1. Welcome to a bigger, brighter, bolder Girl Scout Cookie season

2. Thank you for your time, dedication and contribution to the biggest girl led program of the year – the 2019 Cookie Program. You support girls, parents and volunteers so that they can succeed in reaching their goals. We couldn’t do our part of the program without your help and willingness to do your part.

3. Let’s talk about the overview of the entire program and then we will get into details.

4. The Girl Scout Promise and Girl Scout Law reminds girls and adults that selling cookies lets girls practice being fair, kind, helpful, respectful and wise. It also plays a huge role in transforming girls into G.I.R.L.s (Go-getters, Innovators, Risk-takers, Leaders) as they learn essential life skills that will stay with them forever. Let’s remember that this is a program for the girls.

5. The Girl Scout Cookie Program is Going for Bold in the 2019 season. Every year the program has a theme and this year the theme is Go For Bold. You will see this logo in our materials and in the rewards. The 2019 mascot is Carly the CLOUDED LEOPARD PLUSH. We are excited about the 2019 Cookie Program so let’s jump right into what you need to know to have a successful cookie program this year.

6. You should contact your CPR with questions and/or concerns. If you need further assistance please contact Member Support at GSU. This group is available to assist you during office hours which are 8:00 am – 6 pm Monday through Friday. In some cases, you may receive responses the following business day.

7. You may receive messages or reports from these email addresses. Please make sure your computer and cell phone do not block messages from these addresses. Please do not opt out of emails in eBudde. This is our main communication pathway to get information to you. When you opt out, you miss important updates and information.

8. General time line of the program.

9. We will get into specific details throughout the training however, here is what is new for this year:
   a. Digital Cookie – Girl Delivery
   b. Updated guidelines for walkabouts
   c. Finance – troops no longer need to make manual deposits into the council’s bank account!
   d. Added booth scheduling rounds – we will discuss this more when we get to boothing.
   e. Troop-to-Troop Transfers in eBudde. This will help troops to move product if they find they have too much, or need more, towards the end of the program.
   f. eBudde and the eBudde app have been enhanced and include new features as well as being more mobile and user friendly. Log in will be done through the new cookie tech portal. The information on the Contacts Tab will auto-populate from the information you enter on the Cookie Tech Portal.
   g. On the Girls Tab you will be able to enter girl payments after the cookie program has ended. You will not be able to enter data anywhere other than on the Girls Tab and there will be a button that says Record Payment Only. Click on a girl and then click Record Payment Only and record that girl’s payment.
   h. Cookies Exchange Tab will allow you to see who in your community has cookie packages that they are looking to exchange or transfer to another troop. We will talk more about this tab when we get to Troop-to-Troop transfers.

10. Cookies

11. We all have favorites. In a world of countless choices, consumers rely on brand names to judge quality. Our baker is Little Brownie and we will have these varieties available the 2019 Cookie Program.

12. Toffee-tastic is turning 5 this year!
13. Girl Scouts S’mores have been repackaged this year with a soft package and glossy design. Part of the new packaging is the focus for reducing waste. The soft package will reduce waste materials by approximately 33%. Girls can make a simple S’more cookie holder out of an empty shoebox using the instructions on the Little Brownie website.

14. Program

15. The Girl Scout Product Sales Program isn't just about selling cookies - it’s about developing skills and learning new things! The foundation of the program is the 5 Skills that the girls learn throughout the program. This is what distinguishes our program from fundraisers that girls might participate in at school or other youth organizations. This is what sets us apart. The 5 Skills are:
   a. Goal Setting - Girls set cookie sales goals and, with their team, create a plan to reach them.
   b. Decision Making - Girls decide where and when to sell cookies, how to market their sale, and what to do with their earnings.
   c. Money Management - Girls develop a budget, take cookie orders, and handle customers’ money.
   d. People Skills - Girls learn how to talk (and listen!) to their customers, as well as how to work as a team with other girls.
   e. Business Ethics - Girls act honestly and responsibly during every step of the cookie sale.

