girl scouts
nation's capital

OWN YOUR magic

SERVICE UNIT COOKIE MANAGER MANUAL
2023–2024

Table of Contents

Glossary

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

WE ARE GIRL SCOUTS

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

GIRL SCOUT COOKIE PROGRAM

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

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

COOKIE QUICK FACTS

Participation	All registered Girl Scout youth members are eligible to sell cookies. The Girl Scout Cookie Program is a foundational experience of being a Girl Scout and all youth members are strongly encouraged to participate. All youth members, troops and adults must be debt free by Nov 30, 2023.
Prices	$5.00 per package $6.00 per package of Specialty Cookies (S'mores and Toffee-tastic)
Base Proceeds	$.85 per package sold + girl reward items OR $.90 per package sold with no girl rewards
PGA Proceeds	Tier 1- additional $.05 per package @ 160 PGA selling Tier 2- additional $.06 per package @ 200 PGA selling
Super Troop	Troops with 6 Girl Scouts selling that reach $250 PGA during the Fall Product Program receive an additional $.05 in the Cookie Program
Troop IO Revenue Share	160 PGA selling in Troop IO earn $.05 per package 200 PGA in Troop IO earn additional $.05 per package
SU Growth Incentive	SU's receive $.01 per package sold @ + 3% increase over previous season, $.02 for +5% girls selling over previous season
Responsibility	Each troop is financially responsible for all cookies received. Product is not returnable or exchangeable unless damaged.
Goal Setting	The Council goal this year is 4,400,000 Packages. Sales and service goals allow youth members to do a world of good!
Our Baker	Our Council's cookies are baked by Little Brownie Bakers of Louisville, Kentucky, one of two companies in the country licensed by GSUSA.
Cookie Costumes	Reservations are first come, first served. ONE costume per request. Costumes need to be returned promptly or we may ask you to pass it on to another troop over the weekend. Please DO NOT WASH the costumes! They are DRY CLEAN only. Special requests for a specific costume cannot be honored. Each office has costumes.

WHAT'S NEW FOR 2024?

1 NEW REWARD

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

2 NEW PROCEEDS

Our tiered rewards are going up this year!

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

I SOLD A'LOTL COOKIES TO SAVE MY SPOT

Membership Reward Patch!

How the Cookie Crumbles

$1.00 Troop proceeds (average based on various opportunities)

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

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

Program Calendar

October

10/27/23	eBudde opens to SUCM and ACM for contacts and setting updates

December

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

January

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

February	
ASAP	Distribute cookies to troops - Always get signatures of receipt
2/1-2/7/24	Cookie Cupboards begin to open for additional cookie pick-up. All open by: 2/7/24
2/2/24	Cookie Booths begin - Continue watching Booth Scheduler for more opportunities
2/15/24	ACH payment #1: Potential Debt Reduction Request Form open. Form closes on 2/22/24.
2/27/24	ACH PAYMENT #1 WITHDRAWAL

March	
3/3/24	Girl Delivered closes in Digital Cookie
3/6/24	Final day to opt-out of rewards - JUNIOR-AMBASSADOR ONLY
3/7/24	Final Troop Reward tab opens in eBudde - Save often, submit once
3/10/24	Cupboard closures begin - Check eBudde for open cupboards
3/10/24	Cookie Program ends - Digital and In-person
3/11-3/16/24	Limited cupboards open for HH GOC fulfillment
3/14/24	ACH payment #2: Potential Debt Reduction Request Form open. Form closes on 3/21/24.
3/15/24	Final payments due to TCM from families
3/19/24	SU Final Reward order due in eBudde - closes at 11:59pm
3/26/24	Final documentation due to ACM
3/26/24	FINAL ACH PAYMENT (balance due)

Final rewards will be shipped to the SUCM in May/June. Please distribute to troops ASAP.

