

COOKIE PROGRAM

Overview

Theme

What Can a Cookie Do? More Than You Can See!

Key Dates

Oct. 20 – Nov. 30:

Host SU troop trainings and set up troops in eBudde™

Dec. 15:

Submit SU delivery station form to Joliet Gathering Place

Jan. 7-29:

Girl order-taking period

Jan. 16:

Booth site sign up begins

Jan. 29-Feb. 1:

TCMs enter girl orders into eBudde™

Feb. 2-3:

Review, submit troop initial product/incentive orders

Feb. 10-17:

Product delivery

Feb. 16:

Cookie Cupboards open

Feb. 17 – March 18:

Booth site and Chicago “Loop” sales

Feb. 21, 28:

Booth sale payments due

Feb. 28:

Estimated date for initial incentive delivery

March 6, 13, 20:

Booth sale payments due

March 7:

Troop initial sale deposit due

March 9-11:

Enter troop deposits into eBudde™

March 20:

Troop final payments due

March 26-30:

Post troop deposits to eBudde™; submit Troop Deposit Receipt Envelopes and IC/TC forms to any Gathering Place

April-May:

Incentive delivery

Service Unit Cookie Manager Guide

Dear Troop/Group Volunteer,

Our Girl Scout Cookie® program is an amazing way for girls to support their Girl Scout year with a plan, fund those personalized plans with their proceeds and learn new financial literacy and customer service skills.

This guide provides an overview of this year’s cookie program during our 100th anniversary celebration year.

The cookie program also provides great resources for girls to help them achieve their goals, including the activity guide and connections to the journeys and *The Girl’s Guide to Girl Scouting*, as well as opportunities to learn skills and provide service through the Cookie Club™, Gift of Caring, booth sites, Loop sales sites, and more. Understanding the purpose of the program and the benefits it offers to girls is the key to a successful cookie program.

Your enthusiasm and support for the cookie program is greatly appreciated. Use this streamlined guide to get all girls involved by providing support and information to the troop cookie managers and other troop volunteers who support the cookie program.

Thank you so much for your dedication and commitment to Girl Scouts! Together we are building girls of courage, confidence and character who make the world a better place. Here’s to a successful cookie program!

Yours in Girl Scouting,
The Product Program Team

NEW: 100th Anniversary Cookie! Savannah Smiles



Building girls of courage, confidence, and character, who make the world a better place.

Glossary

The following are used in this guide:

Cookie Club™ = program for girls to send e-mails to customers

EBudde™ = Little Brownie Baker's electronic operating system

GCNWI = Girl Scouts of Greater Chicago and Northwest Indiana

GOC = Gift of Caring (Cookie donation program)

GP = Gathering Place (formerly regional service center)

LBB = Little Brownie Bakers (cookie vendor)

PPM = product program manager

RV = regional volunteer

SU = service unit

SUCM = service unit cookie manager

SUM = service unit manager

TCM = troop cookie manager

Fingertip Facts

Benefits for Girls: Girls learn “Five Skills” they will use throughout their lives:
Goal Setting ♦ Decision Making ♦ Money Management ♦ People Skills ♦ Business Ethics

Flexible Ways for Girls and Troops to Participate

Door to Door:	Take cookie orders using the cookie order card
By Phone:	Call customers personally
Social Media:	Text, e-mail and post messages on social networking sites
Cookie Club™:	Send e-mail requests to customers to make a “promise” to place an order using a special electronic form
Cookie Booth:	Sign up for a cookie booth or participate in “Loop” Site sales
Gift of Caring:	Organize a Gift of Caring campaign
Parent Workplace:	Make a presentation, write a letter or design a flier at parent/guardian workplace

Vendor Logins and Passwords

Little Brownie Baker eBudde™ Operating System: <https://ebudde.littlebrownie.com>

Login and Password

SUCM: If you are an experienced SUCM, your login and password are the same as last year. If you are new, you will receive an e-mail from the eBudde™ system providing you with your login and temporary password information at which time you will be allowed access to the system. You will be asked to change your password.

