Troop Cookie Manager
You’ll show them the way. They’ll have the confidence to succeed.
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Gathering Place Cookie Cupboards

Chicago: 20 S. Clark Street, Suite 200, Chicago, IL 60603
Homewood: 1005 W. 175th Street, Homewood, IL 60430
Joliet: 1551 Spencer Road, Joliet, IL 60433
Merrillville: 8699 Broadway, Merrillville, IN 46410
Vernon Hills: 650 N. Lakeview Parkway, Vernon Hills, IL 60061
Greene Wood: U-Stor-It, 2100 Ogden Road, Lisle, IL unit number 1503, code *15033078#

SU Cookie Manager Team

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<tr>
<th>Title</th>
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Other Important Contact Information

Council Product Program Team Helpline 855-456-8347, ext. 6722 productprogram@girlscoutsgcnwi.org

Cookie Booth in a Bag!

*Pre-order your’s today.*

**$80**
Deluxe includes everything in the Basic plus:
Yard Sign
Banner
Cart

**$30**
Basic Includes:
Cookie Totebag
3 Cookie Buttons
Car Magnet
Money Pouch
Rollabana
Tablecloth

www.shopgirlscouts.com

Not all items shown. Artwork subject to change based on availability.
The Girl Scout Cookie Program is the largest girl-led business in the world, and girls develop 5 key skills they will use for a lifetime:

1. **Goal Setting** - Girls set their own goals and contribute to setting troop/group goals.
2. **Decision Making** - Girls decide how to spend their troop/group proceeds.
4. **People Skills** - Girls interact with a variety of people and understand the importance of customer service.
5. **Business Ethics** - Girls learn how important it is to be honest, meet deadlines and properly market a product.

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**Girl Scout Promise**

On my honor, I will try;
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law.

**The Girl Scout Law**

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

**Girl Scout Mission:**

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.
Our cookies have...
- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- NO Artificial Flavors in Toffee-tastics
- Girl Scout S’mores and Do-si-dos are made with Natural Flavors
- Zero Grams Trans Fat per Serving
- 100% Real Cocoa
- Hearty Whole Grain Oats in Do-si-dos
- Thin Mints are Vegan
- Toffee-tastics are Gluten-Free
- RSPO Certified (Mass Balance) Palm Oil

SAMOAS®
Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolatey coating

TAGALONGS®
Crispy cookies layered with peanut butter and covered with a chocolatey coating

DO-SI-DOS®
Crunchy oatmeal sandwich cookies with creamy peanut butter filling

TREFOILS®
Traditional shortbread cookies that are delightfully simple and satisfying

THIN MINTS®
Crisp wafers covered in chocolatey coating made with natural oil of peppermint

SAVANNAH SMILES®
Crisp, zesty lemon wedge cookies dusted with powdered sugar

GIRL SCOUT S’MORES®
Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling

TOFFEE-TASTIC®
Rich, buttery cookies with sweet, crunchy toffee bits

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.

The GIRL SCOUTS® name and mark, and all associated trademarks and logos, including GIRL SCOUT COOKIES® THIN MINTS® TREFOILS® GIRL SCOUT COOKIE SALTS®, GIRL SCOUT COOKIES PROGRAM®, GIRL SCOUT S’MORES® DIGITAL COOKIES®, and the Trefid Design, are owned by Girl Scouts of the USA. Little Brownie Bakers is an official GSA licensee. SAMOAS, TAGALONGS, DO-SI-DOS, SAVANNAH SMILES and TOFFEE-TASTIC are registered trademarks of Kellogg NA Co. Copyright © 2018-2019 Kellogg NA Co.
Wanted! Council Cookie Cupboard Manager

Do you love Girl Scout Cookies? Do you really love Girl Scout Cookies? Imagine yourself surrounded by boxes and boxes of cookies from the floor to the ceiling, interacting with volunteers, staff and Girl Scouts! It’s like a Girl Scout Cookie fairyland! Sounds like fun, right?

Join the Girl Scout Cookie Team! Become a Council Cookie Cupboard Manager!

Show off those muscles! Show off those excellent customer service and computer skills! We are looking for you!

Here’s what you need to know:

• It’s a seasonal paid position with scheduled hours between February and April (with possible extension)
• A usual work week is Monday through Friday (8:30 AM - 5:00 PM) with possible weekend duties.
• You will be flexible throughout the GSGCNWI council geography (may require travel and use of personal vehicle with mileage reimbursement)
• You will ...
  • Manage cookie cupboard(s), associate with volunteers and staff and maintain paperwork and update the eBudde™ electronic ordering system
  • Oversee cookie cupboard(s) and set up troop cookie booth orders from eBudde for troop pick up
  • Keep an inventory of cupboard cookies and complete the necessary paperwork
  • Submit cupboard cookie restock orders to appropriate team member as needed
  • Communicate regularly with volunteers and Product Program team
  • Contribute to the betterment of the Girl Scout movement and the cookie program

..and so much more!

Interested? Applications accepted starting December 15 at www.girlscoutsgcnwi.org and click on careers at the bottom of the page.
Troop Cookie Manager Guide

There are new initiatives for 2019 that can help the girls’ cookie success reach new heights. Here is the essential scoop you need to know. Your service unit cookie manager (SUCM) will have additional details if necessary.

Girl Scouts Take Orders Online (Digital Cookie)
With the Digital Cookie® platform, customers can now place cookie orders online, pay by credit card, and have orders shipped directly. Girl Scouts who sell online in addition to traditional sales sold an average of 76 percent more cookies.

eBudde Enhancements
There are a number of eBudde enhancements that will help you manage the cookie program like a pro including:
- Dashboard messaging
- Dashboard goal volume bar scaling update
- Dashboard includes girls registered and girls selling with comparison against last year showing participation rate
- Booth Site Waitlist - Waiting for a booth site to open? Get on the waiting list.
- Troop Cookie Exchange - Troops can easily exchange cookies with troops in their service area
- Troop App Plus - You can use the app to enter initial orders plus sign up for booth, total cookie orders at your booth site, exchange cookies with other troops and more - all from your mobile device!

Online Rewards (Digital Cookie)
There are many rewards that girls can earn by participating in the online segment of the cookie program. New! A girl who sells 30+ packages online will receive the Cookie Techie Patch. Plus, if a girl sells 60+ packages online, she will earn the Phone Ring Stand. With 90+ packages sold online, she will earn the Lap Board. With 120+ packages sold online, she will earn an exclusive patch for being an online cookie boss. Rewards are cumulative.

Product Combo Achiever Patch
Who doesn’t love patches? Girls do! Girl Scouts who sold 25+ items in the 2018 Fall Product Program and have reached the 135+ package level in the 2019 Cookie Program will earn the combo patch with both the 2018-19 Product Program mascots. The Product Combo Achiever Patch will be mailed directly to the girl in May/June 2019.

Troop Rewards
Two troop PGA rewards for girls! Troops with a per girl average (PGA selling as indicated on the sales report in eBudde™) of 140+ packages at the end of the program will receive the Bandana. Plus, troops with a per girl average of 160+ packages will receive the “Fashion” T-shirt (shirt size must be selected).

Troop Reward for Cookie Managers
Troop Cookie Managers, we appreciate all you do to encourage your troop during the cookie program! Your hard work makes the Girl Scout Cookie Program an exceptional experience for girls. Once again we would like to show our appreciation for your efforts. Troops with a per girl average of at least 160+ packages at the end of the program will receive a Tote Bag (2 per troop).
You’re Invited to a Girl Scout Cookie Rally!

Join Girl Scouts, the Chicago Wolves and your community for a family-friendly event with Girl Scout Cookies and hockey activities at Allstate Arena.

Last year, we set a world record dunking cookies. This year, join us for the fun as we dunk staff (and maybe some special guests) in a real dunk tank. Can you throw a ball hard enough to dunk a person into a tank of water? We bet you can!

Schedule

Attend with your family, Girl Scout troop and your friends!

Rally Kickoff | 2 PM
• Hockey and cookie activities for the whole family
• Meet and Greet with Chicago Wolves mascot Skates
• Skate on the ice
• Chance to shop the council shop

Doors Open to Public | 6 PM
Chicago Wolves Game | 7 PM
• Puck drop and color guard presented by GCNWI

After Party* | 9:30–11 PM
• Hosted in the Skyline Room featuring games, a DJ and late-night snack

*The after party is an additional $5 per person.

