



March 18, 2022, eBudde email

Thank you for your continued support and patience as our council navigates cookie challenges that are beyond our control.

As we communicated previously, Girl Scouts of Utah continues to be affected by cookie delays from our baker, Little Brownie Bakers. We have been working with our baker to mitigate the impact to our troops, customers, and most importantly, our girls.

Below are updated FAQs with the most current information we have from the baker.

COOKIE DELAYS & TROOP INVENTORY UPDATES

What is the status of getting additional Thin Mints, Tagalongs, and Do-si-dos in the cookie cupboards?

- * We are currently waiting on a reorder of Tagalongs, Do-si-dos, and Thin Mints.
- * We anticipate their arrival the week of March 21, and we will communicate when those cookies have arrived.
- * We will send out a request form today for TPMs to complete with their anticipated number of cases needed of each variety so we can manage the inventory of these cookies. Please complete this form by end of day March 21.

What is the update on Samoas?

- * GSU anticipates that Samoas may arrive as early as the week of April 4.
- * We will work to arrange distribution with the SUPPRs.

Can we get more Samoas than our original Booth Initial Order?

- * Yes, troops will be able to place a cupboard order for additional Samoas as soon as they have arrived.

Is there a plan if we end up not getting Samoas?

* At this time there is no indication that we will not be getting our full order of Samoas. They are just delayed.

Can we take names and/or email addresses at a booth for customers that would like to place an order for Samoas when they arrive?

* Yes, you can create a list at a booth for customers to give you their personal information and contact them when the Samoas arrive.

I have unfulfilled girl delivery orders that I do not have inventory for. What do I do?

* Troops must fill girl delivered orders before selling inventory at a booth. If you are currently out of inventory to fill Goal Getter orders, please contact the SLC cupboard for availability at 801-716-5160.

Is there a way for troops to get rid of an overage of a cookie variety?

* Yes, troops can utilize the Cookie Exchange feature in eBudde to help each other out with overages or gaps in troop inventory of a particular variety.

* Troops do not need to do an even exchange of cookies. They can give away, accept, or complete a trade of cookies.

* The troop that is giving away the packages will initiate the Troop-to-Troop Transfer under the Transaction tab. The packages are transferred to the new troops inventory, and they are now financially responsible for the amount transferred.

* Reference the GSU Service Unit Map, attached to this email, for Troop-to-Troop Transfers to ensure you don't trade with a troop that is a long distance from your service unit.

Should I buy cookies from another troop at a booth to help fulfill my orders?

* No, you should initiate a troop-to-troop transfer.

* When you purchase cookies from another troop, that troop receives the credit, funds, and rewards for that sale. The cookies purchased do not show up in your inventory, your girls will not get the credit/rewards for those cookies, and your troop will not receive the troop proceeds.

DIGITAL COOKIE INFORMATION

Can we cancel Digital Cookie orders for Samoas?

* No, customers are unable to cancel partial or complete orders for Samoas. Once the Samoas arrive, Girl Scouts of Utah will reach out to SUPPRs for distribution.

Can a customer receive a full refund of their Digital Cookie order?

* GSUSA has an “all sales are final” policy on Digital Cookie and does not offer refunds at this time.

Why have all varieties for Girl Delivery been turned off in Digital Cookie?

* We do not want to run the risk of girls taking orders and payment for girl delivery without having the inventory in hand to fulfill the order. We will turn each variety back on when the cupboard reorders have arrived from the bakery.

Will we offer free shipping on Digital Cookie?

* We will not be offering free shipping at this time but will reevaluate if needed.

COOKIE BOOTHS**Will booths be extended beyond April 4, 2022?**

* Great news! We heard you, and we are extending the Cookie Program to April 30. Troops may secure additional booths with their “My Sales” booth agreement forms <<https://www.gsutah.org/content/dam/girlscouts-gsutah/cookies-and-fall-product/2022-cookie-documents/2022%20My%20sales%20form.pdf>> for this extension.

* Final payment (ACH) to the council will be May 3.

* As a result of extending the cookie sale, Activity Credits and cookie rewards will be delayed, and we are actively working to mitigate the impact on girls and troops.

