19-30	Association Cookie deliveries scheduled	28	
29	ACH \$1 Test Payment	24	

February 2021		
ASAP	Distribute cookies to girls' families ASAP; Always get signatures Acknowledging receipt on Troop Family Transaction Record (NC-T1A) Collect payments weekly; Make deposit weekly in troop bank account	28
1	Ebudde open to place "Pending" Cupboard orders. Pick up during hours of operation.	37

Ollo el el el

FEBRU	ARY 2021	Page
5	Cookie booths begin. Continue to watch the Booth Scheduler for new	30
	opportunities and be sure to release booth slots you won't be using	
10	Cookie Cupboards open for additional cookie pick-up	37
15	ACH Payment #1: Potential Debt Reduction Request Form open Deadline to notify Council of Potential Debt is 2/22	24
19-21	GSUSA National Girl Scout Cookie Weekend	
22	ACH Payment #1: Potential Debt Reduction Request Form closed	24
26	ACH PAYMENT #1	24
MARCI	2021	
7	Last Day for booth sales	
8	Final Troop Reward tab open. Save often, submit once	41
8-14	Cookies on the Go! week - door to door sales with cookies in hand	
14	Cookie Sale ends and Cupboards close	
15	ACH Payment #2: Potential Debt Reduction Request Form open Deadline to notify Council of Potential Debt is 3/26	24
15-18	Limited Cupboards open for Gift of Caring fulfillment needs	37
16	Final payments due to TCM from families - If outstanding balances, submit the Delinquent Account Information (NC-18) form to SU Cookie Manager	39-40
26	ACH Payment #2: Potential Debt Reduction Request Form closed	24
26	Troop Final Reward order due in eBudde; Closes @ 11:59 PM	41
30	Final documentation due to SUCM Troop Final Detail (NC-9) excel worksheet electronically submitted Any delinquent Account Information (NC-18)	41
31	ACH PAYMENT #2 (all troops)	24
APRIL	2021	
Early April	Meet with Troop Leader to review sale & present reports Final Troop Sales Report - Last tab in eBudde. Print page or save as PDF Final Reward Order - Rewards/Reward tab. Click Final; Girl Report	
	Final Reward items will be shipped to the SUCM. Please distribute ASAP	43

5 STEPS

to Support Her Pathway to Success

There's only one way to have a successful Girl Scout Cookie Program*, and that's to plan for it! In the remainder of this manual, you'll find everything you need to plan, build and celebrate a successful program for 2020-2021—all organized into five simple steps.

GET STARTED

Get Yourself Set for a Great Season

- · Primary Contacts
- · Volunteer Training
- · Cookie Season Planner
- · Girl Scout™ Badge Portfolio

Meet with Girls and Families

- · Key Dates
- · Girl Stories
- · Cookie Story Sharing
- · Girl Scouts® My Cookie Friend
- · Goal-setting Activities
- Cookie Program Health and Safety Guidelines
- · Girl Scouts® Cookie Rookie
- · Girl Scouts Dookie Captains
- · Family Guide
- · Cookie Entrepreneur

OPEN FOR BUSINESS

Tap into the Power of eBudde™

- · eBudde™ Mobile
- · eBudde™ Quick Guide

Help Girls Succeed as Cookie Entrepreneurs

- · Key Dates
- · Volunteer Shareables
- · Girl Order Card
- · Digital Cookie* platform
- Booth Events (
- Girl Scouts[®] Cookie House Party (



CELEBRATE

Recognize
Achievements

- · Key Dates
- · Recognizing Girls
- · Send "Thanks!"

GIRLS ARE READY... AND YOU ARE, TOO!

79% of Girl Scouts have an entrepreneurial mindset

of Girl Scouts are interested in becoming an entrepreneur

SOURCE: "Today's Girls, Tomorrow's Entrepreneurs": A Report by the Girl Scout Research Institute



Getting Started

Parent Cookie Meeting

Before girls begin to take orders, schedule a meeting with girls and their parents/guardians to explain the program.

At the Meeting

- Explain why participation is important to girls.
- Generate enthusiasm and emphasize the 5 Skills that girls experience.
- Emphasize the importance of participation and how it affects the troop, Service Unit, and our Council.
- Highlight the importance of goal setting.
- Describe the Digital Cookie Pilot and promote cookie-related events.
- Stress safety and selling tips and guidelines for in-person and online participation.
- Distribute materials, review important cookie sale dates and deadlines.
- Collect a signed Parent Permission and Responsibility Form from each girl and parent.
- Answer any questions and recruit adult volunteers to help out during cookie season.







Tips for success

Digital Cookie®

On this online selling platform, girls 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 or direct shipment to their home, based on council approved methods of delivery.

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 know of a suggestion for booth sales talk to your SUCBC to sign up through eBudde™ or eBudde™ Troop App Plus.

Door-to-door & Cookies on the Go!

Encourage girls 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!

Workplace sales

Girls can either make sales pitches to local businesses or go with a parent to their workplace to take orders.

*Always get parental permission before posting about the Girl Scout Cookie Sales, and remember to follow GSUSA's online safety guidelines.

Restock throughout the season

Ordering packages for booth sales isn't an exact science, but here are average sales per cookie variety, so you can get an idea of how many you should order.



Understand Your Role

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

Your primary responsibilities:

- Complete volunteer training (Online with Girl Scouts® Cookie VIP eTraining) and attend Cookie Training
- Set up your troop in eBudde™, use eBudde to schedule booth sales, record sales, enter inventory.
- Work with troop leader to schedule, plan educational meetings for girls and
- Enter orders from girl order cards and booths. Keep eBudde up to date
- 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
- Collect order cards, distribute goal getter cards, calculate totals, and submit the troop initial cookie order and initial girl rewards order.
- Enter and distribute girl rewards.



5 ESSENTIAL SKILLS FOR GIRLS

With your support, girls in the program build essential skills and learn to think like entrepreneurs.

GOAL SETTING Girls learn how to set goals and create a plan to reach them

Girls learn to make decisions on their own and as a team **DECISION MAKING**

Girls learn to create a budget and handle money

Girls find their voice and build confidence through customer interactions

Girls learn to act ethically, both in business and in life



Today's girls are already thinking like entrepreneurs.* With your guidance, girls are able to build on their thinking and start running their own Girl Scout Cookie[™] businesses.

Every Girl Scout has it in her to do great things. WITH YOUR SUPPORT, SHE'LL RISE TO SUCCESS!

THE ROLE OF A TROOP COOKIE MANAGER

VOLUNTEER COOKIE TEAM ROLES





Cookie Cupboard Managers:

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.



Service Unit Cookie Booth Coordinators (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.



Service Unit Money Manager (SUMM):

Volunteers that collect the ACH authorization form from the Troops and turn in to Council. SUMM's might also aid in any debt collection.

Service Unit Cookie Manager (SUCM)

- Receives materials from Little Brownie Bakers and assembles and distributes packets to each TCM.
- Conducts informational meetings/trainings with the SUCBC for troops to prepare for cookie season.
- Reviews and submits the initial cookie and girl rewards order 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.



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.

