

2022 Girl Scout Cookie Program®

# TROOP COOKIE MANAGER MANUAL



CLIMB  
WITH  
COURAGE





# 2021-2022 Girl Scout Cookies®

## adventurefuls™ • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt.  
Approximately 15 cookies per 6.3 oz. pkg.



**NEW!**



## lemon-ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon cookies baked with inspiring messages to lift your spirits.  
Approximately 12 cookies per 6.2 oz. pkg.



## samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes.  
Approximately 15 cookies per 7.5 oz. pkg.



## tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating.  
Approximately 15 cookies per 6.5 oz. pkg.



## do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling.  
Approximately 20 cookies per 8 oz. pkg.



## trefoils®

Traditional shortbread cookies.  
Approximately 38 cookies per 9 oz. pkg.



## thin mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint.  
Approximately 30 cookies per 9 oz. pkg.



## girl scout s'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolate and marshmallowy filling.  
Approximately 16 cookies per 8.5 oz. pkg.



## toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits.  
Approximately 14 cookies per 6.7 oz. pkg.



### All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil
- Halal Certification



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# WHY PARTICIPATE?

Dear Girl Scout Volunteers,

Would you be surprised if I told you the Cookie Program isn't actually about cookies at all? Well, it's not! It's about each Girl Scout and all the amazing benefits that she gets out of the program— the cookies are just an added tasty bonus.

While participating in the Cookie Program, each Girl Scout is learning to **DREAM, EARN and DO**. She learns the 5 skills— goal setting, decision making, money management, people skills and business ethics. These skills help her to transfer the concept of Dream, Earn and Do into real life.

She can **DREAM** of the goal she wants to achieve by selling cookies—whether it be going camping, donating to her local community, funding a service project or so many other activities she plans with her troop. She has the ability to dream of what she can accomplish through this program.

She will help **EARN** the proceeds the troop needs to make these dreams come true through decision making, money management, people skills and business ethics throughout all aspects of the sale; whether it be in person selling using her order card, online selling, or direct selling through booths— there are options for EVERY girl!

And finally, she will **DO** what she has been working so hard to achieve. Entrepreneurship creates life-changing experiences for Girl Scouts and builds financial literacy in a way no other program can.

Encourage EVERY girl and family to participate in the Cookie Program as it is a fundamental Girl Scout experience!

**Dream it, earn it, do it. That's the Girl Scout difference.**

Thank you for your continued support. You are truly helping to build girls of courage, confidence, and character.

Sincerely,



Lidia Soto-Harmon  
Chief Executive Officer



“I sell cookies to help. I'm able to help our troop and our community. I also love our cookie prizes!”

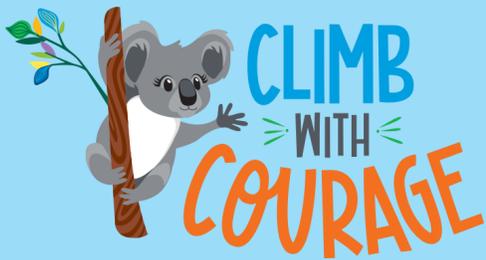
**Girl Scout Brownie, Emma C.**

“Selling Girl Scout cookies is important to me because it's really fun and you get to see a lot of people who come to get cookies. It helps you to get money to go on fun trips with your troop, like when my troop went to Hershey Park!”

**Girl Scout Junior, Ella W.**

“I enjoy selling Girl Scout cookies because I get to earn money for fun troop activities and higher awards, learn how a business works and see how excited my returning customers are for cookies every year.”

**Girl Scout Senior, Charlotte J.**



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Contact Anna for Program related questions or assistance, Bakery or Vendor support or other matters related to the Cookie Program

**Judy Johnson, Senior Product Program Specialist | [J Johnson@gscnc.org](mailto:J Johnson@gscnc.org) | 304.596.9934**

Contact Judy for eBudde assistance, adding troops/girls into eBudde, Cupboard, or delivery information, ACH ,Troop deposits, debt reduction and Digital Cookie

**Cheryl Roberson | [C Roberson@gscnc.org](mailto:C Roberson@gscnc.org) | 202.274.3333**

Contact Cheryl for rewards shortages, certificates of insurance, cookie costume check out and ordering extra cookie forms

**Product Program Specialist | | 202.274.2171**

Contact PP Specialist for booth site questions and information, video training information and cookie promotions

## How the Cookie Crumbles



Troop proceeds (average based on various opportunities)	\$1.00
Direct Service to girls & adults	\$2.75
<ul style="list-style-type: none"> <li>• Full camping sites &amp; services</li> <li>• Council-wide programs</li> <li>• Training for adult volunteers</li> <li>• Technological &amp; web support</li> <li>• Staff support for Associations, Service Units &amp; Troops</li> <li>• Financial Assistance for girls &amp; adults</li> </ul>	
<b>Program Costs</b>	<b>\$1.25</b>
<ul style="list-style-type: none"> <li>• Cost of Product</li> <li>• Transportation</li> <li>• Program Promotion</li> <li>• Service Unit proceeds</li> <li>• Girls' rewards</li> <li>• Administrative costs &amp; debt</li> </ul>	

# IT'S TIME TO CLIMB

***Every Girl Scout has it in her to do amazing things. With your support, she'll rise to the challenge!***

You've volunteered to serve as a Troop Cookie Manager, and this makes you an invaluable part of the Girl Scout Cookie Program®. Now that you've stepped up in support of girls, it's time to help them rise to the challenge of becoming Girl Scout Cookie™ entrepreneurs.

This guide offers you resources, tools and tips to help girls reach their goals. From social graphics for promoting a virtual cookie booth to in-person booth signs, we have everything you need to inspire girls to climb with courage this season.



**78%**

of girls are interested in **becoming an entrepreneur** in the future.

*"Today's Girls, Tomorrow's Entrepreneurs"*  
Girl Scout Research Institute, 2019

# COOKIE QUICK FACTS

<p><b>PARTICIPATION</b></p>	<p>All registered Girl Scouts are eligible to sell cookies. The Girl Scout Cookie Program is a foundational experience of being a Girl Scout and all girls are strongly encouraged to participate.</p> <p>All girls, troops and adults must be debt free by Nov 30, 2021.</p>
<p><b>PRICES</b></p>	<p>\$5.00 per package</p> <p>\$6.00 per Specialty Cookies ( S'mores and Toffee-tastic)</p>
<p><b>PROCEEDS</b></p>	<p>\$0.85 per package sold OR \$0.90 per package sold (no girl reward items)</p> <p>Tier 1– Additional \$0.03 per package @ 140 PGA selling</p> <p>Tier 2– Additional \$0.05 per package @ 180 PGA selling</p>
<p><b>ADDITIONAL PROCEEDS</b></p>	<p><b>Fall Product Program Super Troop:</b> \$0.02 per package for Troops that reached \$200 per selling girl average during 2021 Fall Product Sale</p> <p><b>DOC:</b> \$0.05 per package sold with a 5% increase of girls with online sales</p> <p><b>2022 Revenue Share:</b> \$0.05 per package @ 125 PGA selling in Digital Sales</p> <p><b>2022 Revenue Share:</b> \$0.05 per package @ 140 PGA selling and 80% girl participation (registered)</p>
<p><b>RESPONSIBILITY</b></p>	<p>Each troop is financially responsible for all cookies received.</p> <p><b>PRODUCT IS NOT RETURNABLE OR EXCHANGEABLE UNLESS DAMAGED.</b></p>
<p><b>OUR BAKER</b></p>	<p>Our council's cookies are baked by Little Brownie Bakers of Louisville, Kentucky, one of two companies in the country licensed by GSUSA.</p>
<p><b>GOAL SETTING</b></p>	<p>The Council goal this year is <b>3,600,000 Packages</b>. Sales and service goals allow girls to do a world of good!</p>
<p><b>COOKIE COSTUMES</b></p>	<p>Reservations are first come, first served. <b>ONE</b> costume per request. Costumes need to be returned promptly or we may ask you to pass it on to another troop over the weekend.</p> <p>Please <b>DO NOT WASH</b> the costumes! They are <b>DRY CLEAN</b> only. Special requests for a specific costume cannot be honored. <b>Each office has costumes.</b></p>

