

COOKIE PROGRAM

Overview

Theme

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

Key Dates

Dec. 1 - 15:

Host troop trainings; set up troop information in eBudde™

Jan. 7-29:

Girl order taking

Jan. 16:

Sign-up for council booth sites opens

Jan. 30-Feb. 1:

TCM enters orders into eBudde™

Feb. 1:

Troop order due to SUCM

Feb. 10:

Troop order delivery

Feb. 16:

Cookie Cupboards open

Feb. 17-March 18:

Booth site and Chicago "Loop" sales

Feb. 21:

Booth site 1st payment due

Feb. 28:

Booth site 2nd payment due

Feb. 28:

Initial incentive delivery (approximate)

March 6:

Booth site 3rd payment due

March 7:

Initial order payment due

March 13:

Booth site 4th payment due

March 20:

Booth site 5th payment due; final payment due for all packages ordered; submit final incentive order

March 23: Submit final deposit slips to SUCM

March 23:

Submit final deposit slips to SUCM

April-May:

Receive final incentives from SUCM

Troop/Group Cookie Manager Guide

Dear Troop/Group Volunteer,

Our Girl Scout Cookie® program is an amazing way for girls to earn money to pay for troop activities and expenses while providing a learning experience along the way.

This guide includes an overview of this year's cookie program and gives girls and troops a great opportunity to plan activities during our 100th anniversary celebration.

Understanding the purpose of the program and the benefits it offers to girls is the key to a successful cookie program. We collaborate with our vendor, Little Brownie Bakers, to offer an excellent cookie product and a wide variety of programs that reinforce the five skills girls learn in financial literacy.

Girls have many ways to participate in the cookie program. They can take orders from customers using their order card, contact customers and take "promises" (orders) by signing up with Cookie Club™, participate in a booth or "Loop" sale site, or take donations for the Gift of Caring program that benefits women and men serving in the military.

Your enthusiasm and support for the cookie program is greatly appreciated. Use this streamlined guide to get all girls involved. The skill-building activity for girls is a great way for troops/groups to generate proceeds to achieve their goals.

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.

Girl Scout Cookie Program

Reminders

Girls start taking orders on Jan. 7. (Orders from relatives may be taken during the holidays). Payment is expected at the time of delivery. Gift of Caring donations are taken and paid for at the time of order.

Glossary

The following are used in this guide:

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

Cookie Cupboard = a place where troops may get more cookies to replenish their inventory; cookie packages sell for \$4.

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, email and post messages on social networking sites
Cookie Club™:	Send email 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

Troop Proceeds

Troops are offered a choice of two troop proceed options with girls voting on the proceed plan that best suits their troop's needs. Ensure that parents are properly informed of the troop's plan decision.

- Plan 1:** 65¢ per package: girls will receive patches and incentives
(see incentives section of this guide for more detailed incentive descriptions) –OR–
Plan 2: 75¢ per package: girls will receive theme and bar patches only – no incentives

Vendor Logins and Passwords

EBudde™ Operating System:	https://eBudde.littlebrownie.com
Cookie Club™:	http://cookieclub.littlebrownie.com
Cookie Locator:	http://littlebrowniebakers.com/cookies/ find-girl-scout-cookies-on-your-mobile-phone/
VIP e-Learning:	http://vipetraining.littlebrownie.com/Login.aspx
Girl Scout Program Links:	www.girlscouts.org/program/gc_cookies
Little Brownie Baker website:	www.littlebrownie.com

Information and resources available to volunteers on the Little Brownie Baker website: Five Skills for Girls, Cookie Club™ Success, Why Sell Cookies?, Cookie Information, Clip Art, Games and Activities, Girl Safety

EBudde™ Login and Password: If you are a returning troop cookie manager (TCM), your login and password are the same as last year. If you are a new TCM, you will receive an e-mail from eBudde™ once your SUCM sets up your troop. The e-mail will provide you with your login and password information to enable you to access to eBudde™.

Contacts: *Call your service unit cookie managers (SUCM) first with any questions or needs. If you are unable to contact your SUCM, contact your regional volunteer (RV) or product program manager.*

SU Cookie Manager Name: _____

Phone: _____ E-mail: _____

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	



Cookie Program Selling Strategies:

- Bundle cookies in 3s, 4s, or 5s
- Market cookies as 5 for \$20
- “Bling” your cookie booth to attract attention
- Hold a Gift of Caring Campaign
- Join the Cookie Club™
- Make a plan to decide what to do with the troop’s unsold packages
- Sign up for another booth sale
- Cookies on Wheels – load cookies into your vehicle and travel into neighborhoods
- Travel from street to street until your packages are sold
- Use wagons to conduct door to door sales
- Let parents know what is left to be sold
- Donate packages to a pantry, shelter or other charitable organizations
- Hold a street corner sale
- Ask current customers if they would like to purchase more cookies

Incentives

Troops will be excited to know that the 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 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”! And, 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.

