



TROOP COOKIE MANAGER MANUAL 2020



Remember to keep
the new Lemon-Ups
cookie confidential
until January 7, 2020.

GET READY TO WOW

Top 3 PLANNING TOOLS



Create your custom plan for the season,
from troop activities to social media messages

Something **AMAZING** happens when a girl Participates in the Girl Scout cookie program.





Remember to keep
the new packaging
confidential until
January 7, 2020.

She gains the **POWER** to...

WOW the WORLD!

There's a reason the Girl Scout Cookie Program® is a celebrated tradition. It's an amazing opportunity for girls to **WOW THE WORLD** and build lifelong skills!

The largest girl-led entrepreneurial program in the world also offers an incredible opportunity for you as a volunteer. You get to see firsthand how girls grow, learn and come into their own. We give you the resources you need to guide girls in discovering hidden talents, uncovering new strengths and developing the entrepreneurial mindset that will serve them far beyond cookie season.

Thanks for all you do for girls!

Quick Reference

Cookie Program Dates
January 11 – March 23, 2020

Customer Care
1-801-265-8472

Email
info@gsutah.org

Website
www.gsutah.org

THE **WOW** STARTS NOW!



Volunteer Resources

Girl Scout Badge Portfolio

Girls can earn a Girl Scout Financial Literacy and Cookie Business Badge each year. Check out the Girl Scout Badge Explorer or search the Volunteer Toolkit (VTK) for the appropriate badge for your grade level.

Tools to Plan Girl Scout Cookie Season



Tools to use During Girl Scout Cookie Season



Girl Scouts® Built by Me cookie planner

CookiePlanner.LittleBrownieBakers.com

Plan a cookie season just right for you and the girls. With a few clicks, you can create your custom plan with this online tool, complete with fun suggested learning activities.

NEW! Social planning tool

LittleBrownie.com

Download delightful graphics and suggested captions to help your Girl Scout market her cookies on social media. Perfect for volunteers, families and troops.

Girl Scouts® Cookie VIP eTraining

VIPeTraining.LittleBrownie.com

Get training for the Girl Scout Cookie Program® whenever and wherever you'd like.

Little Brownie website

LittleBrownie.com

Check out the baker's website for exciting girl activities, booth ideas, recipes and the latest cookie news.

Girl Scouts® Cookie Rookie

Made especially for young girls, this show teaches cookie names, how to ask customers to buy and more essential skills.

Girl Scouts® Cookie Captain

Keep experienced teens interested in the cookie program and give them a chance to give back with the Cookie Captain program.

Pinterest

The Little Brownie Pinterest page is brimming with fun and engaging goal-setting activities, learning games and crafts.

Volunteer blog

blog.LittleBrownie.com

Check out the volunteer blog for exciting girl activities, rally resources and cookie booth ideas.

Girl Scouts® Cookie House Party video and hostess guide

Girls sell cookies by the case with this fun-filled strategy.

eBudde™

eBudde.LittleBrownie.com

Manage the cookie program from one central location. Order cookies, track girl activity and order girl rewards.

eBudde™ Troop App Plus

Place orders, watch training videos and find eBudde help all on your mobile device. Learn more and download the app at LittleBrownie.com.

Girl Scouts® Cookie Finder and the Little Brownie Bakers Cookie Locator App

GirlScouts.org
CookieLocator.LittleBrownie.com

Help friends locate the closest cookie booth with these tools.

Girl Scouts® My Cookie Friend

Girls enter a fun-filled world with games, videos and activities all about Little Brownie's newest mascot.

Girl Scouts® website

Girlscoutcookies.org

Locate info on the Girl Scout Cookie Program® and national cookie badges and pins.

Little Brownie social channels

Facebook + Twitter @SamoasCookies
Instagram @Samoas_Cookies

Find the latest cookie news and shareable Girl Scout Cookie Season inspiration on the Samoas® Facebook page, Instagram and Twitter.

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Calendar Checklist

November/December 2019

- ☐ Troop cookie managers (TCMs) attend their Service Unit cookie training. Troops must submit the *TCM Agreement* form to receive materials and access to eBudde
- ☐ TCMs contact parents to verify that girls will be participating and collect *Parent/Guardian Permission and Responsibility* forms if not already received

January 2020

- ☐ TCM's receive eBudde invitation access by January 2. Test eBudde login and report any problems to Service Unit cookie manager (SUCM)
- ☐ Girl/Parent Cookie Training – explain the Cookie Program and distribute materials. Talk to parents about their availability/commitments for booth days/times
- ☐ **Attend a Cookie Kick Off** – Sponsored by your Service Unit
- ☐ **January 11- Cookie GO Day!** – Girls start taking initial orders on order cards and Digital Cookie
- ☐ **January 17** – Deadline to enter troop banking account information in eBudde
- ☐ **January 20, 8:00 a.m.** - eBudde Booth Scheduler Round 1 *opens*
- ☐ January 21, 8:00 a.m. - eBudde Booth Scheduler Round 1 *closes*
- ☐ **January 23, 6:00 p.m.** - eBudde Booth Scheduler Round 2 *opens*
- ☐ January 24, 6:00 p.m. - eBudde Booth Scheduler Round 2 *closes*
- ☐ **January 27, 8:00 a.m.** - eBudde Booth Scheduler *opens* for remainder of program
- ☐ **January 27** - Girl initial order taking ends
- ☐ **January 27-29** - TCM's enter girls' orders into eBudde by 10:00 p.m.
- ☐ **January 28** – Order taking for goal getter card phase begins

Calendar Checklist (cont.)

February 2020

- ☐ February 18 – Last day to enter goal getter orders
- ☐ February 28-March 1 - National Girl Scout Cookie Weekend
- ☐ **February 22-29** – Service Unit cookie delivery
- ☐ February 22-29 – Girl cookie delivery (as soon as product is received)
- ☐ February 26 – Cookie cupboards begin to open

March 2020

- ☐ **March 3** – “My Sales” Troop Booth Agreement forms due to GSU on or before
- ☐ **March 5** – *Debit Adjustment Requests* due to GSU by 3:00 p.m. (for March 12 ACH debit)
- ☐ **March 6-22** - Troop cookie booths begin
- ☐ **March 12**- First ACH debit - \$1.00/package ordered in the initial order
- ☐ March 17 - Troop awards form submittal: *Opt Out* and *Goal Getter* by 10:00 p.m.
- ☐ **March 22** - Cookie Program ends
- ☐ March 23 - Girl money due to TCM
- ☐ **March 24** - All booth allocations completed in eBudde and rewards submitted by 10:00 p.m.
Debit Adjustment Request forms (for final ACH debit) due to GSU by 3:00 p.m.
- ☐ **March 30** – Final ACH debit – remaining total due to council

April 2020

- ☐ April 3 – Troop Cookie Envelopes due to council

Reward Distribution and Events

- ☐ Girl rewards are shipped to the Service Unit cookie manager early May
- ☐ June 6 - 350+ Cookie Party at Cowabunga Bay (girls must register for this event)
- ☐ TBA - 1000+ Mystery Event Celebration

Understand Your Role



As a troop cookie manager, you have the privilege of instilling passion and drive in girls so they can achieve their goals. You will help them develop an entrepreneurial mindset by giving them the materials and support they need to succeed.

Your primary responsibilities:

- Complete volunteer training with your Service Unit cookie manager and GSU
- Set up your troop in eBudde, the online cookie management system
- Distribute materials and support parents
- Enter orders from girl order cards and keep eBudde up to date (either on the desktop version or the eBudde Troop App Plus)
- Pick up cookies and re-order as needed
- Distribute cookies to girls/parents
- Collect money from cookie pickups and issue receipts
- Enter and distribute girl rewards
- Generate/save eBudde reports at conclusion of program



Tried and true steps that are guaranteed to “wow”

- 1 Kick off the Girl Scout Cookie Season**
Help girls get ready by selecting learning activities that fit their experiences and interests. You can start by creating a custom plan with the Girl Scouts® Built by Me online tool. Next, kick off your first cookie meeting with a video. Girls Scouts® Cookies Live videos are engaging, interactive shows that inspire girls to reach high goals. Girls learn selling tips and have loads of fun along the way!

Videos include: Girl Scouts® Cookie Rookie for first-time cookie sellers and Girl Scouts® Cookie Captains for teens who want to stay engaged in the program while earning service hours.

TIP: Motivate girls by helping them earn one of the Cookie Business Badges! Check out the Girl Scout Badge Explorer or search the Volunteer Toolkit (VTK) for badges by grade level.

- 2 Set goals and track progress**
When you help girls set high goals for the cookie season, they learn an important skill for life. Encourage girls to set two types of goals: Something they'd like to try and something they can do to help others. Visit the activities section of LittleBrownie.com for goal-setting games and crafts.
- 3 Hold a family meeting**
Hold a short family meeting so girls can tell their families about their goals and ask for assistance. At the meeting, adults can complete permission forms and sign up to help.

- 4 Expand your customer base**
For girls to reach high goals, they will need to broaden their circle of customers. Don't worry, customers are eagerly looking for their favorite Girl Scout Cookies®! Little Brownie has loads of selling tips, learning activities and crafts for girls on LittleBrownie.com. Check out the Cookie Rallies page and Activities for Girls page.

- 5 Celebrate and share your success**
When girls reach their goals, celebrate! Thank customers, share your stories or throw a party for your troop.



Meet the Cookies

Cookies are \$5.00 per package
S'mores and Toffee-Tastic are \$6.00 per package



GIRL SCOUT COOKIES®
LOVED BY MILLIONS
BAKED WITH ONE PURPOSE



Remember to keep the new Lemon-Ups cookie confidential until January 7, 2020.

LEMON-UPS™
NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon cookies baked with inspiring messages to lift your spirits ⑩



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

Little Brownie
BAKERS®

girl scouts
cookie program



- 100% Real Cocoa
- Real Coconut

SAMOAS®

Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolaty coating ⑩

- 100% Real Cocoa
- Real Peanut Butter



TAGALONGS®

Crispy cookies layered with peanut butter and covered with a chocolaty coating ⑩

- Made with Natural Flavors
- Real Peanut Butter
- Whole Grain Oats



DO-SI-DOS®

Crunchy oatmeal sandwich cookies with creamy peanut butter filling ⑩



TREFOILS®

Delicate-tasting shortbread that is delightfully simple and satisfying ⑩

- Made with Vegan Ingredients
- 100% Real Cocoa



THIN MINTS®

Crisp wafers covered in chocolaty coating made with natural oil of peppermint ⑩

- Made with Natural Flavors
- 100% Real Cocoa



GIRL SCOUT S'MORES®

Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling ⑩



- NO Artificial Flavors

TOFFEE-TASTIC®
GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits ⑩



The GIRL SCOUTS® name and mark, and all other associated trademarks and logotypes, including but not limited to the Trefoil Design, Girl Scout Cookies®, Thin Mints®, Trefoils®, Girl Scout S'mores® and Lemon-Ups™ are owned by Girl Scouts of the USA. Little Brownie Bakers is an official GSUSA licensee. The LITTLE BROWNIE BAKERS® name and mark, and all associated trademarks, including SAMOAS, TAGALONGS, DO-SI-DOS and TOFFEE-TASTIC are registered trademarks of Kellogg NA Co. Copyright ©, TM, © 2019 Kellogg NA Co. 051519

Meet the NEW LEMON COOKIE



2019-2020 GIRL SCOUT COOKIES®

LEMON-UPS™ GIRL SCOUT COOKIES®

Introducing Lemon-Ups™ the newest addition to the Girl Scout Cookie™ lineup!

Inspired by real girls in the Girl Scout Cookie Program® and created for all Girl Scout Cookie lovers, these new lemon cookies are positively fun. Just like G.I.R.L. (Go-getter, Innovator, Risk-taker, Leader),™ each cookie has something bright and motivating to say.



I am a **GO-GETTER**



I am an **INNOVATOR**

I am a **RISK-TAKER**



I am a **LEADER**



I am **BOLD**



I am **CREATIVE**

I am **STRONG**



I am **GUTSY**



Remember to keep the new Lemon-Ups cookie confidential until January 7, 2020.

Perfect for sharing
Grab one that expresses
your personality, or give
one to a friend!

Cookie Entrepreneur Pin



Cookie season is more fun with family.



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































COOKIE 
ENTREPRENEUR
 **Family**

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

Learn more at: girlscoutcookies.org/entrepreneurfamily

Financial Literacy

Find out about earning all these badges in The Girl's Guide to Girl Scouting.

Daisies	Brownies	Juniors	Cadettes	Seniors	Ambassadors
					
					
					
					
	 Inventor Badge	 Product Designer Badge		 Social Innovator Badge	
					
			 Entrepreneur Badge		

For more about these and other badges girls can earn as Girl Scouts, see the Badge Finder at www.forgirls.girlscouts.org/badges.

To learn more about the Girl Scout Cookie Program, go to girlscoutcookies.org today!

Cookie Pro 2020


girl scouts
cookie program

COOKIE PROTM

2020 CONTEST

*Unleash your unique cookie business smarts
for a chance to **WIN** an **epic trip to Orlando!***

Enter the 2020 Cookie Pro contest today! Twenty-four lucky winners will go on an epic trip to exciting Orlando, Florida, for full VIP access to **G.I.R.L. 2020**—the largest event for girls in the world—as part of your...

...COOKIE

ENTREPRENEUR

EXPERIENCE!