* More details about this extension and new dates will be posted on the website as soon as they are available.

Does my troop need to continue selling through April 30?

* No, troops and Girl Scouts are not required to sell through the extension of the Cookie Program.

* If your troop is not continuing, you will still be required to deliver your Samoas once they arrive.

* If you end your sale before April 30, please deposit your funds as soon as soon as possible to avoid carrying around large amounts of money.

COOKIE CUPBOARDS**What cookies are available in the Cookie Cupboards?**

- * Because of these delays, cookie cupboards have availability of Trefoils, Lemon-ups, Toffee-tastics, and Adventurefuls.
- * We are currently waiting on a reorder of Tagalongs, Do-si-dos, and Thin Mints.
- * We anticipate their arrival the week of March 21, and we will communicate when those cookies have arrived.
- * We will send out a request form today for TPMs to complete with their anticipated number of cases needed of each variety so we can manage the inventory of these cookies. Please complete this form by end of day March 21.
- * As you know, we are waiting on our Samoas order, which has been delayed by the baker.

What are the cupboards hours and how do I place an order?

- * Due to the limited availability of most cookies, we have updated our cupboard hours on our website.
- * Cookie cupboard hours and a how-to video can be found on our website here <<https://www.gsutah.org/en/cookies/Cookie-Resources.html#cupboards> <<https://www.gsutah.org/en/cookies/Cookie-Resources.html#cupboards>> > .
- * Cookie Cupboard hours for April 5-30 will be posted soon.

Which cookies can I/should I get from the cookie cupboards?

- * Troops should immediately deliver their Digital Cookie girl delivery and girl Goal Getter orders (excluding Samoas). These must be filled immediately by the Cookie Cupboards if inventory is needed by the troops.
- * We do not recommend waiting on Samoas to fill the rest of your Goal Getter orders, as customers are often replacing Samoas with other varieties.

Will the Cookie Cupboards have specific guidelines on how to place an order?

- * Please place your cookie cupboard order at least one hour prior to picking up at a cupboard.

When can I order individual packages from the Cookie Cupboards?

- * Starting March 21, troops can place cupboard orders for individual packages in addition to cases.

ACTIVITY CREDITS

Will the distribution of Activity Credits be delayed this year?

- * We are extending the Cookie Program to April 30, and, as a result, Activity Credits and cookie rewards will be delayed. We are actively working to mitigate the impact on girls and troops.
- * More details about this extension and new dates will be posted on the website as soon as they are available.
- * If you have a troop trip scheduled for June or July, please reach out to finance@gsutah.org <<mailto:finance@gsutah.org>> <<mailto:finance@gsutah.org>> <<mailto:finance@gsutah.org>> > for assistance redeeming your Activity Credits.

IMPORTANT INFORMATION FOR TROOPS

TPMs should have completed the form regarding their Samoas order by March 16. SUPPRs will receive an email via eBudde once the Samoas have arrived. GSU will adjust quantities based on the TPMs responses to the form.

Will the final troop payments to GSU be delayed?

- * GSU will not be initiating any pulls of any troop accounts until after the sale is over.
- * We have extended the money pull date to May 3 due to extending the sale through April 30.
- * Troops are highly encouraged to deposit funds often, so no one is left holding large amounts of money in their homes.

Can we use Venmo?

- * As a reminder, Venmo is not an accepted form of payment this year.
- * We highly recommend using the Digital Cookie app to take credit card payments, as this is the only way that Girl Scouts covers your credit card fees.
- * If you decide to use a different app, you are responsible for any credit card fees – you cannot pass them on to the customer. In addition, Venmo has announced that they will be sending 1099 forms to anyone who accepted payments for goods or services over \$600.

COMMUNICATION

Who can I contact with a specific troop question about eBudde or Digital Cookie?

- * Please contact Allison Wickel at awickel@gsutah.org <<mailto:awickel@gsutah.org>> and include screenshots, troop number, order numbers, or any other pertinent information.

Communicating with Girls & Customers

Which orders should be delivered now?