Ticket Purchasing Information

$19/person before Dec. 3, 2018 | $21/person after Dec. 3, 2018
Ticket include: Rally Entrance ● Cookie Rally T-shirt ● Chicago Wolves Game Ticket ● Cookie Rally Patch ● Free Parking

Register online at www.girlscoutsgcnwi.org/cookierally
Cookie Program At-a-Glance

*OCTOBER—DECEMBER*
- Attend cookie program training (Oct./Nov.)
- Hold troop meeting to explain program to girls/families; encourage girls to set goals (Nov./Dec.)
- Loop Site Commitment form guidelines available (Dec.)
- Dec. 1: ACH Authorization Form due
- Dec. 16: Troops access eBudde™ to view girl information

*JANUARY*
- Jan. 1-20: Initial order taking period/Digital Cookie opens to send emails
- Jan. 2-4: Loop Site Commitment form submission period
- Jan. 5: Cookie Kickoff Rally at Allstate Arena
- Jan. 13: Booth council site sign up begins at 7 p.m. CST (2 time slots)
- Jan. 16: TCM can add girls into eBudde™
- Jan. 20: Booth council site sign up (round two) begins at 7 p.m. CST (2 time slots)
- Jan. 20: Online/girl delivered sales will close at 11:59 p.m. CST
- Jan. 21: Online/girl delivered sales imported into eBudde
- Jan. 21-22: Open mic nights, 6 - 8 p.m. (877) 691.9300 Passcode: 1499036#)
- Jan. 22: Submit troop initial cookie order and initial reward order due in eBudde™
  (This is a good time to determine if you want to submit the order for booth site cookies along with your troop’s initial order. Remember, 50 percent of your initial order balance will be due for ACH sweep one on March 1; or complete the ACH Adjustment Request Form before Feb. 26 to change the amount being swept on March 1.)
- Jan. 27: Booth council site sign up (round three) begins at 7 p.m. CST (unlimited time slots)

*FEBRUARY*
- Feb. 1: Troop Sales (My Sales) site sign up begins
- Feb. 4: eBudde™ transaction tab opens at 7 p.m.; troops may place cookie cupboard orders
- Feb. 8-10, 13-17: Cookie delivery (Check with your SUCM for your pickup time and location.)
- Feb. 11: Cookie cupboards, including Gathering Place cupboards, open for additional cookie pickup
- Feb. 11: Goal Getter program begins
- Feb. 15: Cookie booth weekends begin
- Feb. 22-24: National Girl Scout Cookie Weekend
- Feb. 26: ACH Adjustment Form due

*MARCH*
- March 1: ACH Sweep One (50% of initial order due)
- March 24: All online sales will be stopped at 11:59 p.m. No more online sales.
- March 25: Cookie program, including Goal Getter ends; Gathering Place cookie cupboards close
- March 26: ACH adjustment and individual collection (IC) forms due; last day to enter troop cookie transfers
- March 26: Submit troop/girl final reward orders in eBudde™; last day to opt out of rewards
- March 28: Loop Day One
- March 29: ACH Sweep Two (100% of remaining balance due)

*APRIL*
- April 3: Loop Day Two
- April 4: ACH Sweep for Loop Day One
- April 10: ACH Sweep for Loop Day Two
- April 16: Loop Day Three
- April 23: ACH Sweep for Loop Day Three

*MAY/JUNE*
- Your SUCM will notify you when rewards are ready for pickup. Please count the rewards you receive and distribute to girls in a timely manner. Report any damaged or missing rewards to your SUCM.
Be sure to take advantage of the wealth of resources available online to guide you through a fun and successful Girl Scout Cookie Program.

**Girl Scouts GCNWI** - girlscoutsgcnwi.org
Visit our site to find procedures, forms, manuals and other helpful information.

**eBudde™** - ebudde.LittleBrownie.com
Your Command Center for managing the cookie sale. Order cookies, track girl activity and order girl rewards.

**eBudde Troop App**  – The eBudde Troop App is exactly what volunteers need to manage the cookie season – wherever they are, on the go.

**Digital Cookie** – With the Digital Cookie® platform, the Girl Scout Cookie Program you know and love is better than ever. Fun, easy-to-use tools help you superpower your sale and go beyond the booth with online and mobile channels that make it easy for cookie fans near and far to support your sale. Girl Scouts can send emails to potential customers through March 24.

**Girl Scout Cookie Finder**
Help friends and family locate the nearest cookie booth with this interactive app for Apple and Android!

**Little Brownie Bakers** - LittleBrownie.com
Find girl activities, marketing ideas and clip art to help girls prepare for the cookie season.

**Volunteer Blog** - blog.LittleBrownieBakers.com
Check out the volunteer blog for exciting program resources.

**Little Brownie on YouTube** - youtube.com/LittleBrownieBakers
Check out this library of inspiring videos featuring real girl stories and tips for a successful program.

**eTraining** - VIPeTraining.LittleBrownie.com
Get step-by-step cookie program training whenever you’d like it!
Who Benefits from My Cookie Purchase?

Girls Ages 5 – 17 = 51%
- Access to a nationally consistent leadership development curriculum
- Local resources, programs and events developed by professional staff to augment the curriculum
- Financial assistance to remove economic hardships for girls who want to join and engage in activities
- Support for the pursuit of Gold, Silver and Bronze Awards
- Opportunities to learn 5 basic business and life skills
- Maintenance and upkeep of residential camps, day camps and properties
- Property managers to ensure maintenance, safety and access
- Operating funds for troop activities

Adult Members, Volunteers and Families = 23%
- Orientation and training to prepare volunteers for their roles
- Background checks and other protocols to encourage a safe environment
- Marketing resources for volunteers to promote membership
- Supplies and programming resources
- Customer service professionals available to answer questions by phone, email and in person
- Membership and event registration processing
- Data management
- Technology support for website, online training and communication channels

What Other Ingredients Are in the Price?

Cookie Program + Baker Costs = 26%
- Cost of cookies (including market cost for ingredients) from the baker
- Transportation and storage of cookies
- Staff and temporary staff resources to support program implementation
Troop Responsibilities

Cookie volunteers are registered Girl Scout adults who honor and live by the Girl Scout Promise and Law and follow all policies and deadlines.

Troop Cookie Manager:
• Offers every Girl Scout the opportunity to participate.
• Attends service unit cookie program training.
• Ensures that every participating girl and adult is a registered member of Girl Scouts of the USA for the current Girl Scout membership year.
• Provides cookie program training to Girl Scouts and their parent/guardian.
• Instills goal setting at all levels (council, service unit, troop/group and girl).
• Arranges for the immediate distribution of all materials, products and rewards to every girl.
• Secures a signed Girl Scout Product Program Permission & Responsibility Form for each Girl Scout participating.
• Reviews all girl cookie orders for accuracy.
• Ensures the troop has an established bank account. Deposit all money collected into the troop bank account immediately upon receipt. If the TCM is not on the bank account, the money must be turned over to the troop leader for deposit.
• Provides accurate and timely reporting, according to established schedules, guidelines and due dates.
• Ensures that payment in full is collected, deposited and a receipt is given for all products ordered and received. If a troop does not have a TCM, the troop leader is solely responsible.
• Verifies reward orders to ensure all appropriate selections are marked, such as Tshirt size.

Troop Delivery Coordinator:
• Is responsible for pickup of the troop’s cookie order, verifies, sorts and distributes each girl’s order.
• Selects a delivery pickup time in eBudde™. (Your SUCM may have a different sign-up process.)
• Brings a printout of the troop order to verify case counts.
• Brings enough vehicles to accommodate the entire order in one trip.
• Be on time. Don't be early; don't be late.
• Checks in with the delivery station manager/coordinator.
• Verifies the product count as it is being loaded into their vehicle – verify the order again at home immediately before distribution to the girls.
• A receipt must be signed by the TCM and SUCM any time money and product are exchanged.
• Damaged product will be replaced; troop orders will not be modified.
• Prepares all girls’ product orders before families arrive for pickup.
• Arranges a pickup schedule for girls and their families.

