

Ready, Set, Success



New volunteer?

We've got you covered with a

**5-STEP
ACTION PLAN!**



eBuddy™ Mobile

meets you wherever you're at in the Girl Scout Cookie Season





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: _____





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

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

Quick References

Cookie Program Dates

January 16- March 21, 2021

Customer Care

801-265-8472

Info@gsutah.org

Allison Wickel

Product Program Manager

awickel@gsutah.org

801-716-5125



Amazing Resources

Little Brownie Bakers: www.LittleBrownie.com

Find girl activities, marketing ideas, and clip art to help girls prepare for the cookie program!

Little Brownie Bakers YouTube Channel:

<http://youtube.com/LittleBrownieBakers>

Check out LBB's library of inspiring videos featuring real girl stories and selling tips.

Little Brownie Bakers Volunteer Blog:

<http://blog.LittleBrownieBakers.com>

Check out the volunteer blog for exciting program resources

Cookie Locator:

<http://CookieLocator.LittleBrownie.com>

Help friends and family locate the closest cookie booth with this app!



Getting Started

Calendar Checklist.....	1
Your Invaluable Role.....	3
What's New.....	4
Meet the Cookies.....	6
Make It Virtual.....	8
5 Steps for a great program.....	9
Badges, Pins & Troop Proceeds.....	11
Meet with Girls and Families.....	12

eBudde: Quick Guide

eBudde Troop App Plus	15
eBudde Fingertip Facts	16
Girl Info.....	17
Selling Basics.....	18
Celebrate!.....	20
Rules and Consequences.....	22

Selling and Initial Order

Selling Girl Scout Cookies	25
Digital Cookie	27
Initial Order	29
Cookie Delivery	30



Booths: Selling Cookies in Front of Businesses

Council Sales Booths.....	32
"My Sales" Troop Cookie Booths.....	33
Cancel a Booth.....	34
Cookie Booth Basics.....	35
Booth Inventory Recommendations	36

Cookie Inventory

Cupboard Basics.....	38
Placing a Cupboard Order.....	38
Cupboard Pick-ups.....	39
Troop-to-Troop Transfers.....	39

Wrap-up

Submit Final Rewards.....	40
eBudde Wrap-up.....	40

Finances

Monetary Policies.....	41
ACH Debits.....	42
Collection Issues.....	42
Product Program Proceeds Standards.....	43

Policies and Guidelines

Product Program Policies & Standards.....	44
Social Media & Email Policies.....	46

Calendar Checklist

November/December 2020

- ☐ Troop Product Managers (TPMs) attend their Service Unit cookie training. Troops must submit the *TPM Agreement* form to receive materials and access to eBudde
- ☐ TPMs contact parents to verify that girls will be participating and collect *Parent/Guardian Permission and Responsibility* forms

January 2021

- ☐ TPM's receive eBudde invitation access. Test eBudde login and report any problems to Service Unit Representative
- ☐ 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 16- Cookie GO Day!** – Girls start taking initial orders on order cards and Digital Cookie
- ☐ **January 23, 8:00 a.m.-** eBudde Booth Scheduler Early Bird Fast Pass opens
- ☐ **January 24, 8:00 a.m.-** eBudde Booth Scheduler Early Bird Fast Pass closes
- ☐ **January 26, 6:00 p.m. -** eBudde Booth Scheduler Round 1 *opens*
- ☐ January 27, 6:00 p.m. - eBudde Booth Scheduler Round 1 *closes*
- ☐ **January 28, 6:00 p.m. -** eBudde Booth Scheduler Round 2 *opens*
- ☐ January 29, 6:00 p.m. - eBudde Booth Scheduler Round 2 *closes*
- ☐ **January 30, 8:00 a.m. -** eBudde Booth Scheduler *opens* for remainder of program
- ☐ **January 31 -** Girl initial order taking ends



Calendar Checklist (cont.)

February 2021

- ☐ **February 1** - Order taking for goal getter card phase begins
- ☐ February 2 – TPM's enter girls' initial orders into eBudde by 8:00 p.m. deadline
- ☐ February 20- Service Unit Warehouse pick up
- ☐ **February 22-29** – Service Unit/TPM cookie delivery
- ☐ February 22-29 – Girl cookie delivery (as soon as product is received)
- ☐ February 26 – Cookie cupboards begin to open. Closes Saturday, March 20

March 2021

- ☐ **March 1** – “My Sales” Troop Booth Agreement forms due to GSU and scheduled in eBudde on or before
- ☐ **March 5** – Last day to enter goal getter orders and Digital Cookie girl delivery orders
- ☐ **March 5-21** - Troop cookie booths begin Friday March 5 – Sunday March 21, 2021
- ☐ **March 11-** First ACH debit by council - \$1.00/package ordered in the initial order less Digital Cookie payments
- ☐ **March 21** - Cookie Program ends. Last day of cookie booth.
- ☐ **March 22** - Girl money due to TPM
- ☐ **March 24** – TPM booth allocations and rewards submitted in eBudde by 8:00 p.m.
- ☐ March 25 – Service Unit Final rewards submitted in eBudde by 8:00 p.m.
- ☐ **March 26** – Final ACH debit – remaining total due to council
Troop Cookie Envelopes due to council

Reward Distribution and Events

- ☐ Girl rewards are shipped to the Service Unit cookie manager early May
- ☐ Activity Credits mailed- First Week of May
- ☐ June 5 - 350+ Cookie Party at Cowabunga Bay
(girls must register for this event)



Your Invaluable Role

Troop Product Managers are an invaluable part of the Girl Scout Cookie Program.® Volunteers like you are the champions, role models and cookie coaches who help girls discover their amazing potential and take steps toward achieving their goals.