16. While learning the 5 skills the girls can also earn the GSUSA Cookie Activity Pin and a variety of badges for their level. You can find all the cookie business and financial literacy badges in the Girl Guides to Girl Scouting Handbooks as well as on the VTK.

17. Cookie Captains

18. Training

19. 5 Steps to the Best Cookie Season Ever

20. It is very important that the girls and their parents/guardians are clear on their responsibilities and what will be expected of them during the cookie program. Trained girls and parents are much less likely to make mistakes. Providing the families with clear dates and information before the program begins will prevent situations which may cause hard feelings later. You can use the online Girl/Parent training presentation as a guideline for your training.

21. When you train your troop, parents need to make sure this information is accurate in their MyGS. This is the information that is imported into eBudde and Digital Cookie for each girl. When the information is incorrect, girls are not in the right troops, cannot be added to Digital Cookie, and if the mailing address is wrong, the girl will not receive her activity credits. Please make sure this information is all updated before the beginning of the sale on January 12.

22. Each registered Girl Scout participating in the Cookie Program will receive the following supplies: a money envelope and one girl order card after they have been trained. Girls will receive one card only. The order cards may be copied or they can also be separated to make two order forms. Girl Order Cards are not available from council offices. Troops should request them from their community if a girl has filled up one card and needs a second.

23. Make sure your families know the best way to communicate with you. It could be email, phone calls, text message, etc. Council will communicate via email through eBudde. When you receive communication from either council or your community, cut and paste girl/parent information into an email and send out to your families. When everyone is on the same page the cookie program will run much smoother.
24. These are specific trainings geared to help you right when you need it. The trainings are video’s that walk you through each step of a process to help alleviate frustrations associated with doing these tasks. Some of the topics are “Entering Initial Orders”, “Booth Scheduler” and “Allocating to Girls”. Check the trainings out and let GSU know if they were helpful to you.

25. Tech Power

26. TCMs will receive access to eBudde between Dec 13 & Jan 2. Only TCMs who have turned in their TCM Agreement form and have been approved for 2019 will receive eBudde access. All TCMs should log in as soon as they get access to make sure they can get in. If they cannot, they should notify GSU.

27. Once you are logged in the following tasks need to be completed promptly:
Check the GIRLS tab and make sure all your girls are there
Notify GSU immediately if a girl is in your troop and she is not on your eBudde GIRLS tab
Girls may not be deleted once they have been imported. If a girl has left your troop, she will not count towards your per girl average as long as there are no orders placed under her name.
GSU will not move/transfer any girls after January 12, 2019. If you have girls that should be in your troop, they need to be there before the start of the program. GSU will continue to add new girls throughout the sale. If a girl chooses to move troops during the sale, all proceeds and packages will stay with the original troop.

28. All users will receive an email from Little Brownie Bakers with a unique link. The link is good for 48 hours only. Click the link and you will be taken to the sign in page (1). Enter a personal password that you will use for the system (2). Confirm your password by entering it a second time. Click the Change My Password button and you will be taken to the Cookie Tech Portal page where you will enter your personal information. This information is required, please do not skip it. Enter your password at the top and then fill in the rest of the boxes. This information will auto populate to eBudde on the contacts tab. After you enter all information, click Update Profile and you will see (3). Here you will click eBudde and be taken to your community or troop dashboard.

29. If you forget your password you will go to the login page and click “Forgot your password?”. Enter the email address you use for eBudde. Click the unique link in the email you receive from Little Brownie Bakers. Enter your new password and then confirm your password. Click Change my password. After you change your password you will be directed to the Cookie Tech Portal page where you can update your information. If you do not have any information to update, enter your current password at the top of the page and click Update Profile. You will then see the portal screen where you can click eBudde.

30. Troop App:
  a. View your registered girls – edit/add their initial order, see girls Digital Cookie orders and payments.
  b. See/Edit troop initial order – choose delivery station, see all Digital Cookie orders, submit a pending order.
  c. View all of the troops’ booths – sign up for Council Sponsored booth or create a My Sales Troop booth, add your troop to a waitlist for a specific booth location/date.
  d. View and Submit final rewards
  e. View your troop sales report – view troop payments (ACH sweeps/deposits).
  f. To learn more and download the app visit www.littlebrowniebakers.com/. OR Troops are able to download this free app in iPhone App Store or through Google Play.