**CLIMB WITH COURAGE**

# GIRL SCOUT COOKIE CALENDAR

## NOVEMBER

2021

3 eBudde open to TCM for troop contacts & setting updates

## DECEMBER

2021

10 **Initial Order taking begins**

## JANUARY

2022

5 eBudde opens for troop order input. Save often, submit once

5 eBudde Girl Tab open to TCM for input of newly registered girls

7 Booth selection open for SU's that met Early Bird Incentive Goal during Spring Renewal **\*ONE booth per troop\***

8 eBudde Booth Scheduler open for **FIRST** round of booth selection

9 Online Girl Delivery Closes

10 eBudde Booth Scheduler open for **SECOND** round of booth selection

11 eBudde Booth Scheduler wide open– NO restrictions.

11 Troop initial cookie order due (3 part process) - eBudde closes at 11:59pm  
 1. Submit troop initial cookie order. Include girl's order card; girl online purchase/girl delivery (auto fills); troop's booth & Gift of Caring  
 2. Submit troop initial girl rewards order in eBudde  
 3. Secure troop delivery pick-up reservation selection in eBudde

18-31 **Association Cookie deliveries scheduled**

22 **Online Girl Delivery Re-Opens**

31 **ACH \$1 Test Payment**

## FEBRUARY

2022

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

1 Ebudde open to place "Pending" Cupboard orders. Pick up during hours of operation.



FEBRUARY		2022
4	<b>Cookie booths begin.</b> Continue to watch the Booth Scheduler for new opportunities and be sure to release booth slots you won't be using	
2-9	Cookie Cupboards begin to open for additional cookie pick-up. All open by Feb 9	
15	ACH Payment #1: <b>Potential Debt Reduction Request Form open</b> Deadline to notify Council of potential debt is <b>2/22</b>	
18-20	GSUSA National Girl Scout Cookie Weekend	
22	ACH Payment #1: <b>Potential Debt Reduction Request Form closed</b>	
25	<b>ACH PAYMENT #1</b>	

MARCH		2022
8	Final Troop Reward tab opens in eBudde. Save often, submit once	
10	Cupboard closures begin. Check eBudde for open cupboards	
<b>13</b>	<b>Cookie Sale ends– Digital and In Person</b>	
14-17	Limited Cupboards open for Gift of Caring fulfillment needs	
15	ACH Payment #2: <b>Potential Debt Reduction Request Form open</b> Deadline to notify Council of potential debt is 3/26	
16	Final payments due to TCM from families - If outstanding balances, submit the Delinquent Account Information (NC-18) form to SU Cookie Manager	
21	Troop Final Reward order due in eBudde. Closes @ 11:59 PM.	
26	ACH Payment #2: <b>Potential Debt Reduction Request Form closed</b>	
26	Final documentation due to SUCM Troop Final Detail (NC-9) excel worksheet electronically submitted	
<b>28</b>	<b>Final ACH Payment (Balance Due)</b>	

APRIL		2022
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		

Inspire her to think like an entrepreneur

# GOAL SETTING

Goal setting is one of the five essential skills girls develop through the Girl Scout Cookie Program®. With your support, they'll learn how to set realistic goals and achieve them.



## FIVE ESSENTIAL SKILLS

### 1. GOAL SETTING

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

**Action steps:** Encourage girls to set incremental, achievable goals. Help girls break down those goals by setting weekly challenges.

### 2. DECISION MAKING

Girls learn how to make decisions on their own and as a team.

**Action steps:** Talk with girls about how they plan to spend the troop's cookie earnings.

### 3. MONEY MANAGEMENT

Girls learn to create a budget and handle money.

**Action steps:** Build on girls' interest in learning to manage all facets of the cookie business, such as creating a budget to fund a troop experience or figuring out the percentage of customers who selected the donation option.

### 4. PEOPLE SKILLS

Girls find their voice and build confidence through customer interactions.

**Action steps:** Ask girls about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.

### 5. BUSINESS ETHICS

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

**Action steps:** Talk to girls about the importance of delivering on their promise to customers. They can also consider offering a Girl Scouts® Gift of Caring option.

Encourage girls to keep climbing. Once they set a package goal, they might challenge themselves further, like building more marketing or entrepreneurship skills.



## TROOP LEADER RESOURCES FROM GIRL SCOUTS

Start your climb as a troop cookie volunteer on Girl Scouts' website. Check out some great resources for activities and badges that can help bring more meaning to girls' cookie businesses. Plus, get informational handouts, safety tips, a step-by-step virtual booth guide and lots more!

**Where you'll learn more:**  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)



## CLIMB WITH COURAGE TOOLKIT

We've refreshed our online toolkit of resources for cookie volunteers, so you can help your girls take their Girl Scout Cookie Program® to the next level! Find a Rally Guide with activities to inspire girls to reach their goals, plus download graphics for social media posts, virtual meeting backgrounds and more! Check back often, since we'll be adding resources throughout the season!

**Where you'll learn more:**  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

**Through volunteering with Girl Scouts, troop leaders experience the following benefits:**

**90%**  
 feel they make a difference in the lives of girls.

**83%**  
 say they gain a sense of purpose volunteering with Girl Scouts.

**76%**  
 make friends through their service as a troop leader.

**74%**  
 become more involved in their communities.

**62%**  
 feel energized all or most of the time they volunteer as a troop leader.

**20%**  
 gain career or job opportunities through their Girl Scout volunteering.

*"The Benefits of Being a Girl Scout Volunteer" Girl Scout Research Institute, 2020*



On average, Girl Scouts were  
**two times as likely**  
to have done entrepreneurial  
activities as other girls!

*"Today's Girls, Tomorrow's Entrepreneurs"*  
Girl Scout Research Institute, 2019



## BADGES, PATCHES AND CERTIFICATES

How can you inspire girls to think courageously? Let girls know how they can earn a **badge or patch** — and wear it on their vest or sash — as a symbol of their important Girl Scout Cookie Program achievements.

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

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

### Where you'll learn more:

- [gscnc.org/en/cookies/about-girl-scout-cookies](https://gscnc.org/en/cookies/about-girl-scout-cookies)
- [girlscouts.org/cookiebadges](https://girlscouts.org/cookiebadges)
- [girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders) for poster download

**Certificates and patches** can be used for recognition at any point in the Girl Scout Cookie Season, from the earliest planning meetings through the booth phase.

