

2022–2023 Girl Scout Cookie Program®

# Troop Product Manager Manual



NEW

**Raspberry Rally™**  
New Girl Scout Cookie™  
Exclusively Sold Online for  
Shipment

**eBudde™**  
Tech Upgrades

What's New on  
**Digital Cookie®**

**girl scouts**   
of utah

# Welcome to the 2023 Girl Scouts Cookie Program!

## Cookie Program Dates

January 28 – April 16, 2023

## Digital Cookie Launch

January 24, 2023

## Cookie Program Officially Begins

January 28, 2023

## Cookie Warehouse Pickup

March 18, 2023

## Customer Care

801-265-8472

Info@gsutah.org

## Allison Wickel

Product Program Manager

awickel@gsutah.org

801-716-5125

## Finance Department

801-716-5129

finance@gsutah.org

## Cookie Program Contact Information

Service Unit Product Program Rep. (SUPPR)

Name

Phone

Email

Caregiver Helpers

Name

Phone

Email

Name

Phone

Email



## Cookie Program Dates

<b>September 1</b>	Service Unit Cookie Manager Agreements due to GSU
<b>October 1</b>	Troop Product Manager (TPM) and ACH Debit Agreement form due to GSU (all troops are required to authorize ACH debits to participate in the Cookie Program)
<b>November 1</b>	Cookie materials begin to ship to SUPPR
<b>November 12</b>	In person SUPPR training at SLC CRC
<b>November 19</b>	in person SUPPR and TPM training in Southern Utah
<b>December 15</b>	Troop registration deadline (Troops registering after this date sell at SU discretion)
<b>January</b>	Juliette Training
<b>Dec. to Jan. 21</b>	TPM and Troop Leader trainings
<b>Dec. to Jan. 27</b>	Cookie Rallies
<b>Dec. to Jan. 27</b>	Parent/Girl training
<b>January 24</b>	Digital Cookie Opens for storefront setup and sending emails
<b>Jan. 28-Feb 12</b>	<b>Cookie Program begins, order taking for initial order phase</b>
<b>February 4</b>	eBudde Booth Scheduler Early Bird Fast Pass <i>opens</i> at 8:00 a.m.
<b>February 5</b>	eBudde Booth Scheduler Early Bird Fast Pass <i>closes</i> at 8:00 p.m.
<b>February 7</b>	eBudde Booth Scheduler Round 1 <i>opens</i> at 6:00 p.m.
<b>February 8</b>	eBudde Booth Scheduler Round 1 <i>closes</i> at 6:00 p.m.
<b>February 9</b>	eBudde Booth Scheduler Round 2 <i>opens</i> at 6:00 p.m.
<b>February 10</b>	eBudde Booth Scheduler Round 2 <i>closes</i> at 6:00 p.m.
<b>February 11</b>	eBudde Booth Scheduler open for remainder of program at 8:00 a.m.
<b>February 12</b>	<b>Order taking for initial order phase ends</b>



<b>February 13- March 17</b>	Order taking for goal getter phase begins
<b>February 15</b>	TPMs enter girls' initial orders into eBudde by 8:00 p.m. deadline
<b>February 16</b>	SUs verify troop orders in eBudde by 8:00 p.m. deadline
<b>February 17-19</b>	National Girl Scout Cookie Weekend!
<b>February 27</b>	<b>Digital Cookie Shipped Ordering opens</b>
<b>March 18</b>	Service Unit warehouse pickup day
<b>March TBD</b>	Service Unit cookie delivery week (outlying locations)
<b>March</b>	Girl cookie delivery (as soon as received)
<b>March TBD</b>	Cookie cupboards open
<b>March 18</b>	<i>Troop "My Sales" Cookie Booth Agreement</i> forms due to GSU on or before and TPM enter booth information into eBudde.
<b>March 24-April 8</b>	Cookie booths
<b>April 3</b>	First ACH debit at council discretion (\$1.00/package of initial order less digital cookie payments)
<b>April 16</b>	<b>Cookie Program ends</b>
<b>April 18</b>	Girl money due to TPM
<b>April 19</b>	TPMs submit all allocations and rewards in eBudde by 8:00 p.m.
<b>April 20</b>	SU final rewards submitted in eBudde by 8:00 p.m.
<b>April 25</b>	ACH Final Payment Balance Due to Council
<b>April 26</b>	<i>Troop Cookie Envelopes</i> due to GSU
<b>Week of May 15</b>	Activity credits mailed
<b>June/July</b>	Girl/Troop rewards shipped from Little Brownie Bakers to SUs



## Here's to You, Volunteer!

Thank you for volunteering to serve as a Troop Product Manager! You're an invaluable part of the cookie program, and we're here to support you with resources, tools, tips and more. Find everything you need for a bright season in this guide, developed in collaboration with Girl Scouts of the USA.

Every Girl Scout has it in them to do amazing things. With your support, they'll rise to the challenge!

## COOKIES PROGRAM AT A GLANCE

### Initial Order Phase: January 28 to February 12

(Girl Scouts will have access to Digital Cookie platform and can set up their storefront, print business cards and door hangers with their unique QR code and send emails beginning January 24)

During the Initial Order phase girls can utilize their paper order card to take and record customers' orders during this time. Money is collected at time of delivery unless using the Digital Cookie Mobile App. Girls also use the Digital Cookie Platform to take orders online. Digital Cookie Girl Delivered Initial orders are automatically sent to eBudde and are included in the troop initial order.

### Goal Getter Phase: February 13 to March 17

After initial orders are submitted the Goal Getter phase begins. Encourage girls to keep going to help them reach their goals. They can continue to sell using the Goal Getter Order Card as to keep track of their sales as well as using the Digital Cookie platform. Girls that sell an additional 50+ packages during this time period will earn the Goal Getter patch. Girls that sell 100+ earn the Dolphin Mood Ring set in addition to the patch.

### Delivery and Booth Phase: March 18 to April 8

Once the bakery has delivered the initial order cookies the last phase of the program begins. This time period includes girl delivery, Cookie Cupboards and Cookie Booths.

### Remember, safety is first and foremost.

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

There are many ways to sell and each one helps the girls gain different skills along the way. Let the Girl Scout take the lead in picking how they want to run their business while helping them come up with new ideas.