COOKIE TEAM VOLUNTEER ROLES

Association Cookie Manager (ACM)	Volunteers that train the Service Unit Cookie Managers, set up and run the delivery, and stay in communication with the Service Unit Cookie Managers throughout the program.
Service Unit Money Manager (SUMM)	Volunteers that collect the ACH authorization form from the troops and turn in to Council.
Service Unit Cookie Booth Coordinator (SUCBC)	Volunteers that request, negotiate, and compile a comprehensive list of booth sites in their Service Unit. This list is then uploaded to eBudde's Booth Scheduler and booths are reserved by troops.
Cookie Cupboard Manager	Volunteers that run the Cookie Cupboards located throughout the Council. Troops can use the Cookie Cupboards to pick up additional cookies by placing pending orders on eBudde.
Troop Money Manager (TMM)	Volunteers that make sure all funds are deposited into the troop bank account.
Troop Leader (TL)	• Works with Troop Cookie Manager to schedule, plan and lead the family meeting. • Works with troop to set goals and plan cookie learning activities (visit littlebrownie.com for ideas). • Works with Troop Cookie Manager to plan for troop's participation in booth sales. • Assists with cookie pick-up, storage and distribution (if needed). • Supports members throughout the program to review goals and progress. • Supports Troop Cookie Manager with money collection and deposits as needed.
Troop Cookie Manager (TCM)	• Works with TL to facilitate the cookie program at the troop level. • Schedules, plans, and leads the family meeting. • Works with troop to set goals and plan for booths. • Manages Troop Inventory and works directly with families for the duration of the program. • Collects payments

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

AND THEN THERE'S YOU!

As a member of the SU cookie team your role is to ensure that all troops are trained and participate by being an engaged champion of the program. This includes being an active member of your Service Unit Team.

- Complete volunteer training (Online with gsLearn) and attend Cookie Training.
- Familiarize yourself with Troop Cookie Manual.
- Obtain a listing of all troops and troop contacts from the SU Registrar.
- Meet with your Service Unit Manager. The entire team needs to work together and communicate to set up your Cookie Chat information sessions. Aim to have everyone trained by Thanksgiving. Troop Leaders should recruit a Troop Cookie Manager that is technologically comfortable and has internet access.
- Check with Service Unit Money Manager to check that all troops participating have an open and active bank account.
- Ensure all Troop Volunteers have access to eBudde. Your ACM will add you to the system and you will add the troops and their contacts.

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

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

GETTING STARTED

Materials

As the SUCM, you will receive all program materials from Little Brownie Bakers in early November.

For each troop, you will receive: Troop Envelope (NC-1), GOC Box Wrap, 2 Table Tents (Troop Cookie Manager Manual is available electronically).

For each youth member, you will receive: 1 Girl Money Envelope (NC-G3), Goal Getter Card, Girl Order Card, 3 Door Hangers.

Additional materials are available electronically on our website or through our LinkTree.

Using eBudde

eBudde is the engine that drives the business of Girl Scout Cookies and is the cookie volunteer's best friend. This cookie order management system links Troops, Service Units, Councils and Little Brownie Bakers, so communication and orders run smoothly. See pg 12 for more information on using eBudde.

Digital Cookie

On this online selling platform, youth members can personalize their Digital Cookie site and send emails to invite friends and family to buy cookies with the option of getting in-person delivery (Girl Delivered) or direct shipment to their home. See pg 13 for more information on using Digital Cookie.

Training TCMs

Part of your role as the SUCM is to train the TCMs in your Service Unit for the upcoming cookie season. Enlisting experienced TCMs to help can give new TCMs a variety of voices to hear from. While the manual is a great starting point for training, avoid reading from the manual and allow plenty of time for questions. Well trained TCMs means well prepared families and a smooth program for all!

See the next page for a sample meeting agenda to use at training.

GETTING STARTED

1 Welcome and Introductions
Exchange contact information
Share communication plan

2 TCM Responsibilities
Expectations
Timeline

3 Preparing for Program
Safety first
Plan to succeed

4 Rewards and Proceeds
Setting goals
Reward options
Proceeds options
What's a PGA?

5 eBudde
Troop settings update
Cookie order submission
Girl order tab
Cupboard requests
Reward order submission
Troop eBudde App Plus
Cupboard process
Forgot Password reset

6 Booth Sales
Booth Scheduler
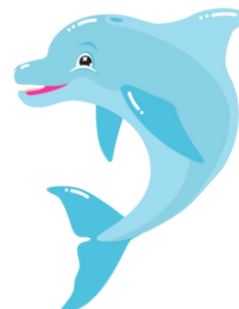Standards
Booth recorder
Private booth sales
Cookies on the Go