31. eBudde Quick Tips will provide Troop Cookie Managers simple and quick instructions such as how to log in to eBudde, submit cookie and reward orders, submit and delete cookie booths, and place a cookie cupboard order. We have included documents to help Cookie Program Representatives with their position responsibilities, such as how to add messages to the troops’ dashboard, how to un-submit troop cookie and reward orders, how to review eBudde as a Troop Cookie Manager. The eBudde Manual will provide detailed instructions and screenshots. These documents are located on GSU’s website in the “For Cookie Volunteers” section of the COOKIES tab and in the “From the Council” section of eBudde’s Help Center.
32. Girl Scout cookie resources are designed to keep cookie managers, troops, volunteers, girls and families informed throughout the cookie season. All information specific to our cookie program can be found on the GSU website at [www.gsutah.org](http://www.gsutah.org); Little Brownie Bakers website has activities, games, cookie information, etc. for volunteers and girls/parents.

   a. **Built by Me Cookie Meeting Planner** is an online tool to help troops plan a custom cookie season. The planner provides components that are designed to fit the troop’s schedule and interests. Some are required, others can be added according to interest. Visit [http://cookieplanner.littlebrowniebakers.com](http://cookieplanner.littlebrowniebakers.com) to learn more.

   b. **My Cookie Friend** is designed for girls to enter a fun-filled world and meet this year’s mascot. Girls will find games, videos and activities that inspire and engage. They will even be able to vote on the next season’s mascot! For more details, visit [http://www.littlebrowniebakers.com/mycookiefriend/](http://www.littlebrowniebakers.com/mycookiefriend/)

   c. **Cookie House Party** is new this year. It is another exciting way to help girls and troops reach their goals. Girls can host a Cookie House Party and have lots of fun selling whole cases of Girl Scout Cookies. Find ideas for getting started by visiting [http://blog.LittleBrownieBakers.com](http://blog.LittleBrownieBakers.com)

   d. GSUSA also has activities and games as well information for national contests.

33. Initial Order & Delivery

34. You have between January 28 and January 30 before 10pm to enter your initial order. When placing your Initial Order take into account the booths that you have signed up for the first weekend of booths and order enough cookies for those booths.

35. Using the Girl Order card, enter the order by flavor for each girl. This will done in packages, not cases. Enter the booth cookies in packages by flavor on the booth line. The system will automatically round up your order to create full cases. This means you will have extra cookies on hand. These can be used for booths, walkabouts and for Digital Cookie Girl Deliveries.

36. You will pick a delivery station after you submit your IO. When you click “Submit Order” after entering you IO, you will get a message from eBudde in a pop up screen reminding you to choose your delivery station. Click “OK” and go to the DELIVERY tab and pick your station. When you are done you will submit your info and then have the option to View Confirmation. Click view confirmation and print it out to take with you on day of delivery. If you do not pick a delivery station, your cookie order will not be placed with the bakery – DO NOT SKIP THIS STEP.

37. Warehouse Pick Up

   a. Be on time for you pick up and please be patient, polite, flexible and ready to help out if needed.

   b. Expect to get a little dirty when you pick up your order. Wear flat, comfortable shoes with traction.

   c. You will be required to load your troop’s order in your vehicle(s)

   d. Bring enough vehicles to pick up your entire order at one time, refer to the Cookies by the Carload document on GSU Cookie Central or in the Troop Cookie Manager Manual

   e. One person, usually the TCM, will assist the warehouse in pulling your order. The warehouse will pull the order while you and another warehouse staff member counts what is being pulled. This means two people are counting separately to make sure you both come up with the same correct number. As each flavor is pulled and counted, the TCM needs to initial the flavor on the bubble sheet agreeing that they have counted that exact amount.

   f. Your delivery confirmation sheet has your order on it, remember to take it with you to pick up cookies.