Troop Booth Site Coordinator:
• Monitors booth site sign-ups to ensure adherence to Booth Scheduler guidelines.
• Writes thank you letters to businesses at the close of the program.
• Signs up for booths according to printed cookie program calendar.
• Refer to “What Can a Cookie Booth Do” at girlscoutsgcnwi.org/cookie-resources.

Troop Rewards Coordinator:
• Receives all girl rewards from the SUCM.
• Inventories all items and reports discrepancies to SUCM.
• Sorts rewards by girl.
• Notifies and distributes rewards to the girls promptly.
Troop Training Steps
Before girls begin to take orders, schedule a meeting with girls and their parents to explain the program. Girls and parents should review the program options and participate in as many as possible. Share the troop goal with your girls and parents, divide your troop goal by the number of girls selling in your troop, and share the individual girl goal with the families so they know where to aim. A troop is welcome to add cases of cookies to their initial order to sell at booth sites, or additional cookies can be picked up at cookie cupboards.

At the Meeting:
- Explain why participation is important to girls.
- Generate enthusiasm and emphasize the 5 Skills that girls gain.
- Emphasize the importance of participation and how it affects the troop, service unit and our council.
- Describe online sales using the Digital Cookie® platform.
- Invite your troop to kick off the season at the council’s Cookie Rally at Allstate Arena on Jan. 5, 2019.
- Stress safety and selling tips for in-person and online participation.
- Distribute the materials, review dates for taking orders and due dates.
- Explain how the Goal Getter program is another way for girls to reach their goals after the initial order.
- Collect a signed Product Program Permission and Responsibility Form from each girl. (The troop keeps these signed forms.)

Highlight Goal Setting
Explain the activity/goal posters and demonstrate how to track troop progress. Lead girls through the process of identifying activities, personal and troop/group goals. Highlight how the activities complement the Girl Scout program and fulfill financial literacy requirements for several badges in the Girl’s Guide to Girl Scouting. Additional resources and activities can be found at littlebrownie.com.
Customers are just as excited as we are when it’s Girl Scout Cookie season, but did you know that 35 percent of people are never asked to purchase cookies? Sometimes we expect girls to naturally know how to sell cookies. The fact is they may need some guidance from you in the selling process. Below are some ways to help your girls achieve their goals.

Selling practices vary from council to council. In our area, girls sell cookies through these channels:

**Order Taking**
Encourage girls to canvas their communities with buddies and adults/partners, leaving no doorbell unrun!
- Girls can take orders door-to-door at the beginning of the cookie program with their order cards.
- Girls can sell door-to-door with cookies in hand. After cookies are delivered, load up a wagon with cookies, make signs and you are ready for a neighborhood walkabout.

**Online Sales (Brand New In Our Council This Year!)**
Customers buy more cookies when girls sell online. Girls can send friends and family to their website to order and pay for cookies online. With the Digital Cookie® platform, girls email friends and family asking for online orders. Customers place orders online, and the orders are automatically recorded in the girl's Girl Scouts eBudde™ account.

**Cookie Booths**
Council Site Booths: Approved times and locations are organized by service unit volunteers with the assistance of regional volunteers; troops sign up to participate
Troop Sales Booths: Troops secure cookies at a cupboard and sell directly to customers at a location they secure
Loop Site Days: Booths secured by the council in high-rise buildings in downtown Chicago

**Workplace Orders**
Girls can contact business owners or managers to request permission to take orders for cookies at a workplace. However, high-rise buildings in downtown Chicago are reserved exclusively for Loop Site Days and will be secured by the council. If you have a personal connection to a high-rise building in downtown Chicago, you may be able to secure that building for your troop's use; please coordinate that opportunity with Susan Rakis at srakis@girlscoutsgcnwi.org before Jan. 1, 2019.

**Use the Internet to Market Cookies**
Online social networking sites are a great place for teens (13 and older with parent permission) to ask for cookie orders. Girls may not sell cookies directly online using sites such as eBay, Craigslist, etc. Be sure girls follow the GSUSA safety guidelines for online marketing.

**By Phone**
Girls can call customers personally.

**Gift of Caring (GOC)**
If, for instance, customers say they’ve already purchased cookies or are on a diet, girls may encourage them to make a monetary donation to support the Gift of Caring program. Always remind customers that money donated to GOC will go toward purchasing packages of cookies for women and men in the Armed Forces and for community organizations.
Instead of purchasing a package of cookies to take home, customers may make donations that provide cookies to women and men in the Armed Forces and their families, as well as to community organizations. The council is responsible for distribution of GOC cookies.

This year GOC will be taken two ways: online donations through our website and through Digital Cookie®.

Online donations through the Girl Scouts of Greater Chicago and Northwest Indiana website to the GOC program can be made at girlscoutsgcnwi.org/gift-of-caring. Any online donations made through the Girl Scouts of Greater Chicago and Northwest Indiana website will be entered into eBudde™ starting Jan. 28, 2019; they will not count toward initial rewards, but will count toward final rewards.

In order for troops and girls to receive proper credit for online GOC donations, the five-digit troop number and girl's name must be included in the space provided on the online donation form. Transactions are posted bi-weekly to eBudde™ and show up in the troop's DEPOSITS tab as EGOC-Electronic GOC. Transactions posted to eBudde™ prior to the end of the program may increase a girl's final rewards.

Donations made through the Digital Cookie® platform will count in whichever portion of the program it is placed.

TCM's must NOT post any online GOC transactions. Many troop order mistakes happen here, so be careful!

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, 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 GOC should not be delivered to the Gathering Places.

Gift of Caring Business Support
This is a great way for a business/organization to support the military and our Girl Scouts. If a Girl Scout reaches out to a business that is willing to participate, she receives a patch and the business receives recognition from our council, as well as visibility on our website. In addition, this adds to the girl's rewards and to the troop's bottom line. For more information, visit girlscoutsgcnwi.org/cookie-resources.

Final Gift of Caring
All GOC donations, whether they happened during the initial order or during booth sites, need to be reported and allocated at the girl level. These donations count toward the girls’ rewards AND overall sales level. All donations received by the troop should be converted into GOC.
Ensure girls understand and follow these safety guidelines:

- **Identify Yourself**—Wear your Girl Scout membership pin or Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy Up**—Always use the buddy system. It’s not just safe, it’s more fun!
- **Be Streetwise**—Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies.
- **Partner With Adults**—Adults must accompany Girl Scouts when they are taking orders, selling or delivering product. Adults should be present at a cookie booth in any public place at all times.
- **Plan Ahead**—Always have a plan for safeguarding money. Avoid walking around with large amounts of it, and don’t keep it at home or school. Give proceeds to supervising adults who should deposit it as directed by your Girl Scout council as soon as possible.
- **Do Not Enter**—Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Protect Privacy**—Girls’ names, addresses and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder or give comments. Protect customer privacy by not sharing their information except for the product program.
- **Be Safe on the Road**—Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be Net-Wise**—Take the Girl Scout Internet Safety Pledge before going online and follow the specific guidelines related to marketing online: [girlscouts.org/help/internet_safety_pledge.asp](http://girlscouts.org/help/internet_safety_pledge.asp)
Cookie Business Curriculum

When girls sell Girl Scout Cookies, they utilize the 5 Skills—goal setting, decision making, money management, people skills, and business ethics—and earn the Cookie Activity Pin.

Cookie Business and Financial Literacy badges are a further opportunity for girls to hone their skills and gain an understanding of the world of business.

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- Money Manager Badge
- Business Owner Badge
- Budgeting Badge
- Financing My Future Badge
- Buying Power Badge
- Good Credit Badge
- On My Own Badge
- Product Designer Badge
- Give Back Badge
- Savvy Shopper Badge
- Financing My Dreams Badge
- Comparison Shopping Badge
- My Portfolio Badge
- Customer Loyalty Badge
- Social Innovator Badge
- Entrepreneur Badge
- Customer Insights Badge
- Think Big Badge
- Marketing Badge
- My Business Plan Badge
- R&D Badge

Troop Cookie Manager Guide
**Troop proceeds and opportunities for girls**
Troops will earn $0.90 cents per package sold.