Nation's Capital Cookie Rewards 2020













We've Got This!
Theme Patch

15+

40+ Bandana

Reversible Necklace

65+

Journal & Cookie Bling Decals

90+

"Hope" the Horse Plush

125+

Fleece Bag & Samoa Dangler

150+

Philanthropic Reward











200+

Horse Rescue Donation Customized Patch



Padfolio & Message pen

375+

Samoa Phone Chair Phone Light Glow in dark Cable horse

500+

Backpack Purse Reusable Straw & Pouch

700+

Glow-in-the-Dark Blanket Horse Mirror Pocket Pillow

Philanthropic Reward





7

Top Seller Events

Council Top 100 Seller Event

Invitation only summer event

1000+

Adventure Camp Stool Glow-in-the-Dark Canteen Mess Kit



World Central Kitchen Donation

Customized Patch

1500+

3Doodler 3-D Pen

Exclusive CEO Lunch:

Invitation lunch with Nations Capital CEO for Top 15 sellers

GIRL REWARDS 14

14

Earned Rewards

Girls earn rewards based on their individual achievement in the form of patches and other

made! Rewards are cumulative.

Initial Order

GIRL—Early Achiever (Tier 1) No show Socks

125+ packages on I.O.



150 packages on I.O.

Troop- Early Achiever **Goal Getter Patch**

Troops that reach 150 PGA on I.O.

Troop- Early Achiever

Troops that reach 150 PGA on I.O.







DAISIES and BROWNIES CANNOT OPT OUT OF REWARDS.

Proceeds and Rewards:

recognition items. Even if the troop votes to earn additional proceeds instead of

individual girl rewards, girls will earn patches and any of the Troop Goal Achiever

Rewards based on their individual sales. Be sure to credit girls with sales they

Base	\$0.85 per package sold	0.85
Proceeds		
Tier 1	\$0.03 per package sold @ 1200 packages sold	0.88
Tier 2	\$0.05 per package sold @ 1500 packages sold	0.93
Super Troop	\$0.02 per package sold if Troop met \$200 PGA during Fall Product	0.95
DOC	\$0.05 per package sold with a 3% increase of girls with online sales	1.00
2021 Revenue Share	\$0.10 per package sold by matching 2020 Initial Order	1.10
Opt out	\$0.05 but Girls will receive no rewards Daisies and Brownies cannot opt out.	1.15

"We've Got This" Tote

(2 per Troop)



Final Order

Final Troop Goal Reward Super Patch

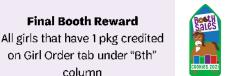
150 PGA



Final Troop Goal Reward "Mint" to Achieve Shirt

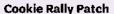
175 PGA

1 per Selling Girl— 2 Per Volunteer



Cookie Rookie

Daisy Troops at 115 PGA: 1 Per selling girl



Receive if participated In rally



Volunteer Patch 2 per Troop



Send 12 emails via DOC

Digital Cookie Avatar Patch Sell 125 pkgs sold online Includes sales for Girl Delivery,

Direct Ship or Donation!



Base Proceeds

Participation Proceeds

SU Proceeds

\$0.01 per all SU packages sold if 2020 final sales are matched

\$0.02 per all SU packages sold with a 3% increase in selling girls

Gift of Caring

GOC Selling Tips

Make sure it is clear to your customers that they can do more than just buy cookies. They can do good, too!

- Always be sure to ask customers if they'd like to purchase a box or two to donate.
- Write the name of the group your troop has selected to receive donated cookies on your order card.
- Use the Troop Gift of Caring box wrap that was provided to each troop and simply wrap a Thin Mint box with the wrap and display the side that corresponds with the Gift of Caring recipient your troop has chosen.
- Display a sign that informs customers of your Gift of Caring recipient and goal.
- Be well-versed in communicating with customers why your troop chose its Gift of Caring recipient.
- Create a drop box where customers can place donated cookies and watch them stack up.
- Create a Tally Poster to track the number of donated packages so customers can see their donation is making a difference.



Troops can purchase the **Gift of Caring** or **Troop2Troops**patch at any local Council shops and online.
girlscoutshop.com/Nations-Capital-Council

Troop₂TROOPS

The USO Metropolitan Washington is our virtual Gift of Caring program partner. During the initial order phase and beyond, girls take orders and collect payment for cookies donated. Council will deliver all donated cookies to the USO at Fort Belvoir. Troops will never receive these cookies. It's all virtual.

Gift of Caring orders for this program will increase the total troop sales. Packages ordered by individual girls will count towards their total packages sold for incentive purposes. Instead of allocating these cookies as a specific variety, they have their own separate column. This will be listed as **V-T2T** on the far left column before the cookie varieties.

Virtual Troop 2 Troops Gift of Caring





12 packages

24 packages

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 girls 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 girl's total packages sold for reward purposes. During the initial order and throughout the sale, you can account for your troops Gift of Caring packages by using the Hometown Heroes (HH) column in eBudde. Delivery of cookies is up to the troop.

Hometown Heroes GOC



24 Packages

Philanthropic Rewards

When Girl Scouts participate in the Cookie program they'll know how to help people in need. We are excited to announce two new philanthropic rewards this year.



During this pandemic, Animal Rescues are struggling with a lack of donations and adoptions. Their mission is at risk.

A donation will be made to one of 3 non-profit Horse Rescues in our council.

Ten years ago, renowned Chef Andre' Andres and his wife Patricia, had a big dream to start World Central Kitchen. They envisioned an organization that would create smart solutions to hunger and poverty. In the process, they learned that a small NGO can change the world through the power of food.

Our hope is that girls will dream with them, as they envision a world where there is always a warm meal, an encouraging word, and a helping hand in hard times. Making the world a better place!





THIS COOKIE SEASON, ADD TO YOUR SKILLS!

Find out how to earn all these badges by getting The Girl's Guide to Girl Scouting and checking out your Financial Literacy and Cookie Business badges.



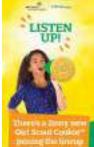
What's New 2020-2021























Social Media Shareables

How can you help tomorrow's female entrepreneurs promote their Girl Scout Cookie™ businesses? We've got all the social resources you need on LittleBrownie.com.

- · Resources are easily searchable by category, including cookie news, special promotions, holiday themes, profile pictures and more
- Each post includes a professionally designed graphic and customizable message
- · New posts are added throughout the year

Girl Scouts® of the USA has a suite of resources including social media tools and more—available for download at girlscoutcookies.org/ troopleaders.

Online Tips & Ideas

Help girls build online marketing skills and learn about e-commerce with the support of online tools like the Digital Cookie® platform. We've also got inspiration for engaging girls in virtual activities!

Digital Marketing Tips for Cookie Entrepreneurs and Families

Girls of all ages should partner with their parents or guardians to develop a plan to safely market their cookie business online. Get started using this resource available at girlscoutcookies.org/digitalmarketingtips.

(\$\infty MAKE IT VIRTUAL!

Find familiar in-person resources with a tech twist, along with several new digital ideas. These strategies help girls reach their goals in virtual environments when in-person is not an option.