7 Money Matters
ACH payment process
Debt reduction requests
Troop proceeds

8 Closing Out
Final reward submission
Reports and documentation
Delinquencies
Celebrate success

REWARDS AND PROCEEDS

Girl Scouts Nation's Capital 2024 Cookie Rewards

My Personal Goal: _____ NUMBER OF PACKAGES

Digital Cookie Rewards

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

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

Gift of Caring Reward

2024 Year Bar Patch
20+ packages Virtual Troop2Troops

Initial Order Rewards

Collapsible Camp Cup
Earned by Girl Scouts that reach 160 packages on Initial Order

Measuring marks inside
English — Spanish

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

Includes phone case ring insert

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

Final Order Rewards

Arm rotates

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

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

Scratch Art Poster
30+ pkgs

Axolotl Socks and Theme Patch
60+ pkgs

Wallet Pouch and Bandana
90+ pkgs

Axolotl Pillow
120+ pkgs

Lucy the Axolotl
160+ pkgs

Crossbody Bag and Fashion Patches
200+ pkgs

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

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

Large size

Waterproof pocket inside

Weekender Tote
500+ pkgs

Clips on shoulders
Ties in back
Tote bag

Puffy Camp Blanket and Baseball Cap
700+ pkgs

Custom Crocs
1000+ pkgs

Instax Mini Instant Camera
1500+ pkgs

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

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

PROCEEDS

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

eBudde
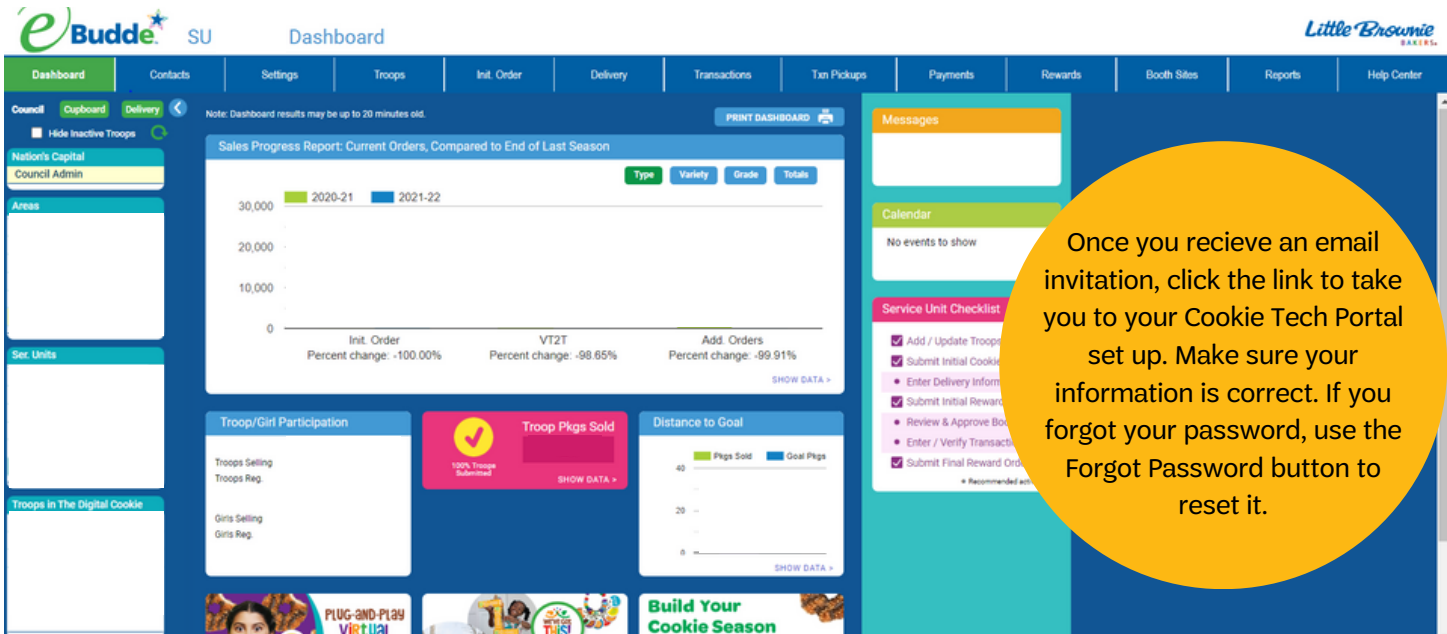
Once you recieve an email invitation, click the link to take you to your Cookie Tech Portal set up. Make sure your information is correct. If you forgot your password, use the Forgot Password button to reset it.