# 2022–2023 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

## Adventurefuls™ • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt  
Approximately 15 cookies per 6.3 oz. pkg.



## Lemon-Ups®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits  
Approximately 12 cookies per 6.2 oz. pkg.



## Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe  
Approximately 38 cookies per 9 oz. pkg.



## Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling  
Approximately 20 cookies per 8 oz. pkg.



## Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes  
Approximately 15 cookies per 7.5 oz. pkg.



## Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating  
Approximately 15 cookies per 6.5 oz. pkg.



## Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint  
Approximately 30 cookies per 9 oz. pkg.



## Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolaty and marshmallowy flavored filling  
Approximately 16 cookies per 8.5 oz. pkg.



## Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits  
Approximately 14 cookies per 6.7 oz. pkg.



## Raspberry Rally™ • Made with Vegan Ingredients NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating  
Approximately 30 cookies per 9 oz. pkg.



Available While Supplies Last

NEW!

EXCLUSIVELY SOLD ONLINE FOR SHIPMENT ONLY



RSPO-1106186

Product formulations can change at any time. We encourage you to check the ingredient statement on each package you purchase for the most up-to-date information on the ingredients contained in the product in that package. For more details, check with Little Brownie Bakers or visit [girlscoutcookies.org](http://girlscoutcookies.org).

Although the use of palm oil in Little Brownie Bakers' Girl Scout Cookies® is limited, the palm oil used in our Girl Scout products is Certified Mass Balance palm oil. The Mass Balance System ensures that the palm oil Little Brownie Bakers uses contributes to the production of environmentally responsible, socially beneficial and economically viable palm oil. For more information please visit the Little Brownie Bakers website.

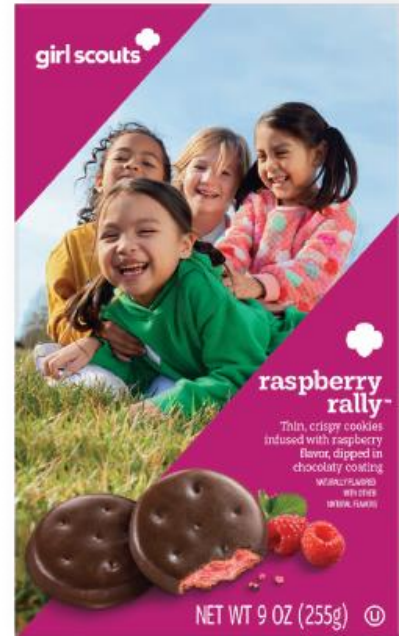
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# Introducing Our Newest Cookie!

## Raspberry Rally™

Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating



### What's so special about Raspberry Rally (*aside from its delicious taste*)?

For the first time ever, Girl Scouts is offering a new cookie that will be exclusively sold online for shipment.

### Why are we selling the new cookie exclusively online?

There are many benefits and learning opportunities when selling an online-only product:

#### Simplicity

- Eliminates complexity
- Distribution to customers is effortless
- Payment is simpler

#### Learning for Girl Scouts

- Allows them to participate in online shopping trends
- Enables them to build relevant, omni-channel selling skills
- Allows them to build their online business

#### Building Consumer Excitement and Growth

- An easy way to offer a new item that keeps customer engagement high without complicating or discontinuing existing flavors
- The opportunity to try new ideas without taking on too much risk

## Entrepreneur Mindset

Girl Scout Cookie™ entrepreneurs are forces of nature. They are bold, curious and bring a go-getter spirit to every challenge, no matter how big or small.

Whether Girl Scouts are planning their own cookie business or making a splash on their Digital Cookie® pages, they are determined to achieve their goals, and have lots of fun doing it!

A Girl Scout's potential to succeed is limitless—especially if they're among the 6 in 10 girls\* who have entrepreneurial mindsets.

Research has shown that these girls:

- Want to change the world and are confident in their abilities to make their mark
- Embrace challenges, take risks and see failing as an opportunity to learn and grow
- Are curious and innovative self-starters
- Excel as team players who are open to new ideas and suggestions

We're willing to bet that you know Girl Scouts in your troop—or your whole troop—who are leaping with joy to get started, so let's encourage them to go bright ahead!

## Certificates, Charms and Patches

How can you inspire Girl Scouts to go bright ahead? Recognize their hard work with a certificate, charm or patch at any point in the season, from the earliest planning meetings through the booth phase.



Learn more:

[LittleBrownie.com/volunteers](https://www.LittleBrownie.com/volunteers)

## Skills Development

The Girl Scout Cookie Program® helps girls develop real-world skills in five essential areas:

### 1. Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.

*How You Can Help:* Encourage them to set incremental, achievable goals. Work with them to break down their goals into small, frequent wins, such as weekly challenges.

### 2. Decision Making

Girl Scouts learn how to make decisions on their own and as a team.

*How You Can Help:* Talk about how they plan to spend the troop's cookie earnings.

### 3. Money Management

Girl Scouts learn to create a budget and handle money.

*How You Can Help:* Build on their interest in learning to manage all facets of the cookie business, such as creating a budget to fund a troop experience or figuring out the percentage of customers who selected the donation option.

### 4. People Skills

Girl Scouts find their voices and build confidence through customer interactions.

*How You Can Help:* Ask them about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.

### 5. Business Ethics

Girl Scouts learn to act ethically, both in business and life.

*How You Can Help:* Talk to them about the importance of delivering on their promise to customers. They can also consider offering a cookie donation option.





NEW



## Cookie Business Badges

Girl Scouts can earn Cookie Business badges by completing requirements that help them develop new skills as they learn and grow their businesses.

Badges are official Girl Scouts of the USA recognitions that can be placed on the front of their Girl Scout uniforms.

Check out the  
NEW  
Cookie Business  
and Financial  
Literacy badges!

Learn more:

- [gsutah.org](https://gsutah.org)
- [girlscouts.org/cookiebadges](https://girlscouts.org/cookiebadges)
- [girlscouts.org/en/members/for-girl-scouts/badges-journeys-awards/badge-explorer.html](https://girlscouts.org/en/members/for-girl-scouts/badges-journeys-awards/badge-explorer.html)

## The Girl Scout Leadership Experience

Here are just a few ways the cookie program helps girls learn business, the Girl Scout way:

### Girl-Led

Girl Scouts take the lead in their budget, plans and marketing techniques.