5 ESSENTIAL SKILLS FOR GIRLS

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

GOAL SETTING

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

DECISION MAKING

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

MONEY MANAGEMENT

Girls learn to create a budget and handle money

PEOPLE SKILLS

Girls find their voice and build confidence through customer interactions

BUSINESS ETHICS

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

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

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

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

What's New 2020-2021

Your busy life picks up speed during Girl Scout Cookie Season. You need tools and digital resources that not only keep pace, but also help keep you and your girls moving toward success—while having lots of fun along the way. We've got you covered!

eBudde™ Mobile

The must-have app for volunteers in the Girl Scout Cookie Program® now has a new name. eBudde Mobile makes your life simpler by meeting you wherever you are in the season.

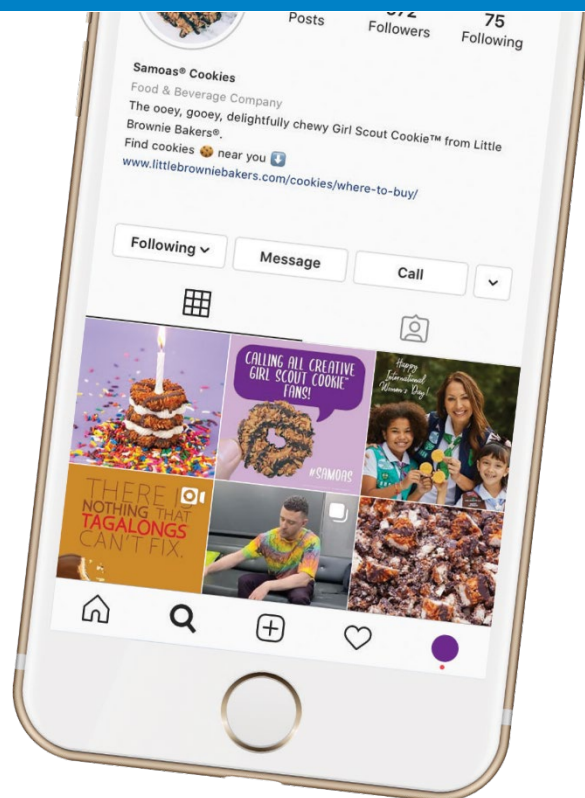
- From a troop or service unit dashboard, get all the information you need
- Simple icons take you to important messages, booth locations*, checklists and more
- Watch training videos and get help from within the app

AVAILABLE FOR DOWNLOAD



**See social-distancing and online safety guidelines.*

What's New 2020-2021



Social Media Shareables

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

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

Online Tips & Ideas

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

Digital Marketing Tips for Cookie Entrepreneurs and Families

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



MAKE IT VIRTUAL!

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

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





Meet the GiRL Scout COOkiEs®

2020-2021

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
NEW! Halal Certification



LEMON-UPS®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon cookies baked with inspiring messages to lift your spirits ①D



- 100% Real Cocoa
- Real Coconut

samoas®

Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolaty coating ①D



In addition to being Kosher certified, all Girl Scout Cookies® baked by Little Brownie have achieved Halal certification from the Islamic Food and Nutrition Council of America, demonstrating our commitment to developing cookie products that serve the needs of a wider segment of cookie buyers.





tagalongs®

Crispy cookies layered with peanut butter and covered with a chocolaty coating ⑩ ①

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



DO-Si-DOS®

Crunchy oatmeal sandwich cookies with creamy peanut butter filling ⑩ ①

- 100% Real Cocoa
- Real Peanut Butter



trefoils®

Delicate-tasting shortbread that is delightfully simple and satisfying ⑩ ①

- Made with Vegan Ingredients
- 100% Real Cocoa



thin Mints®

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



specialty innovation

girl scout S'MORES®

Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling ⑩ ①

- Made with Natural Flavors
- 100% Real Cocoa

- No Artificial Flavors



specialty innovation

toffee-tastic®

GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits ⑩ ①





Make It Virtual!

We're giving you more ideas and resources than ever to take your cookie season to the next level, digitally!

Look for this icon. 

Virtual Resources on LittleBrownie.com

Visit LittleBrownie.com for virtual activities, resources and digital tools that allow you to customize an experience that makes sense for your troop. Use a few, use them all, or create your own!

Girl Scouts' Online Safety Resources

Whatever approach you decide to take this Girl Scout Cookie Season, we have tools to equip you to be flexible in a range of environments. You can find Girl Scouts® safety materials and resources later in this manual, and additional information at girlscoutcookies.org/troopleaders.



5 STEPS

to Support Her Pathway to

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

GET STARTED

1

Get Yourself Set for a Great Season

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

2

Meet with Girls and Families

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

OPEN FOR BUSINESS




3

Tap into the Power of eBudde™

- eBudde™ Mobile
- eBudde™ Quick Guide

4


Help Girls Succeed as Cookie Entrepreneurs

- Key Dates
- Volunteer Shareables
- Girl Order Card
- Digital Cookie® platform 
- Booth Events 
- Girl Scouts® Cookie House Party 

CELEBRATE

5

Recognize Achievements

- Key Dates
- Recognizing Girls
- Send "Thanks!"
- Celebrate Achievements 

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

79% of Girl Scouts have an entrepreneurial mindset

91% of Girl Scouts are interested in becoming an entrepreneur

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



1

GET STARTED

Get Yourself Set for a Great Season

PRIMARY CONTACTS

Troop

Name:

Email:

Phone:

Other volunteers:

NOTES:

The Girl Scout Cookie Program® is led by girls, but getting all the right tools in place starts with you. We've got tools, resources and helpful info to



FOR YOU

Volunteer Training on eBudde™ Mobile

Training resources and videos allow you to get up to speed fast on eBudde's many capabilities. Master the basics, and then check out tips on new features for the season!

What it includes:

- Videos
- Multimedia lessons

Where you'll find it:

- App Store and Google Play

** Find app guidance and the eBudde® Quick Guide.*

Girl Scouts® Built by Me Cookie Planner

Create a custom plan for the cookie season—online, in just minutes! Choose from a menu of options that fit your group's interests and schedules. It's as simple as taking a short quiz!