Tab	Description
Dashboard	The dashboard shows messages from your council staff or ACM. It also will show you the current status of troop cookie orders, reward orders and financials. The calendar will show dates for the current sale. These dates will include eBudde™ deadline dates and council specific dates. The service unit checklist will include eBudde™ items and council-specific items. Your eBudde™ shows you if there are any pending troop booth requests as well as graphs on orders, goals and per girl averages. All are printable using the Print Dashboard button.
Contacts	Here you view Service Unit users' names, personal information and email addresses. · The edit button allows you to change contact information for a user. · You can email your troops by clicking the E-mail Branch button. The system will display a screen with instructions and email limitations. Emails that you send through eBudde will be sent to your troop contact's regular email box. TCMs cannot reply to email in eBudde so be sure to identify yourself in your message and how folks can get in touch with you. You can actually select what troops and/or users you want to receive the message. · NOTE: If you add attachments, eBudde will not send them via email. eBudde will upload your attachments and send a link to the attachments via email to your selection. The links will be active for 45 days from date sent. To ensure that your recipients receive this email, ask them to specify in their email system to allow the following email address as an allowable sender: do_not_reply@littlebrowniebakers.com.
Settings	Allows a Service Unit to add additional Service Unit-level users. Sale data points show the previous year's sales and SU Growth Incentive Goal. Always indicate a users level of access when adding them. We strongly suggest ALL users receive email but if volunteers choose to unsubscribe, you must, legally, respect that choice.
Troops	In order to add troops, you will need the troop number, level and an email address for troop contact. On the Troops Tab, enter troops singly or add up to 11 troops. Do not use leading zeroes on the troop number. As you add troops, you will see them appear on the left-side of the screen in the Navigation bar. Here you can Un-submit Initial Cookie Orders - either all or by troop to allow troops to correct errors so they can resubmit prior to the troop deadline. You can also un-submit Final Reward Orders if necessary to allow troops to adjust cookies assigned to girls which is the only way to change reward orders. NOTE: Once orders have been submitted by Council to the bakery, these buttons will be removed.

eBudde

Tab	Description
Initial Order	Submit SU Initial Order.
Delivery	Check delivery details here.
Transactions	Do not add any transactions. Only troops have transactions.
Payments	You can view all payments for all troops in your service unit.
Rewards	Submit Final Reward order to ACM.
Reports	Run reports for your troops.

From submitting your Initial Order to checking over troop sales, the eBudde App is ready to support your transactions all season long.

You can do everything you would normally do in your internet browser, just at your fingertips instead!

eBudde has a mobile app!

Digital Cookie

- Prior to the start of the cookie program, Service Unit Cookie 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.
- After the initial set up, volunteers can return to the admin site via www.gsdigitalcookie.com/gsnationscapital and click on the Administration Site button. Use your email address and the password you created to login.

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

To add and manage admin users, go to MANAGE ADMIN USERS and from here you can add troop users or link users to their troops. You can also resend temporary passwords or reset passwords here. You can use the search tool to filter for users by last name. If you need to correct or change a troop number for a user, start typing the troop number and then select the correct troop from the auto-populated list of troops.

If you find that you're missing a troop, contact Judy Johnson jjohnson@gscnc.org

Initial Order Phase

SUBMITTING SU INITIAL ORDER

Your dashboard will let you monitor troop submission. The troops should also be submitting the initial reward order and selecting a delivery time as well as the initial cookie order.

Remind the troops that once cookies are ordered they become the troop's responsibility. Cookies must be picked up at delivery and may NOT BE RETURNED. This would also be a good time to remind troops to double check their proceeds plan under the troop's Settings tab to ensure the sales reports are calculated correctly.

We have a very quick turnaround from when initial orders are placed and when delivery begins. Sticking to the timeline is essential for a smooth cookie delivery. All troop orders should be reviewed by the SUCM. Look for extremely HIGH orders. We want troops to set goals as big as their dreams but they should be realistic. Orders that have totally even varieties are a red flag!

INITIAL ORDER REWARDS

Rewards are set to automatically load cumulative rewards based on the individual orders. Once your initial order has been submitted, you will be able to view the Initial Reward Order on the Rewards tab.