As a reminder, Daisies and Brownies receive $0.90 and rewards; Juniors, Cadettes, Seniors and Ambassadors are offered a proceed option - $0.90 per package and rewards, or $1 per package and no rewards. **Opting out of rewards must happen prior to March 26; once final rewards are submitted, the proceed plan cannot be changed.**

**Service Unit Incentive**
- Service units that reach 100% of their 2019 cookie goal will receive $0.07 per case for every case sold.
- Service units that reach 100% of their 2018 fall product and 100% of their 2019 cookie goal will earn $0.12 per case.
- If the service unit achieves 100% of their 2018 fall product goal and 105% of their 2019 cookie goal, the service unit incentive amount is increased to $0.25 per case sold.
Troop Cookie Manager Guide

All troops will be automatically opted into rewards; if your troop decides on more proceeds, you must change the setting in eBudde™.

Troops who choose additional proceeds do not receive rewards except for initial and troop rewards plus patches.

Girl Rewards

Girls can earn a variety of rewards for their achievements in the Girl Scout Cookie Program. All reward offerings can be found on the cookie order card. Highlights include:

<table>
<thead>
<tr>
<th>PACKAGES SOLD</th>
<th>REWARD (Full Details on Cookie Order Card)</th>
</tr>
</thead>
<tbody>
<tr>
<td>750+</td>
<td>Sleeping Bag OR Donate a pair of The Shoe That Grows.</td>
</tr>
<tr>
<td>1,000+</td>
<td>1 year of Apple Music through iTunes OR Drone OR $50 Cookie Dough.</td>
</tr>
<tr>
<td>1,500+</td>
<td>Breakfast and Adventure at Brookfield Zoo for Girl Scout and Chaperone May 5, 2019.</td>
</tr>
<tr>
<td>2,019+</td>
<td>2019 Patch and 2 Season Passes to Great America OR Beats Headphones OR $250 Cookie Dough.</td>
</tr>
<tr>
<td>3,000+</td>
<td>Nintendo Switch OR Telescope OR $350 Cookie Dough.</td>
</tr>
<tr>
<td>4,000+</td>
<td>Apple MacBook Air OR Apple iPhone 8 unlocked (no service contract phone only) OR $500 Cookie Dough.</td>
</tr>
<tr>
<td>5,000+</td>
<td>Disney World- 4 night round trip for 2 to Disney World.</td>
</tr>
</tbody>
</table>

Rewards are cumulative. There are no substitutes for any of the rewards offered. If a Girl Scout cannot attend a reward experience with a specific date, she can transfer the reward to another Girl Scout. Cookie Dough cannot be substituted.

CEO for the Day

The five girls who sell the most cookies in our council will enjoy the opportunity to be CEO for a day which always takes place on Columbus Day. Other opportunities for COOKIE CEOs occur at various other times throughout the year as well.

Initial Rewards

In order to qualify for initial rewards, girls must have sold 120+ packages of cookies by the close of the initial order period. Girls who sell 120+ packages during their initial order will receive a “Enamel Pin” and girls who sell 150+ packages in their initial order will also receive a “Shine Bright Case.”

Initial order totals reported per girl must not be changed after Jan. 22, 2019. For example, if a girl reports selling 120 packages of cookies during the initial order, she must have sold a minimum of 120 packages by the end of the cookie program.
Girl Rewards

Gift of Caring (GOC) Rewards
Girls who sell 15+ packages for GOC will receive a special GOC patch. Girls who sell 30+ packages for GOC will also receive the “Sleep Mask.”

Cookie Dough
Girls can use Cookie Dough towards annual membership dues, council sponsored activities, resident camp, GSUSA Destinations and Girl Scout merchandise from the council store. Cookie dough cannot be used for the purchase of cookies or paying cookie debt.

Product Combo Achiever Patch
Who doesn’t love patches? Girls do! Girls can earn the combo patch with the 2018-19 Product Program mascots. How you ask? In order to qualify for the Product Achiever Combo Patch:
• Girls must have sold 25+ product items in the 2018 Fall Product Program AND
• Girls must reach 135+ package level at the end of the 2019 Cookie Program

Online Rewards (Digital Cookie)
When using the Digital Cookie® platform, girls who sell 30+ packages online will receive the “Cookie Tech” patch. Plus, each girl who sells 60+ packages online will receive the Phone Ring Stand, 90+ packages online will receive a Lap Board, and 120+ packages online will earn an exclusive patch for being an online cookie boss.

Higher Rewards
Girls who sell 1000+ packages or more will receive a letter in the mail indicating which Gathering Place they can pick up rewards i.e., Drone, Great America Passes, Nintendo Switch and other rewards.

Troop Rewards
All troops will be automatically opted into rewards.

<table>
<thead>
<tr>
<th>Sizes</th>
<th>YS</th>
<th>YM</th>
<th>YL/AS</th>
<th>AM</th>
<th>AL</th>
<th>AXL</th>
<th>A2XL</th>
<th>A3XL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Length</td>
<td>21&quot;</td>
<td>22&quot;</td>
<td>24&quot;</td>
<td>25&quot;</td>
<td>25.5&quot;</td>
<td>26&quot;</td>
<td>28&quot;</td>
<td>29&quot;</td>
</tr>
<tr>
<td>Waist</td>
<td>14&quot;</td>
<td>16&quot;</td>
<td>17&quot;</td>
<td>19&quot;</td>
<td>20.5&quot;</td>
<td>22&quot;</td>
<td>24&quot;</td>
<td>26&quot;</td>
</tr>
</tbody>
</table>

Troops with a per girl average (PGA selling as indicated on the sales report in eBudde™) of at least 140 packages at the end of the program will receive a “Bandana.” Plus, troops with a per girl average of 160+ packages will receive a “Fashion Tshirt.” Troops with a per girl average of 160+ packages at the end of the program will receive a Tote Bag for the troop cookie manager (2 per troop).
Girl Rewards

The PGA is automatically calculated in eBudde™ according to the number of packages sold by the troop, divided by the number of girls selling. eBudde™ only counts the number of girls who have recorded sales, and only girls who participate in the cookie program earn the troop reward.

Troop Reward Delivery
Troop rewards will be shipped to the SUCM/SU reward coordinator in May/June. Troops should make arrangements to pick up their reward order. Any rewards not picked up 30 days after the due date designated by the SUCM or SU reward coordinator will become property of the council, and must be returned to one of the council Gathering Places by the SUCM or SU reward coordinator. We cannot guarantee that the troop rewards will be available at the council after those 30 days. Rewards at the 1,000 package level and higher will be delivered to council Gathering Places for pick up by the parent/guardian. The family will be notified when items are ready for pick up.

There are no tickets to pick up for the 500+ package level Signature Party Cruise on Lake Michigan or 1500+ packages level Breakfast and Aventure at the Brookfield Zoo.

- In the REPORTS tab of eBudde™, print out a list of the girls’ initial and final reward items.
- Inventory all items received prior to separating and distributing to the girls. Track any overages, shortages or damages.
NEW! The Girl Scout Cookie Program you know and love is better than ever. This year go beyond the booth with online and mobile channels using the Digital Cookie® platform! Here’s what you need to know to get started.

This cookie season girls can superpower their sale by expanding their efforts from the booth to the web. Why? Because adding online and mobile channels to their sale can help girls reach more cookie fans than they ever imagined. That’s right! With the Digital Cookie platform girls can market everyone’s favorite cookies-with-a-purpose to customers down the block or across the country from the comfort of their couch. AWESOME.

Getting Parents/Guardians On Board with the Digital Cookie Platform
Gearing up to get parents/guardians excited about the Digital Cookie platform this season? Let them know that registering their girl is quick and easy. Communicate how Digital Cookie benefits and enhances not only their girl's cookie sale but also her overall Girl Scout experience. How? When girls use the platform, they make more sales, learn more, lead more, and have more fun. What’s not to love?

Here's a little pro tip: as you speak to parents, remind them that Girl Scouts who used the Digital Cookie platform in addition to traditional sales sold an average of 76 percent more cookies than girls who did not sell online. What a great opportunity for girls to power even more amazing adventures, all while learning essential entrepreneurial and life skills to help them succeed in a digital economy.