   g. Counting cookies at the warehouse is not optional. All volunteers need to be positive that they are receiving the correct amount of cookies before leaving the warehouse. If at any time a TCM feels like their count is not correct, they need to let the warehouse staff know so that they can stop and count everything before moving on. It is easier to catch mistakes early on rather than having to down stack the entire order at the end and recount.

   h. Volunteers should not engage in conversations when they are on the floor pulling their order. When there are distractions, counts are lost and volunteers leave without the correct amount of cookies.
i. After the entire order is pulled and the TCM has initialed all flavors on the bubble sheet, the TCM will sign the M3 receipt and retain the yellow copy for their records. The CPR will keep the white copy for their records. Once this is signed, the TCM is acknowledging that they received what is on the receipt.

j. You are financially responsible for the amount of cookies that you sign for on your receipt, including errors. Be sure your receipt matches what you have loaded into your vehicle before signing.

38. Troops have **48 hours after picking up** their cookies to report any discrepancies (shortages/overages) to council at info@gsutah.org. All discrepancies will be handled between the delivery agent and GSU’s product sales department. All damages/shortages need to be returned/picked up at the West Valley Redman Warehouse, no matter which warehouse they originally picked up. There is no guarantee on replacements for shortages once troops leave the warehouse.

39. Safety Around Cookies

40. Selling Cookies

41. Selling Girl Scout Cookies
   a. Girls CAN go door-to-door, and do walkabouts in residential areas:
   b. A walkabout takes place in a residential neighborhood. Residential areas do not include commercial areas, common areas such as parks or festivals, senior centers or any other group living situation.
   c. Walkabouts are inherently mobile. Stopping a wagon or other mobile sales device for a prolonged period turns your mobile sale into a booth and it becomes subject to the councils booth rules. Walkabouts may begin as soon as girls receive their initial cookie order.
   d. Girls may use Facebook, Twitter, Instagram, etc. as online marketing tools to let family, friends and former customers know about the sale.
   e. Girls under 13 can use social media sites of their parents/guardians with their approval and supervision.
   f. Girls 13 and older can independently promote cookie sales using these sites, with approval of parent/guardian.
   g. Girls cannot expose their own or any other girl’s email address, physical address or phone number to the public.
   h. One of the fastest ways to sell Girl Scout Cookies is by phone. Girls should review last year’s order cards and contact these reliable customers.
   i. Girls can call customers, thank them for their past orders, and ask if they would like to place an order for 2019.
   j. Try a Text-a-thon at a troop meeting – older girls may want to text their family and friends to let them know “It’s Cookie Time”.
   k. Cookie House Party – send out invites and encourage customers to buy in cases. Girls will give a presentation on the cookie sale including their cookie goals.
   l. Troop Booth Sales

42. The Girl Order cards are handed out to girls after they have been trained by their TCM. Each girl will receive ONE order card, multiple cards are not available. You can make copies of the card if needed and remember, the order card can be separated into two forms.

43. Updated information from GSUSA on selling cookies online:
   a. Public facing online sites include but are not limited to:
   b. Facebook yard sale groups or pages
   c. eBay
   d. Craigslist
   e. KSL
   f. Any type of classified or auction-type site
44. Customers may purchase cookies with a credit card for shipment, Gift of Caring or new this year, Girl Delivery. Parents must ensure that all their information in MyGS is current. In order for a girl to be invited to participate in Digital Cookie, we need the following information:
   a. Parent Name
   b. Parent Email Address
   c. Girl Date of Birth
   d. Girls/parents will receive a login email in late December/early January with instructions on logging into the system.

45. Digital Cookie

46. GSU will be utilizing Digital Cookie again this year with the added bonus of Girl Delivery! Girls will follow the 4 easy steps to get moving, same steps as last year. Girls will receive an initiation via email once they are imported into eBudde and Digital Cookie. Only girls who are in a troop with an approved Troop Cookie Manager will receive the invitation to participate in DOC. Once the email is received, parents will click the link and go through each step, with their Girl Scout, to get her site set up. Parents MUST watch the “Safe Selling for Smart cookies” video all the way through. You cannot proceed until the video has been viewed, parents cannot fast forward through the video, it has to be watched in real time until the very end. Girls will then set up their sites, invite customers and track their cookie goals.