TCM: Experienced (returning) TCM login and passwords are the same as last year. TCMs will not be notified from the system. If the TCM manager information has changed, you must update eBudde™ before the TCM will have access. New TCMs must be entered into eBudde™; TCMs will receive an e-mail notification from the system containing their login and temporary password information.

Contacts:

Service unit cookie managers are encouraged to call their product program regional volunteer first with any questions or needs.

Product Program Regional Volunteer Name: _____

Phone: _____ E-mail: _____

Council Product Program Staff Name: _____

Phone: _____ E-mail: _____

Where to Go for More Information

Check out the **Cookies** page at www.girlscoutsgcnwi.org, located at the top of the website home page for resources. Also watch the eBudde™ dashboard for important cookie program messages.



Cookie Varieties

NEW: 100th Anniversary Cookie! Savannah Smiles

Additional featured varieties include:

Trefoils	Thank You Berry Munch
Do Si Dos	Tagalongs
Samoas	Thin Mints
Dulce de Leche	

Gift of Caring

Customers make donations which purchase packages of cookies that are delivered through our three partner organizations to the women and men serving in the military. The council is responsible for distribution of cookie packages to these organizations:

- Operation MOMs Cookies – Wilmington, Illinois
- Yellow Ribbon Support Group – Palatine, Illinois
- U.S.O. Naval Training Station, Great Lakes, Illinois

Other military organizations may be included in package distribution.

Online donations to the GOC program can be made by accessing our website at www.girlscoutsgcnwi.org/giftofcaring. To make an online donation click on-line contribution.

Troops receive proceeds from online GOC transactions IF the troop number and girl's name are included in the space provided on the donation form. Transactions are posted bi-weekly to eBudde™ and show up in the troop's Deposits tab (appear as EGOC-Electronic Gift Of Caring). Transactions posted to eBudde™ prior to March 18 may increase a girl's final incentives.

Donations to Local Organizations – Troop Projects

Troops can collect packages of cookies during their booth sales and deliver them directly to a local organization of their choice, such as a food pantry, shelter, military organization (VFW or American Legion), nursing home, etc. Troops participating in their own cookie donation service project are responsible for payment of the packages and delivery to their organization of choice. Packages for donation should not be delivered to the Gathering Places.

Incentives

The troop-level incentive plan has been expanded to include more earning levels. And back by popular demand, all incentives are cumulative! Refer to the back of the girl order card for a detailed description of the entire incentive lineup!

Girl Initial Order Award

Girls achieving a selling level of 100+ packages with their initial order will receive the Theme Water bottle – the #1 “most wanted” item, according to our girl incentive survey – in addition to the other incentives – even if the troop elects “no incentives”! If a girl achieves a 150+ sale level with her initial order, she will receive the Theme Water Bottle and matching Pop Art Tote.

Troop Award

Troops that achieve a per-girl selling average (PGA) of 150+ packages with their initial troop order will earn a Peace T-shirt for every girl participating in the program.

The PGA is calculated by the number of packages sold divided by the number of girls selling. Do not list girls in eBudde™ who are not participating because it will affect the troop's PGA calculation. Troops earn this award even if they choose the “no incentives” proceed option.

NEW: Service Unit Incentive

Service units that reach their council goal will receive 7¢ per case to spend as they choose! Service units exceeding their council goal by 5% or more will receive 12¢ per case!

Term

Appointed annually by the service unit manager. Must be a registered Girl Scout.

Time

Requirement:
October through April

IMPORTANT NOTE

SU Manager Guide Updates:
Due to publication deadlines, updates or corrections may occur. All changes will be communicated to the SUCM in the Product Program Newsletter and/or to the eBudde™ message box on the Dashboard. The SUCM Guide will be updated and a revised copy will be posted to the website at www.girlscout-sgcnwi.org.



Position Description

Service Unit Cookie Manager

Accountability:

Reports to the regional volunteer (RV), service unit manager (SUM) and product program manager (PPM).