Check out the **NEW** Cookie Business badges and Financial Literacy badges at [girlscouts.org/en/our-program/badges/badge\\_explorer](https://girlscouts.org/en/our-program/badges/badge_explorer).



Inspire her to think like an entrepreneur

# GETTING FAMILIES INVOLVED

The Girl Scout Cookie Program® is a team effort, and families and caregivers play a major role. With the support, assistance and encouragement of her family, there's no stopping a Girl Scout!



## COOKIE ENTREPRENEUR FAMILY PIN

The year-by-year Cookie Entrepreneur Family pin enables families to support their girls in learning the five skills and encourages girls to think like entrepreneurs.

### Action steps to engage families:

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

### Where you'll learn more:

- Girl Scouts' Cookie Family Connection Guide available at [girlscoutcookies.org/entrepreneurfamily](https://girlscoutcookies.org/entrepreneurfamily) and [girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)



**COOKIE**   
**ENTREPRENEUR**  
**Family**

# GETTING STARTED

**6 in 10**

girls have an entrepreneurial mindset  
*"Today's Girls, Tomorrow's Entrepreneurs"*  
Girl Scout Research Institute, 2019



## 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.

### Tips for success

- 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.

## 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 unring!

## 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 Sale®, and remember to follow GSUSA's online safety guidelines.

# UNDERSTANDING 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 parents.
- 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.



# 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.

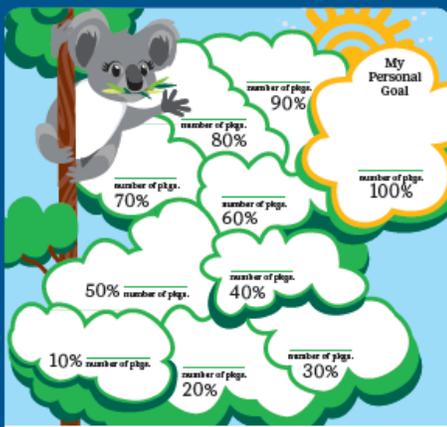
## Service Unit Cookie Manager (SUCM)

- 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 reward orders for the entire Service Unit.
- Reviews data in eBudde for the entire Service Unit and submits final girl rewards order.
- Receives girl rewards from Little Brownie Bakers and distributes to troops.
- Supports the Troop Cookie Managers as needed.

## 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](http://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.

# Girl Scouts Nation's Capital 2022 Cookie Rewards



## How high can you climb?

Write your personal cookie package goal in the space above 100%. Include your smaller goals along the way. (Adults can help if you need it.) Color in each area as you make your way to the top!

## Initial Order Rewards



**Motivational Water Bottle**  
Earned by troops that earn 140 PGA on initial order (awarded 2 per troop, 1 per selling girl)



**Koala Slipper Socks**  
Earned by girls that reach 140 packages on initial order (awarded 1 per selling girl)



**Goal Getter Patch**  
Earned by troops that earn 140 packages on initial order (awarded 1 per selling girl)

## Digital Cookie Rewards



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



**Personalized M2 Avatar Patch**  
Sell 125 packages through the Online Cookie Platform

## Final Order Rewards



### Final Troop Goal Reward

**Super Patch**  
Earned by troops that reach 180 PGA (awarded 1 per selling girl)



### Super Troop Reward

**Climb with Courage T-shirt**  
Earned by troops that reach a final 180 PGA (awarded 2 per troop, 1 per selling girl)



### Cookie Rookie Reward

**Cookie Rookie Patch**  
DAISY troop only - 140 PGA (awarded 1 per selling girl)

## Gift of Caring Reward



**2022 Year Bar**  
20+ packages Virtual Troops2Troops

## Patch Rockers

Earn all 3 to create a tree.



Visit online rewards demos for more details on select items.



**Climb with Courage Patch**  
15+ packages



**Cooling Fabric Bandana**  
40+ packages



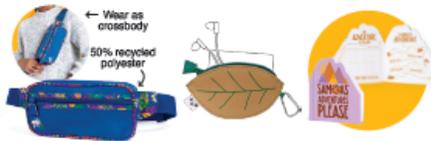
**Wooden Stamp Set**  
65+ packages



**Layered Koala Journal and Cookie Decals**  
100+ packages



**10" Koala Plush and Koala Bracelet**  
140+ packages



**Koala Hip Pouch, Leaf Pouch, and Mini Adventure Journal**  
180+ packages



**Philanthropic Reward Koala Donation Patch**  
225+ packages



**Reversible Bucket Hat and Button Pin Set**  
275+ packages



**Beach Towel and Eco Crossbody Tote**  
375+ packages



**Camp Duffel, Camp Cushion, and Bag Tag**  
500+ packages



**Samoas Hoodie and Samoas Bracelet**  
700+ packages



**Canvas Backpack and Tie Dye Kit**  
1000+ packages



**Adjustable Scooter**  
1300+ packages



**Kids or Adult Fitbit**  
1500+ packages

All rewards are cumulative. Based on availability, council may need to substitute a comparable item of equal or higher value, for any patch or reward pictured.

## Philanthropic Rewards

When Girl Scouts participate in the Cookie program they'll know how to help people (and animals!) in need. We are excited to partner with a koala hospital in Australia for the 2022 Cookie Season.

Koala hospitals are non-profit organizations that help to treat and rehabilitate koalas that have been injured due to loss of habitat, disease, wild fires, animal attacks and other accidents. Every time a Girl Scout hits the Philanthropic level of rewards a donation will be made to support the treatment of koalas.





## VIRTUAL GIFT OF CARING (V2T2)

- The USO Metropolitan Washington and Soldiers Angels are our virtual Gift of Caring program partners. 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 and Soldiers Angels. 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 **VT2T** on the far left column before the cookie varieties in eBudde.

### Nation's Capital **Troop<sub>2</sub>TROOPS**

\*Patch available to purchase in the Girl Scouts Nation's Capital Retail Store.

## 110th ANNIVERSARY



- To celebrate the Girl Scouts 110th anniversary we working to donate more cookies through local Hometown Heroes.
- Your troop must sell and record 110 packages towards Hometown Heroes throughout the entirety of the sale to receive this patch.

## Hometown Heroes

- Your troop can identify any group they want to help that is near and dear to their hearts. Opting for this option allows the 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 troop's Gift of Caring packages by using the Hometown Heroes (HH) column in eBudde. Delivery of cookies is up to the troop.



\*Patch available to purchase in the Girl Scouts Nation's Capital Retail Store.

Help her to market like an entrepreneur

# TROOP RESOURCES

If your troop is planning in-person cookie sales events, there are lots of ways girls can creatively rise to the occasion! Whether they run a traditional, drive-thru or pop-up booth, girls will have fun making signs — and gain valuable experience managing money and talking to customers.



## GET THE ESSENTIALS!

Refer to your councils' Volunteer Essentials and Safety Activity Checkpoints. You'll get just about everything you need, including basic facts, forms and tips for planning outdoor activities, managing troop finances, promoting safety, arranging trips and selling cookies.

## Help girls plan their in-person events with these action steps:

- Early on, determine what type of booth girls would like to host, using input from your council and following local safety guidelines.
- Use eBudde™ and the eBudde App if scheduling an in-person booth — the system will also help you allocate booth sales to individual girls after the event.
- Discuss with girls how transactions with customers will be handled safely.
- Hold a booth planning meeting, in person or virtually, so girls can divide roles, design their booths and create signage to attract customers.
- Spread the word about your upcoming event on social media.

