

Little Brownie
BAKERS®

Ferrara
CANDY COMPANY


girl scouts
of utah

2020-2021 Troop Product Manager Training



WELCOME!



Little Brownie
BAKERS®

Navigating Cookies in a Covid environment





Important Dates

December to January 9 TPM/Troop Leader Trainings

December to January 15 Parent/Girl Cookie Trainings

December to January 16 Service Unit Cookie Rallies

January 16-31 Cookie Program begins, order taking for initial order phase

January 23 to 30 eBudde Cookie Booth signups

February 2 TCM deadline for initial orders 8:00 p.m.

February 4 Service Unit deadline for initial orders 8:00 p.m.

February 20 to 27 Service Unit cookie Delivery

February 23 Cookie Cupboards begin to open

March 21 Cookie program ends

March 23 TPM deadline to submit all booth allocations and rewards 8:00 p.m.

March 25 Service Unit deadline for final rewards 8:00 p.m.

Full calendar available online at gsutah.org and in training manuals. This is not all inclusive

Contact Information

Important information you will need to know:
SUPPR Name, email and best phone number



Customer Care: 801-265-8472 info@gsutah.org

Allison Wickel Product Program Manager

awickel@gsutah.org 801-716-5125

Finance: finance@gsutah.org 801-716-5112



COOKIE ENTREPRENEUR Family

The **NEW** Cookie Entrepreneur Family pin enables girls and their families to learn to think like entrepreneurs as they participate in the Girl Scout Cookie Program. Each Girl Scout grade level will have its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection—one unique pin for every year they participate.

Learn more about this pin collection at girlscoutcookies.org/entrepreneurfamily



Cookie Curriculum

	COOKIE BADGES	FINANCIAL LITERACY BADGES
Daisy	 	 
Brownie	 	 
Junior	 	 
Cadette	  	  
Senior	 	 
Ambassador	 	 



*Don't forget the latest Cookie Activity pin for all levels, found on the Girl Scout Web page at http://www.girlscouts.org/program/gs_cookies/cookie_activity.asp

Girls learn the 5 Skills and earn the Cookie Entrepreneur Pin

Cookie Business and Financial Literacy badges help girls hone their skills and gain an understanding of the world of business.

America Loves Girl Scout Cookies!

When asked, 90% of people in the US will buy Girl Scout Cookies!

As of 10/15/20, consumers are buying brand name cookies, not less expensive private label cookies.

Consumers are buying indulgent treats for their homes and themselves! They are also looking for comfort food and nostalgia!

Girl Scout Cookies is a national brand name!

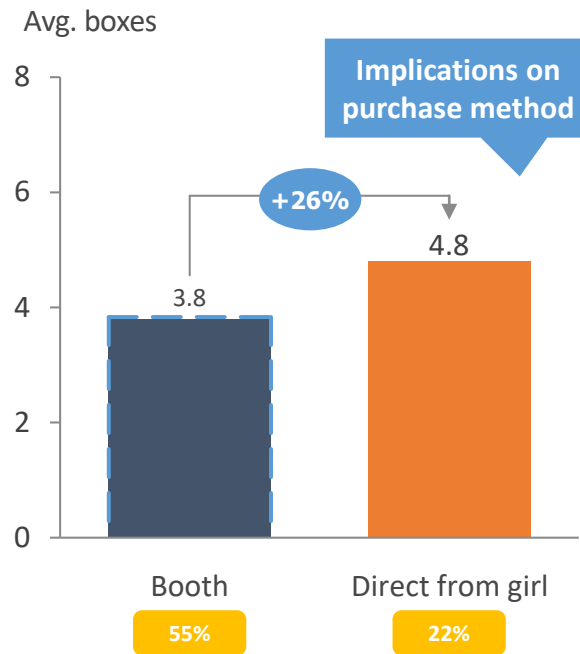
Nationally, cookies sales are up about 10% for retailers compared to last year!



Consumers buy more direct from girl, online and with credit cards

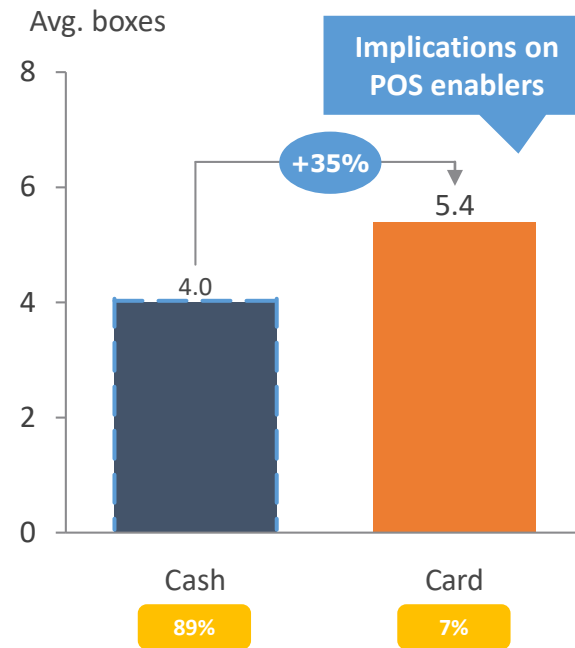
Purchase Method:

Buy more boxes when directly from girl



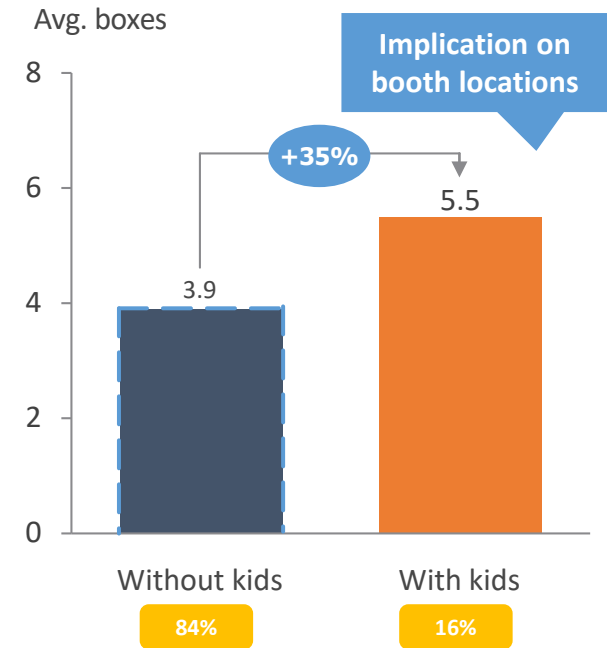
Payment Method:

Buy more boxes when pay w/card



With Whom at Purchase:

Buy more boxes when with kids



% % of respondents Below \$20 threshold

Little Brownie Resources for you!

