



**March 24, 2022, eBudde email**

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

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

**COOKIE UPDATES**

**What is the status of cookies?**

We anticipate that the following cookies are being delivered on or before Friday, March 25, to the Bailey's warehouse:

- \* Tagalongs
- \* Do-si-dos
- \* Thin Mints
- \* Samoas! (half of the order; the remaining half will arrive on Monday, which will stock our cupboards)

**How will cookies be distributed?**

This Friday afternoon, March 25, beginning at 4:00 p.m. until approximately 7 p.m., service units who stated they would pick up Samoas at the warehouse (North Salt Lake location) will be able to pick up all four cookie varieties (amounts are based on orders previously submitted).

Each SUPPR received an email Tuesday evening with details of each troop's order. All requests to increase or decrease your order of the four cookie varieties have been processed for Friday's pickup.

**Why was our order reduced to 25 cases for Thin Mints?**

Based on the demand for Thin Mints, and in order to be fair to all troops across the council, the maximum amount that a troop will receive on this order is 25 cases.

**How can troops get Thin Mints if they did not pre order?**

Any troops that did not place an order that would like to pick up Thin Mints in the cupboard next week may pick up a maximum of 25 cases based on availability.

**When can troops get additional cases of Thin Mints?**

Beginning April 1 at 9:00 a.m., troops may place cupboard orders for all remaining inventory of Thin Mints. They will be available with no restrictions in the cupboards.

**When can troops get additional cases of Samoas?**

Samoas will arrive in our cupboards early next week. They will be turned on in eBudde as soon as they arrive so cupboard orders can be placed.

**Will you be receiving more cookies?**

No, once we sell through our current inventory of cookies, we will not be receiving additional cookies. We expect that we will sell out of most varieties of cookies. If you need additional cookies to fill any orders, please fill them immediately.

**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 place a cupboard order at the beginning of next week to fulfill your orders. If a cookie is unavailable, contact the SLC cupboard 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 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.

## **SECOND COOKIE PICKUP**

### **How will service units get reimbursed for their rental truck, gas, or mileage?**

Girl Scouts of Utah will reimburse the cost of a rental truck (including gas) or \$35 toward gas for a personal vehicle (receipt required) per service unit.

Documentation will be sent to each SUPPR for reimbursement today, March 24.

### **When will we get further details on our pickup at Bailey's?**

We will send another email today, March 24, with further details for Friday's pickup at the Bailey's North Salt Lake warehouse, located at 400 North 700 West, North Salt Lake, Utah.

### **What service units will be picking up cookies at Bailey's in North Salt Lake?**

- \* Alta
- \* Copper Meadows
- \* Crystal View
- \* Four Valley
- \* Francis Peak
- \* Frontier
- \* Honeycomb Cliffs
- \* Hunter Valley
- \* Jordan
- \* Juniper
- \* Lakeview
- \* Millcreek
- \* Mt Olympus
- \* Nebo Shadows
- \* Oquirrh
- \* South Davis
- \* Sunnyside
- \* Sunrise
- \* Timpanogos

- \* Tooele
- \* Wasatch

**How does each service unit distribute the cookies?**

The SUPPR will reach out to each troop in their service unit and arrange pickups.

**What service units are taking delivery from Bailey's next week?**

- \* Suncrest

**When will the deliveries take place?**

You will receive information early next week from Bailey's as to which day your cookies will be delivered. If your availability is limited for delivery next week, please email [awickel@gsutah.org](mailto:awickel@gsutah.org) <<mailto:awickel@gsutah.org>> for your preferences. Be sure to include a contact name and phone number.

**How will the service unit deliver the cookies once received by Bailey's?**

Once the service unit has the cookies, they will reach out to their troops for pick up.

**What if I am one of the out based service units not listed in either option above?**

Girl Scouts of Utah is currently working on the distribution of these cookies and is aiming to have the cookies to the remote locations no later than noon on Saturday. We will reach out to the SUPPR to confirm delivery date and time

- \* Cache
- \* Desert Sky (will pick up at the St. George Cupboard)
- \* Fish Lake
- \* Navajo Lake
- \* Red Rocks
- \* Uintah Basin

**How will the service unit deliver the cookies once received by Bailey's?**

Once the service unit receives the cookies, they will reach out to their troops for pick up.

**ACTIVITY CREDITS**

We know that extending the Cookie Program through April 30 will affect Activity Credits and important deadlines for payments. See below for updated dates.

Activity Credits mailed: end of May 2022  
New Activity Credit expiration date: July 31, 2023  
Camp payment due date: June 6, 2022  
End of the Cookie Program: April 30, 2022  
Girl money due to TPM: April 30, 2022  
TPM submit final allocations and rewards in eBudde: May 2, 2022  
SUPPR submit final rewards and delivery address in eBudde: May 3, 2022  
Troop Funds ACH: May 3, 2022

## **COOKIE CUPBOARDS**

### **I didn't complete the online request form for Thin Mints. Can I still get Thin Mints?**

If you did not fill out the form for Thin Mints, you can come into any cookie cupboard and receive up to 25 cases of Thin Mints until March 31.

Beginning April 1 at 9:00 a.m. you can place a cupboard transaction order in eBudde for additional Thin Mints for your troop with no restrictions.

Troops can continue to order available varieties in eBudde for pick up during Cookie Cupboard hours.

### **What are the cookie cupboard hours?**

Salt Lake City Cupboard - Closed Sundays

March 21-25

10:00 a.m. – 6:00 p.m.

March 26

10:00 a.m. – 3:00 p.m.

March 28 – April 1

10:00 a.m. – 6:00 p.m.

April 2

10:00 a.m. – 3:00 p.m.

American Fork and Ogden Cupboards - Closed Sundays and Mondays

March 22-25

12:00–6:00 p.m.

March 26

10:00 a.m. – 2:00 p.m.

March 29 – April 1

12:00–6:00 p.m.

April 2

10:00 a.m. – 2:00 p.m.

St. George Cupboard

March 24-25

3:00–5:00 p.m.

March 30

4:00–6:00 p.m.

March 31 – April 1

3:00–5:00 p.m.

## **DIGITAL COOKIE INFORMATION**

### **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 reorders have arrived in the cupboards.

## **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) <<mailto:awickel@gsutah.org>> and include screenshots, troop number, order numbers, or any other pertinent information.

### **I have a troop trip scheduled for June/July. How can we pay with Activity Credits?**

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>> for assistance redeeming your Activity Credits.

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!