# eBudde DASHBOARD

During Sales

TAB	DESCRIPTION
<b>DASHBOARD</b>	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.
<b>CONTACTS</b>	From here, you can review contact info and click EDIT to make any changes. Please remove anyone no longer connected to the troop.
<b>SETTINGS</b>	You should update this tab every year: <ul style="list-style-type: none"> <li>· Identify correct program level (from the dropdown menu)</li> <li>· Enter number of girls selling and their package goals.</li> </ul>
<b>GIRLS</b>	Here you can enter girls' names and grade, please click the purple ID button to assign temporary ID. You can add register girls and enter t-shirt sizes.
<b>REPORTS</b>	The Reports tab allows troops to run two information reports: <ul style="list-style-type: none"> <li>· The CUPBOARD report—shows a list of all open cupboards and their location/hours of operation.</li> <li>· The DELIVERY STATION report—shows the location and available times for initial order pick-up.</li> </ul>
<b>SALES REPORT</b>	This report reviews all transactions for the troop, including: <ul style="list-style-type: none"> <li>· Final package numbers</li> <li>· Girl Scouts® Gift of Caring donations</li> </ul>
<b>HELP CENTER</b>	Find any additional information you may need here, including: <ul style="list-style-type: none"> <li>· Council information such as manuals, guidance on managing cookie sales</li> <li>· eBudde help</li> <li>· Links to Microburst Training videos</li> </ul>
<b>INITIAL ORDER</b>	This is where you enter your troop's initial order by girl and additional cookies for booth sales. <i>NOTE: Once orders are submitted here, they cannot be changed. Carefully review the totals before hitting SUBMIT ORDER.</i>
<b>DELIVERY TAB</b>	Select your delivery location, time, and view delivery information.
<b>GIRL ORDERS TAB:</b>	Keep track of each girl's packages sold and payments made.
<b>TRANSACTIONS</b>	Keep track of inter-troop transactions and enter pending Cupboard order requests.
<b>REWARDS</b>	Complete, review, and submit rewards orders for your troop.
<b>BOOTH SITES</b>	Sign up for booths and request approval for private booth sales.
<b>PAYMENTS</b>	Review ACH withdrawals made by Council for accuracy ( <b>ONLY</b> Council can input/edit deposits).
<b>SALES REPORT</b>	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.
<b>REPORTS TAB:</b>	Run reports from this tab for additional information on delivery and Cupboards.



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](http://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 Junior or above and wants to receive additional proceeds in lieu of girl rewards. (Must be done by SUCM)
- Add Girls **Under Girls Tab -Check the purple ID button, so a temporary GSUSA ID number can be assigned. DO NOT ENTER ID NUMBERS 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

- Parents will work with their Girl Scout 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.
- Online girl delivery option reopens January 22

- Girls will earn virtual rewards as they set goals, create an Avatar and even record a custom greeting.
- Girls who sell 125 boxes online and send 15 emails will earn a personalized cookie Avatar patch and a Cookie Techie patch!



## 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](http://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 click forgot password
- 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.**
- Parent emails will be uploaded into the system. Send them an email using the digital cookie site that will include the link and instructions on how to participate in the program. You can also communicate reminders and words of encouragement for 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. You can also pull reports from ebudde.

# DIGITAL COOKIE PILOT

**Budde** powering the digital cookie sale

Troop 5759 Girl Trans.

**Little Knownie Bakers** Log Out You are j.carter@gscnc.org

Dashboard Contacts Settings Girls Init. Order Delivery **Girl Orders** Transactions Rewards Booth Sites Payments Sales Report Reports Help Center

Printable Save

Add Trans. Add Payment

Below are transactions for Sydnee C.

Switch to Girl: Sydnee C. [Return to Summary View](#)

*DOC	*Comment	*Bth	*V-TZT	*SvSm	*Tre	*D-S-D	*Sam	*Tags	*TMint	*SMr	*Toff	*Total	*Total Due	*Paid	*Bal. Due
✓	DOC SHIP M665830	0	0	0	0	2	2	2	0	0	0	6	\$24.00	\$24.00	\$0.00
✓	DOC DLVR M666192	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$8.00	-\$8.00
✓	DOC DON M666192	3	0	0	0	0	0	0	0	0	0	3	\$12.00	\$12.00	\$0.00
✓	DOC DON M666364	2	0	0	0	0	0	0	0	0	0	2	\$8.00	\$8.00	\$0.00
✓	DOC SHIP M667880	0	0	0	0	0	0	3	3	0	0	6	\$27.00	\$27.00	\$0.00
✓	DOC DLVR M669144	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$34.00	-\$34.00
✓	DOC DLVR M682957	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$66.00	-\$66.00
✓	DOC DLVR M683522	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$21.00	-\$21.00
✓	DOC DLVR M683616	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$12.00	-\$12.00



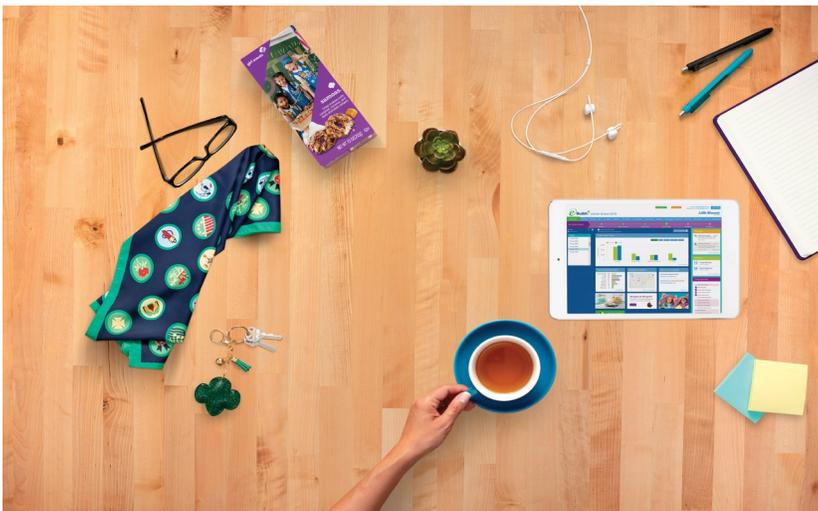
**Donated:** You will see that inventory as “VT2T” boxes assigned to the girl and automatically added to the troop without a variety attached to them. The council handles the donation of these boxes and **you do not need to supply any inventory nor do any eBudde entries for these boxes.**

**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:** 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. **This feature reopens on January 22, 2022**, You can filter a report in eBudde for specific dates to see what extra cookies are needed and add these cookies to the girl in the girl order tab. You may need to go to a cookie cupboard to pick up additional cookies

**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.

**Virtual Booth-** This feature is linked to the cookie finder and will be auto launched for all troops on February 18, 2022. Troops will receive an email with the special link that they can share. This link will only allow direct ship and VT2T donations. Do Not share the link found on the dashboard. In Digital Cookie. These sales will post to the Troop Site girl in eBudde.



## REMEMBER:

- **DO NOT** include any **Gift of Caring (VT2T)** 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.