Get Creative!

Encourage Girls to think differently on how to reach customers!

Resources for In-Person & Virtual Sales at:

www.littlebrownie.com/volunteers
and in eBudde

Loads of Social Media Ad chips that you can use on your social media channels to promote your program!





Inspire. Motivate. Educate Girls!

Mascot **FUN** facts



Fillies are fearless!

A young female horse is called a filly.



Horses are go-getters right out of the gate.

They can run within hours of birth!



They have their eyes on the prize!

Horses have bigger eyes than any other land mammal.

Meet the GiRL SCOUT COOKiES®



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



• Real Coconut



• Real Peanut Butter



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



LEMON-UPS™

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

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

SAMOAS®

Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolatey coating ☺☺

TAGALONGS®

Crispy cookies layered with peanut butter and covered with a chocolatey coating ☺☺

DO-SI-DOS®

Crunchy oatmeal sandwich cookies with creamy peanut butter filling ☺☺



• Made with Vegan Ingredients



• Made with Natural Flavors



• NO Artificial Flavors



TREFOILS®

Delicate-tasting shortbread that is delightfully simple and satisfying ☺☺

THIN MINTS®

Crisp wafers covered in chocolatey coating made with natural oil of peppermint ☺☺

GIRL SCOUT S'MORES

Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling ☺☺

TOFFEE-TASTIC®

GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits ☺☺

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Updated Allergen Disclosure on Girl Scout Cookie™ Packaging (2020–2021)

- All packaged foods in the U.S. are required to identify the presence of the top 8 food allergens.
- In response, a precautionary allergen disclosure (“Manufactured in a shared facility with” statement) was added to our labels to declare the presence of allergens in the bakery where our cookies are made.
- Customers will be buying the same cookies they know and love, with **no changes made to the manufacturing process.**
- To help you answer questions about the update, we are providing you with the following resources:

- **Tear sheet with FAQs**
- **Girl Scout Cookie Food Allergen Guide 2020-2021**

Resources can be found on [IdealCookieSale.com](https://www.girlscouts.org/idealcookiesale.com)

CONFIDENTIAL & PROPRIETARY



We've Got THIS!

Name: _____ FIRST NAME ONLY

Troop #: _____

Order Online at: [DIGITAL COOKIE LINK](#)

My Girl Scout Cookie™ Goals: _____

girl scouts cookie program | Little Brownie BAKERS

	Lemon-Ups	Trefoils	Do-si-dos	Samoas	Tagalongs	Thin Mints	Girl Scout S'mores	Toffee-tastic
SOY	●	●	●	●	●	●	●	●
WHEAT	●	●	●	●	●	●	●	●
MILK	●	●	●	●	●	●	●	●
PEANUTS	●	●	●	●	●	●	●	●
TREE NUTS	●	●	●	●*	●	●	●	●
EGG	●	●	●	●	●	●	●	●

● CONTAINS
● MANUFACTURED
IN A SHARED
FACILITY WITH

*Made with Coconut

See nutrition information for total fat and saturated fat content in Thin Mints, Samoas and Tagalongs. Refer to your cookie package for the most current cookie information. To learn more, visit [LittleBrownie.com](https://www.littlebrownie.com).

New! Food Allergen Guide on Girl Order Card



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2021 Rewards



2021
Girl Scouts of Utah

GIRL REWARDS!

MY PERSONAL GOAL: _____ **PKGS**

Check out the online Unboxing Videos to learn more about select rewards from this order card.

Open the camera on your smart phone or tablet, and hold over the QR code OR visit qrco.de/2021rewards

SCAN ME

Earn ACTIVITY Credits

Earn \$12.50 for every 50 packages sold between 50-349. Earn \$15 for every 50 packages sold at 350 and above. Redeemable for camp, council sponsored events, destinations, girl membership registration fees and shop merchandise. (More info at <http://gsutah.org>)

We've Got This!
36+ pkgs

Message Pen
75+ pkgs

150+ Patch
150+ pkgs

No-Show Horse Socks (teen size)
250+ pkgs

300+ Bar Patch
300+ pkgs

TROOP REWARDS

Troops meeting all Troop Goal Getter criteria will receive a **Goal Getter Patch** AND **Cookie Bling Decals** for each girl who submitted an initial order.

DIGITAL COOKIE REWARDS

Girls can earn the **Cookie Techie Patch** 15+ emails sent by January 31, 2021

Beanie
350+ pkgs

Plush Horse AND 500+ Bar Patch
500+ pkgs

Ice Cream Bowls AND 800+ Bar Patch
800+ pkgs

Canteen AND 900+ Bar Patch
900+ pkgs

CROSSOVER PATCH

20/20 Fall/2021 Cookie Girls must meet the 2020 Fall Program criteria and sell 400+ packages of cookies.

PATCH ROCKERS

Earn all 3 to build a horse fence.

Cookie Techie Patch
Goal Getter Patch
Booth Patch

GIFT OF CARING REWARDS

Gift of Caring Patch
15+ pkgs

Glow-in-the-Dark Cable Horse
30+ pkgs

Cooling Fabric Bandana
50+ pkgs

Design Your Own Vans AND 1000+ Bar Patch
1000+ pkgs

Pocket Pillow
1500+ pkgs

Glow-in-the-Dark Horse Blanket
2000+ pkgs

Disneyland Trip
3 Nights - Date TBD
Includes airfare, hotel, park tickets and meals for the girl
4000+ pkgs

Disney Cruise Line
3-Night Baja Cruise
From San Diego
October 15, 2021
5500+ pkgs

BOOTH SALES PATCH

Available at the council shop while supplies last.