Schedule

Dec. 1 – 15:

- Plan, hold a meeting with girls and parents to set goals and generate excitement
- Set up troop information in eBudde™
- “Loop” Site Sale Commitment forms are available on the website

Jan. 7:

- 3rd Annual Cookie Kickoff Rally at All State Arena, Rosemont, Illinois

Jan. 7-29:

- Girl order taking – initial sales
- Cookie Club™ Promises – girls register on Cookie Club™ and send out e-mails to customers

Jan. 16:

- Sign up for council booth sites

Jan. 30 – Feb. 1:

- Review girl orders; check for accuracy
- Enter girl orders into eBudde™
- Submit troop initial product order
- Submit troop initial incentive order

Feb. 10-17:

- Product pick up

Feb. 10 – March 5:

- Deliver product to customers; collect payment

Feb. 16 – March 18:

- Cookie Cupboards Open
- Booth site Sales
- Chicago “Loop” Site Sales

Feb. 21- March 20:

- Booth site payments due
- Weekend 1: Feb. 21
 - Weekend 2: Feb. 28
 - Weekend 3: March 6
 - Weekend 4: March 13
 - Weekend 5: March 20 (final)

March 5-7:

- Post girl payments for initial sales into eBudde™
- Deposit troop proceeds from initial sale into troop bank account
- Deposit council proceeds from initial sale into council bank account

March 20:

- Submit final incentives order
- Final payment due to council for all packages ordered

April-May:

- Receive incentives from SUCM



Position Description

Term

Appointed annually by the troop leader. Must be a registered Girl Scout.

Time

Requirement:
December through April

IMPORTANT NOTE

Troop 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 TCM Guide will be updated accordingly and a revised copy will be posted to the website at www.girlscout-sgcnwi.org

Troop Cookie Manager

Accountability:

Reports to the service unit cookie manager (SUCM)

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 troop cookie team that could include some or all of the following positions: order coordinator, incentive coordinator, delivery coordinator, booth site coordinator, communications coordinator
- Submit or have a *Volunteer Application* on file
- Offer every Girl Scout the opportunity to participate in the cookie program
- Attend the service unit cookie program training for TCMs and leaders
- Verify that every girl participating in the cookie program is a registered girl member of the Girl Scouts of the USA for the current Girl Scout membership year
- Provide cookie program training to Girl Scouts and their parents/guardians
- Instill goal setting to the girls and to the troop; support the girls and the leaders with the goal-setting process
- Arrange for the immediate distribution of all materials, products and incentives to every girl
- Secure a signed *Parent/Guardian Permission and Responsibility Form* for each Girl Scout participating in the cookie program
- Review every girl order for accuracy
- Enter girl orders into the eBudde™ Operating System
- Submit the troop product order by the established deadline
- Submit the troop incentive orders by the established deadlines
- Prepare troop and council deposits; make deposits at the designated banks
- Submit validated bank deposit slips and bank teller receipts to the SUCM as proof of payment
- Provide the troop leader with accurate and timely reports
- Honor all established deadlines and schedules

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 with and motivate girls and adults throughout the duration of the program
- 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 Cookie Team

Successful troops rely on a Troop Cookie Team to help them accomplish their goals, drawing upon the strengths and skills of each team member, and help distribute the work load. Working as a team is fun, and it makes the work easier for everyone! Suggested positions for the troop cookie team are:

- Troop Cookie Manager: oversees all areas of the program including training, order processing, delivery, money collection and cookie inventory.
- Troop Leader: responsible for implementing program elements with the girls, particularly financial literacy; support the troop cookie manager.
- Order Coordinator: responsible for collecting girl orders, checking for accuracy and entering girl orders into eBudde™.
- Incentive Coordinator: reviews the troops incentive orders and submits both the initial and final incentive orders in eBudde™. Receives the incentive order shipments, verifies the orders and distributes items to the girls. Re-orders missing items if necessary.
- Delivery Coordinator: responsible for pick-up of the troop's cookie order; verifies sorts and distributes each girl's order. Arranges a pick-up schedule for girls and their families.
- Booth Site Coordinator: organizes the troop's booth sale site(s) by recruiting parents to help during the scheduled booth site dates and arranges to get more products to restock troop booth sale inventory.
- Communication Coordinator: responsible for date reminders to girls and parents, communicates instructions to parents for booth site weekends, receives program updates, checks the eBudde™ dashboard, reads newsletters from the SUCM and ensures that the information is passed along to the girls and their parents.