Enjoy admission to all conference activities and experiences, breakfast with Girl Scouts of the USA's CEO, backstage passes to celebrity speakers, and more!

24 winners nationwide!

Learn more and enter:
girlscouts.org/cookiepro
Entries accepted February 1 to March 31, 2020



The GIRL SCOUTS® name, mark, and all associated trademarks and logotypes, including the Trefoil Design, and Cookie Pro™ are owned by Girl Scouts of the USA.

Girl Rewards



Theme Patch
36+ Packages



Toothbrush Cover
75+ Packages



150+ Patch
150+ Packages



2020 Bar Patch
200+ Packages



Origami Bandana
250+ Packages

100% cotton



**Cookie Celebration
350+ Packages

NEW



Butterfly Plush
500+ Packages



WOW T-shirt
800+ Packages



Water Bottle
900+ Packages



**Mystery Event
1000+ Packages



Weekender Tote
1500+ Packages



Blanket
2000+ Packages



Nintendo Switch
2500+ Packages



**G.I.R.L. 2020
Convention Experience
Orlando, Florida
4000+ Packages

** Girl event rewards are non-transferrable. The girl who earns the reward event is the girl who must attend the reward event.

ACTIVITY CREDITS

Girls earn \$12.50 for every 50 packages sold between 50-349 packages

Girls earn \$15.00 for every 50 packages sold from 350 packages and above



Build a butterfly!

Earn the troop goal getter patch, sell 200 packages of cookies, and participate in booth sales

TROOP GOAL GETTER REWARD

10% increase over troop's 2019 initial order

Each girl who places an initial order will receive a magic cloth and goal getter patch



Qualifying troops will receive one table top sign for the TCM

Troops must complete online form to qualify for rewards

GIFT OF CARING REWARDS

Applies only to GOC packages donated through Digital Cookie



Gift of Caring Patch
15+ Packages



Mini Plush Dangler
50+ Packages



Inflatable Ottoman
100+ Packages



COOKIE TECHIE PATCH



15+ valid emails sent via Digital Cookie by January 26, 2020



Bar patch given at highest level earned starting at 300+ packages

Note for opt-out troops:

Girls in troops that have opted out of rewards will receive Troop Goal Getter reward, ALL patches, and invitations to events (if earned)

ALL REWARDS ARE CUMMULATIVE

Troop Proceeds \$.50/package	
# Packages	Proceeds
36	\$18.00
50	\$25.00
75	\$37.50
150	\$75.00
200	\$100.00
250	\$125.00
350	\$175.00
500	\$250.00
800	\$400.00
900	\$450.00
1000	\$500.00
1500	\$750.00
2000	\$1000.00
2500	\$1250.00
4000	\$2000.00

** Girl event rewards are non-transferrable. The girl who earns the reward event is the girl who must attend the reward event.

Troop Basics

When does the cookie program run?

Girls may begin taking initial orders on **January 11, 2020**.

No one may start selling before this date. Initial orders are taken from January 11-26, 2020. Girls should have their order cards to their troop by January 27, 2020.

Troops may hold booth sales from March 6-22 to increase their sales numbers and qualify for higher level reward items.

Who can participate?

All registered Girl Scouts with a signed *Parent/Guardian Permission & Responsibility Agreement* form can participate in the cookie program!

All troops must be clear of any debt due to the council in order to participate. If a girl and/or her family have an outstanding debt to GSU, any member of the family will not be eligible to participate in the annual cookie program including booths.

Girl Scout Juliette's should contact Girl Scouts of Utah at juliettes@gsutah.org to obtain cookie program information if interested in participating.

More than "Just another sale"

Keep in mind, the Girl Scout Cookie Program is much more than "just another sale". It is an opportunity for girls to learn and practice many life skills while having fun and making a difference in their troop, their council, and the world!

How do we get started?

First, hold a parent meeting. The 2020 cookie program theme is WOW the World!

Encourage your girls to set troop goals and individual goals.

Discuss what the girls have planned for the 2020 cookie program.

Collect signed *Parent/Guardian Permission and Responsibility Agreement* forms from the primary guardian for each participating girl in your troop.

Remember, when adults understand the importance of the cookie program, they give their full support and help their girls do everything it takes to be successful. Let the girls inspire their families!



Training Checklist for Family Meeting

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 and miss important due dates. Providing the families with clear dates and information before the cookie program begins will prevent situations which may cause hard feelings or may result in consequences being applied. You can use the online Cookie Family Guide or the parent training presentation as a guideline. Below is a list of topics that should be covered in the training meeting:

- Every participating girl must have a signed *Parent/Guardian Permission & Responsibility Agreement* on file with the troop leader before participating. Go through this document with the families since some parents/guardians may sign it without realizing that it is more than just a permission slip.
- Explain the purpose of the program (i.e., the 5 Skills for Girls) and hand out program materials only to girls who have submitted a signed *Parent/Guardian Permission & Responsibility Agreement*.
- Explain the best method for parents/guardians to communicate with you.
- Explain that no orders may be taken until January 11, 2020.
- Go over all the cookie due dates, including those imposed by GSU and those within the troop.
- Explain how girls sell cookies.
- Explain the process for cookie delivery day, including that every cookie and money transaction will be recorded on a receipt.
- Explain how often and when girls can get more cookies and the process to get them.
- Explain under what circumstances/timeframes the girls can return and/or exchange cookies within the troop (cookies may not be exchanged/returned to council).
- Explain the money handling policy. This should include:
 - How often cookie money must be turned in
 - How much inventory each girl will be allowed to have before she must turn in money
 - When money for orders from the initial orders are due
 - The troop's policy regarding accepting checks and large bills
 - When money will be collected and the final payment is due
 - The steps the troop is required to take when money is not turned in
- Review the online Safety Activity Checkpoints.
- Explain the booth policies. This is very important. Parents/guardians need to understand the booth policies and procedures to ensure they know what is expected of them and that violations could result in the loss of booth sites for the troop and/or individual girl. Parents do not inherently know how to booth. Model a perfect booth at the training.
- Have parents sign the *Adult Code of Conduct* form for boothing.
- Explain how rewards are earned by the girls and get the girls' sizes and other reward choices, if applicable.
- Discuss how the troop should celebrate its successful cookie season!

Rules and Consequences

All girls and troops must follow the rules and guidelines listed on the *Parent/Guardian Permission and Responsibility Agreement*, in the Cookie Family Guide, and in this troop guide. The rules are put in place for girl safety and to ensure a successful, fair, fun, and safe cookie season. There will be consequences for those that do not follow the rules.

Consequences

If girls and/or troops are not selling in accordance with the established rules, girls and/or troops can be penalized by having one or more of the following consequences enforced:

- Removal of the highest reward level earned
- Forfeiture of girl and/or troop proceeds/rewards
- No future booths

Most common examples of rules or regulations not complied with are as follows. NOTE: This is **NOT** an exhaustive list, only a few examples. If it is not listed as an approved selling technique in this guide, ask your SUCM for guidance.

- Taking orders or selling before the start of the cookie program
- Selling cookies for the incorrect price
- Selling cookies in unauthorized areas. For example:
 - Selling on a sidewalk or street corner
 - Conducting a walkabout in a commercial/business area
 - Selling in front of a school
 - Adults selling without a girl present
- Selling at a booth location not scheduled for your troop in eBudde and/or without first submitting and receiving a *My Troop Booth Request* approval
- Girls selling or delivering cookies alone
- Boothing with the incorrect girl/adult ratio or inappropriate behavior at a booth location
- Failure to pay for cookies and submit money as outlined by GSU

Application of Consequences

In the event that a consequence needs to be applied, the decision on which consequence to impose will be decided by the GSU Product Sales Manager. The weight of the consequence will be based on the rules broken, impact to others, safety, and if one or multiple infractions were made. Decisions about consequences will be kept confidential, and will not be shared with anyone other than the SUCM and Product Sales staff.

Always Assume Good Intent

- If you see someone not following the rules, politely approach them and inform them of the rules first.
 - Complete and submit a *Product Program Complaint* report. Include troop number, date, time and place, who was there, and what was occurring.
 - DO NOT take pictures of “offenders”
 - Refrain from actively looking for problems
 - Trust in the process—**troops/girls not following the rules will be addressed appropriately**

eBudde Login



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

Accessing eBudde

User accounts will be activated by GSU only after your troop has submitted the *Troop Cookie Manager Agreement and ACH Debit Authorization* form.

- When you have been granted access to eBudde, you will be sent an email to the email account you listed on your *Troop Cookie Manager Agreement*.
- Click on the link in the email and follow the prompts to set your password.

Once you have logged in and changed your password, you will be taken to the Troop Dashboard. This is the screen you will see every time you log into eBudde. It will show you important messages from GSU and/or your Service Unit. There is also a troop checklist on the right side of the dashboard to help you track upcoming steps during the program.

NEW

The Troop Dashboard has a new look this year! Be sure to check out all the exciting features when you login.



Set Up Troop and Banking Information

The first time you login to eBudde you will need to verify your troop information and set up your banking information.

- Click on the SETTINGS tab and then click the EDIT SETTINGS button

Troop Information

- Verify your troop number is correct in the Number field.
- The #Girls Selling and #Girls Registered fields will automatically populate.
- GSU will enter the Troop/Group/Age Level (i.e. Brownies, Juniors, etc.) during the initial import of troops.
- GSU does not utilize the Opt Out of rewards check box.

Banking Information

- Enter your troop's bank name, routing and account number. (This is MANDATORY: The troop Initial Order will NOT be accepted without the troop banking information entered into eBudde.)

Add/Edit Troop in: Troop 65

Settings	Girls	Init. Order	Delivery	Girl Orders	Transactions	Cookie Exch	Rewards
Current Parent: ServiceUnit Timpanogos (635)		Change to: ServiceUnit <input type="text" value="Timpanogos (635)"/>					
Settings							
Number: <input type="text" value="65"/>		#Girls Registered: <input type="text" value="7"/>					
#Girls Selling: <input type="text" value="6"/>		Troop Goal (pkgs): <input type="text"/>					
Level: DAISY (can only be edited by DOC Mgr)							
Bank name: <input type="text"/>		Bank routing number: <input type="text"/>					
Bank Account No: <input type="text"/>							
Active Seller: <input checked="" type="checkbox"/>							
Data Points From the 2017-18 Sale							
Initial Order Pkgs: <input type="text"/>		Addl Order Pkgs: <input type="text"/>					
Girls Selling: <input type="text"/>		Girls Registered: <input type="text"/>					
Troop Goal Pkgs: <input type="text"/>							
Troop C GOC Pkgs: <input type="text"/>							

Girl Information

All girls registered with your troop by December will automatically be uploaded into eBudde and Digital Cookie. Additional girls will be added regularly as they register in MyGS. Troop cookie managers will not have access to add or delete girls.

- GIRL tab will be locked.
- Verify that all girls are in eBudde BEFORE the January start date.
- If a girl is missing from eBudde roster, email Customer Care at info@gsutah.org or call them directly at 801-265-8472.
- Once registration is confirmed, girl will be entered into eBudde by council.
- After registering a new girl, it may take up to a week for her information to upload. If she does not show up contact Customer Care (801-265-8472).

eBudde Online Booth Scheduler

Your troop will have many opportunities to sell cookies at booths, which are council-approved, non-residential areas/sites. To help you estimate the size of your Initial Booth Order (IO), you will have access to the eBudde Booth Scheduler before your IO is due. The eBudde Booth Scheduler will list the locations and shifts available and will be updated throughout the Cookie Program. Council Secured Bothing locations are arranged **ONLY** by GSU.

How it works: To ensure equal opportunity for all troops, sign-ups are in multiple cumulative rounds, which means if you miss Round 1, you will be able to select up to five shifts in Round 2 and catch up with other troops. Each round is open for a set amount of time, except for Round 3, which does not close.

Round	Date opens	Time opens	Date closes	Time closes	Number of choices
1	1/20	8:00 a.m.	1/21	8:00 a.m.	3
2	1/23	6:00 p.m.	1/24	6:00 p.m.	2
3	1/27	8:00 a.m.	n/a	n/a	Up to 30

Select a Booth Location and Time for your Troop

Council Secured Booth Locations

1. Click on BOOTH SITES tab
2. Click to select Council Booth Sales from drop down
3. Click on plus sign next to the city where you would like to hold a booth
4. Choose the location
5. Choose the date and time. This will bring up a new screen with all available times
6. Click on your preferred time and submit
7. You will receive a message that your time is reserved



If you decide to not hold a booth you signed up for, make sure you remove your troop from the list so the site will be available for another troop to select. Please see page 33 for how to cancel your council secured booth location.

Add a Troop "My Sales" Booth

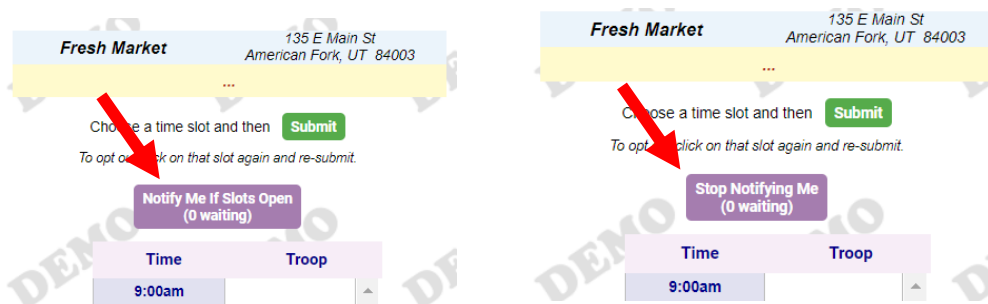
1. Click to select My Sales from drop down
2. Enter all information
3. Click Add
4. Approval will show pending
5. Approval will be denied or approved by council Product Sales department
6. Green is approved, orange is denied

See more details about booth sites under the **Booths section** of this guide

Booth Waitlist

You can 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 it.