- * All orders placed BEFORE January 30 were included in the girl IO pickups, so girls MUST deliver these orders as soon as possible.
- * Customers received automated confirmation emails with delivery estimates from GSUSA.
 - * These dates vary based on the date of the digital order placed.
 - * GSU is already receiving inquiries from customers about the status of these deliveries
- * Girls should communicate with customers who ordered after 1/30 about the Samoas delay if they have not done so.

What should girls tell their customers?

- * We know these delays can cause challenges with customer deliveries. If you are choosing to delay your deliveries to customers until you have all their cookies, please make sure to communicate this delay with them. You can choose to deliver partial orders, but make sure to communicate with the customers that their remaining cookies will be delivered as soon as you get them.
- * GSU sent a generic email to all Digital Cookie customers who placed orders after January 30, and who have Samoas in their purchase. We informed them about the delay, and that their cookie order will be delivered once girls receive the Samoas. Please note, these emails can often end up in customers' spam or junk folders, so we still encourage girls to send their own emails as well if they have not done so.
- * We also sent an email template with messaging to all girls in the eBudde system. This way girls can copy and paste this message to send to their customers. The sample email is available in our online FAQs:
<https://www.gsutah.org/en/cookies/Cookie-Resources.html#sample-email>
<<https://www.gsutah.org/en/cookies/Cookie-Resources.html#sample-email>>

Communicating with Girls

What are some tips for working with girls during this challenging season?

- * We are proud of the ways our Girl Scout community has adapted to the challenges of the last few years and we are confident that you, our dedicated Girl Scout volunteers, will handle this challenge with the same growth mindset.
- * Talk with your Girl Scouts about what they can learn from this.
- * Praise girls for their creativity and resilience.

- * Call out the ways you see them living the Girl Scout Promise and Law, and model it by living it yourselves.
- * Remind all cookie customers about how proceeds stay local and are critical to fund our girls' and troops' activities throughout the year.
- * Encourage customers to "Find a new favorite," or donate to the Gift of Caring.

GSU Communication with Volunteers

How are you communicating with volunteers?

- * Due to the fluid situation and the many changes, we are having weekly meetings with our cookie volunteers. We also send emails via eBudde to all cookie volunteers when we have any updates.

What news will you have by next week's call?

- * We will have the most up-to-date information from our baker and will share it with our cookie volunteers.

How often will GSU host Zoom meetings for volunteers?

- * Our commitment to keeping you informed will include weekly cookie volunteer updates via Zoom. These have been held the past few Tuesdays, and the next meetings are:
 - * March 22 – 6:30 p.m.
 - * March 29 – 6:30 p.m.

Who can attend these meetings?

- * We recommend having the following cookie volunteers register for and attend the meetings to get the latest information about the cookie sale:
 - * Troop Leaders
 - * Troop Product Managers
 - * Service Unit Managers
 - * Service Unit Product Program Representatives

How do I register?

- * Register using this link
<https://zoom.us/meeting/register/tJUocO6hrjkuGNcs6vOxWYq3seIakK8441eV>
 <https://urldefense.proofpoint.com/v2/url?u=https-3A_zoom.us_meeting_register_tJUocO6hrjkuGNcs6vOxWYq3seIakK8441eV&d=DwMFAG&c=euGZstcaTDllvimEN8b7jXrwqOf-v5A_CdpgnVfiiMM&r=2c_ISnoW2AMw9LyIHKWZP4wwwvPUJzfN2dZXU1yRvP74

[<https://www.gsutah.org/en/cookies/cookie-resources.html?m=crDkf9W9pbsuoFo36271rhndNvpsGEzwRLVPISJ8PGI&s=B62SXGMkgu9B0IMM0IGafHY5yUMNrLKbaXBqKiOmCko&e=>](https://www.gsutah.org/en/cookies/cookie-resources.html?m=crDkf9W9pbsuoFo36271rhndNvpsGEzwRLVPISJ8PGI&s=B62SXGMkgu9B0IMM0IGafHY5yUMNrLKbaXBqKiOmCko&e=) , and it will automatically register you for the 3/22 and 3/29 meetings.

Finally, make sure to check out our Cookie Resources web page
<<https://www.gsutah.org/en/cookies/cookie-resources.html>
<<https://www.gsutah.org/en/cookies/cookie-resources.html>> > for tools, tips,
and all resources for your cookie sale!