What it includes:

- Digital questionnaire
- Customized plan with links to resources

Where you'll find it:

- CookiePlanner.LittleBrownieBakers.com
- CookiePortal.LittleBrownie.com



1

GET STARTED

Get Yourself Set for a Great Season

Continued



FOR GIRLS

Girl Scouts' National Program Portfolio

Girls can earn Cookie Business and Financial Literacy badges and Cookie Entrepreneur Family pins for every year they participate in the Girl Scout Cookie Program®. Check out the Girl Scout Badge Explorer or search the Volunteer Toolkit (VTK) for badges by grade level.

What it includes:

- Badges and pins that girls can earn through participation in the cookie program
- Requirements for earning pins or badges
- Poster

Where you'll find it:

- Your council's website
- girlscouts.org/cookiebadges
- girlscouts.org/entrepreneurfamily
- girlscoutcookies.org/troopleaders

Troop Proceeds \$.70/package	
# Packages	Proceeds
36	\$25.20
50	\$35.00
70	\$49.00
150	\$105.00
200	\$150.00
250	\$175.00
350	\$245.00
500	\$350.00
800	\$560.00
900	\$630.00
1000	\$700.00
1500	\$1,050.00
2000	\$1,400.00
2500	\$1,750.00
4000	\$2,800.00

TROOP GOAL GETTER REWARD

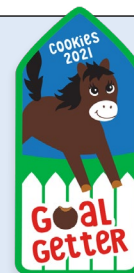
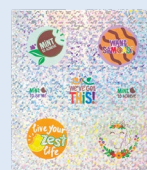
10% increase over troop's 2020 initial order

Troop's initial order includes girl/troop pre-orders and Digital Cookie girl delivery orders received during the initial order period from eBudde. This does not include Digital Cookie Shipped or Council Gift of Caring.



TCM's will receive 1 set of Ice Cream bowls.

Girls who place an initial order will receive a Goal Getter Patch and Cookie Bling Decals



CORE VARIETIES	SPECIALTY COOKIES
Samoas®	Toffee-tastic®
Thin Mints®	Girl Scout S'mores®
Do-si-dos®	
Tagalongs®	
Trefoils®	
Lemon-ups®	

Girl Scout Cookies are \$5.00 per package for core varieties. Specialty cookies are \$6.00 per package.



2

GET STARTED

Meet with Girls and Families

KEY DATES

Troop meeting:

Date and Time:

Location:

Family Meeting:

Date and Time:

Location:

NOTES:

For Girl Scout Cookie™ entrepreneurs, getting set for business means learning how to think like an entrepreneur. Motivate and inspire girls of all levels to do just that with fun learning activities from the Cookie Business Badges. As girls take their learning home, the Cookie Entrepreneur Family Pin encourages the whole family to get involved and offer support.



FOR YOUNGER GIRLS

Girl Scouts® Cookie Rookie

Use this resource to help young girls learn about setting goals, get to know different cookies, gain confidence, learn how to speak to customers, and more.

What it includes:

- Fun video
- Volunteer guide

Where you'll find it:

- LittleBrownie.com, Girls section



FOR GIRLS AND FAMILIES

Girl Stories

Get everyone inspired with stories of girls who are leading boldly as cookie entrepreneurs and shining brightly as a result.



These resources were originally designed for in-person use, but can also work with digital tools. Consult your council for approved video-conferencing platforms.

What it includes:

- Video and editorial profiles of girls who have improved their communities and gone on fun adventures with their cookie earnings.

Where you'll find it:

- LittleBrownie.com, Girls, Teens and



FOR OLDER GIRLS

Girl Scouts® Cookie Captain

Keep experienced teens interested in the cookie program and show them ways to give back with a full collection of materials.

What it includes:

- Video for teens
- Best practices
- Training strategies
- Step-by-step guide
- Notebook
- Promotional flyer

Where you'll find it:

- LittleBrownie.com, Teens section

2

GET STARTED

Meet with Girls and Families




Continued



FOR GIRLS

Share Her Cookie Story*

 Encourage girls in your troop to share their inspiring Girl Scout Cookie™ stories with the world for a chance to be featured on Girl Scouts' "Think Outside the Cookie Box" gallery, the Girl Scout blog, Facebook, Twitter, Instagram and more.

What it includes:

- Online form to submit her cookie story

Where you'll find it:

- girlscouts.org/poweredbycookies



Girl Scouts® My Cookie Friend

Girls love earning the newest mascot plush! Pump up the excitement by encouraging girls to explore our mascot's official website. We designed it to be educational and inspirational!

What it includes:

- Fun facts
- Games
- Videos
- Activities and crafts


Where you'll find it:

- MvCookieFriend.com



Goal-setting activities

Teach girls everything they need to know about reaching high goals, while having loads of fun.

 These downloadable crafts can be done together or individually—online or in-person—to help girls track their progress through the season.

What it includes:

- Quick, inspiring ideas for making the most of Girl Scout Cookie Season

Where you'll find it:

- LittleBrownie.com, Volunteers section



FOR FAMILIES

Family Guide

Use this inspirational brochure to introduce and welcome families to the Girl Scout Cookie Program®.

What it includes:

- Reasons for participating
- Tips on how families can support girls
- Family projects
- Safety rules
- And much more!

Where you'll find it:

- LittleBrownie.com, Families section

Cookie Entrepreneur Family Pin collection

Encourage families to support girls as they learn to think like entrepreneurs and run their own cookie businesses. Girls can earn all 13 pins in the collection—one unique pin for every year they participate.

What it includes:


- Activity sheets to help girls at all levels
- Tips for families

Where you'll find it:

- girlscouts.org/entrepreneurfamily

HELPFUL INFO

GAIN THE SUPPORT OF FAMILIES EARLY ON

 Host a short meeting in-person or virtually with families so girls can kick off the year with their families. At the meeting, adults can complete permission forms and sign up to help. This is a great time to go over health and safety guidelines (see "Safety Guidelines" page).

*See social-distancing and online safety guidelines.