### Cooperative Learning

Girl Scouts work together to set their goals, decide how to use their money as a team and overcome hurdles along the way.

### Learning by Doing

Real-life, hands-on activities help girls see how their experiences as cookie entrepreneurs can translate to their own career or business.

Learn more:

- [girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

## Getting Families Involved

The Girl Scout Cookie Program® is a team effort, and families play a major role. With the support, assistance and encouragement of their family, there's no stopping a Girl Scout!



To inspire Girl Scouts and their families, check out these helpful resources:

### Cookie Entrepreneur Family Pins

Families can support their Girl Scouts in learning the five skills while encouraging them to think like entrepreneurs. Families can earn a different pin every year.

### Cookie Program Family Meeting Guides

Plan a fun and informative family meeting using these guides, which include resources tailored to each Girl Scout grade level.

Learn more:

- [girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)
- [girlscoutcookies.org/entrepreneurfamily](https://girlscoutcookies.org/entrepreneurfamily)



# Inspire Girl Scouts to Market Their Cookie Businesses

## Texting or Phoning Friends and Family

This is a great way to help girls feel comfortable connecting with cookie customers. Experienced entrepreneurs with busy schedules can also benefit from this option.

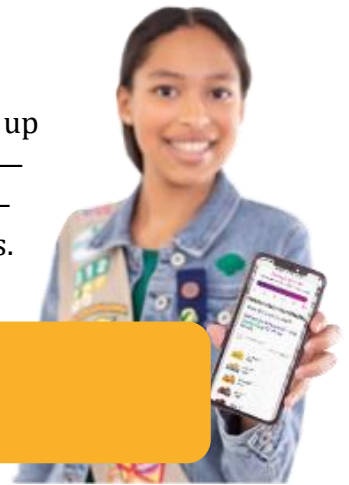
Girls can use last year's order card and contact information to call or text these reliable customers. Let them know it's Girl Scout Cookie time, thank them for their past orders and ask if they would like to place an order for 2023.

**Text-a-Thon:** Older girls can use their cell phones to text family and friends. As a troop, come up with a marketing pitch and have fun sending the text to people they know.



## Bright Ideas Abound!

Whether girls decide to set up shop digitally or in-person—or a combination of both!—the possibilities are endless.



## Ways to Participate Digitally

### Digital Cookie®

Girl Scouts can ship cookies straight to customers, accept orders for donations or have local customers schedule an in-person delivery. Here's another bright feature: They can sell the new Raspberry Rally™ as the first-ever Girl Scout Cookie™ to be offered exclusively online for direct shipping only.

### Social Channels

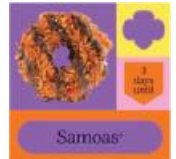
Social media offers teen girls the opportunity to reach their goals while building digital skills at the same time. Find ready-made cookie graphics, announcements and other social resources for promoting their cookie businesses on LittleBrownie.com and girlscoutcookies.org.

Get inspired by the bright stories of Girl Scouts and volunteers!  
Visit [girlscouts.org/poweredbycookies](https://girlscouts.org/poweredbycookies).

**FOLLOW GIRL SCOUTS®**  
[facebook.com/girlscoutsusa](https://facebook.com/girlscoutsusa)  
[instagram.com/girlscouts](https://instagram.com/girlscouts)  
[twitter.com/girlscouts](https://twitter.com/girlscouts)

**FOLLOW LITTLE BROWNIE BAKERS®**  
[facebook.com/littlebrowniebakers](https://facebook.com/littlebrowniebakers)

**FOLLOW SAMOAS®**  
[facebook.com/samoascookies](https://facebook.com/samoascookies)  
[instagram.com/samoas\\_cookies](https://instagram.com/samoas_cookies)  
[twitter.com/samoascookies](https://twitter.com/samoascookies)





## Options for In-Person Participation

If your troop is planning in-person cookie sales events, there are lots of ways they can creatively rise to the occasion!

Here are just a few ideas to get started:

### Door-to-Door

Girl Scouts can stay local and sell in their neighborhoods—and use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course.)



### Cookie Booths

Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, bank, mall or even a drive-thru booth in a parking lot) where they can practice their business skills with new customers.



*Cookie booths must be coordinated by Troop Product Managers, may only happen at council-approved locations and must be legally open to, accessible, and safe for all girls and potential customers. For more details, contact GSU and visit [girlscoutcookies.org/troopleaders](http://girlscoutcookies.org/troopleaders).*

### Cookie Sale Toolkit

Use the tools and tips in this action planner to help girls organize booths for both in-person and virtual cookie sales. You'll find resources to support a wide range of selling environments, from DIY workplace order stations to customizable social media posts.



## Girl Scouts' Online Safety Resources

Girl Scouts and their supervising parent/ guardian must read, agree to and abide by the *Girl Scout Internet Safety Pledge*, the *Digital Cookie Pledge* and the *Supplemental Safety Tips for Online Marketing* before engaging in online marketing and sales efforts through the cookie program. You'll find all of these documents—and everything else you need—in the GSU Safety Activity Checkpoints at [gsutah.org](http://gsutah.org)

Girls and adults cannot post messages, requests or advertisements on Facebook yard-sale groups, Facebook Marketplace, eBay, Craigslist, KSL, or any type of classified or auction-type site. You cannot pay for ads on social media to promote a troop link, girl's link or about cookie sales in general.

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.