REWARDS ARE CUMULATIVE

Council reserves the right to substitute items of equal or greater value

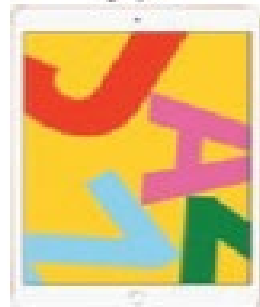
2021 Rewards



**Design Your Own Vans
AND 1000+ Bar Patch**
1000+ pkgs



OR



**Apple Watch
OR iPad**
2500+ pkgs



**Disneyland Trip
3 Nights - Date TBD**
Includes airfare, hotel,
park tickets and meals for the girl
4000+ pkgs



Disney CRUISE LINE
3-Night Baja Cruise
From San Diego
October 15, 2021
5500+ pkgs

2021 Rewards



Digital Cookie Rewards



Girls can earn the
Cookie Techie Patch
15+ emails sent by
January 31, 2021

Gift of Caring Rewards



← Glows!

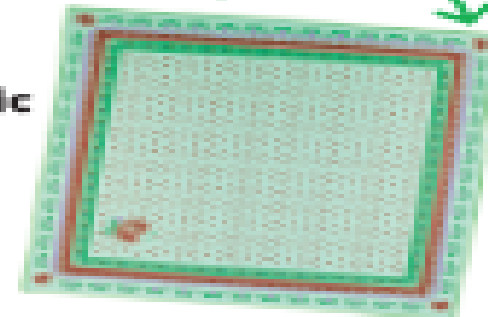
Glow-in-the-Dark
Cable Horse
30+ pkgs



Gift of Caring
Patch
15+ pkgs

← Cooling fabric

Cooling Fabric
Bandana
50+ pkgs



2021 Rewards



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.

TROOP REWARDS



Troops meeting all Troop Goal Getter criteria will receive a **Goal Getter Patch** AND **Cookie Bling Decals** for each girl who submitted an Initial order.

2021 Rewards

Girls that participate in the 2020 Fall Product Program and the 2021 Cookie Program and meet all requirements will receive an individualized avatar crossover patch.

CROSSOVER PATCH

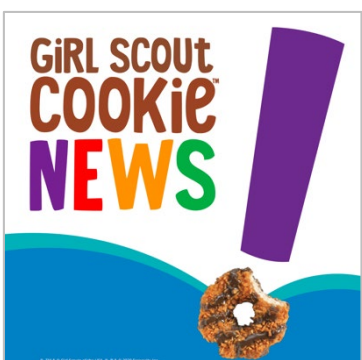


Cookie Captains

- Older girls who are experienced cookie sellers
- Mentor younger girls
 - Assist troops to earn cookie badges using the High Five Series books
- Can be paired with new troops to share their expertise throughout the cookie season
- Run stations at your Cookie Kick-off
- Any girl interested in helping with the council sponsored Virtual Cookie Rally can contact Candice Olson at colson@gsutah.org



SocialMedia Toolkit



Social Media Guidelines

Girls can use social networking sites to gather sale commitments from family and friends. Please keep in mind that girls:

- Can market to collect indications of interest from family and friends
- Absolutely no posting on sites such as eBay, Craigslist, KSL, Amazon, NextDoor, etc.
- All social media platforms should always be through accounts set to “private”
- Friends and family or a girl must not market or share a girl’s contact information, sales links, or sales information on public-facing online sites
- Must sign the Girl Scout Internet Safety Pledge (available at www.gsutah.org on the Resources & Forms page) before doing any online activities, and all online activities must be under the supervision of an adult
- Cannot expose a girl’s email address, physical address, or phone number to the public
- Girl Scouts under 13 can use their parent or guardian’s online sites with their approval and supervision
- Girls over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or the girl’s social media sites



TRAINING

Girl/Parent Training

- Have parents initial and sign the 2021 Parent Guardian Permission Form
- Clear and frequent communications for order and money due dates.
- Hand out cookie order cards and girl cookie money envelope.
- Review the importance of setting up their Digital Order online website.

5 Steps to the Best Cookie Season Ever

1. Set and share troop goals
2. Set a goal for each girl
3. Educate families
4. Sell beyond family and friends
5. Track progress and celebrate your success



Girl/Parent Training

Parents/Guardians need to make sure the following information is up to date and accurate in their MyGS.

- Girls First & Last Name
- Birth Date – Digital Cookie requirement
- School Grade
- Parent First & Last Name - Digital Cookie requirement
- Mailing Address – Activity Credits mailed here
- Phone #'s
- Email – Digital Cookie requirement

For each **REGISTERED GIRL**
Distribute at Parent Training:

- One Parent/Guardian Permission Form
- One Money Envelope
- One Girl Order Card

NOTE: Troops should request girl order cards from their SUPPR.

Communication Plan

- Inform families on the best way to communicate with you and how you will communicate with them.
- Timely and clear communications:
 - Are critical to the success of the Cookie Program!
 - Helps everyone to be most effective.
- Council will send regular/timely email reminders and helpful hints via eBudde.
 - Will contain both TPM and parent information.
 - **TPMs should check emails daily**, for important updates and take action as applicable.
- Send out additional emails to parents/girls with troop specific information and overall status of how the troop is doing, fun challenges, etc.



Selling Girl Scout Cookies

- Door-to-Door Sales & Residential Walkabouts
- Girls may sell cookies via email, social media and Digital Cookie
- Telephone/text friends, family and former customers
- Cookie House Party
 - Encourage customers to purchase cookies by the case
- Troop booth sales



Girl Order Card

- Girls receive at parent/girl troop training, not before.
- Girls can track customer orders & use for call backs.
- Contains pricing, cookie types and nutrition facts.
- Rewards displayed on the back of the card.
- One order card per girl.
Can make copies if needed.