47. The Troop Dashboard is what you see when you log in. On the dashboard is a variety of information that helps support your girls and parents in their digital cookie sales. In addition to the digital cookie statistics for the troop, there are two sections where you can find detailed information about each girl’s cookie orders. The Troop Report and the Troop User Search. The Troop Report is used to see the type of order, varieties, and status of each order for every girl, including pending orders that still need to be approved by the parent (for in-hand girl delivery). Simply click the “View Report” green button and a spreadsheet will open containing all orders for the girls.

48. The bottom of the dashboard on the home page contains a listing of all the girls and important information on each of them. To access it, scroll to the “Troop” section. Check that all the girls in the troop are listed, if they don’t appear, they are not currently in eBudde. If they are missing “Parent Name”, “Parent Email” and “DOB” that means council is missing that information for the girl and you need to have the parent contact member support to update the info. The last three columns of the Troop User report contain critical information for the new In-Hand Girl Delivery option that GSU will be utilizing this year!
   a. Customers Emailed – this will show how many emails the girl has sent from the DOC system.
   b. Pending Approvals – indicates how many orders for In-Hand delivery a parent has that she needs to approve within 10 days or risk losing the order.
   c. # of Orders – this is an essential column for girl delivery. Clicking on the green number in the column will bring up another screen

49. After you click on the green number in the pending orders column this is the screen you will see. The top of the screen gives you information on what orders need to be approved by the parent. The next section are any orders approved that need to be delivered. In both sections, you can click on the number in the “# of Boxes” column which allows you to see the quantity and variety of cookies that are in each order. This is helpful if the troop is out of a certain variety of cookie, you can communicate that information to parents so they do not approve orders that contain those varieties.

50. The bottom of the page will subtotal the orders to be delivered by variety. This allows you to order the necessary cookies for the Girl Scout if the parent does not add them to their paper order form. Before the Initial Order is due, parents will add these packages to line 63 on their paper order form. These packages will then be ordered with the girls Initial Order. If the parent has girl delivery orders to fulfill AFTER the Initial Order has
been submitted, they must contact their TCM to see if they varieties and amounts are available before approving the order.

51. How does all of this work with eBudde?? Here is what you need to know about working with eBudde and Girl Delivery. In eBudde, click the Girl Orders tab, then click on each girl to see all Digital Cookie Orders for that girl. When the parent approves the order, the amount the customer paid will show as a credit for that girl. However, it does not automatically assign cookies for delivered orders to the girl. The order line will show all zero’s for that Digital Cookie Order with only a payment in the paid column. Girl Delivery orders are essentially a deposit only in eBudde. If the order was approved before initial orders were due, the parent ordered the packages for those orders and you do not need to do anything further with this order other than making sure that it gets delivered. After the Initial Order, when a parent approves a girl delivery order, you will use the reports in Digital Cookie to determine the variety and amount of packages that each girl needs for delivery. Those packages will then be allocated from the booth/troop inventory to each girl. It is imperative that you and your parents understand that ALL Girl Deliveries are actually delivered to the customer. The customers are paying for the cookies once the parent approves the order so the cookies have to be delivered.

52. Girls also have the ability to use the Digital Cookie Mobile App on their smart phones.
   a. Download the app – it’s FREE
   b. Login is the same as your online Digital Cookie Login
   c. Parents with 2 or more girls registered under 13 will need to choose which girl the transaction is going to go under. If the girl is over 13, she has her own login and only her site will come up on the mobile app.
   d. Customers can choose how they want to order: They can give the girl their email address and receive an invitation to her online site. They can then order cookies on the site for shipping or girl delivery. They will pay with their credit card when the order is complete and the card will be charged 1) shipped orders – when the order is actually shipped OR 2) girl delivery – when the parent approves the order online (more about this on the next slide)