2

Meet with Girls and Families



Continued

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. 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.
- Hand out program materials only to girls who have submitted a signed *Parent/Guardian Permission & Responsibility Agreement*.
- Go over the best method for parents/guardians to communicate with you.
- Emphasize that no orders may be taken until January 16, 2021 and what the consequences are if they do.
- Go over all the cookie due dates, including those imposed by GSU and those within the troop.
- Go over the different ways that girls sell cookies. Digital Cookie, door-to-door, walkabouts and booths.
- Go over the process for cookie delivery day, including counting cookies and the M3 receipt.
- Explain when girls can get more cookies and the process to get them.
- Under what circumstances/timeframes the girls can return and/or exchange cookies within the troop (cookies may not be exchanged/returned to council).
- Explain money handling policy. This should include:
 - Dates that 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 the initial order and final payment is due
 - The steps the troop is required to take when money is not turned in
- Review the online Safety Activity Checkpoints.
- Review Booth policies. 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.
- Have parents sign the *Adult Code of Conduct* form for boothing.
- Explain how rewards are earned.
- Discuss how the troop will celebrate its successful cookie season!

3

OPEN FOR BUSINESS

Tap into the Power of eBudde™



KEY ACTIONS ON APP

Get set up (log-in info):

Place log-in info here.

Enter girl and troop information:

Verify that the correct girls are in your troop.

Contact council to remove or add a girl. This must be done prior to order taking!

Last day for troops to update eBudde, including rewards (by 8:00 p.m.):

March 23, 2021

Girl cookie orders due to troop cookie manager:

Initial orders due:

Girls January 31, 2021

Troop February 2, 2021

Pick up cookies:

February 20-27, 2021

Sign up for booths:

January 23-30, 2021

Final rewards delivery to service unit:

Week of May 2, 2021

Final electronic payment withdrawal for remaining balance due:

March 26, 2021

NOTES:

The Girl Scout Cookie Program® is backed by a whole network of support—one that goes beyond the incredible service of council leaders and volunteers like you. Working behind the scenes is eBudde, the digital command center for your Girl Scout Cookie Season. Easily accessible via a mobile app for volunteers at the service unit and troop levels,



FOR YOU

eBudde™ Mobile

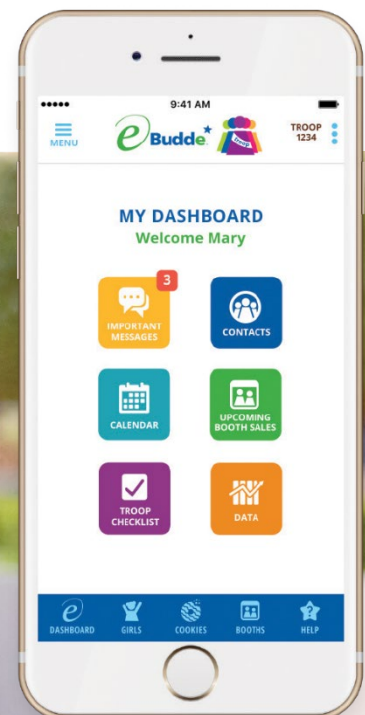
Stay in the know, on the go! This must-have app puts power at your fingertips, wherever you are in the cookie season.

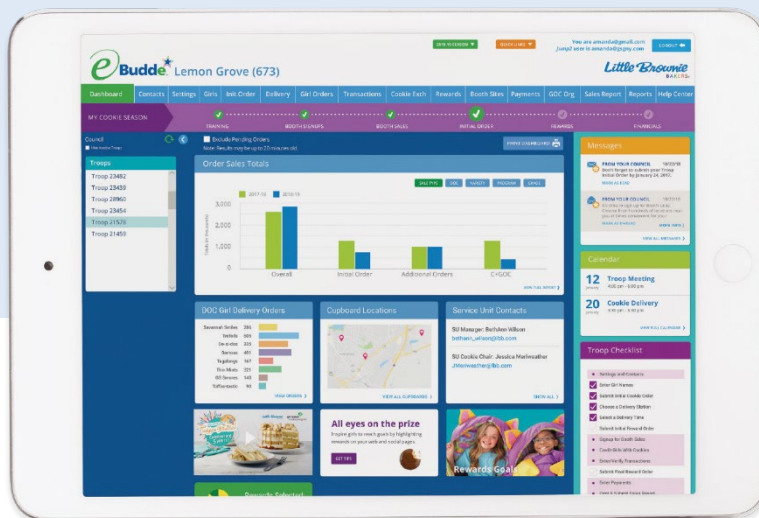
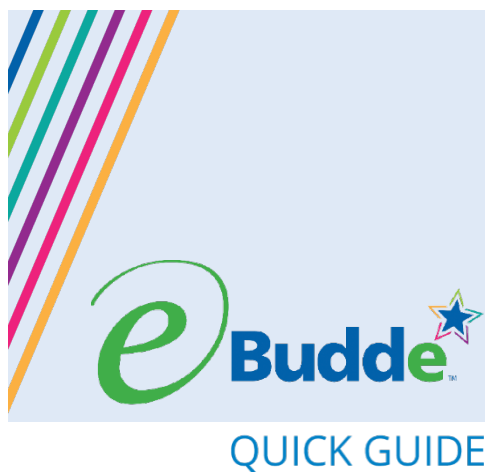
What it includes:

- Streamlined dashboard
- Easy management of orders and rewards
- Important messages and upcoming events
- Options for finding booth locations and exchanging cookies
- Help Center

Where you'll find it:

- App Store and Google Play





GETTING STARTED

- 1 **Look for welcome email with link and log in information to eBudde.LittleBrownie.com**
 - After council has received your Troop Product Manager Agreement and you've completed TPM training, you'll receive a welcome email with a login link
 - Click the link and set up a new password, then click CONFIRM
- 2 **Set up your troop**
 - Click the SETTINGS tab, then EDIT SETTINGS
 - Enter your troop's package goal
 - Update the level of your troop if needed
 - Check OPT OUT OF REWARDS only if your troop is Cadette or above and wants to receive additional proceeds in lieu of girl rewards. You do not need to fill out a webform.
- 3 **Adding users**
 - Click the SETTINGS tab, then EDIT SETTINGS
 - Enter email addresses of additional users at the bottom of the page
 - Click UPDATE to save
 - eBudde will email the new user a link to sign in

NAVIGATING FEATURES

Dashboard

On your troop's default screen, you'll find important messages from your council/service unit and links to tools and resources you'll need throughout the season

Contacts

Review contact info and click EDIT to make changes

Settings

You can do several things under this tab:

- Edit troop info
- Enter the number of girls selling and the troop's package goals
- Opt out of rewards for additional profits
- Enter banking info

Girls

verify that all participating girls are in eBudde. If there are girls listed under your troop that no longer attend or belong to a different troop they need to be removed. Contact council to add or remove girls before the start date.