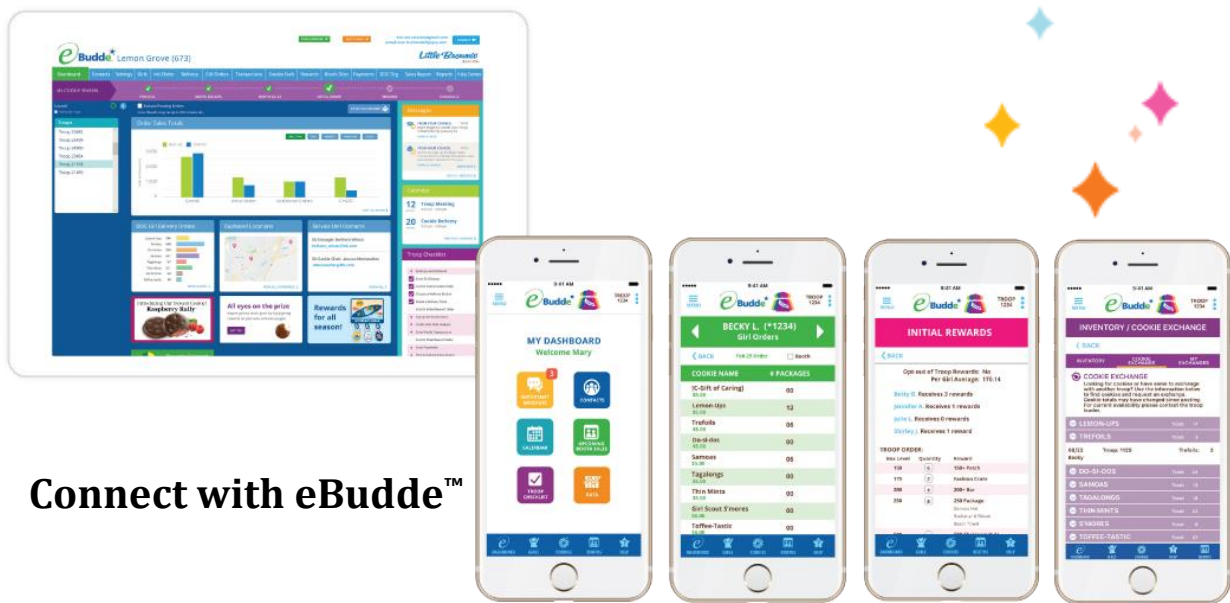
Learn more:

- [girlscoutcookies.org/troopleaders](http://girlscoutcookies.org/troopleaders)
- [LittleBrownie.com/social-resources](http://LittleBrownie.com/social-resources)
- Safety resources are available at [girlscoutcookies.org/troopleaders](http://girlscoutcookies.org/troopleaders) and at [gsutah.org](http://gsutah.org)
- [girlscouts.org/cookiebadges](http://girlscouts.org/cookiebadges)
- [girlscouts.org/digitalcookie](http://girlscouts.org/digitalcookie)

## Essential Volunteer Safety Information

Go to the GSU website at [gsutah.org](http://gsutah.org) to learn all about the Volunteer Essentials and Safety Activity Checkpoints. You'll get just about everything you need, including basic facts, forms and tips for planning outdoor activities, managing troop finances, promoting safety, arranging trips and selling cookies.





## Connect with eBudde™

### Desktop and App Basics

A must-have for Girl Scout Cookie™ volunteers, the eBudde cookie management system offers calendar reminders, reports, training and much more—on either your desktop or mobile device. It's also where sales are recorded so girls can receive their rewards.

Here are some quick steps to get you started:

- After Girl Scouts of Utah grants you access, look for a welcome email with a link and login information
- Set up your troop—in this step, you'll enter your troop's package goal and edit your troop's rewards settings (T-Shirt sizes )and verify your roster. Contact GSU if you need to add a Girl Scout.
- Download the eBudde app wherever you typically search for apps
- Explore the dashboard on both the desktop and app versions, where you'll find messages

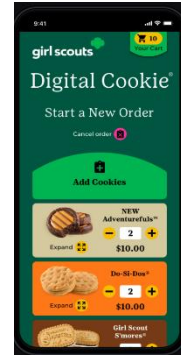
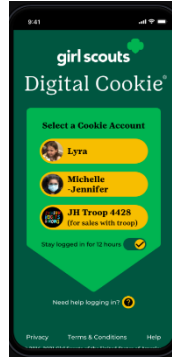
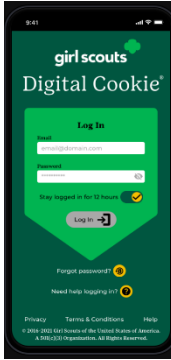
### Enhancements for 2022–2023

The digital world is changing fast. That's why eBudde™ is engineered to keep you moving at the speed of Girl Scouts.

This year, Little Brownie Bakers® is planning several enhancements to the cookie management system to improve performance, speed and usability. These include security updates, a simplified troop user experience and—of course— the addition of new, shipped only Raspberry Rally™ Girl Scout Cookies®!







## Digital Cookie Desktop and Mobile App

Look for a welcome email that will have “Girl Scout Cookie Program” as the sender and the “from” email address will be [email@email.girlscouts.org](mailto: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. There is a set of Terms & Conditions for each role. If you have multiple roles, you will sign Terms & Conditions for each role.

TPM and Parent Log in:

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:

**Before using the mobile app you need to complete your initial setup and log on of Digital Cookie on your Desktop. Then you can download and log into the mobile app.**



## Helpful Information

### COOKIE TERMINOLOGY

Little Brownie Bakers (LBB)- GSUs bakery partner.

DOC- Digital Order Card. This is another name for the Digital Cookie online platform.

Troop Proceeds- Monies earned by a troop on their total cookie sales

Council Gift of Caring (CGOC)- all donated packages of cookies received from Digital Cookie. All CGOC packages will be donated directly by council to the Utah Food Bank

Troop Gift of Caring (TGOC)- all donated packages received from an order card or at a booth. They are any donation that is not from Digital Cookie. Troop chooses organization to donate packages to.

Girl Scouts® Gift of Caring is a community service initiative that provides a world of warm feelings.

### Cookie Varieties

Girl Scout Cookies® are \$5 per package for core varieties and \$6 per package for specialty cookies.

#### Core:



Thin Mints\*

Samoas\*

Tagalongs\*

Trefoils\*

Do-si-dos\*

Lemon-Ups\*

Adventurefuls™

Raspberry Rally™

*(Exclusively Sold Online for Shipment)*

#### Specialty:



Girl Scout  
S'mores\*

Toffee-tastic\*  
(Gluten-Free)

### WAYS A GIRL SCOUT CAN SELL

#### Digital Cookie: January 24 (early access) to April 16

The Digital Cookie Platform will launch on January 10 to give Girl Scouts an opportunity to set up their storefront and send emails to friends and family. This is the only approved selling method until the official launch of the cookie program.