OR

53. A customer can order and pay for cookies right there and then with the girl. The girl will choose the “New Order” option and input the customer’s order. Once the customer has completed their selection the girl clicks “Checkout” and will choose either “Deliver In-Person for Later” or “Give Cookies to Customer Now” and then complete the screen with the customer information for where she will deliver the cookies to. The next screen will be the payment screen where the girl enters the customer credit card information. Next, she will click “Place Order” button and she will receive an order confirmation screen and thank the customer for their order! Girls need to let customers know that cookies will be arriving the week of February 23. If they chose the Deliver In-Person Later make sure the customer is aware that they are not receiving cookies at the time the order is placed. Deliver In Person Later (Girl Delivery) - The order is now treated as a pending order – the parent needs to login to their Digital Cookie and approve the order. Once the parent approves the order, the customers’ card will be charged. The parent now needs to make sure the order is delivered and the Troop Cookie Manager needs to make sure the girl receives the packages to be delivered if the order is placed after Initial Orders are due. Give Customer Cookies Now – Once the girl completes the order and receives an order confirmation screen, she will thank the customer and hand them their cookies. Nothing further is needed for this order.

54. Cookie Booths

55. Cookie booths allow girls an opportunity to reach their goals and make a difference in their community! Here is some general information regarding booths, you will find detailed information in the Troop Cookie Manager manual on Cookie Central on the GSU website. Troops may only booth at sites listed in eBudde, either Council Sales booths or My Sales booths that have been approved. If you have a booth and are not able staff it, please cancel it. Every year we receive phone calls from very upset customers who have used the cookie finder to find a booth only to find out that the troop did not show up for their shift and they are left empty handed. And, with
the new feature of the eBudde App, troops may be on a waitlist for a booth and if you do not cancel your booth, the other troop will not be notified.

56. Troops/Communities may not approach Council Sales Booth locations to ask for booths. These locations include all of the following: read locations. These booth shifts will be in eBudde in the booth scheduler and may be secured through the booth process. If you do not see a location in eBudde it is because the management is not allowing GSU to hold a booth there. Please pass this information along to your leaders and parents. When troops approach these booths they jeopardize our contract with these locations and we could potentially lose the ability to booth there.

57. New this year – multiple rounds in the booth scheduler to help more troops obtain those “hot spots” for bothing. Each round is open for 2 days with a set number of choices available. During round 1, troops may choose up to 3 locations with 2 of them being at the same chain. Round 1 opens at 8:00am on January 21. Round 2 will open on January 23 at 6:00pm, allowing troops to choose 2 more booth selections. If in Round 1, you did not choose your 3 locations, you may choose up to 5 in Round 2. Round 3 is the final round which will not close and allow you to choose up to 30 locations. Round 3 opens on January 25 at 8:00am.

58. Selecting Booth Location & Time
   a. Click on BOOTH SITES Tab
   b. From the panel on the left, select City, Location, and Date from the list by clicking each level to explore the options.
   c. Available time slots will appear in the panel on the right. (Available slots will be in green, slots that have already been reserved will be in blue).
   d. Click on a green booth and select your booth time slot by clicking in an empty box; your troop number will appear in the space.
   e. Click SUMBIT to reserve your time slot.

59. You can now be put on a waitlist for a booth location for a specific date. Click the Notify Me if Slots Open button. eBudde will then send you an email if any one or more of the slots become available. KEEP IN MIND – IT IS A FIRST COME, FIRST SERVE FOR SIGNING UP FOR THE SLOT! There may be several of you that get the email. You will need to go into eBudde or the Troop App to claim that slot. There is a possibility that someone else got there first to claim! Once you have asked to be notified, eBudde will continue to send emails when slots become available. If you want to turn the notification off, go back to the booth site and you will see a button that says Stop Notifying me. Click that button and eBudde will stop the notifications for that location/date.

60. Please cancel your booth reservation as soon as you know that you are not going to use the booth.
   a. Click on BOOTH SITES Tab
   b. From the panel on the left, select City, Location, and Date of reserved booth location.
   c. Click troop number next to the booth date/time troop wants to cancel.
   d. Troop number will disappear.
   e. Click SUBMIT to remove booth reservation.