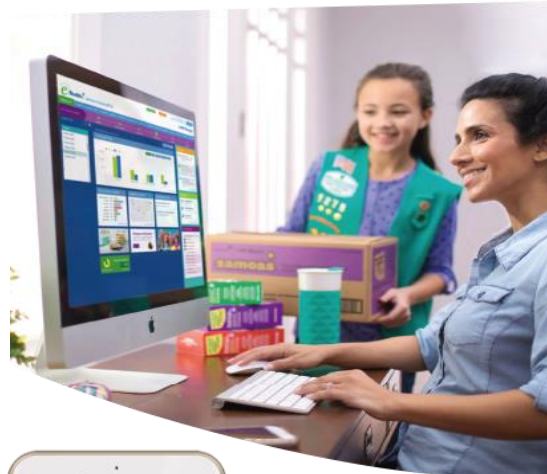
Once you have asked to be notified, eBudde will continue to send emails when slots become available. If you want to turn the notification off, go back to the booth site and you will see a button that says Stop Notifying Me. Click that button and eBudde will stop the notifications for that location/date.





Technology That Takes You Places

The eBudde Troop App Plus provides helpful support for busy volunteers at every phase of the Girl Scout Cookie Program®. It has everything you need to manage orders on the go, all from your mobile phone or tablet!



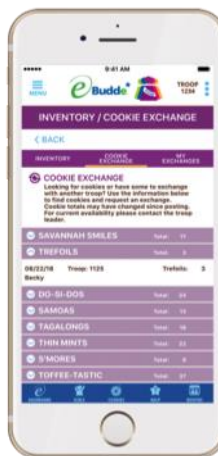
My dashboard

From a single dashboard, view important messages, review your calendar, access contact information and more! A streamlined menu makes navigation easy.



Track and place girl orders and rewards

Enter and view the number of packages for each Girl Scout Cookie variety, amounts due and amounts paid for traditional and digital sales. Submit your final initial order and rewards to your council with just a touch.



Cookie exchange

Need extra cookies? With the app, it's easy to find troops in your area that have more than they need, and you can contact them directly.



Get help anytime

Even when you're out and about, you can get up to speed on the ins and outs of the Girl Scout Cookie Program. Training videos from Girl Scouts® Cookie VIP eTraining platform are built right into the app. You can also use the app's help feature to get the answers you need.

All screens subject to change



Available for download wherever you buy apps.

Although a volunteer can manage the entire cookie season from the eBudde Troop App Plus, you can use the desktop version of eBudde if you prefer. At a glance, you can get an overview of the whole system. Many volunteers use the desktop version to get their bearings and enter initial data—and then use the app for the remainder of the season.

eBudde Fingertip Facts

This guide highlights the most frequently used tabs in eBudde and what you can do on each screen.

Would you like step-by-step help? Watch the eBudde Microburst Training videos on Little Brownie's YouTube page.

TAB	DESCRIPTION
DASHBOARD	This is each troop's default screen. This is where you'll see important messages from your council/Service Unit, as well as links to tools and resources you'll need throughout the season.
CONTACTS	From here, you can review contact info and click EDIT to make any changes.
SETTINGS	You can do several things under this tab, including: <ul style="list-style-type: none"> • Edit troop info. • Enter number of girls selling and their package goals. • Opt-out of rewards for additional profits. • Enter banking info.
GIRLS	Lists girls' names, GSUSA ID, and grade.
INITIAL ORDER	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>
REPORTS	The reports tab allows troops to run two information reports: <ul style="list-style-type: none"> • The CUPBOARD report—shows a list of all open cupboards and their location/hours of operation. • The DELIVERY STATION report—shows a list of locations available for your troop to choose from for Initial Order Pickup. • The DOC reports show a recap of all orders in Digital Cookie. • The COOKIE EXCHANGES report—shows all cookies that have been listed on the Cookie Exchange tab.
SALES REPORT	This report reviews all transactions for the troop, including: <ul style="list-style-type: none"> • Final package numbers • Payments • Gift of Caring donations
HELP CENTER	Find any additional information you may need here, including: <ul style="list-style-type: none"> • Council information • eBudde help • Links to Microburst Training videos

Selling Girl Scout Cookies

Ninety percent of the general public would gladly purchase Girl Scout Cookies, but did you know that nearly 35% are never asked? Below, you'll find some tips and techniques to help your girls achieve their goals.

It is vitally important for girls to remain safe as they market and sell Girl Scout Cookies. Please follow all guidelines as outlined in Safety Activity Checkpoints and this troop guide.

Safety is first and foremost. Now, let's get started selling those cookies!

- Collect money as cookies are delivered, not before (except Troop Gift of Caring and Digital Cookie orders).
- Money for Troop GOC packages is to be collected when the customer places the order (if no other packages are ordered).

Door-to-Door Sales

- Encourage girls to canvass their communities accompanied by Girl Scout cookie buddies and/or adult partners, leaving no doorbell un-rung!
- Daisy, Brownie, and Junior Girl Scouts must be **accompanied** by an adult when selling and delivering cookies.
- Cadette, Senior, and Ambassador Girl Scouts must be **supervised** by an adult when selling cookies door-to-door.
- Girls should always wear their Girl Scout membership pin with their uniform, sash, or vest, or Girl Scout t-shirt when selling cookies.
- Girls should never enter a customer's home or approach customers in cars.
- Use the paper order card to write down orders.
- Girls may ask for a customer's contact information to call back later or add them to their Digital Cookie list for email orders.
- Girls can leave their cookie "business card" so the customer can contact them to order more. The contact information given to customers should be that of an adult, not the girl's own personal information.
- Leave a door hanger if a customer is not at home.

Telephone Sales

- 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.
- Girls can call customers, thank them for their past orders, and ask if they would like to place an order for 2020.
- 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."

Using the Internet for Cookie Orders

- Girls may use email and age appropriate internet tools to take orders from people they know, including the Digital Cookie Platform (see guidelines specific to Digital Cookie below).
- Cookie delivery and payment transactions must be done in person.
- Girls may not accept payment online, except for Digital Cookie orders.
- Girls will reach more customers faster when they use email as a communication tool.
- Girls of all ages can utilize **Digital Cookie** to email customers to ask for orders. It boasts the highest average package sale of any method! Digital Cookie is the safe way for ALL girls to send emails.
- Online, private social networking sites are a great place for girls (with parent permission and supervision) to ask for cookie orders from people they know personally. Viral posts are not permitted.
- Girls/Adults cannot post messages, requests or advertisements on Facebook yard sale groups/pages, Craigslist, eBay, KSL or any type of classified or auction-type site.

Walkabouts

Sell door-to-door with cookies in hand. Load up a wagon with cookies, make signs, and you are ready for a neighborhood walkabout! Girls must be familiar with the neighborhoods where they sell.

- A walkabout takes place in a residential neighborhood during daylight hours. Residential areas do not include commercial areas, common areas such as parks or festivals, senior centers or any other group living situation.
- Permission must be granted by the property manager to sell door-to-door at any senior center or group living situation.
- If a customer stops a girl while walking around a neighborhood, the girl may sell them cookies; however, the girl is not permitted to stay in that spot and continue to sell.
- 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 council's booth rules.



Workplace Sales

Girls can contact business owners or managers to request permission to take orders for cookies at a workplace (including a parent's workplace). Girls may only sell to the employees, not to the business' customers (that would be considered a "My Sales" booth).

- Approach places such as: parent or family workplace, a beauty salon owner, car dealership, doctor's office.
- Do NOT approach Council Secured locations.
- With the business' approval, girls can:
 - Make a quick "sales pitch" at a staff meeting or leave an order card in a location visible to employees. Leave a note from the girl outlining the troop/girl goals and plans for the cookie proceeds. DO NOT list the girl's last name or phone number on the order card or note.
 - Sell cookies to the employees of these locations (office-to-office or cubicle-to-cubicle).
 - Girls cannot sell directly to the establishment's customers. Cookies can only be sold to the establishment's employees.
 - Set a date to pick up the order card and notify the employees when to expect delivery of the cookies.
 - Remember, girls are to sell the cookies, not adults.
- A parent may have cookies to sell at their place of work, but any displays must include a message from the girl and must **not** be visible to the business' customers.
- Cookies can **never** be displayed on the counter for patrons/customers even if the family owns the business.

Delivering/Transporting Cookies

- Cookies must be covered if they are being transported for delivery or to a booth location, so that they are not visible to the public in non-residential areas.



Digital Cookie

Digital Cookie (DOC) is an optional participation component of the Girl Scout Cookie Program. DOC is meant to compliment the direct sales and contacts girls make with customers. It should not replace the traditional door-to-door selling process.

In order for a girl to participate in Digital Cookie

- Council must have her registration data correct and complete. This includes the accurate name, birth date, troop number, grade level, and parent/guardian email address for each girl.
- Council can help TCMs access troop rosters that list your current registration information.
- Changes may be made by visiting “MyGS” from our website, www.gsutah.org.
- If additional assistance is required, or if you have a parent or leader who does not receive the Digital Cookie link, please call Customer Care at 801-265-8472 or email info@gsutah.org.

Once the Digital Cookie program is activated

- Parents will receive a message to the email address we have on file.
- This message will contain instructions on creating their girl’s Digital Cookie site and how to begin to receive and accept orders.
- All Digital Cookie online shipped orders will automatically be imported into eBudde and credited to the girl and funds credited to the troop. Shipping/handling fees are paid by the customer.

Customers have 3 options

- **Donated cookies:** purchase “virtual” cookies that will be donated to the council Gift of Caring program.
- **Direct shipped delivery:** purchase cookies that are shipped to customer address as provided.
- **Girl delivery:** parent/guardian will have to approve the order and the girl will secure cookies from her troop during initial orders or troop inventory and deliver to the customer.

All Digital Cookie orders are pre-paid by the customer online and the amount paid is entered into eBudde for credit to girl and troop.

Troop Volunteer and Digital Cookie

Parents love the convenience of using Digital Cookie and girls who participate in Digital Cookie sell 76% more than girls who participate in the traditional sale alone. Help the girls in your troop reach their goals with Digital Cookie.



Accessing Digital Cookie as a Volunteer

Watch for an email that will have “Girl Scout Cookie Program” as the sender and the “from” email address will be email@email.girlscouts.org.

1. Click on the green button in the email.
2. Create a password and use your email address and password to login.
3. View the safety video and sign the Terms & Conditions.
4. Check out your troop’s progress on your Digital Cookie dashboard.
5. There is a set of Terms & Conditions for each role so if you have multiple roles you will sign multiple Terms & Conditions.
 - If you are a parent, you can expect a parent email to arrive about a week after your volunteer email. You do not need to register again if you are using the same email for all roles.
 - If you use different email addresses for different roles, i.e. one for your Girl Scout volunteer communication that is different than your email used as a parent you will have separate accounts for each role and need to register each of them.
 - When logging in, you will be prompted to select a role; parent, troop leader, or community. If you have one email address on file for all roles, you can switch between them using the “Select a Role” button at the top.

See “**Allocating Digital Cookie Orders**” in the **eBudde/Tech** section of this guide for more information.

Digital Cookie Mobile App

- Use the Digital Cookie Mobile app to sell Girl Scout Cookies on your phone or tablet, and make it easy for customers to order their favorites, pay by credit card, and have the cookies shipped right to their home or delivered by a Girl Scout.
- Girls can check their goal progress, access cool safety and selling tips to help them rock their sale, place a new cookie order for a customer, and share their cookie site URL via email (only share with cookie customers the girl and family know – safety first!).
- You’ll need your Digital Cookie login to get into the app after you download it to your mobile device.
- Additional resources regarding the use of Digital Cookie and the Digital Cookie Mobile App, including easy to use Quick Tips, can be found under the Cookies tab in the “For Volunteers” section on the GSU website.

Initial Order

Determine an Initial Order (IO)

In order for girls to have the necessary inventory on hand, it is imperative that troops order enough cookies in their initial order including ordering your booth cookies. When determining your initial order, keep these things in mind:

1. Troops must have a bank account opened before placing an IO.
2. Troops should include a starting booth sale quantity as well as inventory for neighborhood walkabouts in their IO. Ideally, the troop's IO should carry them from delivery day through the end of the first weekend of boothing. That's a long time and a lot of cookies!
3. Consider that the cookie cupboards are very busy through the first week of booth sales and not all varieties of cookies may be available.
4. Enter your booth inventory and any additional inventory you would like to have on hand in the "Booth" row.

PLACE your Initial Order

Initial Order Tab

1. Click on each girl's name.
2. At the bottom of the screen, squares will appear where you enter her order.
3. Tab through the columns entering package order by variety.
4. TGOC = Troop Gift of Caring program. These cookies are packages that you order with your initial order and deliver to the organization of your choice at the conclusion of the program.
5. Click the OK button on the far bottom right.
6. Repeat the process for each girl.
7. Click Save at top of the screen.
8. Troop order is now saved.