Initial Order

Enter your troop's initial order by girl, and order additional Girl Scout Cookies® for booth sales.

NOTE: Once orders are submitted here, they cannot be changed. Carefully review the totals before hitting SUBMIT

Reports

Run three different reports from this tab:

- CUPBOARD REPORT shows a list of all open cupboards and location/hours of operation
- DELIVERY STATION REPORT shows a list of locations available for your troop to choose from for initial order pickup
- COOKIE EXCHANGES REPORT shows current offers of cookies available for exchange within the council

Sales Report

Review all sales totals for the troop, including:

- Final package numbers
- Receipts
- Girl Scouts® Gift of Caring donations

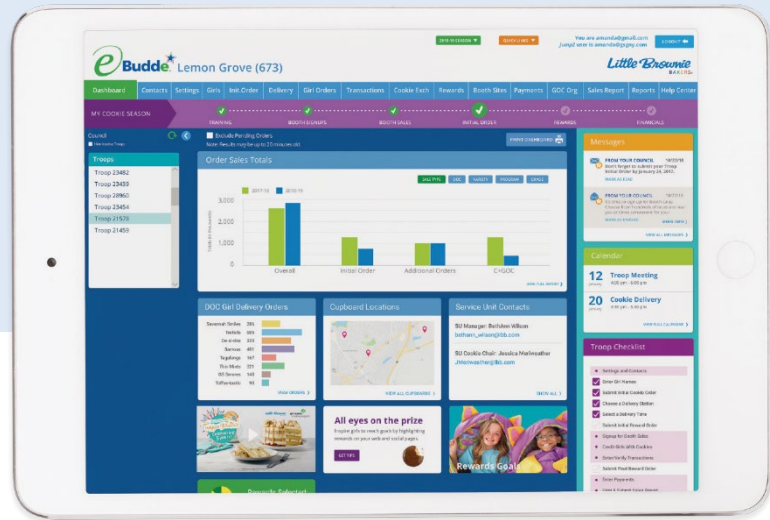
Help Center

Find additional information, including:

- Council information
- eBudde help
- Links to eBudde Microburst Training



Continued



Girl Information in eBudde

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 Product Managers will not have access to add or delete girls.

- GIRL tab will be locked.
- Verify that all the correct girls are in your troop in eBudde BEFORE the January start date. Once a girl begins selling cookies in the troop she is assigned to she CANNOT be moved.
- If a girl is missing or does not belong in your troops eBudde roster, email the Product Program Department at cookies@gsutah.org.
- Once registration is confirmed, girl will be entered into eBudde by council. This can take up to one week.



4

OPEN FOR BUSINESS

Help Girls Succeed as Cookie Entrepreneurs



KEY DATES

Initial Order phase:

January 16-31, 2021

Digital Cookie® open:

January 16-March 21, 2021

Cookie Cupboards open:

February 23, 2021

Booth phase:

March 5-21, 2021

National Girl Scout Cookie Weekend:

February 19-21, 2021

Collection of money:

March 22, 2021

NOTES:

Girl Scout Cookie™ entrepreneurs are can-doers who grow bolder with every step they take in the Girl Scout Cookie Program.® So how can you inspire girls to take their first leap into the program and keep moving toward big goals? We've got you covered with tools and resources that promote hands-on learning, collaboration and more—skills that are building blocks of entrepreneurship.



FOR YOU

eBudde™ Mobile

This resource helps you find the right words (and pictures) to promote the cookie program. It's social planning made simple!

What it includes:

- Posts covering multiple categories:
 - Cookie news
 - Special promotions
 - Holiday themes
 - Profile pictures

Where you'll find it:

- LittleBrownie.com
- Additional social media tools are available at girlscoutcookies.org/troopleaders

HELPFUL INFO

You need to know:

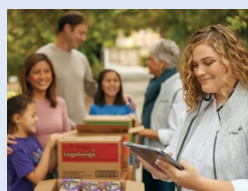
- Troops are responsible for counting and verifying the total number of cases
- When in doubt, recount
- Wait until you're sure about your case count to sign the receipt

This is your smooth pickup day

- Know exactly how many cases you ordered of each variety
- Arrive on time at your scheduled pickup
- Make sure you have enough vehicles to load your order (see chart)
- Check in and receive your pickup ticket
- Give your pickup ticket to the warehouse worker and count cases with them
- Sign for your order and take your receipt

How many cookie cases can your car carry

23 cases	Compact Car
30 cases	Hatchback Car
35 cases	Standard Auto
60 cases	SUV
75 cases	Station Wagon
75 cases	Minivan
100 cases	Pickup Truck
200 cases	Cargo Van



Take stock & restock!

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

25%	Thin Mints®
22%	Samoas®
14%	Tagalongs®
12%	Trefoils®
11%	Do-si-dos®
9%	Lemon-Ups®
6%	Girl Scout S'mores®
3%	Toffee-tastic®

4

OPEN FOR BUSINESS

Help Girls Succeed as Cookie Entrepreneurs



FOR GIRLS

Girl Order Cards*

Many customers look forward to girls paying them a visit with an order card in hand. Girls take down orders for cookies and then turn in their card to you or a designated cookie volunteer, who enters the orders into eBudde.™

Want to keep a safe distance? Use the door hanger order cards, or encourage customers to order over the phone.

What it includes:

- Order card where girls can capture order information from neighbors, friends and family members

Where you'll find it:

- Supplied by your council



Digital Cookie® platform*

- Girls can personalize their own e-commerce site and invite friends and family to support! Customers have two delivery options: in-person drop-off or direct shipment to their home.