4 Easy Steps to Jump into the Fun
1. **Register:** Sign up to use the Digital Cookie platform, look for your Digital Cookie registration email. If you can't find it, contact your council for details.
2. **Set Up Your Site:** In just a few minutes, you can set up your sale goal, share your cookie story, and upload a fun picture or video. Then you're ready to save, review, publish, and...done!
3. **Invite Customers:** Manage your cookie customer list and easily send ready-to-use emails inviting people to support your sale. You can also promote your personalized cookie site link on Facebook with friends and family.
4. **Track Your Goal:** See how close you are to reaching your goal by tracking the number of boxes sold and orders placed, as well as sales by delivery type and cookie variety. You can even include offline sales to see your total progress—yum!

Plus, girls can sell on the go with the Digital Cookie Mobile App! Download is FREE in the App Store and Google Play.

During the Girl Scout Cookie Program, help girls use this NEW online sales tool. With the guidance of parents/guardians, Girl Scouts will be able to use the Digital Cookie platform to send emails, receive orders, and process payments. The Digital Cookie platform is connected to the Little Brownie eBudde™ cookie management software, which our council has used for many years with great success. As TCM you can track orders on the Girl Dashboard in eBudde™.

Find Digital Cookie resources online at girlscoutsgcnwi.org/cookie-resources.
eBudde™ is a cookie volunteer’s best friend. Here is where you will order cookies, track deliveries and more. You will receive eBudde training that will make the season a snap. Here are some quick reference facts on how to use the eBudde system.

GETTING STARTED

Go to ebudde.littlebrownie.com

When accessing eBudde™ for the first time this season:
1. You will receive a welcome email on December 15 with a LOGIN link. The welcome email will be active for 48 hours. After the 48 hours, click the Forgot Password link to set up your new password.
2. Click on the LOGIN link within the email.
3. On the PASSWORD screen, set up your new password and confirm.
4. At the PROFILE screen, enter the new password you set up in Step 3. Review/enter all additional information
5. Select eBudde.

The welcome email will be active for 48 hours. After the 48 hours, click the Forgot Password link to set up your new password.

eBudde tools are collected in tabs you’ll see at the top of the page. Click each tab to execute various tasks.

Dashboard
1. Provides up-to-date information on your service unit sales and posts important information throughout the program on the message board.
2. Check the dashboard regularly to keep yourself on track.

Contacts
1. Review information; click EDIT to make any necessary changes.

Settings Tab
1. Select the specific troop whose information you want to edit from the list to the left of your screen (if applicable).
2. Enter number of girls selling and registered (if applicable); goal in packages.
3. Mark Opt-out rewards for additional proceeds (if applicable).
4. The council will update banking information.
5. Click UPDATE to accept all changes.

Girls Tab
1. Girls will be automatically imported to eBudde™. DO NOT manually enter girls until AFTER Jan. 16.
2. After Jan. 16, enter girls's names, enter t-shirt size and sales goal in packages.
3. Click UPDATE to accept all changes

INITIAL ORDER

Initial Order Tab
1. Click each girl's name at the bottom of the screen, click in highlighted areas to begin entry.
eBudde™ Fingertip Facts

2. Press the Tab key to navigate fields and enter the girl's total cookies order in packages by variety.
3. Click OK button to save changes for girl.
4. Repeat for each girl.
5. **BOOTH** - Click **BOOTH** at the bottom of screen, click in highlighted fields to begin entry. Press the Tab key to enter in boxes and variety number of cookies for booth sales. Click OK to save changes.
6. **OTHER** - Click **OTHER** at the bottom of the screen, click squares to begin entry. Press the Tab key to enter in boxes and variety number of cookies for booth sales. Click OK to save changes.
7. Review the **IMPORTED** row. These are all the Girl Delivered Cookies for the troop.
8. **SAVE** the page.
9. Carefully review the totals at the bottom, if correct click **SUBMIT ORDER**. Remember, you cannot change the Initial Order after it has been submitted. Contact your Service Unit Cookie Manager (SUCM) or Product Program Team to make changes.
10. Click **PRINTABLE VERSION** to print a copy for your records.

**Reports Tab**
1. Need additional information on delivery sites? Click the Reports Tab and run Delivery Stations report.

**Delivery Tab**
1. Review and enter delivery information.
2. Select time slot, if applicable.
3. Click **SUBMIT MY INFO**.
4. Click **PRINT** to print out a confirmation form.

**Rewards Tab**
1. Click **FILL OUT** next to Initial Rewards Order. (if applicable)
2. Click on individual girl's name to review Girl Reward Orders and click **SUBMIT GIRL ORDER**, if applicable.
3. Enter or review total rewards earned.
4. Click **SUBMIT REWARD ORDER** to submit your total order.

**BOOTH SALES**

**Council Sites**
1. Select **COUNCIL SALES** from the dropdown list.
2. Find booth sales you would like to sign up for, click date and time.
3. Click time slot and click **SUBMIT**.

**Troop Sales**
1. Select **TROOP SALES** from the dropdown list (if applicable).
2. Click **ADD A LOCATION**.
3. Fill in information, dates, and time range.
4. Click **ADD**. Request will be pending until approved or denied.

**REMEMBER**: Please keep Booth Scheduler in eBudde up to date with your group’s time and dates. That information powers the Girl Scouts Cookie Locator and allows customers to find you.
eBudde™ Fingertip Facts

FINAL ORDERS
Girls Order Tab
1. Update Girl Orders to include all additional packages sold and payments made.
2. Click SAVE.

Rewards Tab
1. Click FILL OUT next to Final Rewards Order.
2. Click on Individual girls’ names to review Girl Reward Orders and click SUBMIT GIRL ORDER.
3. Enter or review total rewards earned.
4. Click SUBMIT to submit your order.

Transactions Tab
1. Click ADD A TRANSACTION.
2. Enter troop-to-troop transactions. (if applicable)
3. Enter pending order to the cupboards. (if applicable)
4. Click SAVE to save your information.

Payment Tab
1. The council will update the payment tab with any payments that have been made from the troop to the council. For example, ACH payments, Goal Getter payments, Gift of Caring payments, payments made at a council gathering place.

Sales Report Tab
1. Review final package numbers
2. Review your receipts
3. Review your Gift of Caring.
4. Review your troop proceeds.
5. Review the amount owed to the council.

AIM BIG!
Offer a Girl Scouts Gift of Caring option
During booth sales, ask customers to donate cookies to a worthy program. Promote the option with posters and a special box (or wagon) for donated cookies.

Give away bite-sized samples
Let customers have a taste so they can try something different--they may even find a new favorite. Keep the variety’s nutrition label in full view in case a customer has food sensitivities.

Share goals with customers
They love to hear how girls are making a difference, so encourage girls to make posters, banners or t-shirts to get the word out.

Make cookie bundles
Attach a ribbon and a handmade card for maximum impact.

Give away recipes
Encourage customers to try something new by offering a recipe card with every purchase of multiple boxes.
How It Works
Cookie booths are girl-operated opportunities for customers to purchase cookies from troops. All Girl Scout levels may participate in booth sites and will gain valuable experiences in the process.

Cookie booth activities provide girls opportunities to develop The 5 Skills, such as people skills, as they work with customers, and money management, as they collect payments and make change. Booth sites also help girls reach their goals, so we encourage them to consider participation in cookie booths as they prepare for their Girl Scout year.

Girls, parents and other volunteers are reminded that participation in a booth site is a privilege provided to them by merchants and business owners. Everyone who participates is representing Girl Scouts of Greater Chicago and Northwest Indiana, and everyone must display proper manners and exceptional behavior and follow all merchant rules and council guidelines at all times.

At cookie booths, girls should be able to:
- Discuss troop goals.
- Count accurate change.
- Be comfortable speaking with customers.
- Know their product.

As an adult, you should:
- Choose booth locations that are safe, secure and appropriate for girls’ ages.
- Provide adequate and attentive adult supervision.
- Supervise money handling. It’s always helpful to have a calculator and cash box handy!

Booth Guidelines for Troop Cookie Managers
- The SUCM/booth coordinator secures booth sale solicitation permits (where necessary) allowing troops to do booth sales. Request a copy of the permit from your SUCM/booth coordinator.
- High-rise buildings in downtown Chicago are reserved exclusively for Loop Site Days and will be secured by council.
  - If you have a personal connection to a high-rise building in downtown Chicago, you may be able to secure that building for your troop’s use; please coordinate that opportunity with Susan Rakis at srakis@girlscoutsgcnwi.org before January 1, 2019.
- Walmart/Sam’s Club locations will be secured by your SUCM. Do not approach these stores. As approvals are received, they will be added to eBudde™. If your favorite store is not added, please respect that permission was not received. You can assist your service unit by volunteering to help secure council booth locations!