Purpose, Related to the Girl Scout Mission:

Supports a program where girls learn financial, organization, goal setting and teamwork skills and build their confidence and self-esteem.

Responsibilities:

- Organize a service unit cookie team that could include some or all of the following positions: order coordinator, incentive coordinator, delivery coordinator, booth site coordinator, communications coordinator
- Attend council training
- Manage and coordinate the cookie program for a specific service unit
- Provide training, support and information to troop cookie managers
- Instill goal setting at service unit, troop, and girl levels
- Must be accessible throughout the cookie program
- Return phone calls and e-mail messages to TCMs in a timely manner
- Maintain and verify data in eBudde™
- Confirm membership registration with service unit registrar or membership specialist
- Adhere to cookie program schedules and deadlines
- Primary source of communication to troop managers
- Collect final paperwork from TCMs as scheduled
- Submit SU paperwork in an organized manner to any Gathering Place (GP)
- Enter troop deposit in eBudde™

Qualifications:

- Must be a registered member of the Girl Scouts of the USA in the current program year
- Must be computer literate, have an e-mail account and have accessibility to the Internet
- Ability to provide clear concise and motivational instructions to girls
- Ability to work in a team environment to motivate adult volunteers
- Be a flexible and reliable individual
- Demonstrate respect for all people; ability to work effectively with adults from diverse racial, cultural, social, educational, and economic backgrounds
- Have no outstanding debt to Girl Scouts of Greater Chicago and Northwest Indiana
- Must have sufficient time to fulfill position responsibilities
- Possesses good conflict resolution and problem solving skills
- Commit to meeting deadlines
- Support the decisions of Girl Scouts of Greater Chicago and Northwest Indiana

Developing a SU Cookie Team

Organizing and managing the cookie program is a team effort. Supporting girls and troops begins with the service unit cookie team.

Service Unit Cookie Team

Each service unit is made of unique individuals who contribute their skills and strengths to ensure the cookie program runs smoothly and provides support to the troops and girls. Successful SUCMs rely on a team of volunteers to assist duties and responsibilities to additional volunteers.

Suggested SU cookie team volunteer positions may include:

- **Service Unit Cookie Manager:** responsible for the overall program, including training, material distribution, recruitment of volunteers, provides support to TCMs and overall coordination of the program.
- **Order Coordinator:** responsible for helping TCMs with placing orders, use of the eBudde™ Operating system, reviewing troop orders for accuracy and submission of product and incentive orders.
- **Delivery Coordinator:** manages the delivery to troops on delivery day, fills out the picking tickets prior to delivery day, creates a pick up receipt for each troop, schedules troops for pick up and recruits volunteers to help on delivery day.
- **Incentive Coordinator:** Verify troops who have earned the troop award; verify initial incentive orders to insure that T-shirt sizes have been included in eBudde™ for troops who have earned the Troop Award; ensure that troops have selected the correct proceed amount decided on by the girls; contact the order coordinator at the same time the product order is being placed to submit the initial incentives order; contact the order coordinator to submit the final incentive order.
- **Booth Site Coordinator:** Assists RVs as requested with securing booth site locations; submits the booth site location spreadsheet to the RV; approves all MY SALE site requests by troops for the duration of the cookie program.
- **Communication Coordinator:** responsible for date reminders, instructions for booth site week-ends, and updates TCMs with changes or information posted on the eBudde™ dashboard and/or council newsletters.

Regional Support

The service unit cookie team is supported by regional volunteers and product program managers to answer questions, assist with training and support throughout the program. Their contact information can be documented in the early pages of this document.

Training Action Items

- Encourage TCMs to view additional training on the “Cookie VIP e-Training” and “e-Learning” found on the eBudde™ website.
- Use a sign-in sheet to collect TCM and leader information (available on website).
- Add TCM eBudde™ password to your TCM Roster.
- Ensure every TCM has signed the Statement of Responsibility, and completed a Volunteer Application if not previously done for other Girl Scout positions.