# 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 account based on the schedule below.

Test Payment	January 31	\$1
Payment 1	February 25	\$2.50 per package, calculated on all cookies as of 2/21 (in person and digital sales)
Payment 2	March 28	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](http://www.gscnc.org/moneymatters) to alert Council to the potential debt. Reduction of a troop's scheduled payment will be based on the girl's order. If the payment issue is a troop one, let us know the issue and reductions will be approved on a case by case basis.
- **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 most Cupboards are 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 21st**, all digital orders (girl delivered AND shipped), and GOC! (all of this includes Cupboards). That amount is then subtracted by the **FULL amount that was paid in digital orders** (the full \$5.00 or \$6.00 per package).

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



# 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

- 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

## **\*\*Services such as Venmo & PayPal are not permitted**

- Transaction fees charged by your credit card processor 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 may be used.



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.



# DELINQUENCIES

There are three types of Cookie Debt:

## Individual/Family Cookie Debt:

Typically a parent that has not turned money in on time.



## TCM/ Troop Leader Cookie Debt:

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

## Troop Cookie Debt:

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

\*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 family's proof they paid) and have the responsible adult sign the Troop Transaction Record (NC-T1A). Verify payment amount in front of parent before signing envelope
- Keep track of money turned in by 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 than 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](http://www.gscnc.org/moneymatters)
- 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 Delinquencies 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 (NC-18A): 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 Senior Specialist.

**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. As a last resort the SUCM will complete a Delinquent Account form (NC-18) and hold the TCM accountable for undocumented debt. Your troop will **not qualify for the Troop Goal Achiever Awards** if you miss the **MARCH 26 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.



# 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.

Dashboard Contacts Settings Girls **Init. Order** Delivery Girl Orders Transactions Rewards Booth Sites Deposits GOC Org Sales Report Reports Help Center

Printable Version

Below is your current initial troop order.

Girl	V-T2T	SvSm	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	HH	Total
Christian H.	0	0	0	0	0	0	0	0	0	0	0
Lella W.	0	0	0	0	0	0	0	0	0	0	0
Maddie S.	0	0	0	0	0	0	0	0	0	0	0
Sydney C.	0	0	0	0	0	0	0	0	0	0	0
Sydney E.	0	0	0	0	0	0	0	0	0	0	0
IMPORTED	0	0	0	0	0	0	0	0	0	0	0
OTHER	NA	0	0	0	0	0	0	0	0	NA	0
BOOTH	NA	0	0	0	0	0	0	0	0	NA	0
Pkgs. Ordered	0	0	0	0	0	0	0	0	0	0	0
Cases to Order		0	0	0	0	0	0	0	0	0	0
Other*Extras-Charity	0		0	0	0	0	0	0	0	0	0

## 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 Purple 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.

## Booth Cookies

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

- 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.

## 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 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 or phone. Make sure to use the “Submit Order” button when you are confident your order is correct and complete. The system will confirm that the troop order was submitted on the screen.
- **Note:** You can only submit your order once, so be sure it is correct before hitting the submit button.
- If you have changes after submission, contact your Service Unit Cookie Manager immediately.



## Initial 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.





## FOLLOW THESE GUIDELINES TO RESERVE YOUR DELIVERY PICK

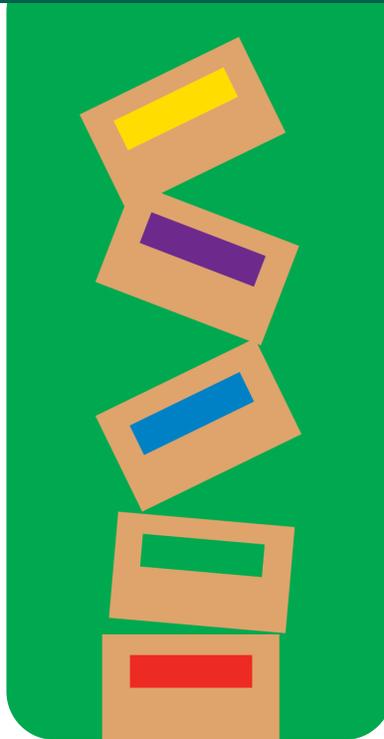
Picking up your cookie order is exciting, and there are a few steps you can take to make sure everything goes smoothly. First, be aware that troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

**The DELIVERY tab allows you to 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 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.

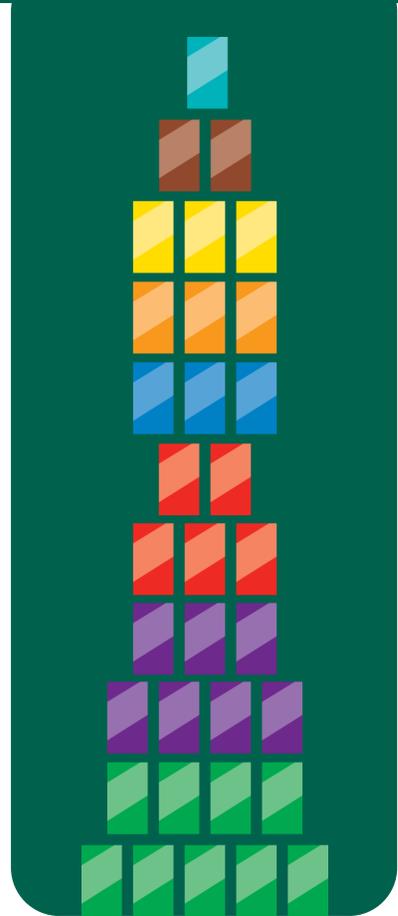
**COOKIES CANNOT BE RETURNED ONCE THEY’RE PICKED UP.** Troops are responsible for counting and verifying the total number of cases.

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



## HOW MANY CASES CAN YOUR CAR CARRY?

Compact car .....	23 cases
Hatchback car .....	30 cases
Standard car .....	35 cases
SUV .....	60 cases
Station wagon .....	75 cases
Minivan .....	75 cases
Pickup truck .....	100 cases
Cargo van .....	200 cases



## TAKE STOCK AND RESTOCK!

Deciding how many packages to order for booth sales isn’t an exact science, but here are average sales per cookie variety\* to give you an idea of how many to order:

Thin Mints® .....	27%
Samoas® .....	21%
Tagalongs® .....	16%
Trefoils® .....	9%
Do-si-dos® .....	9%
Lemon-Ups® .....	9%
Girl Scout S’mores® .....	6%
Toffee-tastic® .....	3%

New cookies, such as this season’s Adventurefuls™, typically represent 8%–10% of sales.

# PREPARING FOR DELIVERY

# 1



## 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!

# 2



## 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 the Quick Order Form (Bubble Sheet) If using contactless delivery send closing text for electronic signature**

## Contactless Delivery

- Each Troop will have a pickup code and Delivery phone number on their confirmation.
- Troop checks in with the queueing Volunteer, and then texts their pickup code to the delivery phone number.
- After pick up is completed. Troop will text 1 that order is correct. If there is an issue the troop will text 2, a cookie volunteer will assist the troop. When issue is corrected the troop will then text 1 that the order is correct. A confirmation will be mailed to troop.

# 3



## 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.

# 4



## When Girls/Parents Pick up:

- **Meet with parents individually.** Group pick-ups 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 (NC-T1A) 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



DATE	TIME	NUMBER OF SLOTS
JANUARY 8	7:00AM	Select 3 slots, max 1 booth per chain
JANUARY 10	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, click the "Back" button.*

## Once you've found a location:

- Choose the date and time range you want by clicking directly on the text. This will bring up a small screen on the right that will show available timeframes.
- Click on the empty cell to the right of the time that you want. Your troop 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).