Important Booth Dates

<table>
<thead>
<tr>
<th>Important Booth Dates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Booth Site Sign Up, at 7 p.m.</td>
<td>Jan. 13</td>
</tr>
<tr>
<td>(Troops may sign up for two time slots.)</td>
<td></td>
</tr>
<tr>
<td>Council Booth Site Sign Up Round Two, at 7 p.m.</td>
<td>Jan. 20</td>
</tr>
<tr>
<td>(Troops may sign up for two additional time slots.)</td>
<td></td>
</tr>
<tr>
<td>Council Booth Site Sign Up Round Three, at 7 p.m.</td>
<td>Jan. 27</td>
</tr>
<tr>
<td>(Troops may sign up for unlimited time slots.)</td>
<td></td>
</tr>
<tr>
<td>Troop Sales (My Sales) Sites Sign Up Opens</td>
<td>Feb. 1</td>
</tr>
<tr>
<td>Booth Site Weekend 1</td>
<td>Feb. 15-17</td>
</tr>
<tr>
<td>Booth Site Weekend 2</td>
<td>Feb. 22-24</td>
</tr>
<tr>
<td>Booth Site Weekend 3</td>
<td>March 1-3</td>
</tr>
<tr>
<td>Booth Site Weekend 4</td>
<td>March 8-10</td>
</tr>
<tr>
<td>Booth Site Weekend 5</td>
<td>March 15-17</td>
</tr>
<tr>
<td>Booth Site Weekend 6</td>
<td>March 22-24</td>
</tr>
<tr>
<td>Loop Site Day 1</td>
<td>March 28</td>
</tr>
<tr>
<td>Loop Site Day 2</td>
<td>April 3</td>
</tr>
<tr>
<td>Loop Site Day 3</td>
<td>April 16</td>
</tr>
</tbody>
</table>
Booth Sites

- Malls in and around Greater Chicago and Northwest Indiana will be secured by the council. Do not approach them. As approvals are received, they will be added to eBudde™. These locations include, but are not limited to, Hawthorne Mall, Southlake Mall, Louis Joliet Mall, Fox Valley Mall, Orland Square Mall and Chicago Ridge Mall.
- Many businesses notify their customers that Girl Scout Cookies are coming! Once you sign up for a cookie booth, that booth site is uploaded into the Cookie Finder™ app for customers looking for cookies.
  - Customers who have smartphones can find out where neighborhood cookie booths are going to be and go expecting to get their cookies.
- You must remain at your booth site for the entire duration of the hours you signed up for, so please ensure that you have an adequate amount of cookies. If you leave early, customers who found you on the Cookie Finder app might show up to an empty booth, and that's not good customer service.
- Only plan to stay at your location for the time you are scheduled. There may be other troops that are scheduled at that location before or after you.
  - If there is a conflict or error in scheduling troops, the troop with their confirmation in eBudde™ has priority. It is important to note that conflicts among volunteers and parents is unacceptable in front of girls, the public and store management. If necessary, please call 855-456-8347, ext. 6722, for assistance.
- If you must cancel, be sure to remove your troop from the booth slot in eBudde™. This will open up that slot for other interested troops.
- Girls should wear Girl Scout apparel or display their Girl Scout pin on their coat.
- Cookie booths must always be attended by two adults and no more than four girls at any given time.
- Cookie booths must be a safe distance from high-traffic areas such as parking lots and streets.
- Girls must remain close to their booths at all times; no running around or approaching people inside the business.
- Bling your booth! Decorate your booth with fun posters or your goal chart and be creative with how you display your cookies. Check with business management before hanging posters on windows or in the building.
- Wear a cookie costume! Contact your local Gathering Place to get details on how to reserve one.
- Take away all garbage and empty cookie cases when you leave your site. Remember, Girl Scouts always leave a place cleaner than they found it!
- Let the business manager know when you are leaving. Thank them for allowing your troop to set up a booth at their site.
- Consider donating a box of cookies as a courtesy; a thank you note is always appropriate.
- Most cookie booth time slots will show specific information in the notes section of eBudde™ regarding the location of the booth within the store, if it is indoors or outdoors, etc. DO NOT contact booth site businesses with questions about time slots, direct those questions to the product program team.
To prevent possible duplication, please do not contact the following JOANN Fabric locations. The Product Program Team will contact them and update the Booth Sales section of eBudde™

### Booth Sites

<table>
<thead>
<tr>
<th>Store Address</th>
<th>City</th>
<th>St</th>
</tr>
</thead>
<tbody>
<tr>
<td>8245 W. Golf Rd</td>
<td>Niles</td>
<td>IL</td>
</tr>
<tr>
<td>20 Countryside Plaza</td>
<td>Countryside</td>
<td>IL</td>
</tr>
<tr>
<td>413 N. Milwaukee Ave. Unit 500</td>
<td>Vernon Hills</td>
<td>IL</td>
</tr>
<tr>
<td>715 US Highway 41</td>
<td>Schererville</td>
<td>IN</td>
</tr>
<tr>
<td>15752 S. Lagrange Rd.</td>
<td>Orland Park</td>
<td>IL</td>
</tr>
<tr>
<td>2639 N. Elston Avenue</td>
<td>Chicago</td>
<td>IL</td>
</tr>
<tr>
<td>555 W. Roosevelt Rd.</td>
<td>Chicago</td>
<td>IL</td>
</tr>
<tr>
<td>526 S. State Route 59</td>
<td>Naperville</td>
<td>IL</td>
</tr>
<tr>
<td>362 W. Army Trail Rd. Ste 230</td>
<td>Bloomingdale</td>
<td>IL</td>
</tr>
<tr>
<td>373 E. Palatine Road</td>
<td>Arlington Heights</td>
<td>IL</td>
</tr>
<tr>
<td>441 E. Roosevelt Rd. Space #410</td>
<td>Lombard</td>
<td>IL</td>
</tr>
<tr>
<td>2741 Plainfield Road</td>
<td>Joliet</td>
<td>IL</td>
</tr>
<tr>
<td>301 South Barrington RD</td>
<td>Schaumburg</td>
<td>IL</td>
</tr>
</tbody>
</table>

### Council Sites

Council booth sites are merchant locations where multiple selling opportunities are available for troops. Council sites are secured by the SUCM with the help of SU volunteers. Please contact your SUCM if you would like to help secure booth locations. Generally, booth sites are positioned in high-traffic locations such as local food chain stores, department stores or “big box” stores. Troop managers and leaders may not contact council sites.

### Sign Up Instructions

- Log in to eBudde™
- Click on the BOOTH SITES tab
- Go to the drop down box and select COUNCIL SALES. Council booth site locations (by city) will be displayed.
- Click on the “+” sign next to the city
- Click on the “+” sign to select a location
- Click on the location name to display available dates and times. (Dates/times in blue are filled. Dates/times in green are available.)
- Click on the open time period to the right of the timeslot. Your troop number will be entered into the space.
- Click the SUBMIT button to reserve the time slot and click OK on the message box to continue.
- Click on the CURRENT SIGNUPS button to ensure that your troop’s booth sale locations were saved.
- To remove your troop from a time slot, follow the first 6 steps above.
- Click on time period to the right of the time slot showing your troop number. Click on the troop number to remove it from the time slot.
- Click on the SUBMIT button to reserve the time slot and click OK on the message box to continue.
Booth Sites

My Sales Sites
My Sales sites are merchant locations where a troop member may have a special connection to a site that is suitable for one troop and is NOT listed as a council booth site. Troops must use the Cookie Finder™ to determine if the site they are seeking has already been requested by another troop or is established as a council booth site. If the site is available, troops must obtain permission from the merchant first before requesting approval for the site in eBudde™. Service unit volunteers 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 site, or are a safety concern. “My Sales” may not be secured or entered into eBudde™ until Feb. 1.