- Click on each name and submit their reward order.
- 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.

Checking Orders

1 Click the SU Initial Order tab to see a list populated with all troops' orders. This is where you verify the cookie orders by troops and ensure you have an order from each participating troop. Those that have not yet submitted will be designated by an * (asterisk).

2 If all orders are correct, "Submit Order" at top left. Once you have submitted your initial cookie order you cannot change the order. If you have a problem, contact your ACM, who will have a little wiggle room to make last-minute corrections. You can get a Printable Version of the report of the troop orders.

3 Click the SU Rewards tab. Click Initial Order type and Review Incentive Order. You can open the Excel worksheet to review the totals. If the totals are correct, click Submit the Incentive Order at the bottom of the page. You will need to have a Shipping Address in order to submit the order. Please be sure it is correct. Rewards cannot be sent to P.O. Boxes.

DELIVERY PHASE
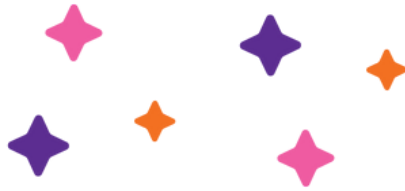
1 Prepare for delivery

Work with your Association Cookie Managers on the delivery of your troops' cookies. Most areas do a Cookie Drive Thru delivery. In this delivery model, you will be part of the team of Association volunteers working to have all cookies delivered. Troops will reserve delivery slots in eBudde.

On delivery day, trucks full of cookies will line up in a large parking lot. Troops receive cookies directly off of the trucks. In one day, troops in an area will receive their cookies. Your Association Cookie Manager will inform you of the day and location of your delivery. The Shenandoah region does have some SUs that do Service Unit specific delivery. Individual SUCMs will set up those delivery sites and work with ACMs to load info into eBudde.

Service Unit Cookie Managers are identified in eBudde as Delivery Clerks. You will see a Delivery tab on the left hand navigation of eBudde. The ACM is responsible for setting up the delivery station, dates and timing in the system so that troops can reserve a slot for pick-up. The delivery station will record all cookies that will be the basis for the delivery ticket. As a Delivery Clerk, you have access to this information.

2 Delivery Tab

As troops submit their Initial Cookie & Reward Order, they should also go to the Troop's Delivery tab and sign up for a slot. From the delivery navigation at the SU level, you can click on the sign up sheet tab to see the entire Association wide delivery schedule and can monitor troops' pick-up reservations. Troops that have not signed-up for a slot will be indicated in the box on the right.

3 Delivery station reports

In the Reports tab you can print a report of the number of cookies due with the Delivery Station Detail report. The Troop Delivery Station Report will give cookie totals, scheduled pick-up times and any proxy pick-up in an Excel format. You can sort by troop or time. (Recommended by Troop #). Always run delivery reports in cases, since they are delivered in cases.

4 Quick Pick-Up Sheet

This form is distributed to the person picking up the cookies as they check in on the delivery day. The ACM may prepare these for the entire delivery, or you may need to do this task for your Service Unit. Check with your ACM.

5 Alternate delivery

If you have troops that did not place an initial order, you will need to work with Judy Johnson, Senior Product Program Specialist, to make alternate arrangements. Urge ALL troops to submit an initial order even if just for booth sales. Cupboard information is available in eBudde.

Please notify your ACM & Council immediately if you have a troop that FAILED TO PICK UP THEIR INITIAL ORDER at delivery. These troops will have to pick up their cookies at the delivery agent's warehouse.

MANAGING INVENTORY

Inter-Troop Transfers

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

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

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

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

Cookie Exchange

Cookie exchanges are facilitated directly in eBudde! If a troop has excess cookies, they can post on their "Cookie Exch" Tab and update the list as they go through the season.

If they are looking for additional cookies, urge troops to check the Cookie Exch listing before placing a cupboard order. The troops will see troops within Council and will see the email address of the volunteer that posted the cookies that are available. To see zip code, hover over email address.

Each troop can post one listing, which can be changed as needed. When looking for cookies, click on the variety you are looking for to see a listing of troops that have those cookies available for transfer.

To be clear, troops still need to complete the Inter-troop Transaction to actually move the cookies from one troop to another.