61. A minimum of 3 girls but not more than 5 girls and 2 adults are to be present at each booth. Cadettes and above may have a minimum of 2 girls. Multi-level troops should use the youngest level to determine their ratios – if you have Brownies, Juniors and Cadettes-you need to follow the minimum of 3 girls and 2 adults. If there is any conflict at the booth, please resolve this away from the girls and the public. As a Girl Scout, we are considerate and caring. When your booth shift is over, please move away quickly to allow the next troop coming in to get set up for their shift. Starting to pack up 5 minutes before your shift ends is a great way to make sure you are ready to leave as soon as the next troop arrives. Take your empty cookie cases and trash with you. We don’t want to fill up an establishments trash cans with our big cases. Take them home and recycle them or drop them off at a recycling location.

62. Safety at Booths
63. Cookie Cupboards

64. Complete schedule for each cupboard is located in eBudde on the Cupboard Calendar. Please place your order 24-48 hours in advance to help with inventory management. If an order is not picked up within 3 business days of being placed, the cookies will be released back into inventory for other troops to obtain. Only full cases of the same variety may be obtained from the cupboard until March 16. On March 18 you may order by case or individual package.

65. The person picking up the cupboard order must be listed in eBudde on the cookie transaction under the contact information. Or, the TCM can email product sales and let us know who is picking up the order and that they have authorized said person to do so. Damaged packages may be exchanged at any cupboard.

66. To place an order at any of the three cookie cupboards: Login to eBudde and click on the TRANSACTIONS tab.
   a. Click ADD A TRANSACTION and a new screen will pop up. Complete the required steps on the Cookie Transaction form:
   b. Pickup: Enter preferred pickup date and time
   c. Type: Click the dropdown arrow and select BOOTH
   d. 2nd Party: Click the dropdown arrow and select CUPBOARD and then select which location you will be picking up at, American Fork, Ogden or Salt Lake City
   e. Product Movement: Click the drop down arrow and select ADD PRODUCT (you are adding product to your inventory)
   f. Variety: Enter the amount of each flavor, in CASES ONLY
   g. Review order and click SAVE/PRINT to save the transaction and print a receipt. If you do not save the transaction it will not go to the cupboard as a pending order
   h. Take your receipt to the cupboard with you when picking up your order, count and sign for the cookies before you leave the cupboard
   i. Troops have only 48 business hours to pick up their cupboard order before the inventory becomes available for other troops
   j. Troops are financially responsible for picked up cupboard orders

67. In order to help with troop inventory control this year, troops can transfer product to another troop via eBudde’s Transaction tab. This is done like a cupboard transaction with the exception of who the second party is. In the second party drop down box, you will choose troop and then enter the troop number in the next box. Product movement should be REMOVE PRODUCT, as you are giving this product to another troop. Enter the cases or packages, as applicable. Click SAVE/PRINT to save your order and print out a receipt. Both parties must sign the receipt and each have a copy. Only the troop who is giving away the product enters the transaction. Not both troops.

68. The Cookie Exchange tab allows you to see what cookies other troops in your community have to exchange. It also allows you to post what extra cookies you have to exchange. When you first go to this tab, you may see all zeros until you and other troops post your transactions. A troop only has one record that you can overwrite as your inventory changes. eBudde does not verify the numbers entered by the troops.
   a. To enter the extra cookie packages that you would like to exchange:
      (1) Enter the quantities in packages in the variety boxes. Click Submit. If you no longer have all the extras originally posted, change the quantities appropriately and click Submit. The submission will OVERWRITE the previous submission. There is only one record per troop in the Cookie Exchange.
   b. To see what cookies are available by other troops:
      (1) Click the blue drop down arrow to the left of the variety. eBudde will display the troops that have extra cookie packages. It will list for you the date posted, the troop number, quantity available, the first name of the contact, email address and phone number. You can then contact that person via email/phone to make the exchange. The troop giving away
the cookie packages will do a Troop-to-Troop transfer and then edit their quantities available in the Cookie Exchange.