Digital Cookie

- Customers purchase cookies with a credit card for shipment, donation or girl delivery.
- Girls set up their storefront, play games, and earn badges in Digital Order Card
- Girls send emails to family, friends and customers through the Digital Order Card platform
- Credit for girl sales and proceeds flow automatically into eBudde
- **Parents must ensure information in MyGS is current!**
- Girls/parents will receive a login email in **early January**



Digital Cookie Mobile App

- Download the Digital Cookie App

Customers have two choices for ordering cookies:

1. They can give the girl an email address and the girl will send them an email to her site where the customer can purchase cookies for shipping or girl delivery
2. They can order right at the moment and pay with their credit card for shipping or girl delivery

Girls will follow prompts on screen to complete the transaction



Getting Started



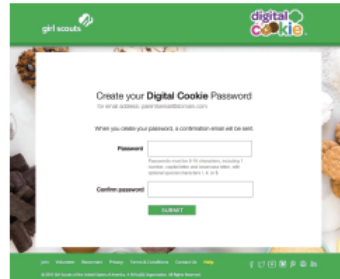
4 Easy Steps to Get Movin' with the Digital Cookie® Platform!

This cookie season superpower your sale by expanding your efforts from the booth to the web. Why? Because adding online and mobile channels to your sale can help you reach more cookie fans than you ever imagined. That's right! With the Digital Cookie® platform you can market everyone's favorite cookies-with-a-purpose to customers down the block or across the country from the comfort of your couch. AWESOME.

Here are 4 easy steps to jump into the fun, and slay those cookie sale goals like a true cookie boss!

1 Register

Sign up to use the Digital Cookie® platform, look for your Digital Cookie® registration email. If you can't find it, contact your council for details.



2 Set Up Your Site

In just a few minutes, you can set up your sale goal, share your cookie story, and upload a fun picture or video. Then you're ready to save, review, publish, and...done!



3 Invite Customers

Manage your cookie customer list and easily send ready-to-use emails inviting people to support your sale. You can also promote your personalized cookie site link on Facebook with friends and family.



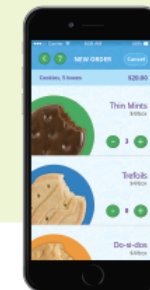
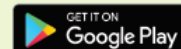
4 Track Your Goal

See how close you are to reaching your goal by tracking the number of boxes sold and orders placed, as well as sales by delivery type and cookie variety. You can even include offline sales to see your total progress—yum!



Sell on the go with the Digital Cookie Mobile App!

Download is FREE.



Troop Dashboard

Troop 12352 Digital Cookie Sales

Charts last updated on:
08/22/17 11:30 AM CDT

Total Digital Sales



797 pkgs. sold

28 orders placed

Sales by Cookie



- Don't-lose (2,096)
- Savannah (8,486)
- Savannah Smiles (14,196)
- Tagalongs (10,596)
- Thin Mints (21,796)
- Toffee Apple (12,396)
- Treats (5,396)
- Cookie Cookies (25,796)

Sales by Week



Sales by Delivery



Reports

Report Type: Order Data

Council: Oregon and SW West

Service Unit: UAT 5

Troop: 12352

View Report

Troop Dashboard

Girl Scouts

Girl Name	GSUSA ID	Parent Name	Parent Email	DOB	Site Live (Y/N)	Customer (Link)	Customers Emailed	# of Orders	Pending Approval
Isla Clark	9999998952	Rebecca Clark	dctest664-5@girlscouts.org	07/01/2003	N	Not Yet Available	0	0	0
Jade Jackson	000029986568UAT	Jennifer Jackson	ilovecookiesgs66@gmail.com	06/01/2006	Y	/scout/jade4833	14	25	0
Sarah Lopez	9999998953	Christina Lopez	dctest664-3@girlscouts.org	07/01/2005	N	Not Yet Available	0	0	0



Customers Emailed	# of Orders	Pending Approval
0	0	0
14	25	0
0	0	0



MEETS YOU
WHEREVER YOU ARE



Little Brownie
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eBudde Quick Tip Videos

Available on You Tube

Topics will include:

- *Initial Order*
- *Booth Scheduler*
- *Allocating to Girls*
- *and more...*

These helpful videos are:

- Pre-recorded
- 2-4 minutes each



Volunteer Training

Get yourself set for a great season with these short video lessons.

Learn about the cookie program, tips and resources, and all delicious cookies.

What it includes:

- Video lessons on Program, Marketing, Technology and Cookies
- Quiz after each section

Where you'll find it:

- Vipetraining.LittleBrownie.com
- CookiePortal.LittleBrownie.com
- eBudde app

Currently under GSUSA review Target Release: September 30, 2020



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Getting started with eBudde

- Product Program department will add troops throughout the program
- The initial import of girls will take place in December, with additional import of girls throughout the program
- TPM's receive access to eBudde around Dec. 14th. TPM should immediately log in and check that their rosters are CORRECT in eBudde and let PP know if there are any changes.
- Girls can't be transferred after the program starts
 - If a girl leaves a troop after the start of the program, all packages and/or proceeds stay with the original troop

2

1


[Cookie Tech Portal](#)

Cookie Portal Profile

Please update your information below.

Current password is required for any updates.

Your email is your user name.

92105

[Update Profile](#)

3

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You are [awickel@gsutah.org](#)
[My Profile](#)

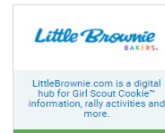
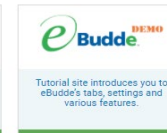
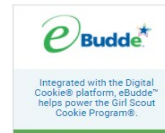
Log out

Cookie Tech Portal

User Management Checklist Applications

Signed in successfully.

Welcome to the Cookie Tech Portal, click below to access programs that are currently available to you.





We've Got This



Providing Simplification for Councils with easy to use resources



Each category is clickable and will take you to the links for all resources within that topic.

*Dates will be posted as to expected availability

Example: If you click on Virtual Rally, it will take you to the resources available. Click below to show volunteers a sample of the resources available.