^{*}See social-distancing and online safety guidelines.

eBudde Dashboard

	TAB	DESCRIPTION
	DASHBOARD	This is each troop's default screen. This is where you'll see important messages from your council/service unit, as well as links to tools and resources you'll need throughout the season.
	CONTACTS	From here, you can review contact info and click EDIT to make any changes. Please remove anyone no longer connected to the troop.
	SETTINGS	You should update this tab every year:
		 Identify correct program level (from the dropdown menu) Enter number of girls selling and their package goals.
	GIRLS	Here you can enter girls' names and grade, please click the purple ID button to assign temporary ID. You can also register girls and enter t-shirt sizes.
	REPORTS	The reports tab allows troops to run two information reports:
		The CUPBOARD report-shows a list of all open cupboards and their location/hours of operation.
	SALES REPORT	The DELIVERY STATION report-shows the location and available times for initial order pick-up.
	SALES REPORT	This report reviews all transactions for the troop, including: • Final package numbers
		· Girl Scouts® Gift of Caring donations
	HELP CENTER	Find any additional information you may need here, including:
		 Council information such as manuals, guidance on managing cookie sales eBudde help Links to Microburst Training videos
	INITIAL ORDER	This is where you enter your troop's initial order by girl and additional cookies for booth sales.
		NOTE: Once orders are submitted here, they cannot be changed. Carefully review the totals before hitting SUBMIT ORDER.
	DELIVERY TAB	Select your delivery location, time, and view delivery information.
	GIRL ORDERS TAB:	Keep track of each girl's packages sold and payments made.
	TRANSACTIONS	Keep track of inter-troop transactions and enter pending Cupboard order requests.
	REWARDS	Complete, review, and submit rewards orders for your troop.
)	BOOTH SITES	Sign up for booths and request approval for private booth sales.
	PAYMENTS	Review ACH withdrawals made by Council for accuracy (ONLY Council can input/edit deposits).
	SALES REPORT	Keep an eye on this summary tab throughout the sale 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 TAB:	Run reports from this tab for additional information on delivery and Cupboards.
_		

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.

Sign in once to Cookie Tech Portal get access to the multiple systems.

Log in at eBudde.littlebrownie.com

- · Your Cookie Manager will grant you access.
- · You'll receive a welcome email with a login link.
- Click the link and setup a new password, then click "Confirm".
- At the profile screen, enter your new password.

Set 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.
- · Click "Opt out only" if your troop is Brownie or above and wants to receive additional proceeds in lieu of girl rewards.
- Click "Update" to save.
- Under Girls Tab Check the purple ID button, so a temporary GSUSA ID number can be assigned. DO NOT ENTER THEM YOURSELF.

Adding users

- Click on the "Settings" 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.



Password Retrieval: go to cookie portal and click "Forgot your password?" and follow steps.

Digital Cookie Pilot



Girls can now practice ecommerce skills to expand their cookie business. The Digital Cookie Pilot is hosted by M2 Media, the same great online platform used during the Fall Product Program. Girls can add to their customer lists, and manage their Girl Scout

Cookie business online as they reach out to supporters via email for online purchases!

Here's how it works:

Girls will earn virtual rewards as they set goals, create an Avatar and even record a custom greeting!

Parents will work with their daughter to build her online channel. If she participated in the Fall Product Program, your Girl Scout's contacts are ready to go for Cookie season.

During INITIAL cookie ordering, customers can order online and pay via credit card, with options for girl delivery or direct ship.

Girls who sell 125 boxes online will earn a special personalized cookie Avatar patch!



This online channel is just one more way for girls to gain vital entrepreneurial skills and troops to earn money to finance their dreams. When Girl Scouts sell Cookies, they're getting a taste of what it means to run their own business, as they learn the value of teamwork, explore financial independence and discover what it takes to succeed.

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 VOLUNTEER 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 you will see the link to reset your password.
- If you've never participated in the online Fall Product Program or the Digital Cookie Pilot, click on the REGISTER button and follow the prompts to fill out your profile information.
- Create your Avatar and upload an optional troop video. If the girls in your troop sell a total of \$1,000 online, the Troop Cookie Manager will earn her/his personalized avatar patch.
- Upload your parents emails and send them an email with a link and instructions on how to participate in the program. You can also communicate reminders and words of encouragement for girls as the season progresses.
- The Troop Dashboard is Campaign Headquarters. This is where you will find the girls online sales at a glance, send
 email blasts to parents and view reports. These reports will be helpful for online purchases/girl delivery sales to
 ensure the cookies get added to the girl's initial order

Digital Cookie Pilot





Donated: You will see that inventory as "GOC" boxes assigned to the girl 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 nor do any eBudde entries for these boxes.**

Direct Shipped: You will see that inventory as boxes assigned to the girl and boxes added to the troop automatically. **You do not need to do any entry to account for those boxes.**

Girl Delivered: This option is only available during the initial order phase. You will see that there is no inventory as boxes assigned to the girl, only money. These cookies **WILL** be **INCLUDED** in the initial order on a dedicated line.

Note: Should a girl fail to deliver cookies for a girl delivered online order, and Council ships cookies, there WILL be a Council DOC Cupboard transaction moving the financial responsibility for those cookies to the troop.

- The eBudde troop dashboard will show girl delivery cookies that need to be added to the girls initial order.
- You will take the total cookies from the troop dashboard and compare it to the
 final girl delivery report. Once the numbers match, you will then add them to
 the girl order card cookie orders. The total of the girl delivered orders and the
 order card orders will then need to be put into eBudde as the initial order.





- DO NOT include any Gift of Caring (GOC) cookies in your initial order if they were ordered
 online to be direct shipped or girl delivered. These cookies are already included in your initial
 order.
- DO NOT include the ONLINE DIRECT SHIPPED cookies in your initial order, because they are already included in your initial order.
- MUST include ONLINE GIRL DELIVERED cookies.

ACH Troop Cookie Payment

ACH Authorization, Dates & Payments

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 accounts based on the schedule above.

Test Payment	January 29	\$1
Payment 1	February 26	\$2.50 per package, calculated on the full Initial Order, direct shipped and online Gift of Caring (GOC), less Digital Cookie Payments
Payment 2	March 31 (All Troops)	Remaining Balance

- **Insufficient Funds:** Troops without sufficient funds in their account to cover the amount they owe for each payment will fail that round. Troops that fail will be unable to acquire additional cookies through a Cookie Cupboard until the payment is processed.
- 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.html 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.
- 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



To ensure you have booth cookies for the first weekend of booth sales, which is before Cupboards open, be sure to order booth cookies for your troop during the initial order.

Payment #1 = \$2.50 per package for ALL cookies you have **through Feb 26th**, 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).

- Click on the INITIAL ORDER tab.
- Look at the "Total" column for the "Pkgs. Ordered"
- Then add the direct shipped and online Gift of Caring (GOC)
- Multiply the number by \$2.50 and then subtract digital cookie payments received. This is the amount of your first cookie payment. If it is in the negative, no payment will be taken.

The amount of your troop's first payment will be calculated by Council and reflected in eBudde (prior to payment date). If it is in the negative, no payment will be taken.

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

Checking and Credit Cards

Checking troop bank account information on 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.

Accepting Checks

What to know about 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 numbers. Checks should include full name, address, and phone numbers of the person writing the check.