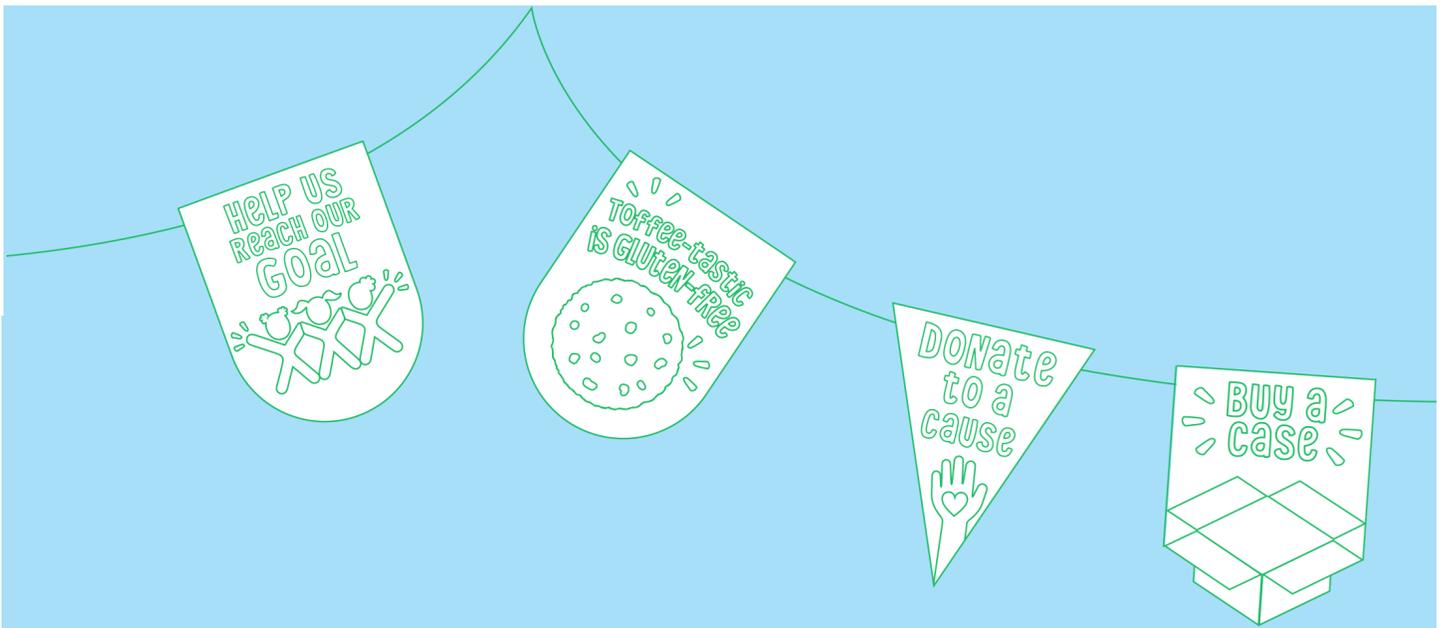
## Releasing Booths

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 and 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".
- You can also release from your Dashboard in eBudde





**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:**

**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.
- Activity 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 a two hour time slot during the 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.

## 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.

## 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.
- **Wearing a Girl Scout 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.

### Share goals with customers

They love to know how girls are investing their cookie proceeds, so encourage girls to make posters, banners or t-shirts 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, t-shirts 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 [LittleBrownie.com](http://LittleBrownie.com) and [GirlScouts.org](http://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.



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

## During your 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 adult support, as much as possible. Adults should monitor all transactions.
- Count cookies and money before and after each sale and/or when adults change shifts.

## 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

- 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.

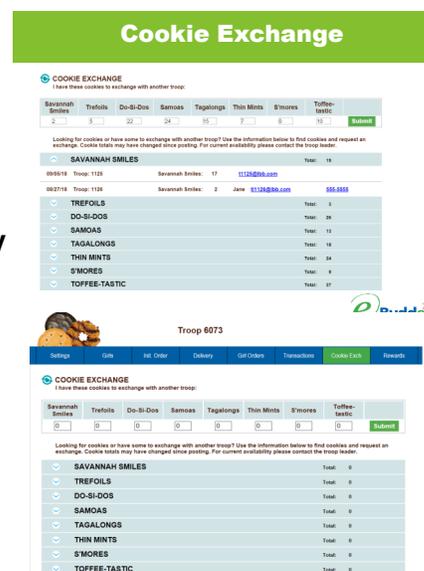
## How to post cookies to exchange with another troop?

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

**Each girl's 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.



\*Patch available to purchase in the Girl Scouts Nation's Capital Retail Store.

# 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.

**On my honor, I, \_\_\_\_\_ will follow the rules listed below while working at my Troop's cookie booth.**

**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.**

**Girl's Signature**

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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.



# 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

The screenshot shows the eBudde interface for Troop 5759 Booth Sales. The 'Private Sales' form is visible, with a legend indicating: Blue = Pending; Green = Approved; Orange = Denied. The form includes fields for Business Name, Address, City, State, Zip, Contact, Phone, eMail, Sale Date, Start, End, and Approval. A 'Reason for approval/denial' field is also present.

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.

# COOKIE 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. Exchange 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 advance notice. The 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. If cupboards are doing electronic please have the ebudde app loaded on your phone and know your log in credentials

Cupboards cannot fill initial orders without prior arrangements: Late starting troops that need to pick up a large Initial Order need to make arrangements by contacting Judy Johnson [jjohnson@gscnc.org](mailto:jjohnson@gscnc.org)

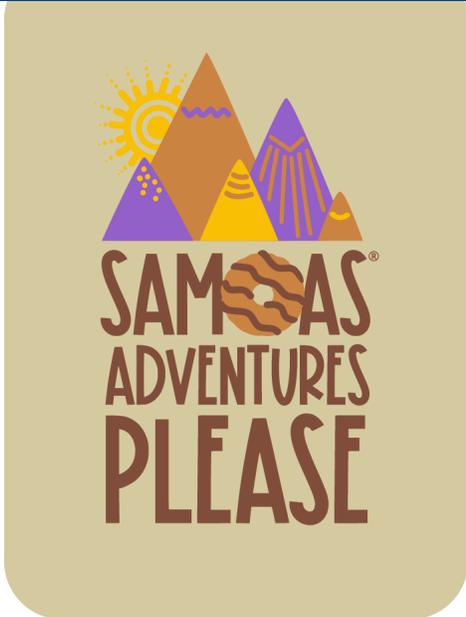
## REQUESTING COOKIES (SUBMITTING A PENDING ORDER)

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. Order remains pending until picked up
  - Cupboards may have cookie variety restrictions based on availability

**If necessary, you may edit the request until the Cupboard unchecks the “pending order box”. The Cupboard Manager can update the order upon arrival if your needs change. Please try to give 48 hours notice before pickup.**

Pending orders are not required, but it helps Cupboards better meet your needs. If you have an unexpected need feel free to stop by an open Cupboard.



## INTER-TROOP TRANSFERS

### Troops with extra cookies

#### Transferring cookies

#### avoids loss of troop proceeds

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

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.