Girl and Family Training

Training

Schedule a meeting with girls and parents before girls begin to take orders. It is important that each girl and her family be given the opportunity to participate in a way that best suits the girl and her family.

At the Meeting:

- Collect permission and responsibility forms for each girl, if the leader does not already have them. Copies can be found on our website www.girlscoutsgcnwi.org.
- Explain to the girls the importance of participation and how it affects the troop and our council.
- Emphasize the "5 Skills for Girls" gained by participating in the cookie program.
- Describe the Cookie Club™ and how it can promote girl and troop sales.
- Review safety requirements.
- Describe how the materials are used and how orders are obtained.
- Work with the troop leader to encourage girls to set goals and participate in activities that tie to the financial literacy badges featured in the NEW *The Girl's Guide to Girl Scouting*.
- Mention the Cookie Rally and the deadline for registration.
- Distribute cookie program materials to every girl.
- Generate enthusiasm for the program.

Highlight Goal Setting

Assist the leader in presenting the Little Brownie Baker (LBB) Activity Kit to the girls. The Activity Kit provides program elements to teach the girls how to set goals. Program activities on the Little Brownie Bakers website at www.littlebrownie.com complement the journeys and fulfill requirements for cookie program badges.

Training Action Items

Ensure all girls are registered members for the current program year before they participate in any Girl Scout activities, including the cookie program.

Verify that all participating girls have signed *Product Program Permission and Responsibility Form* on file with the troop leader. Do not turn these forms in to the Gathering Places.

All troop volunteers handling money or product are required to be registered Girl Scout members.

Pre-sort materials for each girl BEFORE the troop meeting.

Review dates for order taking and order due dates with girls and parents; have the girls enter the information on their order cards.

Girls should fill out their first name, last initial and 5-digit troop number on their order cards – no full names.

Program Materials

Following is a list of resources you will receive.

Please distribute accordingly:

Per Girl:

- Gift of Caring flier
- Money collection envelope
- Order card
- Parent/Guardian Permission and Responsibility Form

Per Troop:

- Bank deposit slips with Troop Deposit Receipt Envelope
- Delivery Window ID card
- EBudde™ Quick Instruction Guide
- LBB Activity Kit (sent to leaders in September)
- Receipt book
- Savannah Smiles sample box
- TCM Statement of Responsibility
- Troop Manager Guide
- Volunteer Application

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, gives girls great opportunities to put their financial literacy skills into practice.

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 cookie 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		

Cookie Club™

What is the Cookie Club™?

The Cookie Club™ is the on-line business tool girls can use to reach new customers and reach higher cookie sales! Girls send secure e-mails from Cookie Club™ to customers to “ask” them to help them reach their goals by promising to purchase packages of cookies. In turn, customers use an on-line form to submit their “promises.” Girls’ Cookie Club™ accounts are updated every time a customer places a “promise” order so that the “promises” can be transferred onto each girl’s order card. “Promises” are actual cookie orders.

Payment cannot be made when orders are placed to a girl through the Cookie Club™. Girls will deliver their packages of cookies to their customers during the delivery phase and collect payment at that time.

Girls under the age of 13 must have parent permission to use the Cookie Club™. Girls who are over the age of 13 may use their own e-mail accounts; parent permission is not required. EBudde™ Quick Instruction Guide contains instructions on how to sign girls up for the Cookie Club™. Questions for the Cookie Club™ can be directed to cookieclubhelp@littlebrownie.com – you will receive a response within 24 hours.

Gift of Caring Program

Encourage girls to participate in our 3rd Annual Gift of Caring program! 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. Girls should staple their GOC flier to their order card so customers understand what the Gift of Caring program is all about and how their donation will be spent.

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. Be sure to give your customers your troop number so that your troop will receive credit for the donation.

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 regional Gathering Places.

Action Items

Cookie Club™

- Register the troop for the Cookie Club™. It can be accessed directly from eBudde™.
- Instructions on how to register your troop for the Cookie Club™ can be found in the eBudde™ Quick Instruction Guide.
- Give each girl a Cookie Club™ log in when you enter the girls’ names in eBudde™.