Sign Up Instructions
- Access the Cookie Finder™; enter the zip code to search for your site(s) and date(s).
- If the site is not listed, contact the business manager to get approval to secure the site.
- Once the site is secured, log in to eBudde™, click on the BOOTH SALES tab, then select MY SALES from the drop down box.
- Click on ADD A LOCATION and enter all information; click ADD.
- A confirmation window will appear letting you know that your My Sales approval is pending; the SUCM approves or denies My Sales requests.
- Visit eBudde™ often to check for approvals. Do not attend a booth site until you have service unit approval. Contact your SUCM if approval has not been received within two or three days after submission.
- Sites in green indicate that the sites have been approved. Sites in blue indicate that the sites are still pending approval.

Loop Site Days
It is a Girl Scout tradition in downtown Chicago for several high-rise buildings and businesses to host cookie-selling troops in their lobbies from morning rush hour through the evening rush.

Loop Sites in downtown Chicago are negotiated exclusively through the council. This is an incredible opportunity with immeasurable benefits, however it comes with a very significant commitment on the part of a troop and each participating Girl Scout and adult.

If you personally know someone who owns a building/business in the Chicago Loop, please contact Susan Rakis at srakis@girlscoutsgcnwi.org. If they agree to host a Loop Site, your troop will be assigned to that site. The commitment form guidelines for Loop Sites will be available in December at girlscoutsgcnwi.org/cookie-resources. Online commitment forms will be accepted starting at 12 a.m. on Jan. 2, 2019, and will close at 11:59 p.m. on Jan. 4, 2019. The first 15 commitment forms for each of the three Loop Site days will be guaranteed a building. All other form submissions will be on a waiting list and assigned buildings as more become secured.

Loop Site Days 2019:
- March 28
- April 3
- April 16

Please Note ACH Sweep for troops that participate in Loop Site Days will be as follows:
- March 28 Loop Site Day will be swept April 4.
- April 3 Loop Site Day will be swept April 10.
- April 16 Loop Site Day will be swept April 23.
Troop Cookie Manager Guide

Guidelines
Troops will be able to pickup cookies at any of the GSGCNWI cupboard locations. Hours and days of operation vary, so please view the cupboard schedule at girlscoutsgcnwi.org/cookie-resources prior to making a cupboard pending order. eBudde™ will let troops place a pending order on any date, but this does NOT mean the cupboard will actually be open that day. In order to facilitate smooth operation for all cupboards, please review the information below.

General Information
• Cupboards will open Monday, Feb. 11, 2019 through March 25, 2019. Gathering Place Cookie Cupboards will be closed on Sat., Feb. 16 and Mon., Feb. 18.
• The TRANSACTIONS tab, where you can place pending cupboard orders, will be available at 7 p.m. on Feb. 4.
• Troops may pick up cases of cookies from any cupboard location throughout GSGCNWI.
• Troops may pick up individual packages of Goal Getter cookies from Gathering Place cupboards only.
• Troops will place pending cupboard orders through eBudde™, and cupboard managers will use eBudde™ to process pending orders into completed orders at the time of troop pickup.
• Goal Getter orders should never be entered into eBudde™.
• We ask that cookie cupboard orders be placed in eBudde™ with a 24-hour advance notice. The troop account will automatically be updated in eBudde™. If a cupboard order is not placed in advance, all cookie varieties may not be readily available upon arrival at the cupboard.
• Only TCMs and leaders established in eBudde™ will be allowed to place and pickup orders from the cupboards.
  • Troops may designate a volunteer in eBudde™ to pickup cookies from the cupboard. Troop leaders and TCMs should NEVER designate themselves as a “Troop Cookie Pickup-Only User” in eBudde™ because that will confuse their status in eBudde™.
• Damaged cookies may be replaced with the same variety at Gathering Place cupboards while quantities last.
• Cookies may not be returned or exchanged for a different variety.
• Cookies can never be returned or exchanged; order carefully!
• Troops and their authorized users will be locked out of eBudde and unable to place a cupboard order if
  1. No ACH information is submitted.
  2. The March 1 ACH sweep is not successful.
• Ebudde access will be reinstated after the ACH information is submitted and/or a payment to the March 1 ACH sweep is successful.
How to Place a Cookie Cupboard Order
Click on the TRANSACTIONS tab in eBudde™ to get started.

- DATE: No entry needed—the transaction date is automatically created
- PICKUP: Select the date/time that cookies will be picked up
- RECEIPT #: Automatically assigned
- TYPE: Select type of transaction
  - Normal- Transaction with no specific designation
  - Booth- Transaction is for a booth sale
- SECOND PARTY: Select “Cupboard”
  - In the drop-down menu, select the cupboard location for pick up
- PRODUCT MOVEMENT: Select “Add Product”
- CASES: Enter the number of cases you need for each variety
- PACKAGES: No entry - we fulfill orders in cases only
- SAVE/PRINT: Save transaction.

![Cookie Transaction Table]

![Cookie Images]
It's back by popular demand! The Goal Getter program enables girls to fulfill orders to the package. Just follow the five easy steps below to take advantage of this convenient option:

1. Girl Scout/parent/guardian brings a cookie order to the Gathering Place cupboard, along with payment in full. (Packages sold x $5 each).
2. All girl Goal Getter orders count toward girl rewards and troop proceeds. In order for the girl to earn the Goal Getter patch, a Goal Getter order must be a minimum of 15 packages in one transaction.
3. These cookie orders must be processed at Gathering Place cupboards; they cannot be processed at volunteer cupboards.
4. The Chicago Gathering Place cupboard is open 9 a.m. - 4 p.m., Monday through Friday. All other Gathering Place cupboards operate 9 a.m. - 5 p.m., Monday through Friday, and 9 a.m. - 3 p.m. on Saturdays.
5. Product program staff will credit the girl's order and payment in eBudde™; this should not be done at a troop or service unit level.
Girl Allocations

In order to ensure that every package of cookies is accounted for, allocations are an important part of your responsibilities as a TCM. Even if a troop is opting out of rewards and higher proceeds, cookie allocations ensure each girl earns the highest number bar patch (100+).

As the TCM, you should record all girl payments in the GIRL ORDERS tab of eBudde™ to properly account for the amount due from each girl. eBudde™ tracks each girl’s financial responsibility and helps make your troop collections that much easier.

Understanding Girl Troop View

- **Girl Totals**: This line displays all the cookies that have been allocated to the girls. The goal is to ensure that the overall girl total matches the troop order.
- **Troop Order**: This line includes all the packages of cookies your troop has received for initial order, troop-to-troop transactions, cupboard pick-ups, GOC, etc. This is the total number of packages that your troop is responsible for and updates throughout the cookie season.
- **Difference**: This line indicates whether you still have cookies to allocate to girls (a negative number) or if you have over-allocated the troop order (a positive number). The goal is that your difference is zero (0) by the end of the cookie program. As you allocate packages of cookies to the girls, this total will be updated.

How to Allocate Cookies

- Start in the GIRL ORDERS tab of eBudde™
  - Here you can allocate packages sold beyond initial order, meaning cookie booth sales and GOC donations
- Enter a girl record by clicking on a girl’s name
- Select ADD TRANS
  - Add comments, packages sold in each category and the payment
- Select OK and then SAVE
- Next, Online Girl delivered orders are entered under the IMPORTED line in eBudde under the INITIAL ORDER TAB by council. TCMs must allocate online Girl Delivered orders within eBudde to the specific Girl Scout who sold those boxes. This must be done by January 22nd if you want the orders to count towards initial rewards.
- (Reminder- Online Direct Shipped orders are automatically allocated to the girl in eBudde; it’s just the Online Girl Delivered that needs to be allocated by the TCM.

Cookie Delivery

Cookie delivery will take place Feb. 8-10 and Feb. 13-17. Your SUCM or SU delivery coordinator will communicate the details to you. Troops pickup at the designated delivery site. In preparation for the delivery, you will need to take a total count of your initial order to determine how many vehicles are needed to pick up the troop order. Have your vehicles empty and ready to be loaded.

Service Unit Delivery Station Sites

- TCMs must verify the troop’s order at the delivery site. Bring a printout of the troop order to verify case counts.
- A receipt must be signed by the TCM and the SUCM stating that the troop order was received in its entirety.
Cookie Delivery

- If the order was not received completely, the missing cases must be noted on the receipt by the SUCM. The SUCM is responsible for locating the missing cases.
- Once the receipt is signed, no corrections will be made.