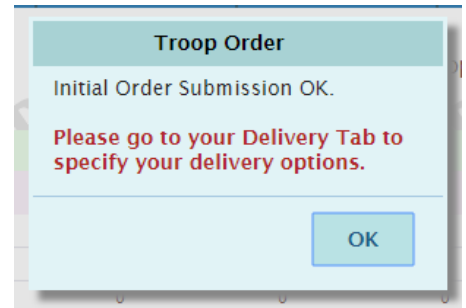
Troop 6073 Initial Order

Printable Version | Save as often as you like but Submit to your SU only Once!

Girl	C_GOC	SvSm	Tre	D-S-D	Sam	Tags	TMint	SMr	Tuff	T_GOC	Total	F_GOC
Becky H.	5	10	5	5	15	5	20	20	5	0	90	0
Cindy W.	0	0	0	0	0	0	0	0	0	0	0	0
Olivia H.	0	0	0	0	0	0	0	0	0	0	0	0
Patty W.	0	0	0	0	0	0	0	0	0	0	0	0
Sydney C.	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	NA	0	0	0	0	0	0	0	0	NA	0	NA
BOOKTH	NA	0	0	0	0	0	0	0	0	NA	0	NA
Patty W.	5	15	10	10	25	15	35	15	15	5	150	0
Pkg. Ordered	5	10	5	5	15	5	20	20	5	0	90	0
Cases to Order		1	1	1	2	1	2	2	1		11	
Other/Extra Charity	0	2	7	7	9	7	4	4	7	0	47	

SUBMIT your Initial Order

1. Review the totals at the bottom of the screen.
2. Check to make sure you don't have an extra zero or haven't accidentally ordered 1000 packages of Trefoils!
3. Remember, once you submit your order the cookies belong to your troop!
4. Click Submit Order
 - You can save and edit as many times as you need to, but you can only submit once.
 - Troop initial orders must be submitted by 10:00 PM, January 29, 2020.
 - Initial orders are in full cases so there will be numbers in the line that reads "Extras." These cookies are extras and can be used at your booths or for any donations.



IMPORTANT

- ❖ Give yourself plenty of time to complete this task.
- ❖ eBudde will automatically close the initial (Init.) order section at **10:00 PM on Wednesday, January 29, 2020.**
- ❖ Troops **cannot** change the order after it has been submitted.

If a troop needs to make changes/corrections after their order was submitted, immediately contact the SU cookie manger (SUCM). Once the SUCM submits the Service Unit cookie order, she/he **cannot** make any changes/corrections to troop orders.

Choose your Delivery Site

All troops will choose their delivery site in eBudde. If you skip this step, you will not receive cookies on the scheduled delivery day for your area.

Delivery Tab

1. Click drop down arrow and select applicable delivery station
2. Click the SUBMIT MY INFO button
3. Click OK
4. Click VIEW CONFIRMATION button
5. Click PRINT button

The system will confirm that your delivery information was updated. You can print the delivery confirmation for your records. It details where to be for delivery, and the exact number of cases for each variety that you will receive. This can be especially helpful if someone else will be picking up as it gives them complete instructions.

Initial Order Delivery

February 22-29

Pick up Troop Initial Order

- The SUCM will schedule a time for each troop to pick up their cookies from the delivery location.
- Carefully check and count the cookie cases you receive before signing the receipt.
- The troop is financially responsible for all product received on the signed receipt.
- Take the troop's order directly home. Keep away from direct sun or excessive heat, water leaks, pets, and ensure product is not placed on floor of garage.

Guidelines for a Successful Troop Pick-up

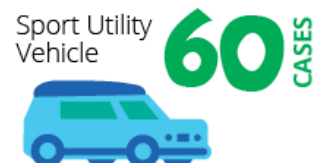
- Print out your delivery confirmation and bring it with you to be sure you receive the correct number of cases.
- **Please be patient, polite, flexible, and ready to help out if needed.**
- When you pick up your troop's IO, expect to get a little bit dirty. Wear flat, comfortable shoes with traction.
- Be on time, please do not come earlier than 5-10 minutes before.
- Leave children at home, only adults are permitted at delivery sites.
- Bring enough vehicles to pick up your entire order at the same time. Multiple vehicles for a troop must arrive at the delivery location together.
- **COUNT, COUNT, AND RECOUNT** as your order is processed and before you sign for anything!
- If you are unsure of the count at the end, you may pull to the "staging" area and recount before signing receipt.
- You will be required to load your troop's order in your vehicle(s).
- Do not separate girl orders at the delivery station. Take the cookies straight home. Do not leave them in your car!
- Shortages from initial delivery will not be replaced, unless a discrepancy is discovered before the receipt is signed.

Follow These Guidelines for a Smooth Cookie Pickup Day

- Know exactly how many cookie cases you ordered of each variety.
- Arrive at your scheduled pickup location and time.
- Make sure to have enough vehicles to load your entire order (*see graphic below for help!*).
- Pull all your vehicles into the parking area at the same time.
- Check in and receive your bubble sheet.
- Give bubble sheet to loader and count the cases as they're pulled.
- Sign for your order and take your receipt.

How many cookie cases can your car carry?

Use this guide to approximate how many cases of cookies will fit in your vehicle. The amounts assume the car will be empty except for the driver and uses all space except the driver's seat.



Can I return cookies?

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

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

WHEN IN DOUBT, RECOUNT.

Wait until you're sure about your case count to sign the receipt.

Distribute Cookies to Girls

- Divide entire troop inventory by girl BEFORE distributing and verify counts BEFORE families pick up cookies.
- Distribute the cookies to your girls as soon as possible.
- Make sure each family counts all cookies and an adult signs the receipt for them at pickup.
- Families should receive a receipt of cookies and payment schedule.
- Girls should deliver their initial orders, collect money due, and turn the money into the troop cookie manager.
- Families should sign receipts any time cookies/money is exchanged between the troop and family.

Delivery to Customers

- Girls should deliver initial orders as soon as they receive their cookies from the troop.
- Troops should decide if checks may be accepted.
- Girls should turn in money often (especially if checks are accepted so they have time to clear the bank).
- Encourage girls to take “extra” packages of cookies with them while delivering for additional sales and walkabouts.
- Providing a transaction receipt each time cookies or money changes hands keeps a record of who is financially responsible.

Storage of Cookies

IMPORTANT: Do not store cookies in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place or location where animals, bugs, or water can get to them. Remember, you are responsible for these cookies, even if they get wet, melt from heat, or otherwise become unsaleable.

What if a package is damaged?

If a package is damaged, it can be cheerfully exchanged at a cookie cupboard for a package of the same cookie variety only. Damaged means:

- Crushed package
- Sealed but empty package
- Unsealed package
- Missing cookies
- Returned by customer for any reason

NOTE: Wet and/or melted cookies are **not** considered damaged. You are responsible for any wet/melted cookies, and they will not be exchanged.

Cookie Booths

Cookie booths allow girls an opportunity to reach their goals and make a difference in their community! A cookie booth usually takes place in front of a business, like a grocery store or bank. This is an opportunity for troops to bring Girl Scout cookies to the public. The Girl Scout cookie booth is an excellent opportunity for a girl to put her people skills into action while participating in the most highly anticipated girl run business of the year! Here is some key information regarding booth sales:

- Talk to your troop leader, girls, and parents about boothing procedures, guidelines, schedule, and boothing etiquette. Keep in mind the minimum number of girls and parents required at each door.
- Teach girls how to speak about the cookies they are selling and Gift of Caring (GOC). GOC is the simplest “up sell” they will ever do. The public wants to help Girl Scouts this one time of year so let the customer decide about GOC.
- Select your booths through the eBudde booth scheduler.
- Print a copy of your booth reservation just prior to attending the booth.
- Make sure you have enough cookies to cover the booth and money to make change. See the following pages for other items to have at the booth.
- Have fun and no matter the amount of sales, allow the girls to have an exceptional learning experience.

Council Sales Booths

Girl Scouts of Utah (GSU) obtains/secures permission from businesses/corporate offices for Girl Scout troops to conduct cookie booths at their locations. These council sales booths are listed in eBudde and are open to all troops to reserve online. Reserved booth locations listed in eBudde will appear on the [Find Cookies](#) tab (located on the council’s website) for the public to see when/where troop cookie booths will be held.

Girl Scouts of Utah secures cookie booths with the following Council-Secured Businesses. These businesses have requested that **only the council contacts them**.

Council-Secured Businesses

Dan’s Market	Harmons	Macey’s
Dick’s Market	JOANN Fabric & Craft	Sam’s Club
Dunkin Donuts	Lee’s Marketplace	Smith’s
Fresh Market	Lin’s Fresh Market	Walmart

Council-Secured Businesses determine the locations, dates, and times cookie booths can be conducted. To ensure the council is able to continue conducting cookie booths at these businesses, adults/troops should **not contact any Council Secured Booth locations or employees** to request additional booth times, and/or to make changes in booth times or dates. There is **no exception to this rule!**

How it works: To ensure equal opportunity for all troops, sign-ups are in multiple cumulative rounds, which means if you miss Round 1, you will be able to select up to five shifts in Round 2 and catch up with other troops. Each round is open for a set amount of time, except for Round 3, which does not close.

- During Round 1, you may sign up for a total of three shifts; only two shifts can be at the same chain (i.e. Smiths, Macey's, Walmart, etc.).
- During Round 2, you may sign up for two additional shifts.
- During Round 3, you may sign up for a maximum of 30 booth shifts.

Round	Date opens	Time opens	Date closes	Time closes	Number of choices
1	1/20	8:00 a.m.	1/21	8:00 a.m.	3
2	1/23	6:00 p.m.	1/24	6:00 p.m.	2
3	1/27	8:00 a.m.	n/a	n/a	Up to 30

"My Sales" Troop Cookie Booths

Troops who wish to secure their own booths must ensure they are NOT:

In eBudde or on the Find Cookies list, on the Council-Secured Businesses list, listed below as an unapproved location, and adhere to the following requirements:

- Booths may be held any day of the week and time of day within listed booth sale dates/times.
- Booths are conducted only when participating Girl Scouts are not scheduled to be in school.
- Booths must have at least two (2) unrelated adults, one of whom is registered and one who is female, present to supervise the booth at all times.
- Booths must include a minimum of three (3) but not more than five (5) girls that are currently registered members of the troop at the booth(s) at all times. Older girl troops (Cadettes, Seniors, and Ambassadors) may have a minimum of two girls.
- A completed/signed *Girl Scout Troop Cookie Booth Agreement Form* obtained from the business manager.

NOTE: Troop and business managers establish dates and times that work best for both parties and comply with Girl Scouts of Utah's policies and guidelines. Please ask the manager to inform other managers/departments that schedule activities of the secured cookie booth dates/times. This will avoid possible double bookings.

Possible Booth Locations

- Grocery stores
- Concerts and plays
- Sporting events
- Car washes
- Banks and credit unions
- Places of worship
- Schools, universities, and colleges

Unapproved Locations

- Any residential property
- Fields or empty lots
- Breweries and liquor stores
- Tobacco and vape shops
- Adult-oriented businesses
- Public street corner in a business/residential area

Cancel a Reserved Booth

Every attempt should be made to cancel a booth as soon as you know you can't fulfill the booth. Other troops are constantly on the hunt to scoop up late-breaking booths.

The information in the Booth Scheduler feeds directly into the Cookie Finder on the Girl Scouts of Utah and GSUSA's websites. Keeping it up to date is critical. If you cannot fulfill a booth, you **MUST** release the booth in eBudde so that another troop can take the spot, and so that customers do not go to a booth that will not be open for business. GSU receives dozens of complaints each year because troops neglect to cancel booth spots. This reflects negatively on our organization and the girls. We want to support the public that supports us, so please release the booth in eBudde as soon as you know you will not be able to use that booth.

- Click on the BOOTH SITES Tab.
- As when you selected your booth, navigate to that location, date, and time.
- Select the time slot you reserved (your troop number shows), which will remove your troop from that time.
- Click SUBMIT to save your changes.

The booth is now immediately available to other troops to reserve.

Hours/Days

- Troops may booth between the hours of 8am and 8pm (store/location hours permitting).
- Only Junior level Girl Scouts and older may booth after 6pm.
- Girls may only booth outside of regular school hours, Monday through Friday after 2pm. Homeschooled girls or girls on a school track schedule break may booth before 2pm provided they advise inquisitive customers that the girls are out of school legitimately.
- Each Daisy Girl Scout should not be scheduled longer than one hour during the assigned boothing shift; additional adult supervision is recommended. Rotate girls after their one hour shift to cover a booth that lasts in excess of one hour. Happy girls are good sellers!

Donations at Booths

Any and all donations received by the troop during the cookie program period are to be converted into GOC packages. Every "keep the change" or direct contribution should be converted into GOC packages. Troops should not keep direct cash contributions during the cookie program.

Safety

At least three girls **PER DOOR** are required to be present at all times. This includes when a business has two doors. The minimum number of girls and adults should be at each door. If you are unsure, please check ahead of time.

Level	Min. # girls at each door	Min. # adults at each door
Daisy-Juniors	3	2
Cadettes-Ambassadors	2	2

- One of the adults must be female. One adult **must** be a registered member of GSUSA with a current background check by GSU.
- Troops should have a plan for safeguarding money. Adults take direct responsibility for cash at all times with the intent to deter a theft. Adults should exercise caution in holding large quantities of money at the point of sale. If need be, make arrangements for an additional adult to pick up and deposit money, particularly from high traffic booth sales. Bring a deposit slip and ATM envelope with you to facilitate a bank run by another parent. Be extra cautious with a cash box since those can be easily stolen.
- Adults must handle ALL money for Daisy Girl Scouts.
- Adults should supervise girls closely at all times, including restroom breaks.
- Girls should not follow customers into a store or parking lot, even if promised a sale. Ask customers to return to the booth to make their purchase.
- Girls should never approach cars to make a sale.
- Safeguard cookies; never turn your back to the cookies, including the extra cases not on display.