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:** Auto fills with the person entering the transaction
- **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.

Cookie Transaction

Date: 2015-09-18 Pickup: 2015-09-15 12:00am Receipt: 886100

Type: Normal 2nd Party: Troop Troop #: 94001

Variety	Cases	Pkgs
Savannah Smiles	0	0
Trefoils	0	0
Do-Si-Dos	4	0
Samoas	0	0
Rah Rah Raisin	0	6
Tagalongs	0	0
Thin Mints	10	0
Toffee-tastic	0 = 14	0 = 6

Product Movement  
Remove Product

Contact Info  
Julie Carlson  
jcarlson@gscnc.org  
4301 Connecticut Ave  
Washington

+ Save/Print Okay Cancel

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

- **If an error is made in posting,** simply click the transaction on the listing. Make corrections and resave the correction. The DISPENSING Troop should then turn in the printed copy from eBudde.

## FINAL REWARDS AND REPORTING- eBudde Final Rewards order submission due March 21 11:59 PM

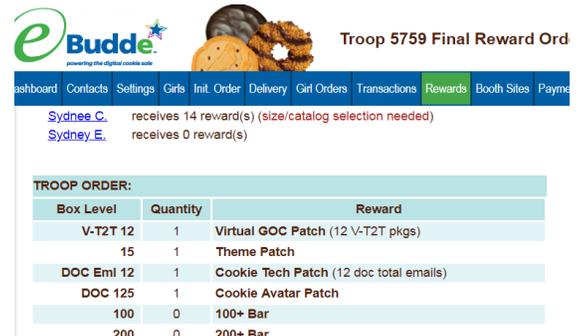
Verify that all cookies received from the Cupboard or through inter-troop transactions are correctly posted to the troop. Confirm that all cookies from additional orders or booth sales have been properly credited to each girl on the Girl Orders tab.

**Girl Rewards:** Cumulative rewards are set to automatically calculate based on girl sales as posted on the GIRL ORDERS 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.



Box Level	Quantity	Reward
V-T2T 12	1	Virtual GOC Patch (12 V-T2T pkgs)
15	1	Theme Patch
DOC Emi 12	1	Cookie Tech Patch (12 doc total emails)
DOC 125	1	Cookie Avatar Patch
100	0	100+ Bar
200	0	200+ Bar

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

### 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

### Final Reporting:

#### Final Troop Cookie Documentation due to SUCM by March 28

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 26 for a final ACH payment reduction.

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



# Troop Forms

<b>Cookie Thank you (NC-G4)</b>	This form serves as a Thank You for customers and makes sorting of customers' orders easy.
<b>Delinquent Account Form (NC-18)</b>	Use for any family that is delinquent in making payments after March 16. 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. If you receive payment notify Council immediately.
<b>Delinquent Troop Reward Summary (NC-18A)</b>	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.
<b>Girl Envelope (NC-G3)</b>	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.
<b>Girl Order Form (G2)</b>	Rewards are shown on the full order form. Specialty order forms for Spanish language are available, but do not detail rewards.
<b>Gift of Caring Receipt (NC-G5)</b>	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.
<b>Goal Getter Form (G-4)</b>	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 phase if the troop is short G2 forms.
<b>Council Notification of Potential Debt (ACH Payment Reduction)</b>	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.
<b>Parent Permission and Responsibility Form (NC-G1)</b>	This is a legal document that indicates guardians' financial responsibility for participating girls. Signatures are required as is the reward waiver.
<b>Troop Cookie Manager Agreement (NC-13)</b>	This form is electronic. Fill out an email to your SUCM to receive your troop materials.
<b>Troop Family Transaction Record (NC-T1A)</b>	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).
<b>Troop Final Detail (electronic only) (NC-9)</b>	Troops notify their SUCM of their 500+ sellers. Certificates and Top Seller invitations are generated from this form.
<b>Troop Records Envelope (NC-1)</b>	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.
<b>Troop Transaction Report (NC-6)</b>	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. <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>

## **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 Programs as long as they conduct the program 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 requirements 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. We conduct an online survey in June to get feedback from 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 save 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.

# Glossary



<b>ACH</b>	(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.
<b>Association Cookie Manager (ACM)</b>	The volunteer who coordinates cookie sale activities for your Association. The ACM works closely with your Service Unit Cookie Manager (SUCM).
<b>Booth Sales</b>	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.
<b>Case</b>	Each case of cookies contains 12 individual packages of the same variety of cookie.
<b>Cookie Cupboard</b>	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.
<b>Cookie Rewards</b>	There are two options for rewards: (1) <b>Cumulative Rewards</b> —individual girls receive items based on individual accomplishment up to the selling level reached; (2) <b>Additional Proceeds</b> —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.
<b>Cookie Rookie</b>	Daisy troops that reach a 115 package per selling girl average. Each selling girl will earn a patch.
<b>Cookie Sale Audit</b>	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.
<b>Early Achiever</b>	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.
<b>eBudde</b>	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.
<b>Gift of Caring</b>	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.
<b>Gluten-Free</b>	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.
<b>Hometown Heroes</b>	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.
<b>Initial Order</b>	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.
<b>Little Brownie Bakers (LBB)</b>	Nation's Capital Council's cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout Cookies in the USA; the other baker is ABC Bakers.
<b>Per Girl Average</b>	(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.
<b>Product Program Super Troop</b>	Troops that reach \$200 per selling girl average during the Fall Product Program will receive an additional two cents per package during the Cookie Program regardless of chosen proceeds plan.
<b>Service Unit Cookie Manager (SUCM)</b>	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.
<b>Troop Deposits</b>	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.
<b>Troop Goal Achiever Reward</b>	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.
<b>Virtual Gift of Caring</b>	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 for this Gift of Caring option when they order.

# SAFETY GUIDELINES

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

## GIRL SCOUTS OF THE USA RESOURCES

- Digital Marketing Tips for Cookie Entrepreneurs and Families
- Supplemental Safety Tips for Online Marketing
- Practical Tips for Parents
- Safety Tips for Girl Scout Cookie™ Entrepreneurs
- Safety Tips for Product Sales
- Your Council's Volunteer Essentials and Safety Activity Checkpoints

### Find safety resources and more at:

- [girlscoutcookies.org/digitalmarketing](https://www.girlscoutcookies.org/digitalmarketing)
- [girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)
- [girlscouts.org](https://www.girlscouts.org)



# RESOURCES AT A GLANCE

## Troop leader resources

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

## Cookie badges

[girlscouts.org/cookiebadges](https://www.girlscouts.org/cookiebadges)

[gscnc.org/en/cookies/for-cookie-sellers](https://www.gscnc.org/en/cookies/for-cookie-sellers)

## Cookie Entrepreneur Family pin

[girlscoutcookies.org/entrepreneurfamily](https://www.girlscoutcookies.org/entrepreneurfamily)

## Cookie history, FAQs and nutrition information

[LittleBrownie.com](https://www.LittleBrownie.com)

## Cookie Program Family Meeting Guides

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

## Digital Cookie®

[girlscouts.org/digitalcookie](https://www.girlscouts.org/digitalcookie)

## Digital Marketing Tips for Cookie Entrepreneurs

[girlscoutcookies.org/digitalmarketingtips](https://www.girlscoutcookies.org/digitalmarketingtips)