Booth Sales

Booths are a pivotal part of the cookie program and give the youth members an opportunity to experience in-person entrepreneurship. **Information about booth scheduling can be found in the virtual Service Unit Cookie Booth Coordinator manual.**

Booth Scheduling

Troops can select booth sites anywhere in the Council. The Booth Scheduler is controlled by the rules below. The "total slots selected" refers to everything selected up to that point in the process.

The rules don't restrict per-store location but per-chain (meaning stores under the same corporate sign). The individual store will come under the chain rule but it is meant to prohibit someone from grabbing all of the Walmarts, wherever they may be. It's important that all SUCBCs use the same spelling for each of the chain stores so the system recognizes them as the same name. This includes all formatting (capital letters; hyphens; spacing). Please be sure your spreadsheet uses those formatted chain names.

Booth Scheduling:
· On the troop's booth tab, the booths are listed by cities alphabetically.
· The troop will click the plus sign next to the city and drop down the booth locations available.
· To see the actual slots for a particular store, they click the plus sign next to the business they are interested in.
· They then choose the date and time range they want by clicking directly on the listing. This will bring up a box on the right which will show available time slots within that time frame.
To select a time period,
· Troops click in the box to the right of the time they want and the troop number is posted. To deselect it, they just need to click the space again to remove the troop number.
· Once selected (for either action), click on the submit button to reserve/release the slot. A message will pop up as reserved and just Click OK on the message window to proceed.

Note: Booth selection will not be available on the eBudde app until booth selection is wide open.

Troops can see their full schedule by clicking on the Current Signups button. A separate window will pop up to show all their locations. They will also see their current sign-ups on their troop dashboard. Please stress the importance of releasing a slot that the troop does not intend to staff. To do so, they need to deselect it on the original city listing where they did the selection. This cannot be done from their listing.

First round of booth selection

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

Private Booths

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

REQUESTING PRIVATE BOOTH

Troops must request Private Booth sale approval in the eBudde system where SUCBCs will approve or deny said requests. SUCBCs are responsible for setting up the schedule and ensuring that one booth doesn't disrupt 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.

INSURANCE

Some businesses will require a certificate of insurance in order to approve a booth location. Since our COIs are based on the calendar year, you can assure them we will have them covered prior to booth sales starting. If the location received a COI the previous year, the certificate will be automatically renewed. Just let the business know they will receive the updated certificate after the first of the year as our policy is renewed.

Important:
To obtain a COI for a NEW booth location, the SUCBC should email croberson@gscnc.org. We will need the business name, contact information, corporate address, and booth location to process coverage.

17

FINAL REWARDS AND REPORTING

eBudde Final Rewards order submission is due by SUCM March 19 at 11:59 PM

Make sure the shipping address on the Service Unit Incentive tab for rewards in the eBudde system is complete and correct. Rewards do not have to be shipped to you or your home address. They can go to whatever address you feel would be a safe place for lots of boxes to be dropped. Rewards may ship from multiple vendors and may ship separately.

Final SU Documentation due to ACM by March 26

- All Delinquent Account Information (NC-18 & NC-18A) with appropriate attachments.

- White Council copies of all Inter-Troop Transfers filed by troops.

OWN YOUR magic

Due to you: March 18 at 11:59pm

- If the Service Unit hosted a Cookie Rally, rally patches are eligible for purchase in the Girl Scout Shop.
- Final Troop Goal Reward: 200 PGA, 1 per selling member, Action Patch
- Super Troop Reward: 200 PGA, 1 t-shirt per selling member, 2 volunteer t-shirts per troop.
- All 1000+ troop member rewards will ship directly to the member from Council.

SU Final Rewards Order Submission

Use the same process as for the Initial Reward Order but under the Final option. Take time to ensure every troop has submitted an order (you can tell from your troops tab). Council is not responsible for supplying rewards for incorrect orders. You will not be able to submit your SU order until you have verified the Shipping Address for final reward order mailing. Please note, rewards cannot be sent to P.O. Boxes. Print a copy of the Excel worksheet of the SU Final Incentive Summary for your records.