Deciding to accept Credit cards:

**services such as Venmo & PayPal are not permitted

- Transaction fees charged by your credit card processer are the sole responsibility of the troop and will be netted against proceeds from the sale transactions OR charged to the troop's bank account.
- DO NOT pass these fees on to your customers.
- Your troop should consider the impact to your bottom line as you determine whether and to what extent to accept credit cards as payment for cookies.
- Girls should be in agreement of the plan to accept credit card payments and the subsequent fees.
- Troops are totally responsible for choosing which credit card mobile reader to use, but it must be connected to your troop account.
 NO personal accounts should be used.

Deposits & Notifications

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. Troops will not be allowed to obtain additional cookies if they have failed an ACH payment.







Initial Order

Girl Order Card

Notify the girls in your troop to bring their order cards to the meeting closest to your deadline. When the girl turns in her order card, give her a Goal Getter Order Card so that she 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 girl in the Hometown Hero column.

Preparing your 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 Girl Order Card and total the form.
- Verify the quantities on each Girl Order Card and total the form.



Booth Cookies

Cookie Cupboards will not open until the week after Booth Sales start. Be sure you order enough cookies to get you through the first weekend of Booth Sales.

- Click on the word "Booth".
- Fill PACKAGES by variety.
- · Verify the total and click "Ok" or press enter.
- You must click the "Save" button to save your information.
- Click "Submit" to place the order. You can only submit once.
- To print the order, click "Printable Version". You will need a copy for the SUCM and troop records.

Placing Cookie orders by individual girls

All girls' names listed on the Girl Tab will show on the INITIAL ORDER tab. Girl 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 girl, but she is not listed, add her full name, click ID button, add her grade and t-shirt size to the GIRLS tab, to have her appear on the INITIAL ORDER tab.
- Click on the INITIAL ORDER tab.
- Click on a girl name in the list. The line will highlight. Enter the
 quantities needed for the girl in the boxes at the bottom of the
 page. NOTE: The girl order 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 girl total and click "Ok" or press enter.
- Click on the next girl's name to continue entering orders.

Gift of Caring & "Other"

Each girl's order total will include the Gift of Caring (GOC) packages. The text on the "Extras" line will note how many unassigned additional packages you have that can be assigned to girls. Use the Hometown Heroes column to assign the cookies.

Initial Rewards

Initial Cookie Order Submission

You will need to submit the Initial Cookie Order that you entered and saved previously. This order can be placed using your laptop, tablet. 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.

Initial Reward Order Submission

Rewards are set to automatically load cumulative rewards based on the girls' 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 girls qualify for the Early Achiever Patch.

- Click on each girl's name and submit her 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.



Getting Ready for Delivery Day

Follow These Guidelines to Reserve your Delivery Pick

The DELIVERY tab allows you to select your cookie delivery site, 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 the 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.

HOW MANY COOKIE CASES CAN YOUR CAR CARRY?



















CAN I RETURN COOKIES?

COOKIES CANNOT BE RETURNED ONCE THEY'RE PICKED UP.

Troops are responsible for counting and verifying the total number of cases.



Troops accept financial responsibility by signing the receipt. Once receipts are signed, case counts are final, and cookies are the property of that troop.

Preparing for Delivery



Prepare for Delivery

- Make sure your ACH is verified by the council.
- Recruit parents as soon as you know the dates.
- Choose the right Cookie Cars- based on cases ordered. (don't bring too many to avoid car clogs in delivery queue).
- · Bring no children please!



After Picking up your troop's order

- Recount (and report if necessary): Count cookies to make sure all are out of your vehicle.
 If numbers are off, report problem immediately!
- Sort: Sort by girls' orders. Count the extras, this should match the extras in the order to cover booth sales and surplus. If quantities don't match, recheck girls orders.
- Store: Put cookies in a clean, dry location. Troop is responsible for any damages after delivery.
- Pick up reminder: Notify girls/parents to pick up their cookies. Ensure they have the address and correct time.



Picking up your troops order:

- Arrive at your designated time and location. Be on time, not early! Success is based on staggered arrival).
- Count cookies as you load: Slow down the pace if need be, to ensure accuracy.
- Verify count and sign for cookies: Once you leave, shortages are troops responsibility.
- Promptly report all shortages and overages: Report issues to SUCM within 36 hours. We will try to correct, but there are no guarantees.
- Sign a Troop Transaction Report NC-6 and collect Early Achiever Rewards: Form NC-6 serves as confirmation of receipt.



When Girls/Parents Pick up:

- Meet with parents individually. Group pickups can become confusing and unorganized.
- Prepare Girl Money Envelope (NC-G3) for each girl: This will serve as family receipt.
- Parents should count, verify & sign: Have parents count and verify number matches order in eBudde. Parents sign Troop Family Transaction Record (NCT1A) verifying cookies were received. Return original order card and collect goal getter form.
- Remind parent when money is due: Use ACH schedule for collection.
- Additional cookies: Record additional packages on Troop Family Transaction Record (NC-T1A) as well as Girl Money Envelope (NC-G3). Be sure additional orders are posted on eBudde by girl for proper credit.

Booth Scheduler

Booth Scheduler opens for Round 1 on January 7 at 7am

Booth Scheduler has the following restrictions that dictate how many booths can be selected throughout the scheduling process. These restrictions detail the maximum slots allowed up to that point. Booth Scheduler will open with the following restrictions in place.

DATE	TIME	NUMBER OF SLOTS
JANUARY 7	7:00AM	Select 3 slots, max 1 booth per chain
JANUARY 9	7:00AM	Select 6 slots, max 2 booths per chain
JANUARY 11	7:00AM	No restrictions on chain repetition or total slots

The rules restrict booths per chain, not only per store location. Of course, the individual store will come under the chain rule, but it is meant to prohibit someone from grabbing all of one type of store. As an example: In the first round, troops will only be able to select one Giant and Walmart, but they could select one of each.

By Location:

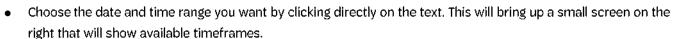
- Click on the plus (+) sign next to the city where you are interested in finding a booth sale opportunity.
 Cities are listed alphabetically.
- Choose the store and location from the drop down of stores. Click the plus (+) next to the store to drop down dates.

By Free Slots:

- Click "Free Slots" at the top center of the page.
- Enter any specific booth criteria you desire. You can search using multiple criteria.
- Click "Get Report".

If you decide not to look for free slots,

Once you've found a location:



- Click on the empty cell to the right of the time that you want. Your troop number 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, click on the purple "NOTIFY ME IF SLOTS OPEN" button. If the booth
 becomes available, you will receive an email letting you know that it is available for selection. Keep in mind that this
 is a waitlist, so availability will be on a first come, first served basis.

Your troop's reserved booth sale locations will be listed on your eBudde Dashboard. You can also see all scheduled booths on the BOOTH SITES tab by clicking on "Current Signups". A new window will open listing your troop booth location(s) and any specific information the SUCBC needs you to know about the site(s).

Releasing Booths

If you cannot conduct a booth sale during a slot you have reserved, please release it as soon as possible.