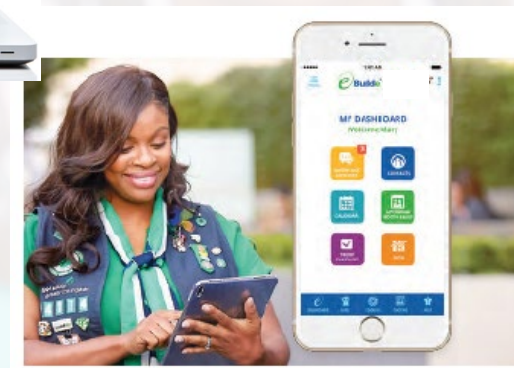
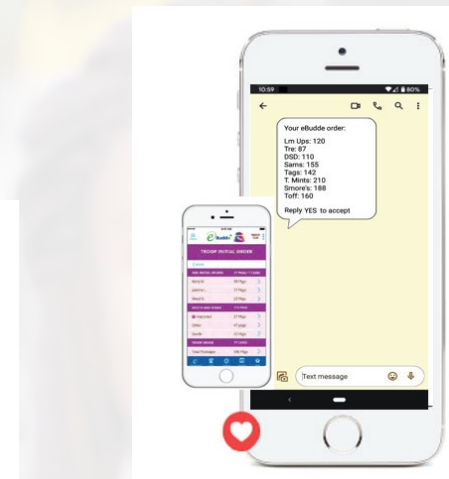
eBudde[™] 2020-21 Season Enhancements at a Glance

eBudde[™] Contactless Cookie Delivery & Cupboard Pickup

- **New!** Contactless receipting, text messaging and eSignature confirmation
- **New!** Cupboard scheduling enhancements
- All aspects of cookie troop pickup/deliveries at initial orders move to contactless

eBudde[™] Mobile

- **New!** Expanded eBudde cupboard user role and more simplified to one eBudde app
- Troop and service unit volunteers make decisions, order Girl Scout Cookies[®] and manage the entire cookie program from this convenient app.





Continuously Improving! 2020-21 Additional System Enhancements

eBudde™ Dynamic Dashboard Enhancements

- **New!** Dynamic Dashboards for SU
- **Year over Year** Sales Comparison
- Additional Data & Sales Information
 - Troop PGA
 - % to Goal
 - DOC Initial Order Girl Delivery Packages

Cybersecurity Administrative Updates

- One-time password reset each cookie season
- Enhanced security on mobile login



eBudde Troop App Plus

eBudde and Little Brownie Bakers have worked hard to bring you the best Troop App yet. Everything you do on the desktop version of eBudde, can now be done at your fingertips on your mobile device!



- View your registered girls
 - Edit/add their initial order
 - See girls' Digital Cookie orders and payments
- See/edit troop initial order
 - Choose delivery station
 - See all Digital Cookie orders
 - Submit a pending order
- View all of the troop's booths
 - Sign up for a council-sponsored booth or create an independent booth
- View and submit initial rewards and final rewards
- View your troop sales report
 - View your troop payments (ACH sweeps/deposits)

Online Resources




How can you help girls reach big goals?
PLAN A BIG PARTY!

Girls can host a Cookie House Party and have lots of fun selling whole cases of Girl Scout Cookies®. Find ideas for getting started at blog.LittleBrownieBakers.com.




Little Brownie Bakers



Every volunteer needs an eBudde.™

Place orders on your mobile devices with the eBudde Troop App Plus!™ Video training and eBudde help are built right in. **Learn more and download the app at LittleBrownie.com.**



Little Brownie Bakers

Girl Scouts of Utah

- <http://www.gsutah.org/>

Little Brownie Bakers

- www.littlebrowniebakers.com

Girl Scouts®

My Cookie Friend

Girls enter a fun-filled world featuring Little Brownie's newest mascot. They'll find games, videos and activities that inspire and engage. Girls can even vote on the name of this season's fiercely adorable clouded leopard! Go to LittleBrownie.com!



Little Brownie Bakers

Girl Scouts®

BUILT by Me!



Make planning your Girl Scout Cookie season quick and easy.

This online tool helps volunteers plan an incredible season with options to fit all interests and schedules. Go to CookiePlanner.LittleBrownieBakers.com

Little Brownie Bakers

GSUSA

- <https://www.girlscouts.org/>





Remember to keep
the new Lemon-Ups
cookie confidential

INITIAL ORDER & DELIVERY

Initial Order

Initial Order's must be placed by February 2nd at 8:00pm

Do not wait until the last minute to complete your initial order!

Double and triple check your troops orders.

Initial Order should cover troops for all pre-orders **plus** opening booth weekend

- Cupboards begin to open on **February 23rd**

Review & Submit Initial Order

Submitting IO made easy:

- TCMs enter in the cookie order by flavor for each girl.
- Enter booth cookies in packages by flavor on the booth line.
- Troops **SUBMIT** their IO order by **8:00 p.m. on February 2, 2021.**

Troops can only submit their order **ONCE** and cannot change the order after it has been submitted.