Girl Scout Cookie Program

Schedule-at-a-Glance

Oct. 12-20:

- Attend council training
- Choose delivery method and find location for your service unit delivery
- Conduct troop training

Nov. 1 - 30:

- Conduct troop training

Material Distribution

Sort and pack materials for each registered troop for distribution at the training meeting. Contact your PPM if you need more materials.

Service unit materials provided by cookie vendor via UPS:

- Girl Order Cards
- Money Collection Envelopes
- Quick Pick forms
- Cookie samples for troop trainings

Service unit materials provided by council:

- Booth Scheduler Update report form (on website)
- Delivery Station Request form
- eBudde™ Service Unit Quick Instruction Guide
- Facilitating Adult Learning Guide
- Goal Sheet
- Incentive Reorder Form (on website)
- Service Unit Guide
- Statement of Responsibility form
- Troop Collection (TC) form (on website)
- Volunteer Applications

Materials for troop managers:

- Bank deposit slips with submission envelope
- Delivery Window ID card
- eBudde™ Troop Quick instruction Guide
- Individual Collection (IC) form (on website)
- Little Brownie Bakers (LBB) Activity kit (distributed through SU in August-September)
- Receipt book
- Sample cookies
- Troop Manager Guide
- Volunteer application
- Gift of Caring fliers (per girl)
- Money Collection Envelopes (per girl)
- Parent/Guardian Permission and Responsibility forms (distributed with troop registration packets) (on website)
- Order Cards

Training for TCMs

Prior to your scheduled face-to-face TCM training, invite TCMs to attend the online Cookie VIP e-Training on the Little Brownie Bakers website at <http://vipetraining.littlebrownie.com/Login.aspx>. TCMs will come to your training meeting prepared with cookie knowledge which may save a lot of time! Five lessons are offered and each takes less than one hour to view. TCMs can use this tool as a review or reinforcement to the information received at your training meeting. Lesson 5 offers information specific to our council and can be extremely helpful to a TCM who was not able to attend your meeting.

Schedule a training meeting in November to allow TCMs time to schedule their girl and family trainings prior to the start of order taking. Troop leaders are invited to attend your training so everyone understands their role in this year's program as well as the great benefits that result from girl and troop/group participation.

Help TCMs understand that individual girls and their families can work together to help achieve the girl's personal goal as well as the troop's goal.

Training Meeting Preparation

In addition to the troop materials, have the following items available:

- TCM roster to provide eBudde™ password
- Sign-in sheet to record attendance and to fill in missing TCM information
- Troop goals
- Volunteer Agreement forms
- TCM Statement of Responsibility

Present the Information

At the TCM training present the following information:

- Review program dates and deadlines
- Distribute troop/girl materials
- Use the TCM Guide to present the program
 - Goal Setting
 - Order taking options:
 - Order Card
 - Cookie Club™
 - Explain how to use eBudde™ (eBudde™ Demo available)
 - How to enter girl orders
 - How to submit the troop order
 - How to submit the initial incentive order
 - How to submit the final incentive order
 - Where to find the troop final report
 - Discuss the SU goal and how the troop goal is incorporated
 - Generate enthusiasm for the program

Refer to the Troop Manager Guide for a complete list of girl and troop materials.

Benefits for Girls

Girls Gain New Skills

Girl Scouts has the financial literacy curriculum that helps girls in their daily lives and in the future. Our Girl Scout Cookie program, one of the best known financial literacy and entrepreneurial programs for girls, provides great opportunities for girls to put their financial literacy skills into practice. Discuss the benefits to girls with the TCMs to ensure they can describe the benefits to girls and their parents.

The “Five Skills” the girls develop when they participate in the Girl Scout Cookie program are:

- Goal setting – girls set their own goals and contribute to setting troop/group goals
- Decision making – girls make decisions about how to spend their troop/group proceeds
- Money management – girls tally orders and count change
- People skills – girls learn to interact with people and understand the importance of customer service
- Business ethics – girls begin to understand how important it is to be honest, meet deadlines and understand how to properly market a product

Great Reasons to Participate

- Activities help fulfill requirements for badges featured in the new *The Girl's Guide to Girl Scouting*.
- This year's program features options for making donations that benefit the community and the women and men serving in the military.
- The troop can build their troop bank account to fund activities and events throughout the year.