When Rewards Arrive

- Locate the packing slip: The numbers on the packing slip should be the same as the numbers on your print-out that you ordered in eBudde.
- Check the order against the packing slip and verify quantity received before you divide up the rewards for each troop. Report any order shortages or overages to your Association Cookie Manager ASAP. They will need to know the quantity you ordered, quantity you actually received; the quantity shipped according to the packing slip, and who to send the missing rewards to (they can be sent directly to troops).
- After you verify you have received a complete order, separate rewards by troop based on the Final Troop Reward Order printed from eBudde.
- Be sure to pull out any items for delinquent accounts. Release those to troops or families only when you receive documentation that a debt has been paid.
- Contact your troops to pick up their rewards.
- Have troops verify items received at pick-up. Urge troops to get the rewards to youth members ASAP.

SU Finances and Debt

COOKIE PAYMENT PROCESS

Council will initiate ACH payments from troop accounts, based on cookies received, for what is owed to Council. Check with your Service Unit Money Manager to ensure all troops have submitted a current ACH Electronic Debit/Credit Authorization form on file with the Council's Finance department. Only new troops and troops that have made changes to their accounts (including signers and account #'s) need to submit a NEW form. Bank account info will be visible in eBudde only to the SU Money Manager (SU Bank Account Manager in eBudde speak). Cookie payments are processed according to the payment schedule below. Troops will have an ability to request a payment reduction for each of the payments with proper notification and justification. Payment reductions are not a debt forgiveness, simply an extension of payment.

If troops are concerned that they 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 money, have them complete the notification form at www.gscnc.org/MoneyMatters.html at least 2 days before the payment. Reduction of a troop's scheduled payment will be based on troop members' orders. If the payment issue is a troop one, they can report the issue though all reduction requests will be approved on a case by case basis. Reductions will be posted in eBudde on the troop's deposit tab.

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

DELINQUIENCIES

Any troop that fails the final ACH debit March 26 is considered delinquent. We realize that eBudde may not be updated with final payment information as of then as ACH fails can take 5-7 days to bounce back. Do your best to report known delinquencies to the Council for resolution and collection. You can run a Troop Sales Report from the Reports Tab at the Service Unit level in eBudde. Click both Refund and Owes boxes to get a complete picture.

Any troop that shows a balance due will need a Delinquent Account Form (NC-18). Please work with the TCM to determine if the debt should be applied to a delinquent parent/family or if it is the responsibility of the whole troop. Make sure to always submit necessary documentation along with any additional information you have about collection attempts.

Complete the Delinquent Troop Incentive Summary (NC-18A). Order rewards for all delinquent troops and families, should not be delivered until the delinquency has been satisfied.

Please advise troops to complete the Debt Reduction Request Form if it is suspected they will have debt or they inform you of potential debt.

Required Family Debt Documentation:

- Delinquent Account Form (NC-18) & Delinquent Troop Incentive Summary (NC-18A) complete and accurate
- A signed Parent Permission and Responsibility Form (NC-G1) with signed Troop Family Transaction Record (NC-T1A)
- Girl Order Detail from the Girl Order tab and Troop Sales Report printed from eBudde system

Q	A
What if a customer has issues with Digital Cookie?	Please contact Digital Cookie. The phone number is located on their email order confirmation. 888.791.2634
How can I find out my Service Unit boundaries for cookie booths?	Check with your membership specialist for the area that your Service Unit covers.
Does any part of the Girl Scout cookie program revenue support organizations other than the local Girl Scout?	After paying our baker, the net proceeds for the Girl Scout Cookie Program are retained by the originiating council and troop to provide amazing experiences for youth members and impactful youth-led community projects. For more information about How the Cookie Crumbles, see page 2.
Who can sell Girl Scout cookies?	All registered Girl Scout youth members! While caregivers and Girl Scout adults can assist, it is the youth members that make the pitch, secure the sale, set their goals, and learn the 5 essential skills.
Is ACH mandatory for my troop to participate in the cookie program?	We have to have an ACH on file for troops to participate. If the SUMM is having difficulty opening the troop account then the SUMM can talk to the Sr Product Program Specialist (Judy Johnson) to see if other temporary arrangements can be made
Where can I access important forms or obtain additional forms?	Electronic forms are available on our website or the Product Program LinkTree

Product Program Staff

Anna Bradford | Product Program Manager | abradford@gscnc.org
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 | jjohnson@gscnc.org
Contact Judy for Digital Cookie, eBudde assistance, adding troops/youth members into eBudde, Cupboard, or delivery information, ACH and troop deposits.

Kat Michalak | Product Program Specialist | kmichalak@gscnc.org
Contact Kat for booth site questions and information, video training information, and cookie promotions.

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