eBudde & Digital Cookie

Troop 104 Initial Order

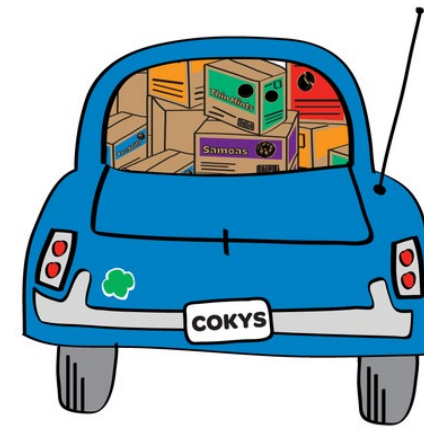
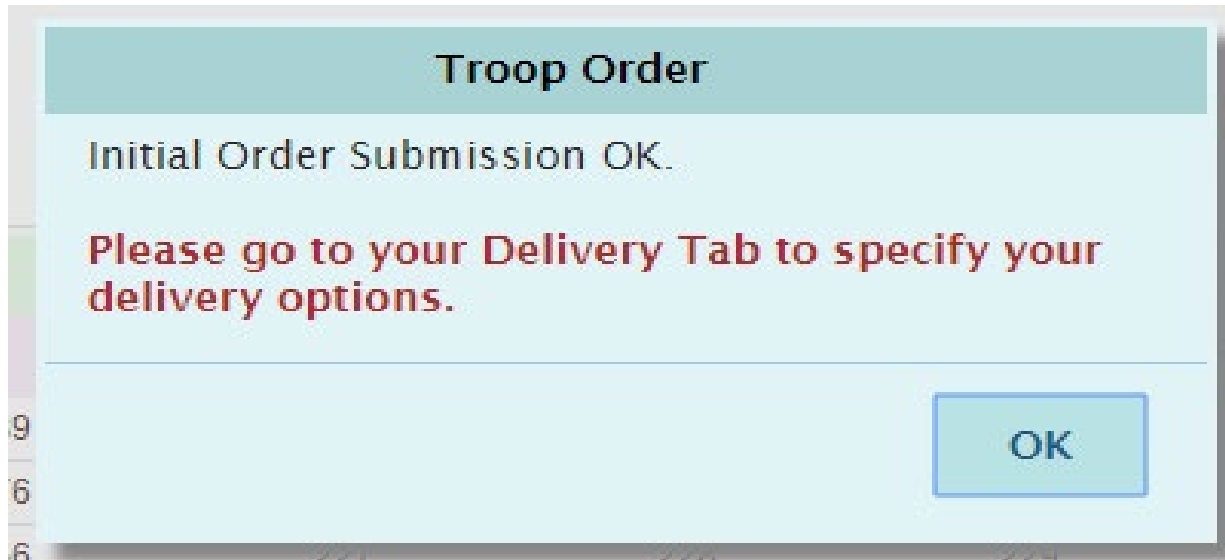
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ings	Girls	Init. Order	Delivery	Girl Orders	Transactions	Cookie Exch	Rewards	Booth Sites	Payments	GOC Org	Sales Report	Reports	Help Center	
		Printable Version	Use this form to order the packages needed to satisfy all in hand deliveries. This includes orders from the Traditional Order Card, DOC Girl Deliveries and Booth Sales. DOC Girl Deliveries are input for you.											
		Submit Order	Save	Total Girl Order numbers for Initial Rewards are located on the Girl Orders tab.										
		\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00			
Girl	CGoC	LmUp	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	TGoC	Total	FGoC		
Anna M	0	31	18	35	17	8	14	19	4	6	176	0		
Order Card	0	19	9	30	4	7	11	17	0	6	123	0		
DOC Girl Del.	NA	12	9	5	13	1	3	2	4	0	53	0		
Becky H	0	3	4	2	1	0	2	9	8	2	35	2		
Order Card	0	3	4	2	1	0	2	9	8	2	35	2		
DOC Girl Del.	NA	0	0	0	0	0	0	0	0	0	0	0		
Denise M	0	128	98	73	61	39	189	65	87	27	834	4		
Order Card	0	38	50	50	17	23	78	29	44	27	376	4		
DOC Girl Del.	NA	90	48	23	44	16	111	36	43	0	458	0		
IMPORTED	0	0	0	0	0	0	0	0	0	0	0	0		
OTHER	NA	0	0	0	0	0	0	0	0	NA	0	NA		
BOOTH	NA	0	0	0	0	0	0	0	0	NA	0	NA		
Pkgs. Ordered	0	162	120	110	79	47	205	93	99	35	1045	6		
Cases to Order		14	10	10	7	4	18	8	9		80			
Other+Extras-Charity	0	6	0	10	5	1	11	3	9	-35	10			
In case you're curious here are your DOC Girl Delivery totals		102	57	28	57	17	114	38	47	0	511	0		

Delivery Station

- Troops will pick their delivery station after their IO is submitted.

You **MUST** complete the delivery tab steps in order for the troop cookie order to be placed with the bakery.



Warehouse Pick Up

- Be on time for your pick up
- **Leave children at HOME**
- Be patient, polite, flexible and ready to help if needed
- Only one person will be allowed to assist the warehouse staff with pulling your order
- **COUNT, COUNT AND RECOUNT** before you sign for anything
- You are financially responsible for whatever cookies you sign for, including errors
No exceptions!
- Distribute cookies to girls as soon as possible



Discrepancies


TROOP ORDER DISCREPANCIES

- Troops have **48 hours** after picking up their cookies to report any discrepancies to council at cookies@gsutah.org



All discrepancies will be handled between the delivery agent and GSU's Product Sales Department

Any damages can be replaced for the same variety at any of the cookie cupboards

A young girl with brown hair, wearing a yellow long-sleeved shirt and a blue Girl Scout vest, is smiling and holding a yellow bag of Lemon-Ups cookies. The bag features the Girl Scouts logo and the text "lemon-ups" and "lemon-UPS". In the background, another girl in a similar uniform is visible, along with a wooden basket filled with various cookie bags and a small American flag. The scene is outdoors with a green and white checkered tablecloth.

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

Cookie Booths

Booth Procedures

- Shifts are generally 2-3 hours
- All booth locations must be entered into eBudde
- **Troops may only booth at sites listed in the Booth Scheduler**
- Troops are to **cancel shifts** they will not use
- Troops may request “My Sales” troop booths in eBudde
- Troops may not approach any “Council Secured Booth Locations” to request a booth



Council Sales Booth Locations



- Dan's Market
- Dick's Market
- Dunkin Donuts (still pending)
- Fresh Market
- Harmons
- JOANN Fabric & Craft (still pending)
- Lee's Marketplace
- Lin's Fresh Market
- Macey's
- REI
- Sam's Club (still pending)
- Smith's
- Walmart (still pending)

Booth Scheduler

- To ensure equal opportunity for all troops, sign-ups are in multiple cumulative rounds, which means if you miss round 1, you will be able to select up to 5 shifts in round 2 and catch up with other troops. Each round is open for a set amount of time, except round 3, which does not close.

ALL rounds BEFORE
IO is due

Round #	Start Time		# Choices	End Time	
Early Bird	January 23	8:00 AM	1	January 24	8:00 AM
1	January 26	6:00 PM	3	January 27	6:00 PM
2	January 28	6:00 PM	+2	January 29	6:00 PM
3	January 30	8:00 AM	Up to 30	n/a	n/a

Selecting Booth Location & Time



Troop 6073 Booth Sales ?

[Settings](#)[Girls](#)[Init. Order](#)[Delivery](#)[Girl Orders](#)[Booth Sites](#)[Transactions](#)[Rewards](#)[Depo](#)

Browse and signup for Council Booth Sales
Use drop down for My Sales or the Booth Sale Recorder.

[Free Slots](#)[Current Signups](#)[Council Sales](#)

Lucky Demo Council Green Branches have openings

[-] Council Booth Sales

[-] Palo Cedro, CA

[+] SU 722 Holiday Market 9350 Deschutes Rd.

[-] Redding, CA

[+] SU 722 Holiday Market 2455 Hartnell Ave

[+] SU 722 Holiday Market 3315 Placer St.