This ensures the booth site does not go unused, that all troops get the opportunity to host a sale at the site.

To Cancel a Reserved Booth Sale:

- On the BOOTH SITES tab, find the original city, site, and date from the drop-down menu.
- Click on your troop number to remove it from the cell.
- Click "Submit".

DELIVERY 30

Cookie Booth Prep

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

Getting ready for booth sales:

A minimum of 2 adults and 2-4 girls (no fewer than 2 girls) can be scheduled for each booth sale.

- Take into account the girls' abilities 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 girls, especially younger ones and those with short attention spans, focused on selling and allow more girls to participate in each booth sale opportunity.
- Booth Sales are conducted by troops; individual girls and families do not conduct booth sales. Siblings and friends may
 not attend booth sales.
- Adults do not sell cookies; only registered girls sell cookies! Adults supervise the activities of the girls, support their
 efforts, and ensure their safety. They are also responsible for modeling good behavior (no eating, drinking, or smoking
 during a booth sale), helping girls make change, and securing the cookies and the money. No booth sale should ever
 be conducted without girls 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 girls.

Booth Sales Checklist

- □ Cookies
- Booth Tally Sheet or Smartphone/Booth Recorder App
- Secure money bag/box with small bills.
- Permission slip for each girl.
- □ Appropriate clothing and a great attitude!
- No more than 4 girls and 2 adults per shift.
 This is a standard that should be followed across Council.
- □ Small table and no more than 2 chairs.
- Bling Your Booth Supplies: Posters, banners,
 Gift of Caring displays, signs, tape/scissors,
 trash bag, small First Aid kit.



Booth Selling Tips







How Many Cookies

- For two hour time slot during first or second weekend of booth sales plan to have at least 80 packages of cookies (results can vary widely).
- Talk to SUCM, SUCBC, or experienced TCM in your Service Unit for insight.
- Check troop's past cookie records for clues.
- Cookie Cupboards have additional cookies if needed, but troops are still responsible for all cookies picked up from the cookie cupboard.

Bling Your Booth.

- Show the public about Gift of Caring projects by providing a brightly decorated collection box for Gift of Caring packages. Give every customer a reason to support your troops' goals.
- Girl Scout Uniforms are recommended, but depending on location and weather, may be inappropriate. Wearing a membership pin, vest, or sash over sweatshirts or jackets can help identify the girls as Girl Scouts.
- Volunteer Essentials restricts troops from direct solicitation of donations, do not have a donation jar on the table.

FOR YOU AND GIRLS

Practice your Pitch

- · SMILE! Acknowledge all customers each time they pass your booth. A smile or "hello" can do wonders for your sale.
- Talk about approaching customers and emphasize the girls should be friendly and open to conversation, they should not harass.
- Approach with open ended questions that are impossible to say no to: "what's your favorite cookie?" or "would you like to support Girl Scouts?"
- · Have girls practice talking about the cookies, their goals, and their Gift of Caring project.
- · Always say "Thank you" whether a customer buys cookies or not.

GIRL SCOUT COCKIES

Share goals with customers

They love to know how girls are investing their cookie proceeds, so encourage girls to make posters, banners or Eshirts to get the word out.

Give away bite-sized samples

Give customers a taste of something they love, or something they've never tried before! Keep the variety's nutrition label in full view in case a customer has food sensitivities.

Offer a Girl Scouts® Gift of Caring option

During booth sales, ask customers to donate cookies to a worthy program. Promote the option with posters, Eshirts and a special box (or wagon) for donated cookies.

Hand out recipe cards

Encourage customers to stock up and make recipes featuring their favorite Girl Scout Cookies. Find recipes at Little-Brownie.com and GirlScouts.org.

Bundle up

Combine cookie varieties into bundles with a ribbon and handmade card.

Cookie 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.

- Adults should understand that we have assured location managers of all stores with booth sale sites that these guidelines will be followed.
- Reports of a troop's failure to comply with these guidelines may jeopardize the troop's ability to participate
 in future booth sales.
- Inappropriate activities and behavior of one troop can ruin opportunities for all troops. To the selling public you are all Girl Scouts working for the same cause. Adults must set a good example; your girls are watching you.

Before you Arrive

- Please eat before you arrive. Food and drinks should never be consumed during a booth sale.
- Dress for the weather. Most locations are outside.

When you Arrive

- Arrive at your sale location on time, not 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' 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 Booth Sale

- Make safety a priority. Never leave your booth unattended; always have two adults at the booth. Girls 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 girls run the booth with adults 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.

At the end of your Booth Sale

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

Cookie Booth Management

Do you have cookies at the end of your booth sales? Try the Cookie Exchange

- The Cookie Exchange allows troops to exchange cookies with other troops in their Association
- Troops will only be able to see available cookies from troops in their Association
- Each troop will be able to create ONLY one post that can be updated as their cookie inventory changes.

How to post cookies to exchange with another troop?

- Click on the Cookie Exch tab
- Type in the number of packages you have by variety and hit the submit button.

 Num
- If a troop is interested, they will contact you via email.

Number of cookies listed are by packages, not cases

How to see other troops available cookies?

- 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: Cookie Exchanges aren't automatically credited to receiving troops in eBudde. Troops will need to do an inter-troop transaction, so the exchange will reflect properly in eBudde.

Cookie Exchange

Each girls booth sale cookies should be properly credited in eBudde to ensure the correct rewards are ordered.

This can be done on the GIRL ORDER tab or by using the Booth Recorder feature on the BOOTH SITES tab (use the drop-down menu on the top right, next to the current signups button). Before booth sales begin, girls should determine how they want booth sales to be credited.

BELOW ARE JUST 3 (OF MANY) OPTIONS TO CREDIT GIRLS

Divide the total number of packages sold at each booth sale by the number of girls who worked. This does not credit girls who work more than one shift.

Work out a formula that credits girls based on the number of hours worked at a booth sale. Example: 6 girls each worked 2 hours, for a total of 12 girl hours. 240 packages were sold. 240/12 = 20 packages/hour. If a girl works 2 hours she would get credit for 40 packages.

Total sales results from all booth sales and divide by the total number of girls (or girl hours) that worked. This is probably the most equitable formula as girls that worked on a rainy Friday night get the same credit as girls that worked on a sunny Saturday morning. Effort was expended in both scenarios though the sales results may be dramatically different.

Private Booth Sales

A Private Booth Sale is one that has limited public exposure and limited access for customers: Generally, retail locations would not be 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 a Private Booth Sale

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 cannibalize 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 of your Private Booth Sale Request

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

You can view the status of the request by clicking on the text of the Private Booth Sale. Any messaging on the approval/denial will be displayed there.

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.

PRIVATE BOOTH SALES 35

Cookie Booth Etiquette Contract

Girls and Adults are representing all Girl Scouts while at a Booth Sale. Discuss proper behavior with your troop.

- · Have girls and adults review and sign the Booth Sale Etiquette Contract available below and online
- Remind girls and adults that they are representing the entire Girl Scout organization. People will form opinions about Girl Scouts from their perceptions of both girls and adults.
- Girl Scouts are always friendly, respectful, polite, and leave a place better than they found it. They should wear proper attire and have the proper attitude. Everyone should make sure the area is neat and clean when they leave.