Gift of Caring

- Set a troop goal for Gift of Caring donations.
- Girls collect payment for all donations and submit it when turning in their order cards.
- GOC donations are “ordered” on the girl order card in the FIRST column.
- Be especially careful when entering girl orders that do not contain GOC donations into eBudde™. GOC packages are not included with the troop’s delivery. The council delivers GOC donations to three military support organizations.
- Customers can make and pay for donations to the GOC program online: www.girlscoutsgcnwi.org/giftofcaring.

Action Items

- Order extra cases of cookies with the troop's initial order for their booth sites.
- Place booth site orders by Jan. 29 to increase the troop's initial order PGA.
- Order Booth site cookies in PACKAGES in the line called BOOTH in eBudde™ – not cases.
- Use the Cookie Calculator on the GCNWI website to calculate your estimated booth cookie order.
- Refer to the eBudde™ Quick Instruction Guide for detailed instructions on how to sign up for a cookie booth site.

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 Booth Sites

Council booth sites are defined as a merchant location where multiple selling opportunities are 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 RV. 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 multiple communications with the store managers.

eBudde™ Booth Sites tab contains a list of approved council sites for you to choose from. Troops may sign up for ANY site approved and listed in eBudde™ regardless of area. Instructions on how to sign up for a booth site are detailed in the eBudde™ Quick Instruction Guide.

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 is NOT listed as a council site. Troops must use the cookie locator to research if the site they are seeking has already been requested by another troop or is established as a council site. If the site is available, troops must obtain permission from the merchant first before requesting approval for the site 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 site, or are a safety concern.

Chicago “Loop” Site Sales

The council will secure various sites in downtown Chicago “Loop” area. “Loop” sites are in addition council booth sites located outside of or around the Chicago “Loop” area secured by RVs, SUCMs or the council. The time commitment for “Loop” sites is 7 a.m. until 7 p.m.

Cookie cases are delivered to “Loop” site locations. Troops may not bring their own product to “Loop” sites. Sites will be restocked as requested by the troop by a team of volunteers roving within the Loop during the day of the sale. Opened cookie cases remain the property and sale responsibility of the troop. The troop is responsible for removing all products from the site and must leave the site clean and clear of debris and paper. A commitment form is required to participate in the “Loop” Site sale which can be found on the website.

Prior to the “Loop” Site sale participating troops will receive a confirmation letter confirming:

Booth site date and location	Supervision
Start and end times	Proper attire
Cookie storage	Behavior expectations
How to request more cookies	Commitment

Specific site requests will not be accepted. Sites are assigned to troops by using a lottery system. If you know the owner or property manager of a high-rise building, or know the CEO of a “Loop” business who may want to participate in this special year’s program, contact Susan Rakis at srakis@girlscoutsgcnwi.org. “Loop” site sales may not be cancelled. If an emergency arises, the troop is expected to find a replacement troop for the site. Parent supervision and a backup plan should be established by troops wanting to participate in “Loop” site sales for last-minute volunteer participation changes. The “Loop” Site Sales Commitment Form will be available on the website in January. Completed commitment forms can be scanned to srakis@girlscoutsgcnwi.org or faxed to 708-957-8506.

Cookie Cupboards

If a troop needs more cookies for their customer sales or to replenish their cookie booths, cookie cupboards are available in locations within the council's jurisdiction. Cupboard locations and hours/days of availability are posted on the GCNWI website.

Getting More Cookies Using eBudde™

Troops may place a pending cookie order (order reservation) by using eBudde™. This is a new feature this year to insure that your cookie order will be complete and available when you arrive to pick it up. Troop volunteers may also go to any Gathering Place during normal working hours to pick up additional cases of cookies. However, all cookie varieties may not be readily available.

Refer to the eBudde™ Quick Instruction Guide for detailed information on how to place a pending order for cases of cookies from a cupboard.

Placing an Order at the Cupboard in Person

- A valid driver's license or valid state-issued ID must be presented when placing or picking up a cookie order from the cupboard.
- If placing the order at the cupboard in person, the TCM or troop leader must fill out and sign a troop order form.
- If the order was placed through eBudde™, the TCM or troop leader picking up the order, must sign the pending order receipt.
- NEW - If a valid driver's license or ID card is not available, a credit card can be used to pay for cookies @ \$4 per package.
- Pending orders placed through eBudde™ are automatically posted to the troop's account after pick up by the cupboard manager.
- Troop order forms completed at any Gathering Place will be entered into eBudde™ by council staff. Allow 1-2 weeks for the troop account to be updated with the latest transactions.
- Additional troop transactions prior to March 18 will increase the troop's total sales and will appear in the Sales Report tab on eBudde™.