Appearance

Girls must be easily identifiable as Girl Scouts by wearing a membership pin and/or official uniform, tunic, sash, vest, or other Girl Scout clothing.

- Girls should follow Girl Scout guidelines and wear closed toed shoes and not wear tank tops.
- Always dress neatly and be prepared for the weather.



Conduct

- Booting is a privilege! Always respect each other and the host business.
- Booth sites are at a premium, so you should always plan to cover both doors, if applicable. If you can't, invite a sister troop to booth with you at the other door. Don't leave a busy door unattended!
- Always arrive on time to your assigned location and stay until your shift is complete.
- Upon arrival, check in with the store/location manager **or** previous troop to advise them of your presence and thank them for supporting Girl Scouts. Ask them where they would like you to set up your booth. Before leaving, notify the next troop of any store management requirements.
- Follow all rules and requirements of the location. Some requirements may have been entered into eBudde and they are non-negotiable on behalf of the management. Be aware of this as you choose your sites. Remember, we are guests! If management imposes a requirement on you once you arrive at the location, please adhere to it and notify GSU immediately thereafter.
- Behave in a manner that is befitting a Girl Scout and appropriate to a public place. No roughhousing, running, climbing, or inappropriate language, etc.
- Greet people warmly, smile, and remain pleasant under all circumstances.
- Girls should approach customers only as they are leaving the location. Thank everyone, even those who don't make a purchase.
- Only Girl Scouts and supervising adults are to be present at cookie booths. **No tagalongs, like friends or siblings.**
- Do not block doorways or stand more than five feet away from your booth.
- Never leave your booth or cookies unattended.
- Cell phones, iPods, or other electronic devices should not be used during your booting shift. Exception: Adults who are accepting credit card payments on their smart phone.
- Do not eat, drink or smoke near the booth.
- Adults may assist, but cannot sell Girl Scout Cookies. This is the girls' business; allow them to manage and run it!
- Respect the next scheduled troop by being prepared to turn over the booth site on time. Begin to pack up your cookies and everything you brought 10 minutes before the end of your shift. Do not stay longer than your scheduled shift.
- **Clean up ALL trash.** Do not leave empty boxes or trash at the booth site and do not use trash cans at the booting location to dispose of your trash. Clean up should be completed as part of your booth time, so the next troop can start on time. *Girl Scouts always leave a place cleaner than they found it.*
- At the end of your shift be sure to thank the management for the opportunity to booth at their site. A package of cookies, certificate of appreciation, card, or poster from the troop is also a nice addition to saying thank you!

What if another troop is in our spot when we arrive?

To avoid misunderstandings, print out a copy of your booth site confirmation from eBudde and take it with you. The troop with the printed confirmation matching eBudde has the permission to be at the site. **Be kind, respectful and considerate at all times and do not involve the host business.** Settle any disputes away from the girls and then explain to them how you resolved the conflict. You are the face of Girl Scouts! Girls are watching and learning from adults – you need to demonstrate model behavior at all times.

What girls/adults must know before they arrive at a booth

- Expected behavior at the boothing site.
- How to approach and speak to customers. Girls should develop their “Cookie Pitch.”
- Cookies being offered and their prices.
- What the troop plans on doing with their proceeds.
- Council-wide and Troop Gift of Caring (GOC) Program. Make it part of your “Cookie Pitch.”
- Download and learn to use the Booth Sale Recorder App to facilitate girl allocations.



Set up your booth to appeal to customers

- Troops should bring all of their own supplies to set up their booth, including a table and a Girl Scout or other colorful tablecloth.
- Keep booths neat at all times.
- Place extra cookies and supplies under the table out of sight.
- Make a poster to display the troop’s goal and plans for cookie earnings. Customers are more inclined to make a purchase if they know how the girls plan to use their proceeds.
- Do not hang anything on the walls of the location. If you have posters to display, neatly attach them to your table or use a table tent. Girls may also hold signs.
- Provide information about the Gift of Caring (GOC) program and have girls suggest the option to potential customers who may not want to purchase cookies for themselves. GOC is the fat-free, sugar-free, guilt-free cookie your customers want!
- Cookie costumes are available from every GSU office free of charge (refundable deposit required). Call Customer Care at 801-265-8472 to reserve.

What else to bring

- Extra cash to make change for customers. Do not ask the host business for change.
- Cash container. Fanny packs and money belts are good options for holding large amounts of cash. Be extra cautious if using a cash box as they can easily be stolen. Adults should take direct responsibility for all cash at all times with the intent to deter theft. For high volume sites, have another adult pick up the money mid-way through the sale. Do not put money in a car.
- Shopping bags. Single-use bags are great when recycled for cookies. Start saving them now. Customers will buy more if they have an easy way to carry them. Do not ask host business for bags.
- Copy of troop booth site confirmation from eBudde.
- Important telephone numbers: troop leader, cookie manager, and SUCM.
- Extra and enough cookies!
- Booth Inventory sheet to record “before and after” inventory and money.
- Gift of Caring (GOC) collection canister and/or sign.
- Masking/painter’s tape for affixing signs to your table and a pen or sharpie for taking notes and writing.
- RECOMMENDED: Counterfeit detector for large bills.

Booth Inventory Recommendations

Determining how much inventory is needed for a booth

You will want to include enough cookies in your troop's IO to stock the first weekend's booth sales. Below is a suggested quantity for a two to three hour booth sale during the first and subsequent weekends. Amounts may differ based on the date, time, location, and weather. This is a **guideline** for the number of cookies to take to a booth, not necessarily what you will sell. Refer to last year's booth sales, if data is available, to help you determine how much to bring to a booth site, or ask your SUCM for guidance.

Variety	First Weekend	Subsequent Weekends
Lemon-Ups	**	**
Trefoils	2 cases	1 case
Do-si-Dos	2 cases	1 case
Samoas	3 cases	2 cases
S'mores	2 cases	1 case
Tagalongs	2 cases	1 case
Thin Mints	4 cases	3 cases
Toffee-Tastic	1 case	1 case

**Lemon-Ups are a new product this year. Please consider ordering a similar percentage of Lemon-Ups as was represented in your initial order (i.e. if 10% of your IO was Lemon-Ups, consider making 10% of your booth order Lemon-Ups).

Balancing your booth inventory and money

- Use the Booth Sale Recorder app, or the booth sale recording feature in eBudde, or a booth inventory tracking form to track cookies taken to the booth, cookies returned, and money collected.
- A best practice is to take whole cases to the booth, when possible, to make tracking sales easier.
- Always receipt cookies going out to a booth, cookies returned, and money received.

Accepting Credit Cards

Troops may, at their own discretion, voluntarily accept credit cards at their cookie booths. The benefits of accepting credit cards include:

- Possibility of increased sales, translating to higher funding for troops and girl programs.
- Customers without cash can make purchases.
- Opportunities for girls to reach higher award levels.
- Girls increase their aptitude for technology.
- Credit cards eliminate the chance of counterfeit money and bounced checks.

Participation Requirements

To accept credit cards, a participating troop must:

- Utilize a smart phone, tablet, or laptop.
- Sign an electronic agreement between a designated troop leader/volunteer and a reputable card processing company such as: Square, PayPal Here, PayAnywhere, etc.
- Utilize a card reader. Most card processors provide a magnetic reader free. For additional security, a chip-card reader can typically be purchased for an additional fee.

Offsetting Transaction Fees

Processing companies typically charge between 2.5-3.5% per transaction. Fees are borne by the troops, not Girl Scouts of Utah. To help offset fees, troops choosing to accept credit cards may:

- Impose a minimum quantity of packages for credit card sales.
- Wait until a customer asks or declines to purchase before offering to accept a credit card.
- Ask for non-profit rates with payment processing providers. Some processors may offer lower rates for non-profits. Alternately, some processors waive fees until a certain sales threshold is reached.

Restrictions

- Troops are responsible for all transaction and processing fees associated with using credit card readers.
- The card reader must be attached to a Girl Scout troop bank account. All cookie funds must drop directly into a Girl Scout account first: no small business accounts or personal accounts are allowed.
- Troops must adhere to their agreements with processors; Girl Scouts of Utah will not be a party to agreements between troops and processors.
- The cost of cookies **cannot** be increased to cover the fees (prohibited by law).
- Troops are liable for any fraudulent charges incurred.
- Cards may only be accepted for booth sales and not for individual girl sales. This is because card readers must be attached to a Girl Scout troop bank account, not an individual's account.

Credit Card Safety

Girls and volunteers should be aware of basic safety and security-related practices when accepting credit cards.

- Payment from the card processor should deposit to a troop bank account only, not to an individual's bank account.
- All card readers should be PCI DSS compliant (all major providers are).
- Mobile devices should be password locked when not in use.
- Never hand the mobile device to a customer.
- Ensure troops use a processor with encryption technology (all major providers).
- Be aware of your surroundings and watch for anyone who may be watching you enter credit card information.
- Do not write down, store, or take a photograph of the credit card.

Cookie Cupboard Basics

After initial order delivery day, additional cookies are stored and can be picked up from cupboards. Days and hours of operation varies from cupboard-to-cupboard.

Therefore, you should check the schedule before placing an order. Also, since not all cupboard locations have phone and/or computer access, procedures may vary slightly. In order to facilitate smooth operation for all cupboards, please follow the guidelines below.

Cupboards begin to open February 26 (see online schedule for details, www.gsutah.org)

- Troops should contact girls before placing an order at the cupboard to see if the girls have any extra troop inventory that the troop could use. The troop could absorb the girls' extra cookies for booth sales.
- Troops are encouraged to seek troop-to-troop transfers to help sister troops before going to a cupboard for more cookies.
- Cookies ordered from the cupboard are paid for at the second ACH debit.
- Orders for cookies from the cupboard must be placed by troop cookie managers (TCM) using eBudde. Troops should not phone/email the Council or Cupboard Managers directly.
- A cookie cupboard order is not a guarantee of inventory availability.
- All cupboards will operate in WHOLE CASES ONLY through March 10. Beginning March 11, troops can pick up in individual package quantities through the end of the program.
- TCMs should enter the name of the authorized adult who is picking up the cookies in the Contact Info box of the Cookie Transaction Form.
- Authorized adults should be prepared to show photo ID to cupboard staff when asked.
- Cupboards maintain their cookie inventory based on the amount of cookies requested by troops through the eBudde pending order system.
- Enter your pending order quantities in eBudde and enter your desired pickup date. Troops should place their cupboard pending orders 24-48 hours in advance.

Cupboards have all 8 Varieties

- All eight cookie varieties will be stocked in the cupboards.
- Sometimes cupboards temporarily run out of a certain type of cookie, but in most cases are able to receive a delivery of additional cookies by the next day. eBudde allows us to mark it as "out of stock" so troops know up front of its availability, however, this is a manual process and there are times when the orders exceed availability inventory. We do our best to keep an eye on inventory levels and turn off varieties that are unavailable.
- Keep an eye out for cupboard inventory emails from eBudde, which will inform troops when a cupboard is out of a variety and when it is expected to be restocked.

Touch base Tuesdays

It can be hard to track how many cookies a girl still has on hand. Before a troop takes more from a cupboard, the parents should communicate weekly to see if cookies are being sold as expected. No one wants too many cookies on hand at any given time. Work as a team to manage inventories.

Placing a Cookie Cupboard Order

Place a Pending Order for Cupboard Pickup

Cookie cupboards need a pending order to help ensure cookies are available. If inventory at your local cupboard runs low, troops that do not submit a pending order 24-48 hours in advance may be asked to wait until all pending orders are filled. The pending order system does not guarantee cookie availability, but it is the best method to help us to manage the cookie inventory.

Placing a pending order 24-48 hours in advance of your needs helps us plan for distribution.

Troops create pending cookie order requests for a cupboard on the **Transactions** tab. Enter one order for the entire troop instead of separate orders for each girl. Follow these steps to enter a pending order:

For all transactions

- Click on the **TRANSACTIONS** Tab.
- Click **ADD A TRANSACTION**. A new Cookie Transaction Window appears.
- Click **PICKUP** to enter the date and time of your planned cupboard visit. The system will only allow pickups to be scheduled on days and times during which the cupboard is open. See the Hours of Oper. Section for that cupboard's schedule.
- Choose your desired Cupboard from the **SECOND PARTY** drop down. Click the **Map it** link to get the address and map.
- Enter your cookie order in cases and packages, as applicable. Note, you may only order in whole cases thru March 10.
- For **PRODUCT MOVEMENT**: Choose **ADD PRODUCT**.
- Click **SAVE/PRINT** to save the transaction and print your receipt.

Cookie Transaction

Date: 2019-08-21
Pickup: 2019-08-20 12:00
Receipt: 73L000

Type: Normal
2nd Party: Cupboard
GS Salt Lake City (401)
Map It

Variety	Cases	Pkgs
Savannah Smiles	0	0
Trefoils	0	0
Do-Si-Dos	0	0
Samoas	0	0
Tagalongs	0	0
Thin Mints	0	0
S'mores	0	0
Toffee-tastic	0	0
	= 0	= 0

Product Movement
Add Product

Contact Info
Patty Samoa
123 Thin Mint Lane
Tagalong, UT 54321

Additional Info.
* This cupboard has one or more varieties unavailable.