What it includes:

- Features that allow girls to set their cookie goals, track their progress, manage orders and inventory, learn Internet safety skills and more

Donated cookies:

Customers can purchase "virtual" cookies that will be donated to the council Gift of Caring program

Booth Events*

Girls can build on the momentum of their initial orders by getting extra creative with a booth event. They can set up shop as a troop in front of retail stores or other community spaces. Girls will have fun working toward their goals together!

- Girls can open Virtual Girl Scout Cookie Booths on social media! For teens, social media is a great way to spread the word about their cookie businesses. Parents and guardians should do the posting on social media if the girl is under age 13, but the girls should have a hands-on role in marketing their cookie business.

What it includes:

- Booth decorating ideas
- Tips for bundling Girl Scout Cookies®
- Fun graphics girls can use
- Shareable social media posts
- Virtual Cookie Booths step-by-step guide

Where you'll find it:

- LittleBrownie.com, Volunteer section
- pinterest.com/lbbakers/

FOR YOU AND GIRLS

Girl Scouts® Cookie House Party*

This winning strategy is a lot of fun for girls. With your guidance, girls invite friends and family to hear stories about their plans for cookie earnings. Guests learn they can support girls' goals in a big way when they purchase cookies by the case.

TIP: Host the party at a local school or community center. Often, these sites have a central location, and it could save you

- Help girls organize and host a Virtual Cookie Party using Facebook Live, Google Meet or Zoom. To drive success, girls can deliver their business pitch to their guests, demonstrate a cookie recipe and more!*

What it includes:

- Video overview
- Invitations
- Recipe cards
- Décor and giveaway ideas

Where you'll find it:

- Blog.LittleBrownieBakers.com

MAKE IT VIRTUAL!

Check out LittleBrownie.com for more virtual ideas, inspiration and resources!

*See social-distancing and online safety guidelines.

5

CELEBRATE

Recognize Achievements



KEY DATES

Celebration troop meeting:

Date and Time:

Distribute rewards and celebrate with families:

Date and Time:

Troop goals:

Activation of troop goals:

NOTES:

Make the most of girl accomplishments, like a girl reaching her goal. Thank customers, tell stories about your cookie experiences or throw a party for your troop.



FOR GIRLS

Recognizing Girls

Girl Scout Cookie™ Season is the time for girls to start thinking like entrepreneurs. From the earliest planning meetings through the booth phase, recognize and encourage girl development of an entrepreneurial mindset—whether it's being curious about how things work or embracing challenges.

What it includes:

- Certificates
- Patches

Where you'll find it:

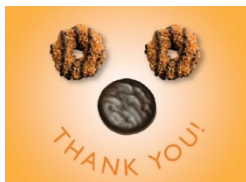
- LittleBrownie.com, Volunteer section
- Your council's website

Booth Sales patch available for purchase in the council shop while supplies last.

5

CELEBRATE

Recognize Achievements



Glow-in-the-Dark Cable Horse



Pocket



Ice Cream Bowls



Canteen



Marker

FOR GIRLS

Send "Thanks!"

Thank everyone involved with your troop's success, including families, friends, businesses and fellow volunteers. Find card templates and ready-to-post social graphics on LittleBrownie.com. Loads of clip art is also available on the site to help you and girls create your own messages of appreciation.

What it includes:

- Social posts
- Card templates
- Clip art

Where you'll find it:

- LittleBrownie.com, Volunteers, Clip Art and Social Media sections

Celebrate Achievements*

They've earned it! Plan a celebration that gives you the opportunity to pass out rewards to girls, while highlighting individual and troop achievements. Discuss how the funds can be used for future activities.

Make the celebration virtual! Visit LittleBrownie.com for ideas like reward unboxing, virtual ceremonies, and more!

CONGRATULATIONS!



Glow-in-the-Dark Blanket

No-Show Socks



*See social-distancing and online safety guidelines.

Girl Scout Cookie Program® Safety Guidelines



An essential part of your action plan for a successful Girl Scout Cookie™ Season is reviewing safety guidelines with girls and their parents or guardians. Girl Scouts® offers resources on girlscoutcookies.org/troopleaders.

Girl Scouts® resources:

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

Where you'll find it:

- girlscoutcookies.org/digitalmarketing
- girlscoutcookies.org/troopleaders
- girlscouts.org
- www.gsutah.org



Girl Scout Cookie Program®

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.

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

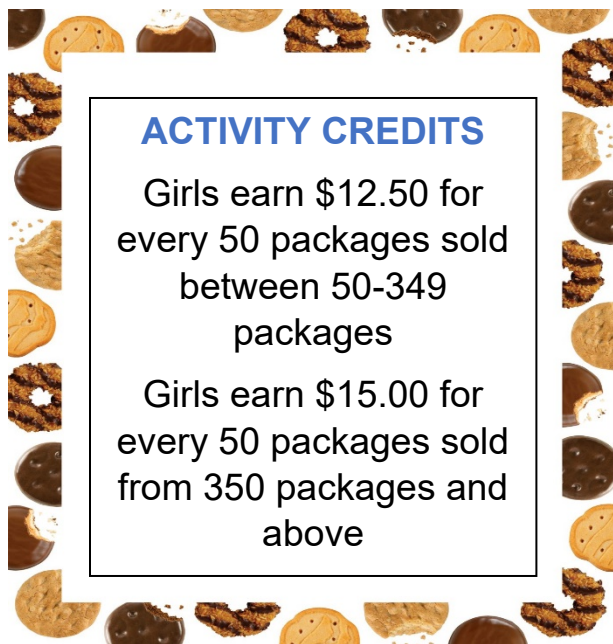
Most common examples of rules or regulations not complied with are as follows. NOTE: This is **NOT** an exhaustive list, only a few examples.

- 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 Program 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 SUPPR and Product Program staff.





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

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



Note for Opt-out Troops:

NEW THIS YEAR

Troops who choose to opt out of rewards will NOT need to fill out an online form.