[+] SU 722 Kmart 2685 Hilltop Dr.

[+] SU 722 Lowes 1200 E Cypress Ave.

[+] SU 722 Lowes 1200 E Cypress Ave.

[+] SU 722 Safeway 1070 E. Cypress Ave.

[+] SU 722 Sportsman's Warehouse 1659 H...

[+] SU 722 TOPS FRESH MARKET 3685 Eureka Way

[+] SU 722 Tractor Supply 5450 Mtn. View Dr.

[-] San Diego, CA

[+] Lowes 123 Any St.

[-] Lowes 5418 Morena Blvd.

Mon Oct 5, 2015 8:00am -- 6:00pm

[-] Safeway 1231 Upas St.

Thr Jan 15, 2015 8:00am -- 8:00pm

Wed Feb 25, 2015 8:00am -- 8:00pm

Thr Oct 1, 2015 8:00am -- 8:00pm

Safeway

1231 Upas St.
San Diego, CA 92103

...

Choose a time slot and then [Submit](#)

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

Time	Troop
8:00am	
10:00am	
12:00pm	
2:00pm	
4:00pm	
6:00pm	T6073

...

Booth Waitlist Visibility

Safeway 1231 Upas St.
San Diego, CA 92103

Choose a time slot and then

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

Time	Troop
8:00am	
10:00am	
12:00pm	

Safeway 1231 Upas St.
San Diego, CA 92103

Choose a time slot and then

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

Time	Troop
8:00am	
10:00am	
12:00pm	

New this year, you can see how many other troops are on the waitlist for a particular booth

You can be put on a waitlist for a booth location for a specific date!

Brown College 5951 Earle Brown Drive
Brooklyn Center, CA 55430

booth will be indoors...

Choose a time slot and then

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

Time	Troop
4:00pm	Claimed
6:00pm	

Booth Policies

Troops must adhere to all boothing policies as outlined in the Volunteer Cookie manual and the Cookie Family Guide, including (but not limited to):

- Adult/Girl ratios (by girl level)
 - A minimum of 3 but not more than 5 girls and 2 adults PER DOOR are required to be present at all times. (Cadette and above may have a minimum of 2 girls)
- Conflict resolution away from girls and the public
- Be ready to leave a booth right at the end of the scheduled shift
- Take trash and empty cases with you (do NOT leave in a trash can)

Safety at Booths

Safety is first and foremost! It is vitally important for girls & volunteers to remain safe.

- Never leave girls alone at a cookie booth
- Tagalongs should not be present at the booth
- Stay visible
- Do not keep a lot of money at the booth
- Do not allow girls to approach vehicles
- Report any suspicious people in the area to local security
- Adults should hold money for safekeeping
- Have adequate space for table, product and girls
- Fighting, smoking and profanity are strictly prohibited





COOKIE CUPBOARDS

Cupboard Guidelines



- Cupboards open **Tuesday, February 23rd**
 - Cupboard hours listed on gsutah.org website
- Troops may pick up from any cupboard
- Please place orders 24-48 hours in advance
 - Helps with inventory management and faster pick-up time
- Only full cases of the same flavor of cookies can be ordered until March 16th
- Starting on March 16th, you may order by case or individual packages

Placing a Pending Cupboard Order

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.

The screenshot shows the 'Cookie Transaction' form. At the top, there are dropdowns for 'Type' (set to 'Normal') and '2nd Party' (set to 'Troop'), followed by a 'Troop #' field. Below this is a 'Date' field (2020-09-14), a 'Pickup' field, a 'Receipt' field (SIK000), and a 'Pending' checkbox. The main section is a table for ordering cookies:

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

Below the table is a 'Product Movement' section with a 'Remove Product' button. To the right is a 'Contact Info' section with a dropdown menu showing 'Allison Wickel', 'awickel@gsutah.org', '4500 S. 445 E', and 'Salt Lake City'. At the bottom are buttons for '+', 'Save/Print', 'Okay', and 'Cancel'.

This screenshot shows the same 'Cookie Transaction' form as the previous one, but with a modal window open for selecting a pickup time. The modal is titled 'Please choose an hour then a time.' and has two columns of time slots:

Open Times
9:00am
10:00am
11:00am
1:00pm
2:00pm
3:00pm

The '10:00am' slot is highlighted in green. The modal also has a 'Close' button. In the background, the form shows the 'Date' as 2020-08-01, a 'Receipt' of CP2100, and a 'Contact Info' dropdown showing 'greateratlantabeta@lbb.com'. At the bottom, there is a note: 'MUST KNOW YOUR eBudds CREDENTIALS (USER ID + PASSWORD) to pick up Cookies at this location. Closed for Lunch 11:45 am to 1:00 pm Monday thru Friday.' and buttons for '+', 'Save/Print', 'Okay', and 'Cancel'.

Troop-to-Troop Transfer

Cookie Transaction

Date: 2018-05-25

Pickup:

Receipt: BJI000

Type: Normal

2nd Party: Troop

Troop #: 5001

Variety	Cases	Pkgs
Savannah Smiles	<input type="text" value="0"/>	<input type="text" value="0"/>
Trefoils	<input type="text" value="0"/>	<input type="text" value="0"/>
Do-Si-Dos	<input type="text" value="0"/>	<input type="text" value="0"/>
Samoas	<input type="text" value="0"/>	<input type="text" value="0"/>
Tagalongs	<input type="text" value="0"/>	<input type="text" value="0"/>
Thin Mints	<input type="text" value="0"/>	<input type="text" value="0"/>
S'mores	<input type="text" value="0"/>	<input type="text" value="0"/>
Toffee-tastic	<input type="text" value="0"/>	<input type="text" value="0"/>
	= 0	= 0

Product Movement

Remove Product

Contact Info

Person authorized to pick up cookies.

+

Save/Print

Okay

Cancel



TRACKING INVENTORY & PAYMENTS

Allocating Cookies and Booth Sales

		\$ 4.00	\$ 4.00	\$ 4.00	\$ 5.00	\$ 5.00	\$ 5.00		
Uses DOC	▼ Girl	Cookie Initial	Cookie Booth	Cookie Other	Spec Initial	Spec Booth	Spec Other	♦Total	
	Brooke T.	0	15	40	0	1	0	56	
	Cahterine B.	0	71	0	0	11	0	82	
	Makenna S.	0	23	0	0	16	0	39	
	Maria W.	0	78	0	0	9	0	87	
	Girl Totals	0	258	40	0	44	0	342	
	Troop Order								1104
	Difference								-762

All cookie packages in the **Difference** line must be allocated to girls. The goal is for this line to read 0 at the end of the sale.