I will:

- Be polite and friendly.
- Remember that my behavior reflects on all Girl Scouts.
- Obey the booth sales starting date.
- Arrive and leave on time.
- Wear my uniform, vest or sash, or my pins to identify me as a Girl Scout.
- Keep table and area neat.
- · Say THANK YOU to all approached.
- Remove empty boxes and recycle if possible.

I will not:

- Get in the way of customers or block entrances.
- Ask a customer to buy cookies more than once
- Go into the store while working at the cookie booth.
- Talk loudly, run around, or play while selling at a cookie booth.
- Eat, drink, or chew gum while at the cookie booth.



Booth sales give girls the opportunity to learn new skills, promote Girl Scouting, live the Girl Scout Promise and Law, and sell more cookies. With this opportunity comes the responsibility to follow safety, public relations, and business guidelines.

Selling Girl Scout Cookies at Booth Sales is a privilege granted to us by local businesses. This privilege, if abused (even unintentionally), could cause all Girl Scouts to lose the opportunity for additional sales at these places of business. Please be considerate of the business's customers and property. If complaints arise you may be asked to leave.

Booth

36

Cupboards

THINGS TO DO AT COOKIE CUPBOARD



- Replace a package or case of cookies that was damaged upon delivery or is not up to standard: simply bring package into cupboard for exchange. Cupboard is the only place to take damaged product for exchange. Exchanged only, not credit.
- **Get additional Cookies:** Your troop may pick up additional packages or cases. On the first weekend some cupboards will only give out full cases due to heavy traffic.

CUPBOARDS DO NOT OFFER COOKIE EXCHANGES UNLESS DAMAGED PRIOR TO DELIVERY.

THINGS YOU NEED TO KNOW ABOUT COOKIE CUPBOARDS

- Volunteers run the cookie cupboards: they try to arrange a convenient Cupboard schedule around their work and life schedules. Please be respectful of the services they offer.
- Cupboards have a limited supply of cookies: a cupboard may be unable to fill large orders without an advanced notice. First week cupboards are open orders may be limited to 25 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 your troop. Keep a copy of the transaction record in the event of any discrepancies.
- Cupboards cannot fill initial orders without prior arrangements: arrangements to pick up initial orders not
 picked up at the troops scheduled Association delivery must be made through the council. Contact
 jjohnson@gscnc.org for assistance.

Note: if a Cupboard doesn't have the cookies you need, go to Cookie Exchange tab to see what other troops may have.



REQUESTING COOKIES (SUBMITTING A PENDING 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 location to get the 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 Cupboards open hours.
- Enter the contact information for the Troop representative picking up your cookies (name, phone number, and email).
- Click save/print" to save and print your receipt once you have completed the request. Bring your receipt with you to the cupboard
- The Cupboard will be notified of the pending order and will contact you only in the event of an issue.
 - Cupboards may have cookie variety restrictions based on availability

If necessary, you may edit the request until the Cupboard unchecks the "pending". The Cupboard manager can update the order upon arrival if your needs change. Please try to give 48 hours until pickup.

Cupboards will only hold cookies for one day beyond scheduled pick-up unless you speak to them directly

Troops Unable to use Cupboards

Council will provide Cupboard Managers with a list of troops that have either not yet submitted troop bank account information or have failed the most recent round of ACH cookie payments. These troops may NOT be allowed to obtain additional cookies until they are in good standing.



Inter-Troop Transfers



Troops with extra cookies:

Transferring cookies avoids loss of troop proceeds

When cookies are moved from one troop to another, no money changes hands between troops, cookies are moved in eBudde exactly like cupboards. The inventory and financial responsibility moves to the receiving troop.

The **DISPENSING** troop completes the transaction in eBudde. Both troops print the eBudde transaction for their records.

HOW TO SUBMIT TRANSACTION REQUEST

To post a transfer, **the DISPENSING** troop goes to the transaction tab. The troop begins the transaction just as they would with a pending order to the cupboard.

- They simply click "Add a Transaction" and the system will display the product transaction form.
- Second Party: choose TROOP
- Date: The date the transaction is posted, eBudde will default 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. You then enter the receiving troop number
- Product Movement: Be sure this is set to remove product



- Contact info: Name, email, and phone of the person who presented the NC-6 Troop Transaction Report
- Enter the quantities: Either cases or packages by variety. The system will total the information, check for accuracy. List variety accurately especially when moving Toffee-tastic, or S'mores due to a higher retail, which will impact the troop's payments.
- Save: Click SAVE/PRINT to complete transaction.

This transaction will move cookies from the dispensing troop to the receiving troop's sales report and adjust their debt to council.

INTER-TROOP TRANSFER 38

Delinquencies

For many reasons, when running a business, debt happens. This is one of the many real lessons girls can learn during the cookie program. We support and care about all girls, families, and volunteers in our council, so cookie debt is handled as respectfully as possible. It's not personal, it's business. We will do our best to ensure girls receive their hard earned proceeds.

Three Kinds of Cookie Debt:

Individual/Family Cookie Debt: Typically a parent that has not turned money in on time.

Troop Cookie Debt: Typically when a troop overestimates the amount of booth cookies it will be able to sell

TCM/ Troop Leader Cookie Debt: Typically when funds have been collected by the TCM/Troop Leader and they have not deposited money into the troop bank account in time for the scheduled ACH withdrawal

*If any of the above debts have been caused by suspected theft notify Council ASAP



Preventing Cookie Debt (& Confusion)

- Be sure that all families know that you need payment for all cookies no later than March 16.
- 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 girl 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 girl.
- When collecting payment, always sign the Girl Money Envelope (a families' proof they paid) and have the responsible adult sign the Troop Transaction Record (NCTIA).
- Keep track of money turned in by girls 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 of Potential Debt

- If you anticipate having insufficient funds for one of the ACH withdrawal dates you must notify the council ASAP, no later that TWO days before the scheduled debit so we can adjust your troop's payment. To do this complete the form at www.gscnc.org/ MoneyMatters.html
- 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.

Delinquencies Continued.

Cookie Delinguencies at the end of sale:

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 (NC18A): Complete for each girl with a delinquent account, notifying Service Unit Cookie Manager to hold her rewards.
- Hold Rewards: Girls with family delinquencies do not receive cookie rewards until the debt is satisfied. Order her rewards with the Troop's Final Reward Order. The SUCM will hold her 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 Manager for further instructions.

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/ **Troop Leader** 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. At 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 31 Deadline. In the case of a troop debt- not linked to an individual - no girls should receive rewards. Deliver rewards upon receipt to girls with no family or troop debt.



Final Rewards and Reporting

eBudde Final Rewards order submission due March 26 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 girl on the Girl Orders tab.

Girl Rewards: Cumulative rewards are set to automatically calculate based on girl sales as posted on the GIRL ORDER tab. Ensure all cookies are distributed to girls for correct reward ordering. Additionally, indicate each girl'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, fill in the number of Rally Patches requested (formal rally events only).
- 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.