#### Door-to-Door, Workplace and Walkabout Sales: January 28- April 16

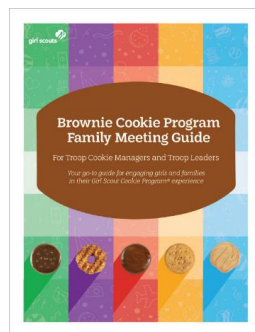
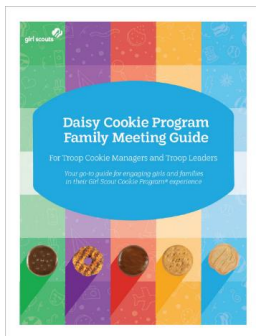
Girls can use their Girl Order Card and the Digital Cookie Mobile App to sell door-to-door and workplace businesses during this time period. When taking preorders using the Order Card, money is collected at the time of delivery. You can take payment when ordering with the Digital Cookie App or for Troop Gift of Caring.

- When selling and delivering cookies in-person: Daisy, Brownie and Junior Girl Scouts must be **accompanied** by an adult. Cadette, Senior and Ambassador Girl Scouts must be **supervised** by an adult.
- Girls should 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 never enter a customer's home or approach customers in cars.
- Girls may leave a door hanger, business card, QR code or contact information so a customer can contact them to place an order. Contact information must be the parent/guardian information, not the girl's own personal information.
- Girls may ask for customers contact information to contact later or to add them to their Digital Cookie email list.

## Planning a Family Meeting

Caregivers are vital to the success of the Girl Scout. There is not stopping a Girl Scout when they have support, assistance, and encouragement from the family.

- Hold a family meeting 2–3 weeks before the start of the cookie season and be sure to highlight the Cookie Entrepreneur Family pin.
- Utilize the Family Meeting Guides to explain the benefits of the Girl Scout Cookie Program to families and to ensure each Girl Scout has the support at home to ensure a fun and rewarding experience for everyone.
- Involve the Girl Scouts in planning the meeting. Get input and let them present their ideas.
- Review caregiver roles and expectations
- Have caregivers write down or put all deadlines in their phone calendar
- Verify all caregivers have filled out a Parent/Caregiver Permission Form
- Hand out material and In-Person Order Cards after you have received the Permission Form
- Identify caregivers that will help support you with different areas of the program.



Family Meeting Guides with step-by-step instructions for each program level can be found online at [girlscoutcookies.org/troopleaders](http://girlscoutcookies.org/troopleaders)

## Getting Girls Excited

Cookie Captains: this helps experienced Girl Scouts level up their skills while learning to give back as mentors to girls who are just starting out in the program.

Enlist the help of Cookie Captains at your Cookie Rally and Family Meetings.

Cookie Captain training manual available on GSU website

- Let them know they may be able to earn service hours.
- Emphasize that Girl Scouts® Cookie Captains are role models for leadership.

Cookie Captain Patch available for purchase at the GSU retail shop while supplies last



### 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

Activity Credits give parents/caregivers the freedom to choose how to reward the Girl Scout for their hard work.

Activity Credits can be redeemed for camp, council sponsored events, *Destinations*, girl membership registration fees and GSU retail shop merchandise.

Activity Credits will be mailed directly to the Girl Scout the first part of May. Please have parents/caregiver verify GSU has their correct mailing address in myGS. Please contact GSU info to update.

## Girl Scout Rewards

All rewards are cumulative. Council reserves the right to replace an item of equal or higher value. Make/Model/Color may vary depending on availability of item at the end of the cookie program.

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 troop proceeds and Activity Credits can be used for future activities.



## Goal Getter Reward

**Packages sold from February 13 to March 17**

After the initial order and before Cookie Delivery, girls are encouraged to continue taking orders by using their Goal Getter Order Cards.

- Use the Goal Getter Card like the traditional Order Card.
- Collect the Order Cards and enter the total amount for each girl in the Goal Getter Column (GGR) on the Girl Orders Tab in eBudde.
- TPM's will need to place a cupboard order in eBudde to fill these Goal Getter Orders or use extra troop inventory.



50+ packages



100+ packages

## Cookie Patches

Girls collect patches as they achieve specific cookie program milestones, including things like attending a cookie rally, sending emails, and selling at booths. These are fun patches that can be worn on the back of the uniform to show her cookie business success.

Booth Sales Patch is available to purchase in the SLC retail shop while supplies last.





## 2022-2023 Crossover Patch



Earned for the 2022 Fall Product Program and 2023 Cookie Program

Fall Product Program Requirements:

- Create their avatar in M2OS
- Sent 18+ emails

Cookie Program Requirements:

- Sell 400+ packages of cookies during the 2023 Cookie program

The patch will be mailed directly to the Girl Scout at the end of the cookie program in May.

## Troop Initial Order Reward

Troops that have a PGA (per girl average) of 350+ on their initial order will receive a Go Bright Ahead T-Shirt and the 2023 patch for each girl that submitted an initial order and for the TPM.



## Troop Proceeds

## Older Troop Opt Out

### Opting Out of Rewards

Troops with girls that are Cadettes (grades 6-8), Seniors (grades 9-10) and/or Ambassadors (grades 11-12) may want to Opt-Out of rewards to earn extra Activity Credits.

All girls in the troop must participate in the Opt-Out program. Girls will receive ALL patches, cookie celebrations and council high level rewards (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.*

In eBudde, go to the settings tab, click Edit Settings, and then click on the "opt out of rewards for additional proceeds" box (SUBJECT TO CHANGE. Check website for current proceeds)

Troop Proceeds \$.70/package	
# Packages	Proceeds
36	\$25.20
50	\$35.00
75	\$52.50
150	\$105.00
200	\$140.00
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

## Placing 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 the 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.