Cookie Program Links to *The Girl's Guide to Girl Scouting*

Girls can fulfill requirements for the new age-appropriate financial literacy badges featured in *The Girl's Guide to Girl Scouting*, the new resource that complements the journeys and forms the backbone of the National Program Portfolio. Help troops understand that participating in the Girl Scout Cookie program is a great way to introduce girls at any age to important financial skills they will use throughout their lives.

	Daisy	Brownie	Junior	Cadette	Senior	Ambassador
Cookie	 Count It Up	 Meet My Customers	 Cookie CEO	 Business Plan	 My Portfolio	 R&D
	 Talk It Up	 Give Back	 Customer Insights	 Marketing	 Customer Loyalty	 P&L
				 Think Big		

NOTES:

Action Items

Booth Sites

- Instruct TCMs or leaders to check the sign up site frequently for new locations.
- Booth sites are not limited to troops within the SU jurisdiction; troops may sign up for a site anywhere within our council jurisdiction.

eBudde™

- On your SU roster, add the TCM password found in eBudde™ on the CONTACTS tab.
- Ensure you have the correct spelling of the TCM's e-mail address before entering it into eBudde™.
- Refer to the eBudde™ dashboard message center, the product program newsletter and e-mails from your RV or PPM to receive the most current news or system updates.
- Contact your SU registrar or your membership specialist for the most current registered troop roster.
- After troop orders are submitted, the SUCM can make changes or "un-submit" the troop's order. Refer to the eBudde™ Quick Instruction Guide.
- After the SU order is submitted, contact the RV or PPM to make corrections or "un-submit" the SU order.

Booth Site Sales

Booth sites are a fast and easy way for troops to get cookies to customers – AND the fastest way to receive their troop proceeds immediately!

Council Sites: Council booth sale sites are defined as a merchant location with multiple opportunities available for troops. Council sites are secured by RVs, with the assistance of SUCMs, SU site sale coordinators or other appointed volunteers, as assigned by the RVs. Generally these sites are high traffic locations such as local food chain stores, department stores or "big box" stores. TCMs and leaders are discouraged from contacting these locations on their own to avoid conflicting communication with the store managers. RVs are responsible for submitting the Booth Scheduler Import report to the council to be uploaded into eBudde™. All sites may not be available on the first day of site sign up. Approval from store merchants must be received before RVs can submit that booth site for upload into eBudde™. PPMs will update eBudde™ with any new, approved booth sale sites, every Monday and Wednesday.

My Sales: MY SALES sites are defined as a merchant location where a troop member may have a special connection to a location that is suitable for one troop and also is NOT listed as a council site. Troops must use the cookie locator to find out if the site they are seeking has already been requested by another troop or is established as a council site. If available, troops must obtain permission from the merchant first before requesting approval in eBudde™. SUCMs and site sale coordinators are responsible for reviewing MY SALES requests in eBudde™ and will approve or deny requests. Sites may be denied if they are deemed inappropriate for girls, are already reserved by another troop, are established as a council booth sale site, or are a safety concern. MY SALES locations must be reviewed and cross referenced with the council booth sales on eBudde™ and the Cookie Booth Locator website <http://cookielocator.littlebrownie.com> prior to approval. SUCMs or coordinators must check eBudde™ Booth Sites tab or the dashboard frequently for site requests to ensure timely approval/denial.

Chicago "Loop" Site Sales: Service unit cookie managers or site coordinators do not coordinate Chicago "Loop" site sales. Locations and instructions on how troops can sign up are detailed in the Troop Manager Guide.

eBudde™

Refer to the Service Unit eBudde™ Unit Quick Instruction Guide for detailed instructions on every task of the system. Contact your RV or PPM if you do not remember your password.

eBudde™ Login Information

Your User Name: _____

Your Password: _____

New service unit cookie managers will receive an e-mail from eBudde™ with a link to log in after the SUCM's information is entered into eBudde™ by the council. To log in:

- Web Address – <https://ebudde.littlebrownie.com> (note: no www.)
- Enter your user name: Your email address
- Enter your password: If returning SUCM, same as last year; if new, temporary password = samoas

Refer to the Service Unit eBudde™ Quick Instruction Guide for instructions on setting up new troops and how use eBudde™. For instructions with screen shots, log on to eBudde™ and select "Manuals". Enter new participating troop numbers; delete non-participating troop numbers.