Roving Trailers

In designated areas of our council cookie "trailer" sites will be available for troop volunteers to pick up cookies to replenish their cookie booth inventory. Trailers will be at these sites and will be loaded with all cookie varieties. The purpose of these sites is to provide troops who are holding booth sites a local site to pick up inventory to replenish their inventory while they are at the cookie booth. TCMs and leaders should not expect to pick up their entire initial booth site order at these sites.

The locations and hours of operation for the trailer sites will be posted on the GCNWI website.

Trailer sites are just like cookie cupboards. Orders are processed on a first-come, first-served basis. There is the possibility that popular varieties might deplete quickly and may not be available while the trailer is at the site. Troops should order cookies for their booth sites with their initial cookie order and use cupboards and trailer sites to replenish booth site sale inventory only. Large orders may not be able to be filled.

Important Things to Remember

Cookies are issued from cupboards in full cases only.

Cookies in cases or packages may not be returned or exchanged at any time.

Damaged packages will be replaced; troop orders will not be adjusted.

Login Info

www.eBudde.littlebrownie.com

- Login and passwords for returning TCMs remain the same as last year.
- eBudde™ will send new troop managers an e-mail once your troop has been entered into eBudde™ by your SUCM providing you with login and password information.
- New troop managers – temporary password is **samoas**; the system will prompt you to change your password.

eBudde™

eBudde™ Operating system

- Don't remember your eBudde™ password? Contact your SUCM or RV.
- Troops that want to earn more money and not receive incentives must click the check box on the SETTINGS tab.
- Enter only the names of participating girls into eBudde™.
- When entering a girl's order be sure to include orders on her order card AND Cookie Club™ promises.
- Pre-ordering booth site packages will increase your troop's PGA for the initial sale if ordered before Jan. 29.
- Be very careful when entering GOC packages – GOC packages are monetary donations only and will not be included in your troop order delivery.
- Girls must collect payment in advance for GOC donations; payment must be turned with each girl's initial order card.
- Girls – not the adults – should maintain their goal chart to record their sale progress.
- Girls earn final incentives based on their total sales through the end of the program.
- Troops should deposit their entire troop proceeds into the TROOP BANK ACCOUNT before making the council deposit.
- Troop managers must report any girl who has not paid in full using the *Individual Collection* form.
- Turn in all deposit slips and bank teller receipts to your SUCM. TCMs cannot enter their own deposit activity.

Tab Descriptions

- Dashboard:** Provides up to the minute information on the sale, important messages from your SUCM, a checklist to keep you on task, a SU calendar and Goal updates
- Contacts:** TCM and Leader personal information (address, email, phone, etc)
- Settings:** Contains the number of girls selling, number of girls in the troop and the opportunity for troops to take more proceeds in lieu of incentives
- Girls:** Registration of each girl participating in the program;
- Initial Order:** Detail of each girl's order from her order cards and Cookie Club™
- Delivery:** Select who will be picking up your cookies; select the delivery site; if allowed. select a pick up time
- Girl Orders:** Enter additional packages sold by each girl; post the girl's total payment
- Booth Sites:** Allows you to select and reserve your booth sites
- Transactions:** Provides you a detail accounting of all cupboard transactions to your troop; place a pending order with a cookie cupboard
- Incentives:** Where initial and final incentives are reviewed and ordered
- Deposits:** A detailed list of deposits posted to the troop's account
- Sales Report:** A complete report detailing all troop information, proceed rate, packages sold, transactions, and recorded payments; amounts (+) = troop has outstanding balance; (-) = troop is due a refund

For step-by-step instructions about entering data into eBudde™, refer to the eBudde™ Quick Instruction Guide.

Troop Proceed Plans

Proceed Plan Options

The selection of the troop's proceed plan is a troop decision voted on by the girls - the majority rules. The TCM, along with the girls and their leader, must take the responsibility of explaining this process and the outcome to the girls' parents.

The girls elect one of the two proceed plan options:

Option 1: Troops earn 65¢ on every package ordered; girls qualify for the final incentive program.

Option 2: Troops earn 75¢ on every package ordered; girls earn theme and bar patches only. No incentives.