### Order Booth Cookies

Deciding how many packages to order for booth sales isn't an exact science, but here are average sales per cookie variety\* to give you an idea of how many to order:

Thin Mints®	26%	Do-si-dos®	9%
Samoas®	19%	Lemon-Ups®	7%
Tagalongs®	14%	Girl Scout S'mores®	5%
Trefoils®	8%	Toffee-tastic®	3%
		Adventurefuls®	9%

### 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.

## 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.

### **IMPORTANT**

- ❖ **Give yourself plenty of time to complete this task.**
- ❖ TPM's should have their IO submitted by 8:00 PM. There will be council help until 8:00 PM on deadline dates. eBudde will automatically close the initial order section for Troops at **10:00 PM on February 15, 2023.**
- ❖ 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, they **cannot** make any changes to troop orders.

## Initial Order Delivery

### Baileys Initial Order Warehouse Pickup Saturday, March 18

Picking up your cookie order is exciting, and there are a few steps you can take to make sure everything goes smoothly. First, be aware that troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

- Scheduled pickup time will be in eBudde. Be flexible with your scheduled pickup time and allow extra time for unforeseen backups or delays.
- Be on time and do not come earlier than 5-10 minutes before your scheduled pickup. Coming early causes congestion and will delay pickup times.
- No children or tagalongs. Only adults are permitted at delivery sites due to the danger of forklifts and large vehicles.
- **Please be patient, polite, flexible, and ready to help when needed.**
- Check in with your SUPPR and wait until you have been informed that it is your troops turn before pulling up to your assigned dock
- Be sure all vehicles for your troop pickup arrive at the same time and pull up to the pickup location together.
- If you are not comfortable with your final count you may pull into the parking area and recount before signing the receipt

### Baileys Initial Order Delivery Week March TBD

This week is for Service Units that have made prior arrangements for their Initial Order to be delivered by Baileys to a specified location.

- The SUPPR 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 when needed.**
- 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.
- 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!
- Troops accept financial responsibility by signing the receipt. Once receipts are signed, case counts are final and all cookies are the property of that troop.

- **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.**



## Damages and Discrepancies

Damaged packages/cases can be exchanged at a cookie cupboard for same variety. Damaged includes: crushed at warehouse, sealed but empty, unsealed packages, missing cookies or returned by customer.

To prevent damages please 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 directly on floor of garage.

**Any troop discrepancies should be reported immediately to your SUPPR.**

## Girl Scout Pick-up and Delivery

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.

**It is very important that families sign receipts any time cookies/money is exchanged between the troop and family.**

Girls should deliver initial orders as soon as they receive their cookies from the troop. All orders need to be delivered prior to the beginning of Booths.



## M3 Receipt

- Fill out a money/cookie receipt each time:
  - An adult picks up cookies from the TPM
  - An adult delivers money to the TPM
  - 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.**

## Storage Of Cookies

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

### ***What if a package is damaged?***

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

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



# Cookie Booths

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

## Council Managed 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 booths are listed in eBudde and are open to all troops to reserve online

Council-Managed 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 Managed Booth locations or employees** to request additional booth times, and/or to make changes in booth times or dates.

Dan's Market	Harmons	Macey's
Dick's / Kent'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.

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

- Round 1, you may sign up for a total of three shifts; only two shifts can be at the same chain.
- Round 2, you may sign up for two additional shifts. If you missed round 1, you could sign up for a total of 5 shifts.
- Round 3 does not have a closing date or time.

Round	Date opens	Time opens	Date closes	Time closes	Number of choices
Early Bird	2/4	8:00 a.m.	2/5	8:00 p.m.	1
1	2/7	6:00 p.m.	2/8	6:00 p.m.	3
2	2/9	6:00 p.m.	2/10	6:00 p.m.	+2
3	2/11	8:00 a.m.	n/a	n/a	n/a

## Select a Council Managed Booth in eBudde

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

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

Thur 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

Thur 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 \(9 waiting\)](#)

Time	Troop
9:00am	
12:00pm	
3:00pm	

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



## “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 or listed below as an unapproved location,

Troops must complete the 2023 Troop “MY SALES” Cookie Booth Agreement Form from the business manager and emailed to [cookies@gsutah.org](mailto:cookies@gsutah.org). **Your booth will not be approved until the signed agreement form has been submitted to GSU.** Form located at [gsutah.org](http://gsutah.org)

**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 of the secured cookie booth dates/times. This will avoid possible double bookings. If a double booking occurs, the first “My Sales” agreement submitted to GSU will be approved.

### 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
- 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. Go to the Booth Sites tab
2. Click on drop down menu to select My Sales
3. Enter all information
4. Click Add
5. Booth will show pending until it is approved or denied by council Product Program 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. It is a first come, first serve for signing up for the slot. There may be several troops 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.

## Cancel a Reserved Booth

All Booth information in eBudde feeds directly to 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 and not have a troop there.

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



## Hours/Days

- Troops may booth between the hours of 8am and 8pm. Only Junior level Girl Scouts and older may booth after 6pm.
- Girls may only booth outside of regular school hours, Monday through Friday. Girl Scouts on school break, homeschooled or those 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 booth shift; additional adult supervision is recommended. Rotate girls after their one-hour shift to cover a booth that is longer than one hour.

## Set up your booth

- Troops should bring their own supplies for setup, including a table, a Girl Scout or other colorful tablecloth, tape for affixing signs to the table, sharpie and pens for taking notes.
- 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.
- 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.
- 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. Do not ask host business for bags.
- Determine how much inventory you will need to cover your entire shift. Place an order with a Cookie Cupboard if you will need more. Only bring complete cases to make tracking easier.
- Utilize an inventory tracking form to record cookies taken to the booth, cookies returned, and money collected
- Use an M3 receipt for cookies going to a booth and amount you receive back and money collected.

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

Print 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.**



92% of girls  
believe they are  
smart enough to  
become an  
entrepreneur\*



## Money and Donations at Booths

- 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.
- Troops may accept credit cards using Square or money apps such as Zelle that are managed by their bank. The troop will be responsible for all transaction and processing fees they incur.
  - Any card reader must be attached to a Girl Scout troop bank account. All cookie funds must go directly into a troop account: 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 encouraged to use the Digital Cookie app to accept credit card payments. Council will take care of all credit card fees.
- Venmo is not an acceptable form of payment as is not allowed by Girl Scouts of Utah.
- Any donations that are not from Digital Cookie or the Digital Cookie app and is directly received by the troop during the cookie program are considered Troop Gift of Caring (TGOC) packages. Every “keep the change” or direct contribution should be converted into cookie packages and donated to the organization of their choice. Troops should not keep direct cash contributions during the cookie program

## Cookie Booth Procedures

Here is some general information regarding booths, you will find more information and current Covid-19 guidelines under the Cookie+ tab on the GSU website.