Deliver C	ge this M	Order Datery Carlotten Street Street Street Park Non Po
		The same of the sa
Solvey S MOOP ORDER:	cates 1 to	er±3)
March Street	Colombia	2000
Son Level	Quantity	Renard
Son Level V-127 12	Quantity	Renard Writan GOC Pates (12 V-T2T page)
	1	Account to the control of the contro
V-127 12	1	Winters GGC Patent (12 V-727 page)
V-1127 12 15	1	Wroat GOC Pates (12 V-T2T page) There Pates
V-127 12 15 000 BH 12	1	Venual GOC Patein (12 V-T2T page) Trume Pateit Gookie Tech Pateit (12 oor sool emetik)

T-SHIRT SIZES	YS	YM	YL	S	M	L	XL	2XL	3X
LENGTH: SHOULDER TO SEAM AT COLLAR TO BOT- TOM OF HEM	22	23.5	25	28	29	30	31	32	33
WIDTH: ARMHOLE TO ARMHOLE ACROSS CHEST	17	18	19	18	20	22	24	26	28

Note: You can only submit your order once. Be sure it is correct before submitting. If you have changes after submission, contact your SUCM. 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.

Final Reporting:

Final Troop Cookie Documentation due to SUCM by March 30

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 29 for a final ACH payment reduction.

Troop Cookie Records should be retained by troop leadership for three years.

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.



I have a Juliette in my Service Unit who wants to participate in a cookie sale by selling with my troop. What should I do?

It has long been our practice to allow Juliette's, independently registered Girl Scouts, to participate in Council product sales as long as they conduct the product sale with a troop or Service Unit, under the guidance of a registered adult volunteer. For the purpose of order taking, product distribution, and money collection, the independently registered girl should be added to the 99 Troop listed under the service unit in eBudde. Collected funds are deposited into the service unit account and payment will come from there.

Do the earned proceeds belong to the girl?

The troop proceeds from girls' sales are the property of the troop or service unit she conducts the sale with. This is in accordance with Volunteer Essentials, which states the income from money earning activities never becomes the property of individual members – girls or adults. In the case of Juliettes, the troop or Service Unit they sell with becomes the administrator of earned proceeds. The girl simply makes a request for funds for Girl Scout experiences according to local processes.

My Troop has completed all the requirement to earn Troop Goal Achiever Rewards but one of our girls is delinquent—What do I do?

A troop can still earn Troop Goal Achiever Rewards. The Troop Sales Report details the per girl average (PGA) based on the total number of packages sold, including those sold by the girl who is delinquent. If the per girl average meets the requirement, the troop qualifies and Troop Goal Achiever Rewards are ordered in eBudde with the final reward order. Remember, all deadlines must be met to qualify for Troop Goal Achiever, including any delinquency documentation. The delinquent family would not receive rewards until the debt is satisfied.

The end of the Cookie Sale always falls around spring holidays. Can't we change that?

We are a very large Council and serve a wide variety of locations and school systems. Unfortunately, schools do not plan holiday schedules to coincide with each other. We try to set the cookie calendar to allow everyone to benefit from booth sales and still allow enough time to meet deadlines without compromising vacation plans.

How do you come up with the cookie rewards?

The cookie rewards offered by our bakery have been approved by GSUSA and meet all safety testing. Careful consideration is used in choosing items to motivate girls and keep the profit margin sound. A set of sample rewards is taken to multiple camps over the summer and girls are surveyed. We also conduct an online survey in June to get feedback from more girls and adult volunteers. Considering girl preferences and budgetary concerns, the final decision is made by adult cookie volunteers.

I'm not sure my troop is going to use the program pieces provided by Little Brownie. Couldn't we get rid of them to same some money?

Little Brownie Bakers' program materials are valuable tools and are provided to us by Little Brownie, as mandated by GSUSA. They contain wonderful ideas for goal setting, selling tips and motivation for troops and girls. The Little Brownie website contains even more theme related suggestions for program activities, safety, and sale strategies as well as the planning and execution of your cookie sale. If you aren't using the program materials offered, are your girls really getting the full benefit from the program?

Does any part of Girl Scout cookie program revenue support organizations other than the local Girl Scout Council?

One hundred percent of the net revenue raised through the Girl Scout Cookie Program stays with the local Council and troops. Girl Scout troops set goals on how to spend their proceeds on program-related activities, such as paying their own way to a community event or museum, or funding other programmatic outings. Girl Scout troops may also choose to use proceeds to purchase materials for a Take Action/Service project to benefit the community.

Troop Forms

Cookie Thank you (NC-G4)	This form serves as a Thank You for customers and makes sorting of customers orders easy.
Delinquent Account Form (NC-18):	Use for any family that is delinquent in making payments after April 1. Contact your SUCM and together you will complete a form for each delinquency. This form is submitted to Council with supporting paperwork. Remember, it isn't personal, it's simply procedural.
Delinquent Troop Incentives Summary (NC-18A):	The TCM must document incentives earned by any girl whose family is delinquent. Even delinquent rewards will be ordered with the troop's rewards, but the SUCM will retain them until the delinquency is resolved.
Girl Envelope NC-G3:	Allows girls to keep cookie money in one place and serves as the receipt for families as cookie orders are received and money is turned in to the TCM. Always initial the envelope for families when cookies and money are received.
Girl Order Form (G2):	Rewards are shown on the full order form. Specialty order forms for Spanish language are available, but do not detail rewards.
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 necessitate a receipt for GOC donations.
Goal Getter Form (G-4):	This is a supplemental cookie order form so girls can continue to take orders after the initial order has been submitted. This form can also be given to a girl that has multiple households during the initial order phaseif the troop is short G2 forms.
Council Notification of Potential Debt (ACH Payment Reduction):	Submitted online based on a schedule that adheres to the predetermined ACH cookie payments, this form notifies Council of a potential debt and requests a reduction in the scheduled ACH cookie payment for a troop. The Troop Leader 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):	This is a legal document that indicates guardians' financial responsibility for participating girls. Signatures are required as is the reward waiver.
Troop Cookie Manager Agreement (NC-13):	Distributed during training, this agreement must be signed before TCM is given troop materials. The yellow copy is given to the TCM for their records. Original is kept by SUCM in Service Unit records.
Troop Family Transaction Record (NC-T1A):	It is vital to maintain an accurate record of individual girls' cookie accounts with the number of cookies received and payments made with corresponding signatures. With the use of eBudde, cookie records can be kept electronically while utilizing the NC-T1A for signature collection. It is very important that each transaction be initialed by a parent/guardian for cookies received and payments made. If a delinquency occurs, this documentation is used to establish debt and must be turned into Council with a Delinquent Account Form (NC-18).
Troop Final Detail (electronic only) (NC- 9):	Troops notify their SUCM of their 500+ sellers. Certificates and Top Seller invitations are generated from this form.
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 Troop Leader at the end of the sale. It details deadlines and information.
Troop Transaction Report (NC-6):	Generally, when troops receive cookies, they should have a copy of this form documenting receipt. Always count cookies and verify amounts listed as all Troop Transaction Reports affect your final financial responsibility. Each of the transactions detailed below notify Council of cookies received. Always retain your copy for troop records. • For initial order, you will receive one NC-6 provided by the SUCM at delivery. The Initial Order Transaction is entered into eBudde when
	the troop submits their initial order.