In eBudde, go to the settings tab, click Edit Settings, and then click on the "Opt out of rewards for additional proceeds" box

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

- Each 500+ seller will receive an additional \$10
- Each 800+ seller will receive an additional \$15
- Each 1000+ seller will receive an additional \$20

**These totals are not cumulative. Girls selling less than 500 packages are not affected.*

(SUBJECT TO CHANGE. Check website for current proceeds)

The members of the troop must be Cadettes (grades 6-8), Seniors (grades 9-10) and/or Ambassadors (grades 11-12) to participate in the program.



Selling Girl Scout Cookies

Girl Scouts of Utah will follow all current CDC and Utah Health Department Covid 19 guidelines for selling, pickup and delivery of cookies. This might include wearing face masks, social distancing and limiting the number of people present just to name a few. Help keep your troop safe by continuing to monitor the current guidelines and keeping your parents and girls informed.

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 2021.
- 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."



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.

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.



Digital Cookie (DOC) is an optional participation component of the Girl Scout Cookie Program. DOC is meant to compliment the girl order card and contacts girls make with customers.

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 TPMS 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.

Girls can earn the Cookie Techie Patch when they send 15+ emails by January 31, 2021





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.

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, 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.



PLACE your Initial Order (IO)

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.
DOC orders are automatically sent to eBudde for the initial order and do not need to be added.
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. You can save and edit as many times as you need to.

SUBMIT your Initial Order

1. Review the totals at the bottom of the screen. Verify accuracy. Remember, once you submit your order the cookies belong to your troop!
2. Click Submit Order
 - You can only submit once.
 - 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.**
- ❖ TPM's should have their IO submitted by 8:00 PM. eBudde will automatically close the initial order section for Troops at **10:00 PM on February 2, 2021.**
- ❖ 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 SUPPR. Once the SUPPR submits the Service Unit cookie order, she/he **cannot** make any changes/corrections to troop orders.

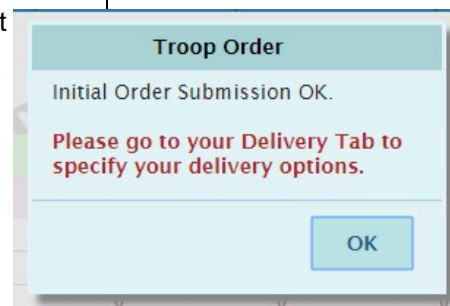
Choose your Delivery Site

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.



Initial Order Delivery- February 20-27

Guidelines for a Successful Troop Pick-up

- The SUPPM will schedule a time for each troop to pick up their cookies from the delivery location.
- 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.
- Check in and receive your bubble sheet.
- No children or tagalongs. 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.
- Give bubble sheet to loader and count the cases as they're pulled.
- **COUNT, COUNT, AND RECOUNT** 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).
- Take the troop's order directly home. Do not separate girl orders at the delivery station. Do not leave them in your car. Keep away from direct sun or excessive heat, water leaks, pets, and ensure product is not placed on floor of garage.
- Shortages from initial delivery will not be replaced, unless a discrepancy is discovered before the receipt is signed.

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.

Damaged Packages or Cases can be 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, or returned by customer for any reason

NOTE: Transportation of the cookies is the responsibility of the troop. Please be prepared to secure your load and cover in inclement weather. Wet and/or melted cookies are **not** considered damaged. You are responsible for any wet/melted cookies, and they will not be exchanged.



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 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.
- **It is very important that families 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.

Receipting using M3 receipt

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 in eBudde 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.**

Cookie Booths

- Talk to your troop leader, girls, and parents about boothing procedures, guidelines, schedule, and boothing etiquette.
- 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.
- 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.
- 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

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!**

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

To ensure equal opportunity for all troops, sign-ups are in multiple cumulative rounds. This 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
Early Bird	1/23	8:00 a.m.	1/24	8:00 a.m.	1
1	1/26	6:00 p.m.	1/27	6:00 p.m.	3
2	1/28	6:00 p.m.	1/29	6:00 p.m.	2
3	1/30	8:00 a.m.	n/a	n/a	unlimited

The Early Bird round is for Troops that completed the early bird registration and qualify for 1 booth per troop.

Select a Booth Location and Time

Council Secured Booth Locations

32

1. Click on BOUTH 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

Browse and sign up for Council Booth Sales
Use drop down for My Sales or the Booth Sale Recorder. Free Slots Current Signups Council Sales

Utah Green Branches have openings

[+] Council Booth Sales

[+] American Fork, UT

[+] Fresh Market 135 E Main St

Fri Mar 8, 2019 4:00pm -- 8:00pm
Sat Mar 9, 2019 9:00am -- 6:00pm
Mon Mar 11, 2019 4:00pm -- 8:00pm
Tue Mar 12, 2019 4:00pm -- 8:00pm
Wed Mar 13, 2019 4:00pm -- 8:00pm
Thu Mar 14, 2019 4:00pm -- 8:00pm
Fri Mar 15, 2019 4:00pm -- 8:00pm
Sat Mar 16, 2019 9:00am -- 6:00pm
Mon Mar 18, 2019 4:00pm -- 8:00pm
Tue Mar 19, 2019 4:00pm -- 8:00pm
Wed Mar 20, 2019 4:00pm -- 8:00pm
Thu Mar 21, 2019 4:00pm -- 8:00pm
Fri Mar 22, 2019 4:00pm -- 8:00pm
Sat Mar 23, 2019 9:00am -- 6:00pm

[+] JOANN Fabric & Craft 640 E State Rd
[+] Walmart 949 W Grassland Dr
[+] Bountiful, UT

Fresh Market 135 E Main St American Fork, UT 84003

Choose a time slot and then Submit

To opt out click on that slot again and re-submit

Notify Me if Slots Open (0 waiting)

Time Troop

9:00am
12:00pm
3:00pm

Booth located inside store - Arrive & leave on time per your troop's shift...

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.

“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 a completed/signed *Girl Scout Troop Cookie Booth Agreement Form* obtained from the business manager and turned into GSU.