- The girls safety is first and foremost!
- Shifts are generally 2-3 hours
- 2 adults, one must be a female and one should be a registered member with a current background check by GSU. Minimum of 2 Girl Scouts per door
- Parent/guardian supervising at the booth must sign a Conduct Agreement form located on the GSU website
- Adults must always supervise girls closely, including restroom breaks.
- Girls should stay behind the table and in between the adults supervising the booth. Girls should not approach customers.
- Do not allow girls to go into the parking lot. Girls must stay with an adult at the booth.





## Appearance and Conduct

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.

- Always dress neatly and appropriately for an entrepreneurial business. Be prepared for the weather. Stores are not required to let you booth indoors in inclement weather.
- 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 after the shift.
- 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.
- 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 active walkways.
- Never leave your booth, money or cookies unattended.
- Cell phones, iPods, or other electronic devices should only be used for online orders and accepting credit card payments.
- 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 packing up 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 booth location to dispose of your trash. Clean up should be completed before the end of the shift so the next troop can start on time. *Girl Scouts always leave a place cleaner than they found it.*
- 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!



## Cookie Cupboard Basics

After initial order delivery day, additional cookies can be picked up from cupboards. **Cupboards begin to open March TBD, 2023 (see online schedule for locations, dates and times, [www.gsutah.org](http://www.gsutah.org))**

- Orders for cookies from the cupboard must be placed by troop product managers (TPM) using eBudde.
- A cookie cupboard order is not a guarantee of inventory availability.
- All cupboards will operate in WHOLE CASES ONLY through March 20. Beginning March 21, troops can order in cases and packages for the remainder 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.
- Enter your pending order quantities in eBudde and choose your pickup appointment. Troops should place their cupboard pending orders 24-48 hours in advance. This allows time for the cupboard to prepare your order in advance and helps with cupboard inventory.
- All nine cookie varieties will be stocked in the cupboards.
- Sometimes cupboards temporarily run out of a certain type of cookie. eBudde will show “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 available inventory. We will adjust cupboard orders and transactions to reflect available inventory
- 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

1. Click on the **TRANSACTIONS** Tab.
2. Click **ADD A TRANSACTION**. A new Cookie Transaction Window appears.
3. 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.
4. Choose your desired Cupboard from the **SECOND PARTY** drop down.
5. Enter your cookie order in cases and packages, as applicable. Note, you may only order in whole cases thru March 20.
6. For **PRODUCT MOVEMENT**: Choose **ADD PRODUCT**.
7. 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 order.
- **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.

## 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
  - 2<sup>nd</sup> 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



## Cookie Exchange

The Cookie Exchange allows you to see what cookies other troops have to exchange. It also allows you to post what extra cookies you have to exchange.

To enter the extra cookie packages that you have that you would like to exchange:

- Enter the quantities in packages in the variety boxes. Click Update Pkgs to Exchange. If you no longer have all the extras originally posted, changed the quantities appropriately and click Remove my Offering. The submission will OVERWRITE the previous submission. There is only one record per troop in the Cookie Exchange.

To see what cookies are available by other troops:

- Click the blue down arrow to the left of the variety. eBudde™ will display the troops that have extra cookie packages. It will list for you the date posted, the troop number, quantity available, the first name of the contact, email address and phone number. You can then contact that person via email/phone to make the exchange.

**eBudde™ Troop 10431**

Dashboard | Contacts | Settings | Girls | Init. Order | Delivery | Girl Orders | Transactions | Txn Pickup

### COOKIE EXCHANGE

Have packages of cookies to exchange with other Troops? Use the form below to post what packages you have to the exchange.  
The numbers in the form always reflect your last update so after you've given away some packages please come back here to update your offerings!

Did you give away ALL of your packages? Fantastic! If you would like to opt out simply [Remove My Offering](#)

Adventurefuls	Lemon-Ups	Trefoils	Do-Si-Dos	Samoas	Tagalongs	Thin Mints	S'mores	Toffee-tastic	<input checked="" type="checkbox"/> Inc. my phone number
<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<a href="#">Update Pkgs to Exchange</a>

Looking for cookies? Use the information below to find cookies and request an exchange. Cookie totals may have changed since at volunteer last posted.  
For current availability please contact the troop leader.

Cookie Variety	Total
ADVENTUREFULS	0
LEMON-UPS	0
TREFOILS	0
DO-SI-DOS	0
SAMOAS	0
TAGALONGS	5
THIN MINTS	0
S'MORES	0
TOFFEE-TASTIC	0



## Submit Final Rewards

eBudde automatically calculates rewards for girls based on the number of packages allocated to each girl at the end of the program.

- Open the REWARDS Tab.
- Click Fill Out next to Final Reward Order.
- Click on each girl's name to enter T-shirt and/or sock size if earned.
- 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. Council supplied rewards will be shipped directly to the girl.

## 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. Troop Gift of Caring are any packages NOT donated through Digital Cookie. 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 patch and activity credits
- Troop Cookie Link packages must be allocated to the girls fairly per the TPM's discretion.
- Record all girl payments on the *GIRL ORDERS* tab to calculate the amount due from each girl. eBudde tracks each girl's financial responsibility and sends the information to Digital Cookie for the parent to see how much they owe. This can make troop collections very easy and clear.
- Submit Final Rewards
- Verify that all information on sales report tab is accurate.
- Print and keep a copy of the Sales Report on the *SALES REPORT* tab.
- Turn in a copy of the Sales Report, M-3 receipts, and deposit receipts to your troop leader for year-end financial reports.
- Turn in Troop Cookie Envelope to council by April 15<sup>th</sup> (May 1<sup>st</sup> for troops located outside of the SLC area)

## Troop Cookie Envelope

Each troop will receive 1 Troop Cookie Envelope when the initial order cookie packages are delivered. Due to GSU April 26, 2023

- Fill out dept owed for any girl with money due to the troop and include all M3 receipts for girl
- Fill out dishonored checks if you are a non-Wells Fargo account
- Print and include all Parent/Guardian Permission forms for girls that participated in the cookie program
- Include copies of all Troop Bank Account deposit slips

## Troop Finance

GSU must have on file a signed ACH Authorization Form for all troops participating in the 2023 Cookie Program.