For inter-troop transactions, the dispensing troop completes the form obtained from the SUCM, transferring cookies (and financial responsibility for those cookies) from one troop account to another. No money changes hands. All

completed Inter- troop transaction forms must be forwarded to the SUCM with eBudde receipt, after proper posting in eBudde. 43

Glossary

for this Gift of Caring option when they order.

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.
Association Cookie Manager (ACM)	The volunteer who coordinates cookie sale activities for your Association. The ACM works closely with your Service Unit Cookie Manager (SUCM).
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). Each troop is financially responsible for all cookies received. Cookies cannot be returned or exchanged at Cupboards unless damaged upon delivery to the troop.
Cookie Rewards	There are two options for rewards: (1) Cumulative Rewards —individual girls receive items based on individual accomplishment up to the selling level reached; (2) Additional Proceeds —Girls vote to opt out of the Cumulative Rewards and choose to earn an extra five cents per package sold. Girls must vote and majority rules. Only girls earn rewards.
Cookie Rookie	Daisy troops that reach a 115 package per selling girl average. Each selling girl will earn a patch.
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.
Early Achiever	Recognition for individual Girl Scouts and troops who excel during the initial order taking period by selling at least 125 or 150 packages or reach the designated troop PGA.
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	This is a great way for girls 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.
Gluten-Free	A gluten-free diet is a diet that excludes the protein gluten. Gluten is found in grains such as wheat, barley, rye, and crossbreeds of these grains. A gluten-free diet is used to treat celiac disease, as gluten causes inflammation in the small intestines of people with this disease.
Hometown Heroes	This troop-managed Gift of Caring option allows girls to select a group they want to help. They solicit donations of cookies during the initial order and direct sales, and make arrangements to deliver the cookies.
Initial Order	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 girls' orders from their order card and booth sale needs. The initial order must be in full cases.
Little Brownie Bakers (LBB)	Nation's Capital Council's cookle 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 girls in your troop who are participating in the Cookie Sale.
Product Sales Super Troop	Troops that reach \$175 per selling girl average during the Fall Product Sale will receive an additional two cents per package during the Cookie Sale Program regardless of chosen proceeds plan.
Service Unit Cookie Manager (SUCM)	The volunteer who coordinates cookie sale activities in your Service Unit. They are your best source for information and support during the cookie sale period.
Troop Deposits	Deposits should be made into the troop bank account for all cookie funds collected during the cookie sale. You or your Troop Leader must submit an ACH Electronic Debit form to your Service Unit Money Manager by January 1st to ensure Council has your troop's correct bank account information. Deposit funds in a timely manner to cover the ACH debit schedule.
Troop Goal Achiever Reward	A Goal Achiever Troop averages 150 packages per selling girl at the conclusion of the sale and earns a special patch for each selling girl. A Super Troop averages 175 packages per selling girl at the conclusion of the sale. All deadlines must be met to qualify for Troop Goal Achiever or Super Troop Goal Achiever status.
Virtual Gift of	A Council-wide Gift of Caring option that benefits Troop 2 Troops. Donated cookies for this Gift of Caring project are simply entered into

eBudde during the initial order and direct sales and no cookies are handled by the troop. Council will handle the delivery. Customers will pay

Notes

COVID-19 Safety



Digital Ordering Both Fall Product and the Cookie Programs offer an ideal social distancing order system with the M2media digital platforms.

- Set up Account: Every girl should set up digital accounts in both programs.
- Fall Product and Digital Cookie account use the same login and password.
- Girl Delivery: There is a period of digital order taking that offers girl delivery of orders with both programs.
- Gather Emails: Encourage girls to gather email addresses for all of their potential supporters, girls will be able to take orders, and payment, while maintaining social distancing.
 - Girls only have to add their supporters once.
 - All of their supporters contact info will be in their Fall Product and Digital Cookie accounts.
- Workplace Sales: Girls should consider using the digital platforms for workplace sales. With permission, email
 parents' co-workers and the product easily delivered by the Girl Scouts' "delivery service", her supportive caregivers.
- Other Promotion Channels: If digital ordering is not possible, girls can turn to phone calls, social media and text messaging to contact potential customers, while maintaining social distancing. Any interaction with supporters should include masks and, possibly, gloves.
- Porch Pixies: Girls can be "Porch Pixies", with a drop and go delivery plan for their supporters' orders. Delivery
 and money handling are important aspects of the program, but families should help to ensure their daughters
 remain safe.

Cookie Booth Staffing

- When you Arrive
 - Arrive at your sale location on time, not more than five minutes early.
 - Check in with the store manager before you set up. If a troop is already selling at the site, let them know you are there. Please make the transition smooth.
 - If management asks you to set up in a certain place, stay within the area.
- 2. During your Booth Sale
 - Due to limited space generally allotted for booths, it will be necessary to limit number of people at each booth and schedule "shifts" to give girls the opportunity to sell at booths.
 - Make safety a priority. Never leave booth, girls or money unattended.
 - Booth sales must not interfere with the business' activity, including the flow of its customers/patrons.
- 3. At the end of your Booth Sale
 - Ensure the area is neat and clean when you leave. Parents/guardians should pick up each girls before adults leave (regardless of the girl's age).

Safety Tips

Be sure girls understand and follow these safety rules:

- Show you're a Girl Scout—Wear the Girl Scout membership pin and/or Girl Scout clothing to identify yourself as a Girl Scout.
- Buddy up—Always use the buddy system. It's not just safe, it's more fun.
- Be streetwise—Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies®.
- Partner with adults—If you are a Girl Scout Daisy, Brownie or Junior you must be accompanied by an adult when taking orders or selling/delivering product. If you are a Girl Scout Cadette, Senior or Ambassador, you must "buddy up" when selling door-to-door. Adults must be present at all times during booth sales.
- Plan ahead—Always have a plan for safeguarding money. Avoid walking around with large amounts or keeping it at home or school. Give proceeds to supervising adults who should deposit it as directed by your Girl Scout council as soon as possible.
- Do not enter—Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into allevs.
- Sell in the daytime—Sell only during daylight hours, unless accompanied by an adult.
- Protect privacy—Girls' names, addresses and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder or give comments.
- Protect customer privacy— by not sharing their information except for the product sale. Girls should never take credit card numbers.
- Be safe on the road—Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- Be net wise—Take the Girl Scout Internet Safety
 Pledge before going online and follow the specific
 guidelines related to marketing online. http://
 girlscouts.org/help/internet _safety_pledge.asp
 Check with the council for even more safety resources,
 including the Safety Activity Checkpoints and Volunteer
 Essentials for Product Program Safety.

SOURCE: GIRL SCOUTS OF THE USA





The GIRL SCOUTS[®] name and mark, and all associated trademarks and logotypes, are owned by Girl Scouts of the USA. The LITTLE BROWNIE BAKERS[®] name and mark, and all associated trademarks, are owned by Ferequity Inc., an affiliate of Ferrero Int'l, S.A. [®], ™ & © 2020 Ferequity Inc WGT 060320