Inventory Management

- Troops should balance their inventory of cookies on hand, on a regular basis
 - Daily: update eBudde with girl orders and payments
 - Regularly: count the number of packages/cases on hand
 - Compare: inventory on hand to eBudde
- Troops will know if more cookies are needed or has too many and troop to troop transfers are needed
- Will make wrapping up the sale so much easier!

**The goal is for every troop to end up with
ZERO excess inventory!**



WRAP-UP

What to look for:

- **All packages have been allocated to girls**
- All troop-to-troop transfers have been authorized by the TPMs and only the troop “giving away” the product entered the transaction
 - *Do not duplicate to/from transactions*
- Review payments, work with family with balances owing. Submit Troop Cookie Envelope with the parent owing section completed
- Each troop must submit Rewards, even opt-out

Rewards Distribution

Rewards will be delivered to SUPPRs in May

- Take a Troop Rewards report with you to pick up your rewards from the SUPPR
- Troops must COUNT and sign for their rewards
 - Signing the receipt means you accept what you are receiving as the correct amount
- Distribute to your girls promptly
- Activity credits will be mailed separately to each girl who is receiving them
- All other monetary troop rewards will be directly deposited to troop bank accounts
- Rewards not picked up will be returned to council

Troop Proceeds and Opt Out



- **\$.70/package**
- 36 packages = GSUSA membership dues for one girl
- Cadette, Senior and Ambassador troops may opt out of rewards for extra **activity credits**
- Girls in opt-out troops receive all patches, troop rewards and cookie celebrations (*subject to change*)



FINANCES

Parent / Girl Check-ins

“Money Mondays”

- Girls and parents should turn in to the troop any monies collected from the prior week's sales
- Money turned in **MUST** be in the same form received directly from the customer. Parents are **NOT** to keep funds received and write a personal check for the balance due.
- Money should be collected and deposited *promptly and frequently*

“Touch-base Tuesdays”

- Check in with parents to see what their inventory is *before* going to the cupboard to pick up additional product
- Plan out the upcoming week's inventory; make good decisions when ordering more cookies

Troop Cookie Envelope

Outstanding Debt Owed to Troop

List the names of girls whose cookie bills are not paid in full as of due date. Enclose all signed M3 receipts for cookies/money for each girl listed. Letters will be sent from Girl Scouts of Utah (GSU) to parents requesting payment within 30 days. If your troop receives any payment directly at any time, please notify GSU immediately.

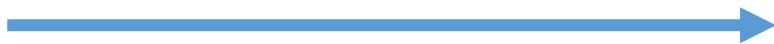
Girl _____ Parent _____

Amount Due \$ _____

Use this section for parents who owe money to the troop. Do not wait to fill this out and turn it in.



Use this section for checks that have been dishonored by the bank – Only for non-Wells Fargo accounts.



Dishonored Checks (for non-Wells Fargo Accounts)

Please submit all dishonored checks by due date. Enclose a copy of the dishonored check and notification from the bank. Council will reimburse your troop for dishonored checks by ACH.

Check# _____ Account # _____ Amount \$ _____

Check# _____ Account # _____ Amount \$ _____

Check# _____ Account # _____ Amount \$ _____

Check# _____ Account # _____ Amount \$ _____

Cookie Finances

ACH Authorization

GSU must have on file a signed ACH Authorization Form for all troops participating in the 2021 Cookie Program.

ACH Schedule

- Thursday, March 11. The troop's account will be debited for \$1/package of the initial order less digital cookie payments.
- Friday, March 26, the troop's account will be debited for the remaining balance owed.

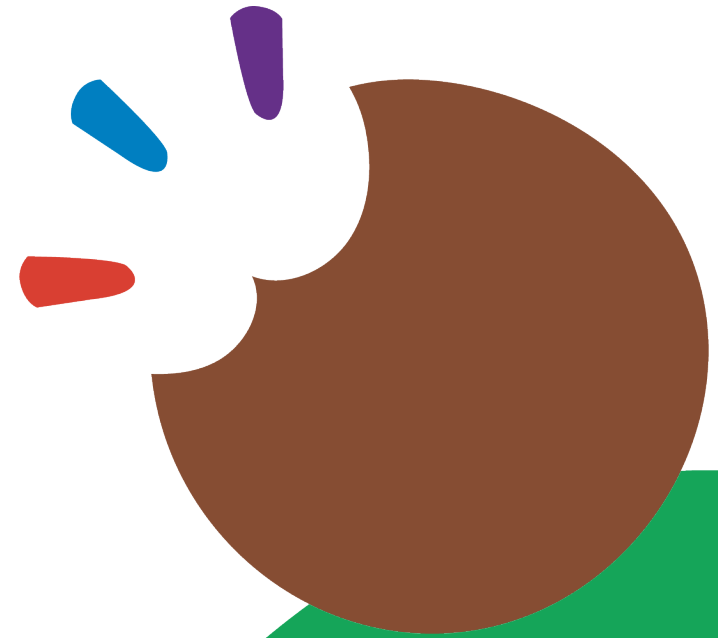
Non-Sufficient Funds (NSF)

We recognize there might be extenuating circumstances which prevent a troop from having \$1/package or remaining balances due by the ACH dates. If this is the case with a troop, please have the TPM contact finance@gsutah.org or contact the finance department at 801-716-5112 .

Credit Cards at Troop Cookie Booths

- Is an easy and useful tool:
 - Customers not limited to the cash in their pocket
 - Customers purchase more with a card
 - Additional payment source - if the troop prefers to not accept checks
- **Digital Cookie Mobile App now has troop payment option**
- Troops can obtain a credit card reader(s) to attach to smartphones.
 - Credit card readers must be linked to the *troop* bank account
 - Venmo is not an accepted form of taking payments

Q & A



Little Brownie
BAKERS®



THANK YOU!