### ACH Schedule

- April 3, 2023, the troop accounts may be debited for \$1/package of the initial order less digital cookie payments.
- April 25, 2023, the troop accounts will be debited for the remaining balance owed.
- Council might delay ACH sweep due to changes in the program

### Non-Sufficient Funds (NSF)

Troops must deposit sufficient funds in their troop bank accounts in time for funds to be available for each debit. However, we recognize there might be extenuating circumstances which prevent a troop from having \$1/package or remaining balances due by the ACH dates. TPM needs to contact Linda Neeley, CFO, at 801-716-5112 to make an alternative payment plan.

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.

**Troops will not be allowed to participate in the 2023 Fall Product Program or the 2024 Cookie Program if there is a balance owed to council.**

### Parent/Guardian Collection Issues

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

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 26, 2023. Please include girl and parent name as well as the balance owed. Council will begin the collections process.

Council will ACH funds into 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.

### 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 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. Do not collect funds from the customer to cover the dishonored check

### Troops with Non-Wells Fargo Bank Accounts

GSU encourages all 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](mailto: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.

## Troop 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 their 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, they are 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, they are not to be reimbursed for the funding that would have been spent for her experience.

## Monetary Policies

This is a financial literacy program. The goal of GSU is to instill good business ethics in girls and volunteers by determining best practices. Please be sure everyone, especially parents, understands the business aspects of the Cookie Program.

- 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 to limit the passing of counterfeit bills.
- 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. Girls are encouraged to write their first name on checks to identify payments for troop’s bookkeeping.
- 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.
- Cookie Program funds should be collected from girls and safeguarded by parents immediately.
- 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.
- 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.

## 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.
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 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.
16. Troops and girls may only sell products provided by licensed vendors currently under contract with GSU during the Fall Product and Cookie Programs.



## Product Program Policies & Standards Cont.

17. A booth sale is a troop activity and requires a parent/guardian permission slip, attendance by a minimum of two 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

Please refer to the Girl Scouts of Utah website for all updated Social Media guidelines

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 their 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, they may use their 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.**

# Volunteer Action Plan

The first step to a successful Girl Scout Cookie Season is to plan for it. Use the space below to map out the information you need to support girls as they go bright ahead, while having lots of fun!



## Primary Contacts

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## eBudde and DOC Sign-Up Info

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## Key Dates

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*Thank you for all you do as a Girl Scout Cookie™ volunteer to support girls!*

## Resources at a Glance

### Girl Scouts of the USA

About Girl Scout Cookies®  
[girlscouts.org](https://girlscouts.org)

Troop Leader Resources  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

Cookie Business Badges  
[girlscouts.org/cookiebadges](https://girlscouts.org/cookiebadges)  
Your council's website

Cookie Entrepreneur Family Pin  
[girlscouts.org/entrepreneurfamily](https://girlscouts.org/entrepreneurfamily)

Cookie Family Connection Guide  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

Cookie Program Family Meeting Guides  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

Digital Cookie® Platform  
[girlscouts.org/digitalcookie](https://girlscouts.org/digitalcookie)

Digital Marketing Tips for Cookie Entrepreneurs  
[girlscoutcookies.org/digitalmarketingtips](https://girlscoutcookies.org/digitalmarketingtips)

Virtual Cookie Booth Guide  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

Volunteer Essentials  
Your council's website

## Girl Scouts' Safety Guidelines

One of the most essential steps you can take to go bright ahead this season is to review all safety guidelines with troop members and their parents or guardians.

- Digital Marketing Tips for Cookie Entrepreneurs and Families
- Practical Tips for Parents
- Safety Tips for Product Sales
- Your Council's Volunteer Essentials and Safety Activity Checkpoints  
*(You'll find Supplemental Safety Tips for Online Marketing and all other safety documents here.)*

Find information about Girl Scouts' safety resources and more:

- [girlscoutcookies.org/digitalmarketingtips](https://girlscoutcookies.org/digitalmarketingtips)
- [girlscouts.org](https://girlscouts.org)
- Your council's website

### Little Brownie Bakers®

Cookie History, FAQs and Nutrition Information  
[LittleBrownie.com](https://LittleBrownie.com)

eBudde™ App  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers) and wherever you download apps

FAQs  
[LittleBrownie.com/pages/faq](https://LittleBrownie.com/pages/faq)

Go Bright Ahead Toolkit  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

Girl Scouts® Built by Me Cookie Planner  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

Girl Scouts® Cookie Captains  
[LittleBrownie.com/teens](https://LittleBrownie.com/teens)

Girl Scouts® Cookie Rookies  
[LittleBrownie.com/girls](https://LittleBrownie.com/girls)

Girl Scouts® Cookie VIP eTraining  
[Vipetraining.littlebrownie.com](https://Vipetraining.littlebrownie.com)

Girl Scouts® My Cookie Friend  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

Goal-setting Activities and Tips  
[LittleBrownie.com](https://LittleBrownie.com)  
Also on [girlscouts.org](https://girlscouts.org)

In-Person Cookie Sale Guide  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

Little Brownie Family Guide  
[LittleBrownie.com/families](https://LittleBrownie.com/families)

Social Media Tools and Graphics  
[LittleBrownie.com/social-resources](https://LittleBrownie.com/social-resources)  
[girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders)

Resources for Girls  
[LittleBrownie.com/girls](https://LittleBrownie.com/girls)

Resources for Teens  
[LittleBrownie.com/teens](https://LittleBrownie.com/teens)

Virtual Cookie Sales Tools  
[LittleBrownie.com/volunteers](https://LittleBrownie.com/volunteers)

### Need Inspiration?



Find us on Pinterest for quick, easy and exciting ways to make the Girl Scout Cookie Program® a success.

FOLLOW  
Little Brownie  
Bakers®  
on Pinterest  
[@lbbakers](https://www.pinterest.com/lbbakers)