Hours of Oper.
9:00am-3:00pm Sa, from 03/02/19 to 03/02/19
9:00am-8:00pm M,Tu,W,Th,F, from 03/06/19 to 03/22/19
9:00am-3:00pm Sa, from 03/09/19 to 03/23/19

+
Save/Print
Okay
Cancel

When you view the Transactions tab, you will see a "yes" under the Pending column. This is your indicator that this order is still awaiting pickup at the cupboard and may be edited or deleted if necessary. Troops are not financially responsible for cookies until they have been picked up.

Cookie Cupboard Pick-ups

- Print out your troop's pending order and bring it to the cupboard. If other volunteers are assisting you with the pick-up, make sure they have a copy of the pending order from eBudde and know the troop number.
- Troop cookie managers can authorize several adults in eBudde to pick up cookies on behalf of the troop. Cookies must be picked up by adults who are 18 and older.
- Give your complete troop number to the cupboard staff. Your pending order will be reviewed with you, and you may have an opportunity to adjust quantities.
- Once you have confirmed your pending order is accurate, the cupboard staff will process your "pending order" into a "picked up order," and it will be filled for you.
- **Count, count, count!** Verify and sign for your order before you load your vehicle and leave the cupboard! You are financially responsible for what you sign for, not for what you take. Orders will not be adjusted once you leave the cupboard!
- Keep your receipts.
- Troops are only financially responsible for cookies once the pending order has been picked up and is marked completed in eBudde.
- Pending orders not picked up within 48 hours of the scheduled pick-up date may be deleted at the discretion of the Cupboard Manager.

Tip: Cupboards are often busiest the first 1-2 hours after opening. Come later in the cupboard shift for potentially shorter lines/less waiting.

Volunteer at a Cookie Cupboard

Patience and understanding is necessary as many cupboards are run and/or staffed by volunteers, and they deserve respect and cooperation.

When you are picking up cookies at a cupboard and there is a long wait time, consider jumping in to help fill orders until your order is at the front of the line. This will help speed up the wait time for all.

You can make a difference by personally volunteering to assist at a cupboard. Ask your Product Sales Specialist how to sign up for a cupboard shift(s). Ask your troop parents to help, too. We need you!



Allocate Cookies and Payments

Cookies that are sold through a booth “belong” to the troop, not the girls, and the troop has the common financial responsibility. Cookies taken by each girl are the financial responsibility of that girl (parent). Girls earn rewards for the number of cookies sold, and they deserve credit for selling troop cookie packages at the troop booths. For this reason, each package of cookies must be assigned/allocated to a girl before the end of the cookie program.

Recording Girl Transactions (Orders) and Payments

eBudde accounts for each girl's (parent's) financial responsibility, and troops should record cookies allocated and girl payments received via the **GIRL ORDERS** tab. Package allocations and payments should be recorded daily to keep the troop's inventory up to date and to keep the girl information as accurate as possible.

To allocate additional girl orders using the Girl Orders Tab

1. Select the girl by clicking on her name.
2. Select ADD TRANS (to add or remove product) or ADD PAYMENT (to track money received from the girl).
3. Fields will open at the bottom of the screen; enter a note (optional) in the left box and number of cookies or payment in the other applicable fields.
 - To remove cookies from a girl's inventory, simply add a minus sign (-) before the number of packages. This will reduce the girl's order and the cookies will be put back into the troop's inventory.
4. Click OK to record the data.

[illegible]

5. Tip: the Difference line at the bottom of the screen should be zero for each type of cookie at the end of the program.

Allocate Booth Sales

This is achieved in eBudde by allocating booth cookies to individual girls. All booth proceeds should be held by the adult at the booth and deposited directly into the troop bank account promptly after the booth.

GSU also suggests that troops download and utilize the Booth Recorder app which enables allocation in real time from a mobile device. Allocating cookies sold at a booth from either the Booth Recorder app or on the Booth Sites tab assigns cookies and payment to the girls in one easy step. It also gives the troop the ability to look back at a booth site to see how it performed.

- **BOOTH SITES** tab (select Record Sales from the drop-down menu) or click **RECORD BOOTH SALE** from the **GIRL ORDERS** tab.
- Select the booth site that you wish to allocate packages or GOC.
- Enter the number of packages of cookies sold, by variety.
- All of the girls in the troop will be listed with check marks by their names. Uncheck any girls who were not at that booth.
- Click **DISTRIBUTE**, eBudde will allocate the cookies and money evenly amongst the girls selected.
- Click **SUBMIT SALE**.

[<< Back to Site List](#)

Walmart Fri, Dec 29 @ 10:00am 222 Main Pleasant Grove, UT 84042 **Distribute** **Submit Sale**

\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 5.00	\$ 5.00			
SvSm	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	Tot Pkgs	Sold	Rec.
5	20	20	20	25	36	20	1	147	147	\$ 609.00

Pkgs	Spec	Girl	Pkgs	Spec	Girl	<input checked="" type="checkbox"/> (De)select all
25	5	<input checked="" type="checkbox"/> Brooke T.	25	4	<input checked="" type="checkbox"/> Catherine B.	
26	4	<input checked="" type="checkbox"/> Makenna S.	25	4	<input checked="" type="checkbox"/> Maria W.	
25	4	<input checked="" type="checkbox"/> Rebecca S.				

Allocate Digital Cookie Orders

When a customer chooses to have their Digital Cookie order delivered by the girl, the TCM will have to allocate those packages to the girl in eBudde depending on when the order was placed. The Digital Cookie system will automatically import the payment and the order, however, the variety of cookies will not transfer over. Here is what you need to know about Girl Delivered orders and eBudde:

Before Initial Orders are Submitted

- Parents will approve their girl's Digital Cookie order
- The parent will then add the order to line 63 of the girl's paper order card
- These Digital Cookie orders will be ordered with the Initial Order

After Initial Orders are Submitted

- Parents will check with the TCM to see if cookies are available for their orders
- If the TCM has available cookies (either booth cookies or cupboard cookies) the parent will approve the order and pick the cookies up to deliver
- The TCM will then allocate those packages to the girl, the same process as Allocating Additional Girl Orders.

Inventory Management

Balancing your inventory of cookies on hand is critical. Regularly count the number of packages/cases on hand in the troop inventory and compare that to the number that eBudde says the troop should have in inventory. eBudde lists the troop's inventory in the Difference row at the bottom of the **GIRL ORDERS** tab.

Balancing the Troop Inventory on a Regular Basis

- Will help the troop to know how many cookies are in inventory (to determine if more cookies are needed or the troop has too many and needs to start troop to troop transfers).
- Will make wrapping up the program so much easier (no scrambling at the end of the program to find a problem).

If there is a difference, double check the following:

- Recount your actual on-hand inventory.
- Compare all girl orders and booth packages sold have been entered according to the signed receipts or boothing worksheets.
- You can make corrections to an entry by clicking on that line and entering your edits.
- Confirm cupboard pickups using the signed receipts and review the **TRANSACTIONS** tab (Note: if there is a pending cupboard order, that order will be included in the Total Order row on the **GIRL ORDERS** tab).

Troop-to-Troop Transfers

- Troops can transfer cookies to other troops.
- A cookie transaction receipt should be completed.
- Both troops retain a copy of the signed receipt for their records.

The troop giving the cookies is responsible for entering the transaction in eBudde.

To enter the troop-to-troop transfer in eBudde

1. Open the Transactions tab
2. Click the Add a Transaction button
3. Cookie Transaction window appears

Choose the following information from the drop down boxes:

- TYPE = Normal
 - 2nd PARTY = Troop
 - TROOP # - Troop number of troop "receiving" cookies
 - MOVEMENT = Remove Product (you are removing your inventory and giving it to another troop)
 - Fill in the correct number of cases and/or packages giving to other troop
 - Click Okay
 - Click Save/Print button to save transaction and print a receipt
4. Verify the transaction was saved on the Transaction Tab
NOTE: Troop will show a decrease in cookies and money due
 5. Both troops sign receipts when cookies/money exchange hands

Financial Responsibility

Summary of Cookie Finances

Troop cookie managers are challenged to motivate girls to reach their cookie goals AND to keep an eye on the flow of cash, checks, and credit card payments as well as the cookie product, all at the same time. Every TCM should set logical, attainable goals for depositing all funds into the proper troop bank account as promptly as possible. When in doubt, please ask your troop leader or SUCM for additional guidance.

Troop's Financial Responsibility

- All cookies ordered as part of the initial order and picked up at delivery
- All cookies picked up at cupboards under the troop number
- Any lost, stolen, or counterfeit money



Troop Cookie Manger's Financial Responsibility

- All girl payments received for cookies and all monies collected at booth sales
- All girl rewards earned by the troop
 - TCM's must distribute all girl rewards to Girl Scouts with no outstanding debt upon receipt

Each Family's Financial Responsibility

- All cookies ordered by their Girl Scout
- All money collected from customers for the cost of cookies
- Turning in payments to troop by given deadlines, turning in money often is recommended
- Any lost or stolen money, which is the responsibility of the guardian who signed the *Parent/Guardian Permission and Responsibility Agreement* form

Money Mondays

Troops can have a lot of cash floating with their girls' parents. TCMs are financially responsible for all cookie money. Protect yourself and your troop's financial integrity. Set the expectation to collect money from girls/parents every Monday. After a weekend of booths, work together to get that money into the bank account and safeguard it. Do not let cash linger without collecting and depositing it promptly and frequently. Communicate with your troop leader if a family is late turning in money.

Receipting

Always complete a receipt whenever a girl receives cookies or a payment is made to the troop. Both parties should sign and keep a copy of the receipt.

- Fill out a money/cookie receipt each time:
 - An adult picks up cookies from troop
 - An adult delivers money to troop
 - Include date and names on all receipts
- Make sure adults count cookies before signing receipt.
- Count money in front of parent before signing receipts.
- Adult receives one copy and troop keeps one copy.
- Log receipts on the GIRL ORDERS tab daily.
- Get a signed receipt from the troop treasurer/leader if you give them the money to deposit into the bank account. If you deposit the money, be sure to keep copies of the bank receipts to turn in to the leader at the end of the program.
- When distributing cookies for a booth, receipt the cookies going to the booth, and cookies and money returned at the end of the booth sale.
- **Protect yourself! Always use a receipt for every cookie and/or money transaction.**

MONEY AND/OR PRODUCT RECEIPT				CLIPBOARD RECEIVED/DEDUCTED	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM		
1234	000	2/27/18			
NO. OF CASES	NO. OF PIDS	VARIETIES	AMOUNT DUE		
1	5	SAVANNAH SMILES®	\$451.00		
	6	TREFOILS®			
		DO-SI-DOS®	AMOUNT PAID		
2		SAMOAS®			
1		TAGALONGS®			
2		THIN MINTS®	AMOUNT STILL DUE		
	3	GIRL SCOUT S'MORES™			
	3	TOFFEE-TASTIC™			
6	17	TOTAL			

girl scouts
Little Biscuits

RECEIVED BY (SIGNATURE) Parent Signature
RECEIVED FROM (SIGNATURE) Troop Signature
(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS)

GIRL NAME
M-3

MONEY AND/OR PRODUCT RECEIPT				CLIPBOARD RECEIVED/DEDUCTED	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM		
1234	000	3/7/18			
NO. OF CASES	NO. OF PIDS	VARIETIES	AMOUNT DUE		
1	5	SAVANNAH SMILES®	\$451.00		
	6	TREFOILS®			
		DO-SI-DOS®	AMOUNT PAID		
2		SAMOAS®			
1		TAGALONGS®	\$250.00		
2		THIN MINTS®	AMOUNT STILL DUE		
	3	GIRL SCOUT S'MORES™			
	3	TOFFEE-TASTIC™	\$201.00		
6	17	TOTAL			

girl scouts
Little Biscuits

RECEIVED BY (SIGNATURE) Parent Signature
RECEIVED FROM (SIGNATURE) Troop Signature
(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS)

GIRL NAME
M-3

Monetary Policies

This is a financial literacy program. That means GSU tries to instill good business ethics in girls and volunteers by determining best practices. All policies are for the common good of everyone. Please be sure everyone, especially parents, understands the business part of the Cookie Program.

Girls' Monies

1. All participating girls must be registered with GSUSA and have a *Parent/Guardian Permission and Responsibility Agreement* on file with their troop in order to participate.
2. For the order card portion of the program, payment is collected **only when girls deliver product**. Likewise, product should not be delivered without receiving payment in full.
3. For Gift of Caring orders, payment is accepted immediately.
4. GSU advises that the largest check amount troops should accept is \$150.00, keeping in mind that any check could bounce. GSU also advises that nothing larger than a \$20 bill be accepted in order to limit the passing of counterfeit bills.
5. Girls may accept cash and/or checks made payable to "Girl Scout Troop XXXXX" as payment for product. Girls should accept only preprinted checks with issuer's address. It is required that girls record the telephone number of the issuer on the face of the check. The driver's license number is recommended, if possible. GSU cautions against accepting out-of-state checks or checks for more than the advised \$150.00 limit.
6. Credit/debit cards may only be used when the troop has a smart phone card swiper that is directly connected to the troop bank account. Troops are responsible for paying any fees associated with credit cards. The only exception to this rule is Digital Cookie orders which are paid with credit card through the Digital Cookie App or online program.
7. Cookie Program funds should be collected from girls and safeguarded by parents immediately. Council encourages girls to write their first name on checks to help identify payments and to keep the troop's bookkeeping organized.
8. Cookie Program funds should be submitted for deposit to the troop treasurer, in their original form (i.e. cash and checks from customers), promptly and frequently. Parents must never deposit program funds into their personal bank accounts.
9. Troops should receipt every transaction (e.g. product given/money received).
10. Both parents and the troop should have copies of signed receipts for clarity and reconciliation.
11. Parents are NOT allowed to write more than two (2) checks for payment of girl cookies. Check(s) may not be for more than \$150.00 each.