Final Incentive Program

The final incentive program is cumulative. This means that as the girls sell more packages, they earn all of the items up to, and including, the final level they achieve.

- If the troop has chosen the 65¢ proceed plan with incentives, eBudde™ automatically calculates the final incentives.
- TCMs must submit the troop initial incentive order at the same time as placing the troop's initial product order. If the troop earned the Troop Award described earlier in this guide, T-shirt sizes and quantities must be entered into eBudde™ and are required for the shirts to be ordered with initial incentive order.
- The final incentive order is due at the conclusion of booth site activity for the troop. The final order can be submitted any time prior to March 21.
- When the troop elects the 75¢ proceed plan, girls receive theme patches if their individual sale level is at least 30 packages and they also earn the appropriate bar patch (100+, 200+, etc).
- TCMs must submit the final incentive order to receive the patches. Patches are automatically ordered in eBudde™. If the girls do not want the patches, return them to your local Gathering Place.
- Changes to the troop proceed plan cannot be made after final incentive orders have been placed.
- Girls who participate in booth sites or who have additional sales can receive credit for these sales which may affect their final incentives. To credit additional sales to a girl, go the Girl Orders tab, click on the girl's name and enter the number of additional packages the girl sold in the OTHER column.
- Girls who participate in the troop's booth sites can also be credited for the packages sold. To credit girls who participated at the booth site, divide the number of packages sold at the booth by the number of girls who participated. Post the number of packages to each girl on the Girl Orders tab in the BOOTH column.
- The girl/troop awards and incentive items/earning level descriptions can be found on the back panel of the girl order card.

Important Things to Remember

TCMs must submit initial and final incentive orders in eBudde™ even if the troop elected the 75¢ proceed plan.

If the troop earned the Troop Award (T-shirts), TCMs must enter the quantities needed of each t-shirt size.

Credit girls for additional sales or booth site sales so girls can earn maximum incentives.

Refer to the eBudde™ Quick Instruction Guide for detailed instructions on how to order initial and final incentives.



Action Items

Make frequent deposits; do not keep large sums of money or customer checks.

Keep troop proceeds from the cash available and deposit into troop account.

Do not deposit customer checks into troop bank account.

Do not give troop leader cash – deposit troop proceeds directly into troop account; give leader the troop deposit slips/bank teller receipts for end-of-the-year reporting purposes.

Give PINK council validated bank deposit slip(s) to troop leader at the conclusion of the cookie program.

Submit the YELLOW copy of council validated bank deposit slip(s) AND bank teller receipt(s) to the SUCM.

Deposit slips/bank teller receipts made after the deadline must be submitted directly to the Gathering Place-not the SUCM.

Finance, Banking Procedures

Girl Money Collection Envelopes

A money collection envelope is provided to each girl to identify her troop number and the amount collected. Count the money in each envelope and verify the amount against the girl's order in eBudde™. Write a receipt for the total amount collected – both the parent and TCM should sign it. Make a note on the receipt if the amount paid is not the full amount due.

Bank Deposits

Separate bank deposits are made for the troop earnings and the amount due to council. Troop and council deposits should be made as soon as money has been received by the TCM. Do not keep large sums of money on hand and do not wait until the conclusion of the program to make deposits.

Troop Deposit

Using the eBudde™ sales report tab, locate the total amount of proceeds the troop earned and deposit the TOTAL amount into the troop's account. Use the cash on hand to pay the troop; do not deposit customer checks into the troop account. If the troop decides to take the risk of depositing customer checks into the troop account and checks are returned for insufficient funds (NSF) the troop is still responsible for total payment to the council. The council will not reimburse troops for bank fees or be responsible for collection of any funds owed to the troop. It is important that TCMs keep the troop proceeds before making the council deposit. Troops who overpay will receive a refund after all troop accounts have been reconciled. The refund process may take 4-6 weeks or longer.

Council Deposit

- Using the eBudde™ Sales Report tab, locate the total amount due to the council.
- Do not list each check on the deposit slip – grand total of cash, checks and coins only.
- Endorse each check with 'FOR DEPOSIT ONLY' and the council account number.
- IMPORTANT! Write your troop number on the front of each check in the MEMO line.
- Fill out the deposit slip in its entirety including total number of items (in the Total Items box), the depositor name, SU number and troop number.
- Put all yellow validated deposit slip(s) and the bank teller receipt(s) in the Troop Deposit Receipt Envelope and submit the envelope to the SUCM. Fill out ALL information on the front of the receipt envelope. The SUCM will enter each deposit into eBudde™; the council will verify each deposit. You will be notified of any errors. Lost deposit slips cannot be identified on council bank statements; troops who do not submit deposit slips are considered delinquent.
- Payment to the council may be made at any Gathering Place. Obtain a receipt for all cash and all checks. Notify the SUCM if you bring your payment to the Gathering Place so that she/he will not be waiting for your paperwork. The SUCM does not receive a copy of payment transactions made at a Gathering Place.