69. Tracking Inventory & Payments

70. Allocating Cookies and Booth Sales

71. The total number of packages on the Difference line are packages that must be allocated to girls. These are booth cookies, cupboard orders and/or transfers from another troop. To allocate these packages, click on a girls name, click Add Transaction and then enter the number of packages as Cookie Booth or Special Booth. These packages will then count towards the girls total packages, rewards and activity credits. Council will not allocate packages for you. Please make sure this is done prior to you being locked out of the system on March 25 at 10pm. You can allocate packages during the entire sale, do not wait until the last minute to do this as your girls could miss out on receiving rewards that they worked so hard to earn.

72. Balancing inventory means troops are counting the actual cookies on hand and making sure the numbers match to eBudde for what the troop should have on hand. It is easier to catch a mistake early on than have to go back through the whole season to see mistakes.

73. Balancing Booth Inventory

74. Finances

75. Parent/Girl Check-ins

76. Cookie Finances

77. Cookie Finances

78. Cookie Finances

   a. NSF – we encourage each troop to establish payment due dates with parents to allow sufficient time for the TCM to deposit cookie money into the troops account. If sufficient funds are not available and the council has not received the Troop Council Financial Discrepancy form prior to the ACH date, the troop account may incur non-reimbursable bank charges for returned ACH’s when the account is debited.

   b. Dishonored Checks (bounced checks) – There are a small number of troops who maintain accounts outside of Wells Fargo. We encourage these troops to open accounts with Wells Fargo, which provides a number of privileges to Girl Scout troops including free checking and enables GSU to reimburse dishonored check fees. Please contact Member Support at info@gsutah.org to receive a link to open a new troop account at Wells Fargo or with any questions about establishing a new bank account.

79. Cookie Finances

80. Credit Cards at Troop Cookie Booths

81. Proceeds & Rewards
82. Troop Proceeds

83. Cookie Rewards are CUMULATIVE this year! What does that mean? Girls receive all rewards at their earned package level as well as the rewards below that level. For example, if a girl reaches the 1000+ package level she earns the snack drink cup, messenger bag, free entry to the 1000+ Celebration AND the umbrella, bandana, clouded leopard plush and free entry to the 300+ cookie celebration! Patches, including the 150+ patch are not cumulative. Girls will earn the bar patch for packages at 300+, 500+, 1000+ and 2000+.
   a. Digital Cookie Rewards are calculated on Initial Orders only.
   b. Goal Getter Program – Troops meeting all criteria for 5% increase over last year’s sales will receive Goal Getter Patch and Pen Bracelet Bangles for each girl who submitted an initial order. Troops meeting all criteria for 10% increase over last year’s sales will receive Goal Getter Patch and Pen Bracelet Bangles for each girl who submitted an initial order AND one Ring Stand and Cookie Tote for the TCM.
   c. Gift of Caring Reward – Free to girls selling 15+ packages through Digital Cookie.
   d. Cookie Compass – troops who sign up will receive one cookie compass patch for each girl participating in the cookie program.

84. Wrap Up

85. It is important to ensure that all packages have been allocated fairly and equitably to the girls. This includes initial booth orders, cupboard orders and troop-to-troop transfers. Rewards and activity credits are awarded, ordered and issued according to what’s been assigned. GSU does not allocate cookie packages as we do not know who to allocate them to.

86. Click on the REWARDS tab and choose Fill Out. On the next screen you can choose to EDIT ALL BELOW or edit each girl individually by selecting her name. If you choose EDIT ALL BELOW you will check that each girl is receiving what she has earned and at the bottom of the screen, choose SUBMIT ALL GIRL ORDERS.

87. After all girl orders have been submitted, you need to submit your troops final reward order. On the REWARDS tab, choose Fill Out and scroll to the bottom of the rewards. At the end you will see SUBMIT REWARD ORDER, click this to submit. eBudde will let you know that you may only submit once, do you want to proceed. Click OK and you have now officially submitted your troops final reward order. These steps are imperative to the girls receiving the rewards and activity credits that they worked so hard on earning. Make sure this is done before you are locked out of the system.

88. Rewards Distribution

89. Questions?

90. Thank you for attending the Troop Cookie Manager training today.