Communication to TCMs Using eBudde™

Send important messages or updates to TCMs by using eBudde™. Refer to the Quick Instruction Guide for detailed instructions on how to send messages from eBudde™, post updates, and creating a SU calendar with important dates that will appear on your service unit dashboard.

Step-by-Step Checklist

Nov. 1-30	Hold SU training for troop managers Log in to eBudde™ at https://ebudde.littlebrownie.com Fill out or modify SU contact information Enter participating troops only
Dec. 15	Delivery Station Request form due Submit SU delivery station request form to the Joliet Gathering Place
Dec. 1 – Jan. 9	Coordinate securing booth site locations with your RV
Dec. 15 – Jan. 9	Submit Booth Scheduler Update form to RV
Jan. 7-29	Girl order-taking period
Jan. 16	Troops begin booth site sign up – 7 p.m. Contact merchants for MY SALE booth site approval
Jan. 30-Feb. 1	Provide eBudde™ support to your TCMs Troop initial product and incentive orders due to SUCM
Feb. 1-2	Troop account review Review troop initial orders in eBudde™ Review troop initial incentive orders in eBudde™ Verify each troop for qualification of the Troop T-shirt Award; ensure that T-shirt sizes have been entered into eBudde™
Feb. 2	Submit service unit initial product order in eBudde™ Follow the instructions in the eBudde™ Quick Instruction Guide for submitting the SU initial product order Submit SU initial incentive order in eBudde™ Follow the instructions in the eBudde™ Quick Instruction Guide for submitting the SU initial incentive order
Before Feb. 10	Prepare for delivery Print SU initial order report Prepare Quick Pick forms Schedule troops for pick-up times Prepare product receipts for each troop Recruit volunteers for delivery day
Feb. 10-17	Product delivery
Feb. 16	Cookie Cupboards open
February-March	Booth Site Sales Weekend 1: Feb. 17-18-19 Booth Site Sales Weekend 2: Feb. 24-25-26 Booth Site Sales Weekend 3: March 2-3-4 Booth Site Sales Weekend 4: March 9-10-11 Booth Site Sales Weekend 5: March 16-17-18 Be prepared to assist troops with booth site sign up (council sites/My Sales sites)
March 7	Initial sale troop deposit slips and bank teller receipts due to SUCM
March 9-11	Post troop initial sales deposits to eBudde™
March 20	Final troop payments due for troops who participated in booth sites Delete non-participating troop numbers from eBudde™ Submit SU Final Incentive Order
March 21-25	Post final troop deposits into eBudde™; Refer to eBudde™ Quick Instruction Guide
March 25	Submit SU Final Incentive order
March 26-30	Submit troop paperwork to any Gathering Place Organize paperwork in troop numeric order
April-May	Receive final incentives from vendor Contact troops for incentive pick up
May 15	Submit Incentive Re-Order report to the Lisle Gathering Place via e-mail or scan
June 1	Return unclaimed troop incentive orders to any Gathering Place

Other

- Be available to answer questions and provide support to TCMs throughout the program.
- Give TCMs your availability schedule.
- Troops cannot enter their own deposit information in eBudde™. SUCMs must record each troop deposit into eBudde™ before submitting paperwork to any Gathering Place.
- When recording deposits into eBudde™ enter the deposit date on the bank teller receipt. Do not use the hand-written date on the deposit slip.

Action Items

Delivery Methods:

Drive-through
Service Unit Delivery
Stations

Chicago Area
Delivery Stations

Delivery Station
Request form is due by
Dec. 15.