Delinquencies

Girl Delinquencies

Any girl who has not turned in full payment at the time the troop council deposit is due is considered delinquent. After three attempts by the TCM to collect from the parent/guardian with no response, the TCM must complete the *Individual Collection (IC)* form for each reported delinquency and submit it along with the girl's *Product Program Permission and Responsibility* form and cookie pick-up receipt. Attach the IC form to the Troop Deposit Receipt Envelope. The IC form can be found on our website www.girlscoutsgcnwi.org/cookie-resources.

Troop Delinquencies

Volunteers who carry responsibility for their troop's cookie program and who have not fulfilled the troop's payment responsibility and owe the council money will be actively pursued and subject to the protocol established in the council's printed *Volunteer Essentials*, under the Volunteer Policies section on page 95 which outlines "Termination." See bullet 4 – "Misappropriation of funds or outstanding debt." Volunteer Essentials also states on page 101 under "Bad Debt," that "In the event that a volunteer has a bad debt exceeding 45 days after they have received notification, said volunteer will be immediately removed from his/her position until the debt is repaid or the situation is resolved."

Top 10 Reasons Troops End Up on the Delinquency List:

The TCM...

10. Thought the council will send them a "bill"
9. Thought payment was the troop leader responsibility
8. Did not submit late receipts to a Gathering Place
7. Put all the money into the troop account
6. Lost the receipts
5. Has not made the final deposit because the troop has unsold packages
4. Gave receipts to their membership specialist – not the SUCM or a Gathering Place
3. Gave all copies of all receipts to the leader – not the SUCM or Gathering Place
2. Did not know she had to turn in deposit slips and bank teller receipts to SUCM
1. Did not go to the bank and make troop and council deposits

Action Items

Do not use the bank's NIGHT DEPOSIT DROP BOX for any deposits.

Do not use the bank's generic deposit slips – our deposit slips are specially coded for our product programs.

Checks are made payable to Girl Scouts-GCNWI – not to the troop or the troop leader or manager.

Issue a receipt for everything you "give"; get a receipt for everything you receive.

Girl Scout Cookie Program

Action Items

Step-by-Step Action Items

Girls must submit initial orders by Jan. 29.

Troop initial product order must be submitted by Feb. 1.

Troop initial incentive order must be submitted by Feb. 1.

If the troop earned the Troop Award (150+ PGA) enter T-shirt sizes for each girl before submitting the initial incentive order.

Step-by-Step Checklist

- | | |
|--|--|
| <input type="checkbox"/> Jan. 7 – 29 | Girls take orders |
| <input type="checkbox"/> Jan. 30 – Feb. 1 | Review each girl's order for accuracy
Enter girls' orders into eBudde™
Submit the troop initial product order
Submit the troop initial incentive order |
| <input type="checkbox"/> Feb. 10 – 17 | Product delivery |
| <input type="checkbox"/> Feb. 10 – March 4 | Initial cookie order deliveries to customers
Collect payment
Cookie Cupboards open |
| <input type="checkbox"/> Feb. 17, 18, 19 | Booth site Weekend 1 |
| <input type="checkbox"/> Feb. 21 | Booth site Weekend 1 payment due |
| <input type="checkbox"/> Feb. 24, 25, 26 | Booth site Weekend 2 |
| <input type="checkbox"/> Feb. 28 | Booth site Weekend 2 payment due |
| <input type="checkbox"/> March 1 – 15 | Pick up initial incentives (if earned) from SUCM |
| <input type="checkbox"/> March 2, 3, 4 | Booth site Weekend 3 |
| <input type="checkbox"/> March 4 – 5 | Girls submit payment from initial order to TCM |
| <input type="checkbox"/> March 5 – 6 | Post girl initial order payments to eBudde™ |
| <input type="checkbox"/> March 6 | Booth site Weekend 3 payment due |
| <input type="checkbox"/> March 6 – 7 | Deposit troop proceeds from initial sales into troop bank account
Give leader pink copy of bank receipts
Deposit council proceeds for initial sale into council account
Submit all validated deposit slips and bank teller receipts in troop deposit receipt envelope to SUCM
Use IC form to report all girl delinquencies |
| <input type="checkbox"/> March 9, 10, 11 | Booth site Weekend 4 |
| <input type="checkbox"/> March 13 | Booth site Weekend 4 payment due |
| <input type="checkbox"/> March 16, 17, 18 | Booth site Weekend 5 |
| <input type="checkbox"/> March 20 | Final payment for all packages due – including unsold packages
Delete girl names in eBudde™ who did not participate |
| <input type="checkbox"/> March 21-22 | Submit Troop Deposit Receipt Envelope to the SUCM |
| <input type="checkbox"/> April – May | Collect final incentives from SUCM – distribute items to girls |