Troops' Monies

All council proceeds will be collected from troops via ACH (Automatic Clearing House) debit. ACH is a nationwide electronic funds transfer network which enables banks to distribute electronic charges (debits) to bank accounts and to settle such entries.

1. All troops will submit a *Troop Cookie Manger Agreement and ACH Debit Authorization* form.
2. Troops will deposit all Cookie Program funds into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date.
3. Council will upload the troop's payment into eBudde after the bank has completed the ACH debits.

Collection Issues

Dishonored Checks

GSU will make whole a troop who receives a dishonored check for the purchase of cookies and, for Wells Fargo accounts, reimburse any fees the troops may incur when depositing such checks. Reimbursement for dishonored checks will be by ACH.

Troops with Bank Accounts at Wells Fargo

Wells Fargo will automatically send all dishonored checks to the collection agency the first time they are put through. Troops will not see any fees associated with the dishonored checks as these are billed directly to GSU.

Troops with Non-Wells Fargo Bank Accounts

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 protection against dishonored check fees during the cookie program. Please contact info@gsutah.org with any questions about establishing a new bank account.

Troops banking outside of Wells Fargo should complete the *Dishonored Checks* section of the *Troop Cookie Envelope* at the conclusion of the cookie program. Please include a copy of the dishonored check as well as the notification from the bank.

Parent/Guardian Collection Issues

1. Troops must ensure that all participating girls are registered with GSUSA and keep a signed *Parent/Guardian Permission & Responsibility Agreement* on file.
2. Should payment concerns arise with a parent/guardian, the troop cookie manager must complete the Outstanding Debt Owed to Troop section of the *Troop Cookie Envelope* and return to GSU, along with the original signed *Parent/Guardian Permission & Responsibility Agreement Form* and signed M3 receipts for money/cookies no later than **April 3, 2020**. The *Troop Cookie Envelope* must contain all pertinent information (e.g. signed receipts for product/payments, girl order card, emails, dates when parent was called for repayment, etc.).
3. Past due notices are sent to parent(s) with an outstanding balance. If a response is not received to the past due notices within the designated time period, the matter is referred to a collection agency and litigation is pursued as appropriate. Notification is also sent to the credit bureau.
4. After all paperwork has been submitted to council for the girls in your troop, the TCM and/or SUCM need not be involved in collection efforts. However, please accept money that is offered to you as a cookie payment and contact GSU's Finance Department at 801-716-5112. Council personnel may contact you to verify or supplement information concerning an unpaid balance.
5. Council will ACH funds to the troop's account to cover the outstanding debt and will work directly with those parents to ensure outstanding debt is paid, so the troop can enjoy the full proceeds and incentives due from the program.

Credit Limit Guideline

As troops are responsible for all product signed for, GSU recommends using caution in how much product you distribute to a parent before collecting money. Until you are comfortable with a parent's payment patterns, a best practice is to limit liability to \$300. Some troops disregard money handling procedures whereas they only collect funds from girls/ parents at the end of the program. Troops must be proactive and collect funds from girls throughout the program, and before distributing additional product.

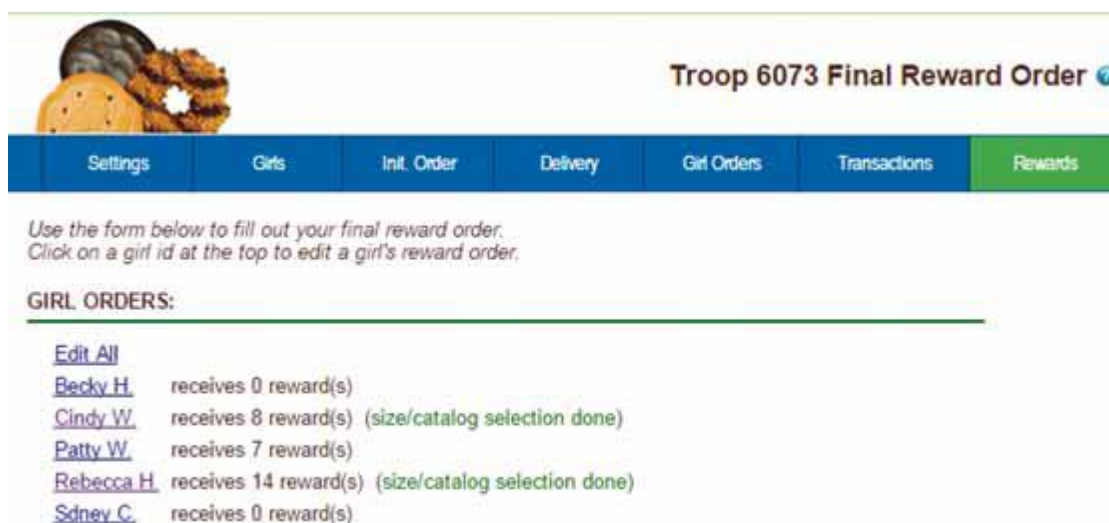
ACH Debits

1. Troops will be debited twice by GSU, on March 12 and March 30.
2. \$1.00 per package from the initial order will be debited from troop accounts on the first ACH debit on March 12. GSU will follow up on troops who do not submit a payment as part of the first debit until a payment is completed. Troops who do not make a payment will be placed on hold at the cookie cupboards until this is resolved.
3. Troops must deposit sufficient funds in their troop bank accounts in time for funds to be available for each debit.
4. The final balance of council proceeds will be debited from troop accounts beginning Monday, March 30, 2020.
5. Additional ACH debits will occur to accommodate missed troops, troops with collection issues, and ACH returns, etc. Council reserves the right to process additional ACH debits without the troop's express knowledge.
6. ACH debits will continue until all council proceeds have been collected. Delinquency may require certified checks, subject to the Finance Departments discretion.
7. If troops need to adjust their payment amounts, they must submit a *Request for Debit Adjustment Form* to GSU by the due dates listed in this guide, so there is time to modify the bank's instructions. GSU will not charge NSF fees to troops that act in good faith. If you do not notify GSU in time, and the ACH debit is not honored by your bank, the ACH debit will be rejected. See #8 below.
8. Troops will be charged for all NSF fees related to the ACH debit on the troop bank account. Due dates are well published, and troops need to be aware of their financial obligations. GSU will automatically process the ACH debit according to the calendar, and troops need to plan for it. Negligent troops who allow an ACH debit to be rejected will be charged GSU's bank fee.

Submit Final Rewards

eBudde automatically calculates rewards for girls based on the number of packages allocated to each girl at the close of the sale. TCMs must enter choices or sizes for some of the rewards (i.e. t-shirt sizes). Cadette, Senior, and Ambassador troops may decide to opt out of rewards and earn additional Activity Credits. These girls are still eligible for patches and invitations to reward events, as well as the goal getter troop rewards.

- Open the REWARDS Tab.
- Click Fill Out next to Final Reward Order.
- Click on each girl's name to enter the correct rewards.
- Click Submit Girl Order.
- Repeat for each girl as needed.
- Submit troop order.
- Click OK in the pop up box to confirm your submission.
- Once the girl rewards are submitted, no change can be made.
 - Final rewards are shipped from vendors to the SUCM. SUCM will distribute to troops no later than May 31, 2020.
 - Activity Credits are mailed directly to each girl who earned them.



Troop 6073 Final Reward Order

Settings Girls Init. Order Delivery Girl Orders Transactions **Rewards**

Use the form below to fill out your final reward order.
Click on a girl id at the top to edit a girl's reward order.

GIRL ORDERS:

Girl Name	Reward Count	Notes
Edit All		
Becky H.	receives 0 reward(s)	
Cindy W.	receives 8 reward(s)	(size/catalog selection done)
Patty W.	receives 7 reward(s)	
Rebecca H.	receives 14 reward(s)	(size/catalog selection done)
Sdney C.	receives 0 reward(s)	



eBudde Wrap-up

Wrapping up the cookie program is easy if you have kept up with girl allocations and payments along the way. Use this checklist to make sure you have completed all of the required steps.

- **Troop-to-troop Transfers** are entered on the *TRANSACTIONS* tab by the troop who is “giving away” the cookies. The receiving troop only needs to verify that the entry is correct.
- Cupboard orders are correct on the *TRANSACTIONS* tab.
- Final Troop Gift of Caring-TGOC from girls’ individual orders as well as from booths need to be recorded on the *GIRL ORDERS* tab. These sales count towards the girls’ overall sales level. All GOC sales must be recorded and allocated to the girl level.
- Allocations must be done on the *GIRL ORDERS* tab so that EVERY PACKAGE is allocated to a girl. **Even if a troop is opting out of rewards, allocations are important** to make sure each girl earns the correct bar/patches (300+), Activity Credits and invitation(s) to the rewards events, if earned. Every year, we see a couple of girls miss their grand reward because a TCM skipped this step.
- Troops should record all girl payments on the *GIRL ORDERS* tab to properly account for the amount due from each girl. eBudde tracks each girl’s financial responsibility. This can make troop collections very easy and clear.
- With two prices (\$5 and \$6), it becomes a bit more complicated to account for each girl’s financial responsibility. Stay ahead of it by recording every girl payment as you receive them.
- Troops must review their *REWARDS* tab. Once a troop submits their final rewards order, it is locked. We cannot accept changes to a selection in eBudde once the final reward order has been submitted. Troops will be notified by their SUCM to pick up the rewards. Once received, rewards should be distributed promptly to the girls. Due to storage limitations, unclaimed rewards can be returned to council and will be donated to a charity if not picked up by July 1.
- Print and keep a copy of the Sales Report on the *SALES REPORT* tab. This information will be necessary to complete your troop's end-of-year financial reports.
- Turn in a copy of the Sales Report, M-3 receipts, and deposit receipts to your troop leader for year-end financial reports.



Troops with girls that reach the 800+ package level need to communicate with the girl’s family to determine what size t-shirt should be ordered. **Please do not guess!** It is extremely important that the selection in eBudde be based on direction received from the girl’s family. As we only order sizes based on eBudde selections, minimal to no extras are available. We sincerely appreciate your help with making accurate and final reward selections on behalf of your girls!

Complaints

No Troop Separations

Unfortunately, the Cookie Program (season) often brings out both the best and sometimes the worst in adults. The end result can often mean troops want to split. This can be because of differences of opinions regarding how the volunteers are running the Cookie Program, the way cookies are being distributed/allocated to girls, and how the proceeds are being spent. However, this dissension within the ranks can be emotional to the girls and detrimental to the troops. For these reasons, troops may not separate, or split up during the cookie season.

Troops experiencing problems should immediately contact Customer Care at info@gsutah.org or (801) 265-8472. The team will help to resolve the situation until permanent solutions can be agreed upon after the cookie season. If things in a troop progress to the point that they can no longer work together, then the council will evaluate if the troop can participate in the cookie program. The council will advise the troop on how they will handle the cookies and the cookie money.

Product Complaint Procedures

In the food industry, product complaints are not unusual. Council and GSUSA expect a certain number of product complaints every year. These include, for example, reports that the product does not taste right or was found damaged when the package was opened. Occasionally, there are reports of foreign objects in the product. Customers may mistake crystallized sugar for glass or oat hulls and nutshells for wood. Containment – confining a difficult incident to the situation and the locale in which it took place – is key to the successful resolution of product complaints.

If you should receive a complaint about any product, remain calm and follow the guidelines stated below.

- The council's product policy is *satisfaction guaranteed*. Offer to exchange the product in question.
- In the event of a situation requiring immediate attention, notify Customer Care. If the office is closed, please leave a detailed message which includes your complete name, phone number with area code, and reason for the call. Girl Scouts of Utah will notify all appropriate parties.
- If it is determined that the product should be picked up, you or someone you designate must pick up the product from the customer as soon as possible. Be sure to get everything related to the complaint (wrapping, package, etc.) and return it to the council office so that it can be forwarded to the bakery.
- Refer all calls from the media to Girl Scouts of Utah.
- If advised, please complete/submit the *Product Complaint Form* located on GSU's website.

Remember. Your role is crucial in satisfying the customer and diffusing a potentially volatile situation. When in doubt whether you should notify someone, contact Customer Care.