Time allotment and delivery time frame must be entered in eBudde™ to enable troop delivery sign up in eBudde™.

For SU delivery station method, troop sign up will be available after the delivery agent has created the official delivery manifest. The final schedule can be expected approximately 3-4 days before delivery.

Product Delivery Methods

Drive-through Method

Locations will be arranged by the council for SUs that have previously used this delivery method. Contact Joliet Gathering Place (Charisse Chamorro) for information on how to arrange for a drive-through delivery. To qualify for a drive-through site, a minimum of three SUs must use the same location. Less than three SUs may have a drive-through delivery IF their SU order fills a trailer at one location (5,000 cases minimum).

SUCM will receive location confirmation and delivery timeframe from the council. Each SU will receive a specific timeframe for troop pick up.

BEFORE the delivery date:

- Log in to eBudde™
- From the reports tab print the Troop Sales Summary report
- Use the report to prepare a quick pick form for each troop
- Assign troops delivery times or have troops sign up in eBudde™
- Recruit volunteers (minimum of 10 over the age of 13) to help during their delivery timeframe

On delivery day:

- Bring painter's tape to affix the quick pick ticket to vehicle windows, black crayons, cell phone, SU TCM roster
- Be prepared for inclement weather
- Coordinate volunteers at each trailer
- Check in troops as they arrive
- Tape the pick ticket to the vehicle window so that the volunteers at the trailer can see it easily
- Cleanup the area for the next SU delivery
- The last SU will verify the case count remaining on the truck with the delivery agent's driver

Service Unit Delivery Station Method

Service unit delivery stations are staffed and coordinated by the SUCM. Service units must submit a Service Unit Delivery Station Request form by no later than Dec. 15. You will be notified if a change needs to be made to your original requested day and/or time.

BEFORE your delivery date:

- Schedule troop pick up times (after you receive confirmation from the delivery agent or PPM)
- Prepare Quick Pick forms
 - Fill in the troop information, including the total number of cases
 - Write the total number of cases in each of the colored squares
 - Do not include Gift of Caring packages on the Quick Pick form
- Prepare a receipt for each troop to sign when they pick up their products
- Recruit volunteers to help on delivery day
- Ensure that every troop has selected the correct delivery site in eBudde™

On delivery day:

- Coordinate volunteers to help sort troop orders
- Check in troops as they arrive
- Verify orders with the TCM
- Have the TCM sign the receipt – give a copy; keep a copy
- Cleanup the area and arrange for pallets to be picked up if applicable

Product Delivery Methods

Chicago Area Delivery Stations

Due to the unique delivery requirements within the City of Chicago, Chicago service units may request multiple delivery stations. Refer to the Chicago Delivery Guidelines document found on the website.

Delivery instructions to give troops:

- Bring a printout of the troop order to verify case counts
- Bring enough vehicles to accommodate the entire order
- Be on time, don't be early; don't be late
- Check in with the delivery station manager/coordinator
- Verify the product count as it is being loaded into your vehicle – verify the order again at home BEFORE distribution to the troops
- Report discrepancies to your PPM no later than two business days after delivery
- Damaged product will be replaced; troop orders will not be modified
- Distribute all girl orders BEFORE families arrive for pick up

Incentive Delivery

Each SU will receive two incentive deliveries: initial incentives and final incentives.

The **initial incentive order** (Water bottle, Pop Art Tote and Peace T-shirts) will be ordered with the initial product order and shipped to the SUCM in approximately 4-6 weeks. Be prompt in delivering the initial incentives to the girls. Girls will be expecting them.

The **final incentive order** (all other items and patches) will be shipped in April or May. Print a copy of your Final Troop Incentives Summary Report to verify the shipment.

When you receive the shipment COUNT EVERYTHING and compare the packing slip enclosed with the shipment to your troop final incentives summary report. You may receive several boxes.

Use the Service Unit Re-Order report to record items MISSING from the shipment. Enter "M" on the re-order report.