Product Delivery

Your SUCM determines your delivery type and also makes arrangements for the delivery location. Prior to submitting your troop order, you must select a delivery location from the drop down box on the eBudde™ Delivery tab. Delivery information is available in eBudde™ on the Delivery tab.

If your delivery site and pick-up information is not available in eBudde™, contact your SUCM immediately. Orders cannot be placed if a delivery site is not selected.

Pick Up at the Delivery Site:

- Bring a printout of your troop order with you to the delivery site (Initial Order tab – click Printable Version button).
- Bring enough vehicles and assistance to pick up your entire order in one trip.
- For SU Delivery Method verify your order BEFORE loading it into your vehicle. Sign the pick-up receipt to verify that your order is correct.

Drive Through Delivery:

For drive-through delivery method, two people per vehicle are required. One person stays with the vehicle to drive the vehicle and the second person verifies the case count as it is loaded into the vehicle. The second person is also responsible for arranging the product in the vehicle.

Once the vehicle is loaded, it is difficult to verify the order at the delivery site. When you get home, unload your vehicle(s) immediately and re-verify your order against your initial order report. Report any discrepancies to your product program manager at your nearest Gathering Place on the first business day following your delivery. Damaged cases or packages will be replaced; troop orders will not be adjusted.

Product Distribution to Girls

- Sort each girl's order, schedule a pick-up time and prepare a product pick-up receipt for each girl. On the pickup day you and a parent/guardian will verify the girl's order and both parties will sign the receipt.
- Give the yellow copy of the receipt to the family.
- Once the receipt is signed and the product is in the family's possession, the parents agree that the order has been fulfilled correctly and in its entirety; no exchanges can be made.
- Once the order has been dispensed and the receipt has been signed, the girl and her family are responsible for product distribution and payment collection from their customers.

Vehicle Requirements (Approx # cases)

Compact /3-door: 23
 Hatchback/small wagon: 25
 Mid-size sedan w/back seat & trunk: 35
 Sport utility: 60
 8-pass. minivan: 60
 Full-size station wagon: 75
 Full-size van w/seats: 150
 Full size van w/o seats: 200

Action Items

- Select your delivery site in eBudde™ before submitting your troop order.
- Sign up for a delivery time in eBudde™ (if feature is offered).
- Verify your troop order immediately following delivery.
- Notify product program manager of any delivery discrepancies.
- Schedule date/times for families to pick up orders.
- Prepare a receipt for each family to sign when product is picked up.
- Sort girl orders BEFORE pick-up.
- Do not bring small children to the delivery site for safety reasons.

Notes:

Incentive Delivery

Incentive Delivery

There are two scheduled incentive deliveries. **Initial incentive delivery** (water bottles, pop art totes and t-shirts) are ordered in early February; delivery can be expected to the SUCM in approximately 4-6 weeks.

Your SUCM will notify you when the initial incentives have arrived and will schedule a time with you for pick up. Print a copy of your initial incentive girl report to ensure you received the correct items and quantities.

Final incentives (described on the back panel of the order card) are ordered at the end of March. Final incentive delivery can be expected in approximately 4-6 weeks. Your SUCM will notify you when your final incentive order is ready for pick up. Print a copy of your final incentive girl report to insure you received the correct items and quantities.

Troops electing the 75¢ proceed plan receive theme and bar patches only. If you did not click the “square” on the SETTINGS tab in eBudde™, your troop will automatically receive 65¢ per package and the incentives.

Once the final incentive orders are submitted, the troop’s proceed plan cannot be changed. Troop incentive orders not picked up will be returned to the Gathering Place by the SUCM on June 1.