## eBudde™ App

[LittleBrownie.com/volunteers](https://www.LittleBrownie.com/volunteers)

wherever you download apps

## Girl Scouts® Built by Me Planner

[LittleBrownie.com/volunteers](https://www.LittleBrownie.com/volunteers)

## Goal-setting activities & tips

[girlscouts.org](https://www.girlscouts.org)

[LittleBrownie.com](https://www.LittleBrownie.com)

## In-Person Cookie Sales Guide & other resources

[LittleBrownie.com/volunteers](https://www.LittleBrownie.com/volunteers)

## Safety resources

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

## Social media tools and graphics

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

[LittleBrownie.com/social-resources](https://www.LittleBrownie.com/social-resources)

## Girl Scouts® Cookie VIP eTraining

[Vipetraining.littlebrownie.com](https://www.Vipetraining.littlebrownie.com)

## Virtual Cookie Booth Guide

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

## Virtual cookie sales tools

[LittleBrownie.com/volunteers](https://www.LittleBrownie.com/volunteers)

## Volunteer Essentials

[gscnc.org/en/for-volunteers/Publications](https://www.gscnc.org/en/for-volunteers/Publications)

## Cookie Family Connection Guide

[girlscoutcookies.org/troopleaders](https://www.girlscoutcookies.org/troopleaders)

## Little Brownie Bakers® Family Guide

[LittleBrownie.com/families](https://www.LittleBrownie.com/families)

Share the [Digital Marketing Tips brochure](#) with cookie entrepreneurs and their families. Find it at [girlscoutcookies.org/digitalmarketingtips](https://www.girlscoutcookies.org/digitalmarketingtips).

# VOLUNTEER ACTION PLAN & NOTES

*The first step to a successful Girl Scout Cookie Season is to plan for it. Use the space below to map out the information you need to support girls as they Climb with Courage, while having lots of fun!*

**CLIMB WITH COURAGE**

## Key Dates:

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## Contacts:

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## Key Actions:

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## Notes:

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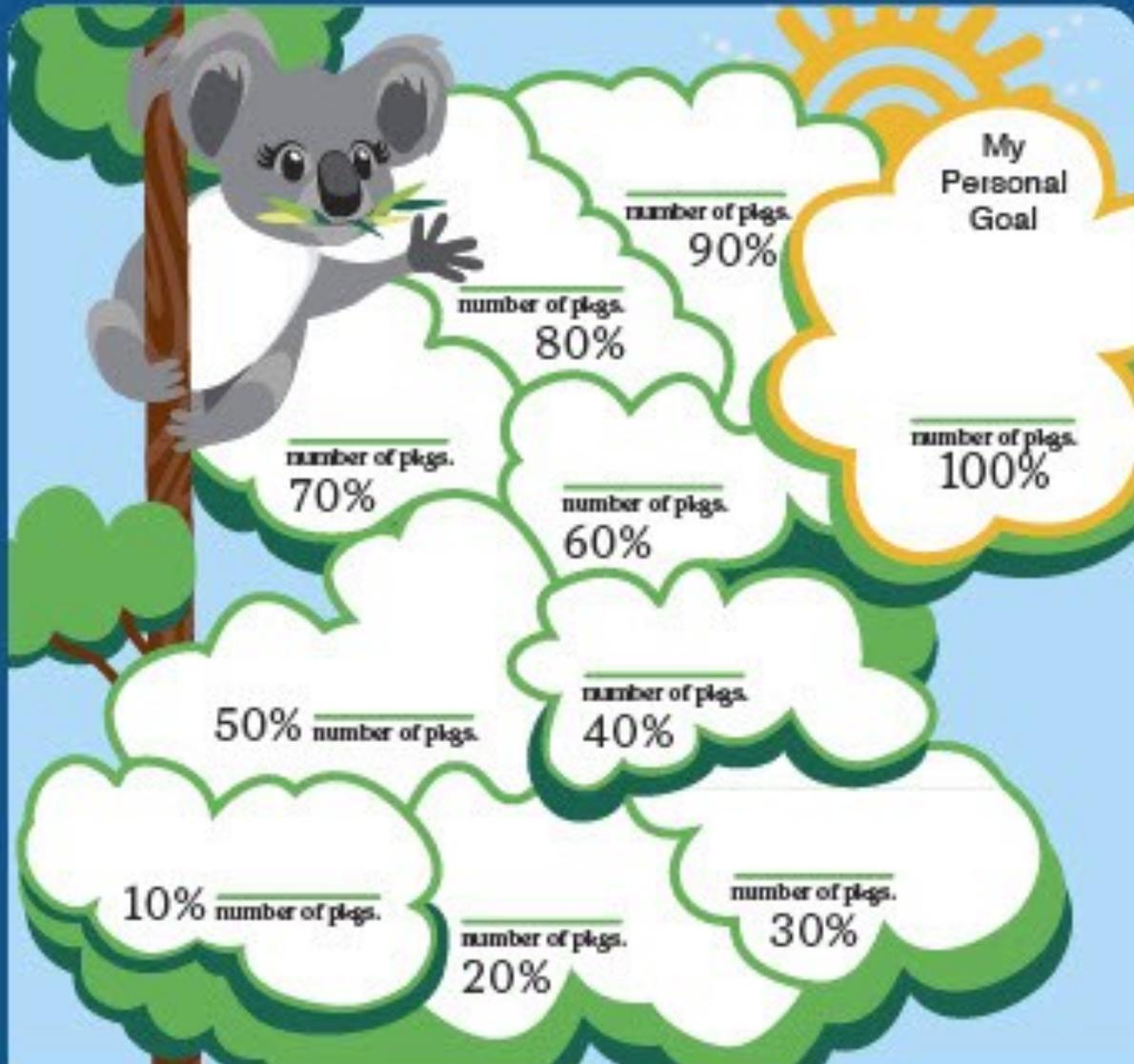
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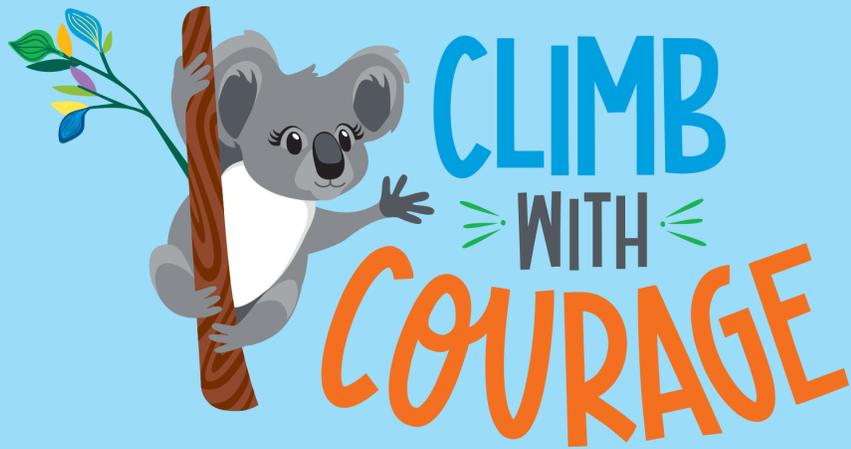
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# Goal Tracker



## How high can you climb?

Write your personal cookie package goal in the space above 100%. Include your smaller goals along the way. (Adults can help if you need it.) Color in each area as you make your way to the top!



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