If a troop incurred a late girl order and her incentives were not included with the initial or final orders, enter the quantity of the item(s) needed and indicate "A" on the report. The re-order report must be sent to the Lisle Gathering Place by no later than May 15. The vendor will ship one re-order shipment at the SU level. Re-order reports received after May 15 will not be shipped to the SUCM. Late orders will be shipped to the Lisle Gathering Place. SUCMs must make arrangements to have their order forwarded to their Gathering Place or they may pick them up at the Lisle Gathering Place.

VISA gift cards will be ordered from the bank according to the data detailed in the eBudde™ system. If the troop has elected the 75¢ proceed plan, girls are not eligible to earn the VISA cards and will not be eligible for the Rock the Mall trip. VISA Gift cards will be sent to each Gathering Place. SUCMs must pick them up and sign a receipt for them. Do not ask individual parents to pick them up.

Unclaimed troop incentive orders must be returned to the Gathering Place by June 1.

Action Items

Incentive Delivery

Final incentive orders will be delivered to the SUCM in April-May. Exact shipping date will be determined by vendor.

Upon arrival open each box received; verify the contents against the enclosed packing slip BEFORE distribution to the TCM.

Report missing or damaged items to the council by using the SU Re-order report form on our website no later than May 15.

Submit the re-order report directly to the Lisle Gathering Place. Arrange for incentive pick up with the TCMs.

Incentive orders must be picked up by May 30. Unclaimed troop incentive orders must be returned to the Gathering Place by June 1.

Finance, Banking Procedures

Troop Deposit

Troops must make a deposit of the funds received for the initial sale two weeks from the date of their initial delivery. If troops are not participating in booth sales, this may be their final deposit. Instruct TCMs to submit their deposit slips and bank teller receipts to you at this time if they are not participating in booth sales. Troops participating in booth sales are to make a deposit for packages sold by no later than two business days following each of their booth sales.

Troop managers and leaders who do not participate in booth sales, but may need more product to fill late or additional girl orders, may get more product from the cookie cupboards. These transactions will be charged to the troop eBudde™ account. TCMs must check the Sales Report in eBudde™ prior to the date when final payments are due to ensure that their account is paid in full. This is the most common reason that troops are reported on the delinquency list.

Troops must not wait and make one deposit at the conclusion of the sale. TCMs should be reminded to not keep large sums of money or customer checks in their possession. Customer checks must be deposited in a timely manner.

Final troop payments are due even if all cookies are not sold no later than March 20. Unsold packages are the responsibility of the troop and must be paid for with the troop's final payment. Troops will recover their troop proceeds once the packages are sold. Packages and cases are not returnable.

Recording Deposits

Each deposit that a TCM makes must be recorded separately into eBudde™. Refer to the eBudde™ Quick Instruction Guide for detailed instructions on how to enter deposits in eBudde™

Final Troop Review and Paperwork Submission

Review each troop's account to ensure that the TCM has credited each girl for her payment. Contact the TCM if this has not been accomplished. An Individual Collection (IC) form must be submitted for every girl who is not paid in full. The IC form must be submitted with the troop deposit receipt envelope to balance the troop's account.

Complete a Troop Collection (TC) form for each troop not paid in full (not needed if the delinquency is a girl). The Troop Collection report form can be found on the website. Attach the TC form to the troop deposit slip envelope. Organize troop deposit slip envelopes in troop numeric order and submit them to any Gathering Place.

Once service unit paperwork has been submitted their paperwork to the Gathering Place, instruct TCMs to send all late paperwork directly to their Gathering Place – do not give it to the SUCM or any other staff member. This is the reason most troop paperwork is lost.

Important Information

Troop Delinquencies

Any troop not paid in full by the deposit deadline (other than for the reason of a girl delinquency) is considered delinquent. The SUCM must complete a Troop Collection (TC) form for each troop not paid in full.

The Statement of Responsibility form along with a copy of all issued/signed product receipts must accompany the TC form. Attach the TC forms and attachments to the Troop Deposit Receipt envelopes.

All girl and troop delinquencies will be actively pursued according to established council guidelines.