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

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 Product Department
6. Green is approved, orange is denied

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.

33

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.

Cancel a Reserved Booth

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.

- Go to calendar on dashboard
- Click on booth date to be released
- Hit release button

The booth is now immediately available to other troops to reserve. eBudde will send a message to those on the wait-list for the booth.

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.
- Daisy Girl Scout should not be scheduled longer than one hour during the assigned booting shift; additional adult supervision is recommended. Rotate girls after their one hour shift to cover a booth that is longer than one hour.

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

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

- Boothing 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 boothing 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 boothing 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!

34

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.

Safety

At least 3 girls, but no more than 5, and 2 adults **PER DOOR** are required to be present at all times. This includes when a business has two doors.

- 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. Fanny packs and money belts are good options for holding large amounts of cash.
- 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.
- Safeguard cookies; never turn your back to the cookies, including the extra cases not on display.

35

Set up your booth to appeal to customers

- Troops should bring all of their own supplies to set up their booth, including a table, a Girl Scout or other colorful tablecloth, tape for affixing signs to the table, sharpie and pens for taking notes.
- 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.
- Bring your own shopping bags. Customers will buy more if they have an easy way to carry them. Do not ask host business for bags.

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.

Variety	First Weekend	Subsequent Weekends
Lemon-Ups	2 cases	1 case
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

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. 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.
- Venmo is not an acceptable form of payment.

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.

Allocating Booth Cookies

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**.

Cookie Cupboard Basics

After initial order delivery day, additional cookies are stored and can be picked up from cupboards. **Cupboards begin to open February 23 (see online schedule for details, www.gsutah.org)**

37

- Orders for cookies from the cupboard must be placed by troop product managers (TPM) 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 14. Beginning March 16, troops can pick up in individual package quantities through the end of the program.
- TPMs 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 choose your desired pickup appointment. Troops should place their cupboard pending orders 24-48 hours in advance.
- 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.

Place a Pending Order for Cupboard Pickup

- Click on the **TRANSACTIONS** Tab.
- Click **ADD A TRANSACTION**. A new Cookie Transaction Window appears.
- Click **PICKUP** to choose an appointment to pick up from Cupboard. The system will only allow pickups to be scheduled on days and times during which the cupboard is open.
- Choose your desired Cupboard from the **SECOND PARTY** drop down.
- Enter your cookie order in cases and packages, as applicable. Note, you may only order in whole cases thru March 14.
- For **PRODUCT MOVEMENT**: Choose **ADD PRODUCT**.
- Click **SAVE/PRINT** to save the transaction and print your receipt.

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 at your appointment time. 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. 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!
- 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 appointment may be deleted at the discretion of the Cupboard Manager.
- Please make appointments 24 hours in advance to help with social distancing requirements. You may have to wait longer if making a same day appointment.

Troop-to-Troop Transfers

Troops can transfer cookies to other troops using eBudde.

The troop giving the cookies is responsible for entering the transaction 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

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.

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 SUPPR the first week in May. Troops will be notified by their SUPPR to pick up the rewards. Once received, rewards should be distributed promptly to the girls.
 - Activity Credits are mailed directly to each girl who earned them.

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. Compare all receipts to the transactions
- 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.
- 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.
- Verify that all information on sales report tab is accurate.
- 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.

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. Please be sure everyone, especially parents, understands the business part of the Cookie Program.

1. 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.
2. Girls may accept cash and/or checks made payable to "GSU" or "Girl Scouts of Utah" 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.
3. 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.
4. Cookie Program funds should be collected from girls and safeguarded by parents immediately. Girls are encouraged to write their first name on checks to help identify payments and to keep the troop's bookkeeping organized.
5. 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.
6. Troops should receipt every transaction (e.g. product given/money received). Both parents and the troop should have copies of signed receipts for clarity and reconciliation.
8. 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.



ACH Debits

1. Troops will be debited twice by GSU, on March 11 and March 26, 2021.

\$1.00 per package from the initial order less Digital Cookie payments will be debited from troop accounts on the first ACH debit on March 11. GSU will follow up on troops that payment doesn't clear until payment is completed. Troops who do not make a payment will be placed on hold at the cookie cupboards until this is resolved.

2. Troops must deposit sufficient funds in their troop bank accounts in time for funds to be available for each debit.

3. The final balance of council proceeds will be debited from troop accounts beginning **March 26, 2021**.

4. 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. ACH debits will continue until all council proceeds have been collected.

5. If troops need to adjust their payment amounts, they must contact the GSU finance department by March 22, 2021 at finance@gsutah.org or call 801-716-5112.

Troops will not be allowed to participate in the 2021 Fall Product Program or the 2022 Cookie Program if there is a balance owed to council.

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 finance@gsutah.org with any questions about establishing a new bank account.

All troops 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. Should payment concerns arise with a parent/guardian in the troop, Troop Leaders/ Troop Product Managers are asked to document the situation and first try to resolve the issues within their own troop
2. If the matter has not been rectified by the end of the program, the TPM must send all receipts, along with the original signed *Parent/Guardian Permission & Responsibility Agreement Form* in the troop envelope and send no later than April 1, 2021. Please include girl and parent name as well as the balance owed. Council will begin the collections process.

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

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.

Product Program Policies & Standards

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

1. All volunteers and girls must be a registered member of Girl Scouts to participate in any council sponsored product programs.
2. 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 Program Representatives, Troop Product 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 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 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 program 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 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
11. Any troop 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 Manager.
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.

Product Program Policies & Standards Cont.

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. Any troop not participating in the Fall Product Program and 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, KSL or any type of classified or auction-type site. 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

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.

ONLINE SALES

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

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.

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.



Little Brownie
BAKERS®

The GIRL SCOUTS® name and mark, and all associated trademarks and logotypes, are owned by Girl Scouts of the USA. The LITTLE BROWNIE BAKERS® name and mark, and all associated trademarks, are owned by Ferequity Inc., an affiliate of Ferrero Int'l, S.A. ®, ™ & © 2020 Ferequity Inc. WGT_060320