Product Program Policies & Standards

(Policies uniformly enforced and applicable to all troops/girls – MUST be followed)

1. All volunteers and girls must be registered to participate in any council sponsored product programs.
2. All Daisy, Brownie, Junior, Cadette, Senior, and Ambassador Girl Scouts are encouraged to participate in council sponsored product programs.
3. Training is mandatory for all Service Unit product sale managers, troop product sale managers, and/or troop leaders. Training is mandatory for at least one parent/guardian for each girl participating and the Girl Scout herself.
4. Troop product sale managers are responsible for payment of products ordered and/or received by members of their troop (unsold product included). **NO PRODUCT MAY BE RETURNED TO COUNCIL.**
5. A signed *Troop Product Sale Manager Agreement Form* and *ACH Authorization Form* must be on file with the council for any troop participating in product programs. These forms outline the troop product sale manager's financial responsibility to the council.
6. A troop financial report must be submitted to the council for any troop participating in product programs.
7. A signed *Parent/Guardian Permission & Responsibility Form* must be on file with the troop for any girl participating in product programs. This form outlines the parent/guardian's financial responsibility to the council. Troops must collect this form before giving order cards and program materials to girls.
8. Misappropriation of funds by any person in a volunteer role could result in reassignment or dismissal. Examples of misappropriation of funds is defined as, but no limited to: product program debt, mishandling of troop/Service Unit funds and/or products, etc.
9. The *Troop Cookie Envelope* must be completed for each parent who still owes money, along with proper documentation (signed permission forms, receipts, etc.) and must be submitted to council by deadlines set for each program. If proper documentation is not received, then the troop product sale manager will be held liable for those funds.
10. Any girl, parent, or volunteer who has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance including any processing/collection fees are paid. The troop product sale manager will be issued a list of ineligible persons prior to the start of a program and it will be strictly enforced. If a person questions their placement on the list they must take the matter up with Customer Care.
11. Any troop product sale manager and/or troop leader who has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance including any processing/collection fees are paid. These troops must designate a different registered volunteer as the troop product sale manager. The Service Unit product sale manager will be issued a list of ineligible persons prior to the start of the program and it will be strictly enforced. If a person questions their placement on the list they must take the matter up with Customer Care.

12. Any person withholding money for any reason from Girl Scouts of Utah, in connection with the sale of any product, is subject to litigation for recovery of all money due and payable, as well as all costs incurred in the collection process.
13. Girl Scouts of Utah does not accept personal checks for any products sold by girls, parents, and/or volunteers. Troop payments are deducted from troop bank accounts via ACH debit.
14. Extenuating circumstances, which will impact a troop or parent's ability to successfully fulfill their responsibilities, should be communicated to Customer Care promptly. Circumstances that may require special arrangements for payment will be handled on a case-by-case basis. These may include serious illness or death in the family, fire, theft, and auto accidents. They will be required to provide proof and/or documentation in these instances. In the case of theft documented by a police report, the council would expect the loss to be covered by personal insurance and additional time will be allowed to collect from insurance. If not covered by insurance and not properly documented, payment in full is expected by the due date.
15. Any report of a girl, parent, and/or volunteer selling product for more than the official selling price could result in the girl losing all rewards, their ability to participate in future programs, and/or dismissal of volunteer roles. Each report will be dealt with individually. The person observing an incident should complete and submit a *Product Program Complaint Report* (who, when, where, selling price, etc.) to the council in writing with information and means to verify details.
16. Troops and girls may only sell products provided by licensed vendors currently under contract with GSU during the Fall Product and Cookie Programs.
17. A booth sale is a troop activity and requires a parent/guardian permission slip, attendance by a minimum of three girls and two adults (one of whom is a registered member of GSUSA) as designated by the troop leader, and cannot take place prior to council booth start dates. Girls make all the sales, except in cases where volunteers are helping younger girls with money.
18. A troop not participating in the Cookie Program will not receive permission for other money-earning projects.

Social Media and Email Policies & Standards

Consistent with national guidelines, girls may use Facebook, Twitter, Instagram, text messages, IMs, and emails as online marketing tools to market the Girl Scout product programs to friends and family (for clarity, "friends and family" are people whom the girl or her family personally know).

Girls and troops may use private social networking sites (e.g. Facebook, Twitter, Instagram, Pinterest, etc.) to message family and friends about the Fall Product Program and/or Cookie Program. Troops and girls who are at least 13 years old and have parental permission may set up a troop or group social networking site in accordance with the United States Child Online Privacy and Protection Act [COPPA] and the Child Online Protection Act [COPA]. We ask that girls, families, and troops not advertise or post messages or requests on web-based public groups and pages, such as Facebook Yard Sale sites, Marketplace pages, eBay, Angie's List, Craigslist, or KSL. This also includes social media groups that are labeled as "closed" but include members of the general public. This ensures the safety of our girls and adherence to the product program guidelines, as well as the numerous posting guidelines on websites and social media.



The purposes behind the annual product programs are to help girls develop important life skills and to provide them with the means to participate in great learning experiences. Although we sincerely appreciate the support of our Girl Scout families, we want to ensure that the girl is the one making contact with customers and filling their product orders. If a girl is 13 years old or older, she may use her private social networking accounts to reach out to family and friends about the product programs. Girls under age 13 may reach out to family and friends using their guardians' social networking sites.

However, the girl must be the one to send the messages and make contact with potential customers. This helps her to really be a part of the largest girl-led business in the world and it keeps her safe while doing so.

CUSTOMERS

Girls can market to, collect indications of interest, and take orders from customers within their councils' zip codes. EXCEPTION to this zip code rule are family members, friends, former customers, and Digital Cookie sales (see below).

ONLINE SALES

UNIFY and Digital Cookie are the only approved online sales tools available for girls to use when selling (exchanging money online) products. Outside of UNIFY and Digital Cookie, girls cannot setup online sites where products are sold and money is exchanged via the internet. See the guidelines specific to Digital Cookie below.

Girls must sign the Girl Scout Internet Safety Pledge before doing any online activities, and all online activities must be under the supervision of adults.

EMAIL

Girls cannot expose their own or any other girl's email address, physical address, or phone number to the public. When writing email messages or online announcements girls should sign with their first name only along with their troop number, or first name and council name. Girls may also use a group account, monitored by an adult; or an adult's email account, which is supervised by that adult.

ADVERTISING AND AUCTION-TYPE SITE

Girls and adults cannot post messages, requests or advertisements on Facebook Yard Sale groups or pages, eBay, Craigslist, KSL, or any type of classified or auction-type site.

GUIDELINES SPECIFIC TO DIGITAL COOKIE

1. Girls must read and accept the Girl Scout Digital Cookie Pledge before they can participate in Digital Cookie
2. Volunteers must read and accept the Digital Cookie Terms and Conditions for Volunteers before they can participate in Digital Cookie
3. Girls may only post about their participation on Digital Cookie on social media that allows them to restrict access to friends and family (e.g. Facebook)
4. Friends and family of a girl participating in the cookie program must not market or share a girl's contact information, sales links, or sales information on public-facing online sites
5. Parents/guardians must approve the content of a girl's Digital Cookie web page before it goes live
6. For girls under 13 years old, a parent/guardian must manage the girl's web site and be responsible for all content. In other words, girls under 13 are not allowed to post anything to their websites; it must be done by their parent/guardian

Should any online marketing activities be identified as "in violation of guidance," GSUSA or the council reserves the right to intervene and request removal or remove the post.

Product Program Proceeds Standards

- Troops/groups should be financed by troop/group money-earning activities and by a share of money earned through council sponsored product programs.
- Girl Scouts engage in troop budgeting activities that help them to learn money management. The girls are part of the decision making process in determining troop dues, troop money-earning projects, and uses of collective funds. The funds are for Girl Scout activities and are not to be retained by individuals as their property.
- Girl Scouts may not earn money for other organizations. However, girls may contribute a portion of their troop treasury to organizations or projects they consider worthwhile (for example, local or international service organizations or environmental projects).
- Girls should be encouraged to designate a portion of their troop treasury for the annual membership dues of all troop members. This is a sound and efficient practice that enables girls to meet membership dues and lessens the burden to individual members.
- All proceeds earned by the girls through product programs must support Girl Scout program experiences for girls (such as camp, troop/group travel, and program events; but not scholarships or financial credits toward outside organizations). Individual gift cards or individual tickets to external establishments would not be within guidance.
- Example:
 - Accepted: Tickets for a troop/group trip to the zoo
 - Not Accepted: Tickets given to an individual girl or her family to the zoo
- Do not reimburse girls for experiences – travel and event rewards should be Girl Scout hosted and funded. If a girl is unable to attend an event sponsored by the troop/group, she is not to be reimbursed for the funding that would have been spent for her experience.
- Proceeds received by a troop/group are non-transferrable. Girls who leave the troop or leave Girl Scouting are not entitled to proceeds earned while in the troop/group they leave. Proceeds do not follow the girls.
- Proceeds may only be allocated to Girl Scout troops/groups for Girl Scout program activities. Cash-based accounts may not be kept for or distributed to individual girls. Do not track proceeds for individual girls in any pathway – either by council or troop/group.
- All reward events offered by the council are non-transferrable. If a girl is unable to attend an event sponsored by the council, she is not to be reimbursed for the funding that would have been spent for her experience.



Cookie Terminology

Girl Scouts has a unique language, and the Cookie Program is no exception. Here are some of the more common terms we use on a daily basis, but can be confusing until you know what we mean.

Allocations – a process that takes packages that have been signed out to a troop, and gives credit for their sale to individual girls. The total of cookie packages and Gift of Caring sales determines each girl's final sales quantity and her reward level.

Automated Clearing House (ACH) Transfer – an electronic network for financial transactions in the United States. ACH is a computer-based clearing and settlement facility established to process the exchange of electronic transactions between troops and Girl Scouts of Utah.

Booths – the process where girls sell their product to customers in a face-to-face transaction at an approved council booth site. Troops will booth based upon the motivation levels of their girls and in direct relationship to their goals. The average troop holds four booths, but many large troops will have dozens of booths every weekend and sometimes every day of the Cookie Program.

Booth Scheduler – a function that allows troops to sign up for available booth sites and times. Very specific timelines determine when the Booth Scheduler is available to troops.

Cookie Entrepreneur Officer (CEO) - a girl in business for herself, learning transferrable life skills, while building self-confidence and having fun with her other troop members.

Cupboard – locations throughout GSU where cookies are warehoused and troops are able to pick up product during designated days and hours.

Cookie Locator – aka Cookie Finder—a database of booths that have been chosen by troops. The Locator is on our website during the booth period or by downloading the Cookie Locator App for your smart phone. Potential customers can type in their ZIP code, and the Locator will return all current and future active Booths within that ZIP code. It is our best way to connect customers to the product.

Cupboard Manager - a volunteer or council staff person who manages the local cookie warehouse.

Digital Cookie & Digital Order Card – an online sales platform that can be used by girls of all ages. Girls send emails to family and friends to invite them to visit their personalized site and purchase cookies with a credit card for shipment. Customers also have the opportunity to donate cookies to Gift of Caring.

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– Council-wide troop service program through Digital Cookie where other partnering non-profits receive cookie donations toward their mission.

Girl Order Card– Customized form that is used to record customer orders. It contains information about the cookies for the customer and details of the reward plan for girls.

Little Brownie Bakers (LBB)– the council cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout cookies in the USA. The other baker is ABC Bakers.

Opt out– Older girl troops (Cadette and above) can elect to waive the rewards they would otherwise earn, and instead receive additional Activity Credits. Opt out troops still receive all troop rewards, patches, and recognition events (if achieved).

Parent/Guardian Permission and Responsibility Agreement– form that parents or guardians sign to grant permission for their girl to participate in the Cookie Program, and accept financial responsibility for all cookies their girl takes possession of based on signed receipts.

Position Description and Agreement(s)– various written documents signed by SUCMs and TCMs that defines their role and responsibilities to council for the cookie program.

Product Sales Manager (PSM)– the council staff member who has primary responsibility for working with volunteers in GSU to deliver the cookie program. SUCMs work closely with the PSM on all operational needs.

Recognition– carefully screened and selected items received by girls for reaching a specific sales goal.

Reward– a comprehensive term that includes all items received by a girl, a troop, or a Service Unit such as recognitions, troop proceeds, and Activity Credits.

Service Unit (SU)– a geographic area set by council to create manageable groups of troops. Boundaries can be set by town lines, school districts, roadways, or other demarcation.

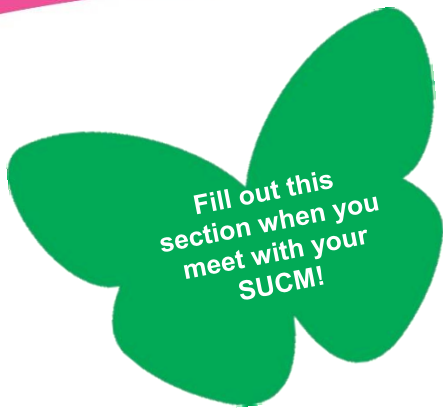
Service Unit Cookie Manager (SUCM) – a volunteer who coordinates the cookie program for the Service Unit. Chosen by the Service Unit, and appointed by council, this position trains and supports troop cookie managers.

Troop Cookie Managers (TCM) – a volunteer who coordinates the cookie program at the troop level. Chosen by the troop leader, and appointed by council, this position trains and supports girls and parents through the cookie program.

Troop Proceeds – monies earned by a troop on their total cookie sales.

Troop-to-Troop Transfer – the flexibility to move cookies (and their financial responsibility) from one troop with an excess supply of cookies to **another** troop with a demand for those cookies. This can be very helpful at the end of the program when a troop would otherwise be left with excess inventory and few prospects to sell them.





eBudde Login Info

eBudde Website: _____

eBudde Login: _____

Password: _____

Digital Cookie Login: _____

Digital Cookie Password: _____

Service Unit Cookie Manager Contact Info

Name: _____

Service Unit: _____

Address: _____

Email: _____

Phone: _____

Best to call between: _____