Drive-Through Delivery Sites
- A minimum of two volunteers per vehicle is required.
- One volunteer stays in the vehicle to drive.
- One volunteer verifies the case count BEFORE it is loaded into the vehicle.
- A receipt must be signed by the TCM and the SUCM stating that the troop order was received in its entirety.
  - If the order was not received completely, the missing cases must be noted on the receipt by the SUCM.
  - Once the receipt is signed, no corrections will be made.

Product Distribution to Girls
- Sort each girl’s order before you schedule a pickup time for the girls.
- Prepare a receipt for each girl.
- Girls and their families must verify the order and sign a receipt stating that the order was filled completely and accurately.
- Give the family the yellow copy of the receipt.
- Once the receipt has been signed and the product is in the family’s possession, the parents agree that the order has been filled correctly and in its entirety; no corrections will be made.
- Once the order has been distributed and the receipt has been signed, the girl and her family are responsible for product distribution and payment collection from their customers and payment in full for all product received from the TCM.

Cookies by the Carload
Use this guide to approximate how many cases of cookies will fit in your vehicle. The amounts assume the car will be empty except for the driver and uses all space except the driver’s seat. Safety Note: Avoid carrying cookie cases and children in the passenger area of a vehicle at the same time.

Once a vehicle has been loaded and a receipt has been signed, the signer is responsible for that order. The SUCM must note any and all discrepancies before the receipt is signed.

<table>
<thead>
<tr>
<th>Car Type</th>
<th>Number of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Car</td>
<td>23</td>
</tr>
<tr>
<td>Hatchback Car</td>
<td>30</td>
</tr>
<tr>
<td>Mid-Size Sedan</td>
<td>35</td>
</tr>
<tr>
<td>Sport Utility Vehicle</td>
<td>60</td>
</tr>
<tr>
<td>Full-Sized Station Wagon</td>
<td>75</td>
</tr>
<tr>
<td>Full-Sized Van (with seats)</td>
<td>75</td>
</tr>
<tr>
<td>Pick-up Truck (full bed)</td>
<td>100</td>
</tr>
<tr>
<td>Full-Sized Van (seats in)</td>
<td>200</td>
</tr>
</tbody>
</table>
There are no returns or exchanges on any cookies. Damaged cases/packages will be replaced through the Gathering Place cupboards for the same variety only. All cookies ordered by the troop will be the troop’s responsibility.

Damaged means:
• Crushed packages or cases
• Sealed but empty packages
• Packages returned by a customer for any reason

Troop-to-troop transfers are entered in eBudde™ by the troop who is “transferring away” the cookies.

Guidelines
• An agreement must be made between the two troops prior to the cookie transfer.
• The council will not be responsible for any discrepancies between troops regarding troop transfers.
• All troop transfers must be entered into eBudde™ a minimum of one week PRIOR to the final ACH sweep. No exceptions. If they are not transferred in time, it will be up to the two troops doing the transfer to work out the cookies/payment on their own.

Instructions
Click on the TRANSACTIONS tab in eBudde™ to get started.
• Select ADD A TRANSACTION
• DATE: No entry
• PICKUP: No entry
• TYPE: Select “Normal”
• SECOND PARTY: Select “Troop”
• TROOP NUMBER: Enter the five-digit troop number of the troop receiving the cookies being transferred
• PRODUCT MOVEMENT: Select “Remove Product”
• CASES/PACKAGES: Enter the number of cases and/or packages you are transferring for each variety
• SAVE
Automated Clearing House (ACH)

GSGCNWI uses ACH electronic funds transfers for the Girl Scout Cookie Program. The ACH system uses the troop’s bank routing and account numbers to identify the accounts to be credited or debited. This safe, secure system through which funds are “swept” or electronically transferred, helps make the collection of payments easy for volunteers like you and the council.

Sweep Amounts
The first sweep amount is calculated as 50 percent of a troop’s cookie balance when the initial order is placed. The remaining balance is withdrawn during the second ACH sweep.

ACH Sweep One Example:
Total Troop Sales = $500 (100 packages x $5/package)
Troop Proceeds = -$90
Council Proceeds (total amount owed) = $410
ACH Sweep One = $205 (50 percent of “Council Proceeds”)

You can quickly and easily check your balance due in the SALES REPORT tab of eBudde™.

Understanding the Sales Report
• **Pkgs Received**: The total line accounts for the number of packages your troop is responsible for and updates throughout the cookie season.
• **Total Troop Sales**: This line reflects the total packages received times $5 per package.
• **Troop Proceeds**: This line shows what proceeds the troop has earned to-date in the current cookie season.
• **Council Proceeds**: This line is the remaining balance that the troop is responsible for paying.
• **Deposits Made**: This section displays all successful payments made to the council, whether it was through ACH sweeps, Goal Getter transactions or payments made in-person.
• **Amount You Owe to Council**: This is the amount that will be swept from your troop account through ACH. Payments toward this amount owed can also be made at any Gathering Place.
How to Handle Money

Girl Monies
- All participating girls must be registered with GSUSA and have a signed Girl Scout Permission and Responsibility Form turned in to the TCM prior to participating in the cookie program.
- Girls may accept cash and/or checks made payable to “Girl Scout Troop xxxxx-GCNIW” as payment for cookies. Girls should only accept preprinted checks with the issuer’s address.
- Cookie funds should be collected from girls and safeguarded by parents immediately. If the money and/or product is stolen, a police report needs to be filed and the council needs to be notified immediately.
  - Additionally, the loss needs to be reported to your private insurance carrier. Ultimately, the individual who lost the money/product is financially responsible to the council. Cookie funds should be submitted for deposit to the TCM immediately in their original form (cash and/or customer checks), promptly and frequently. Parents must NEVER deposit cookie funds into their personal bank accounts. A receipt must be filled out and signed by the TCM and the girl/parent any time money and product are exchanged.

Troop Monies
- Every troop must submit a new ACH Authorization Form every year. Troop information changes frequently and we must have the most current bank information in the system prior to the ACH sweep. No exceptions! Please use the online ACH form found at girlscoutsgcnwi.org/cookie-resources.
- Troops will be permitted to submit one (1) request to adjust the ACH Sweep 1 to accommodate late girl payments on the first ACH Sweep.
- Troops must pay the entire balance due with the second ACH Sweep. In the event of an outstanding girl balance, you MUST submit an ACH Adjustment form and Individual Collection (IC) form for that girl.
- Troops that transfer cookies to another troop must enter the transfer into eBudde™ a minimum of one (1) week prior to the last ACH Sweep.
- Troops that do not enter their troop-to-troop transfers by the deadline will be responsible for monetary transactions between troops.
- Troops and all of their authorized eBudde users will be locked out (or remain locked out) of eBudde after first ACH sweep if:
  1. They have not submitted their banking information.
  2. They return NSF in the first sweep
  3. Their sweep returns because of invalid account information
- Troops and all of their authorized eBudde users will be reinstated in eBudde if they make a payment or a follow up sweep 2 weeks later is successful.

Returned Checks
Troops will be reimbursed for customer NSF check charges only; bank charges to the troop due to lack of funds in the troop account when payment is due will not be refunded. Troops must fill out and submit a Returned Check Fee Reimbursement Request Form within seven days of receipt. The form can be found at girlscoutsgcnwi.org/cookie-resources.

Collection and Delinquency Issues
- Troops should never pay for a girl delinquency; service units should never pay for a troop delinquency. If the service unit or troop pays for a delinquency, the council cannot reimburse for the money owed to the service unit or troop.
- If a girl has placed an initial order but has not paid the troop for that order, additional cookies should not be given to that girl until the initial order is paid. If a troop gives additional cookies to that specific girl before
How to Handle Money

the initial order has been paid for, the Council will not accept an IC form for that girl's open cookie balance.

- Troops may not submit another IC form for a girl’s open cookie balance if the girl was reported as delinquent in previous year.
- IC forms for girl delinquencies and TC forms for troop delinquencies must be submitted by March 25.
- In the event that a volunteer has a bad debt, the council will attempt to make contact three times. After three attempts have been made, the volunteer will be sent to collections and released of their volunteer position.
  In the best interest of our girls, volunteers and the council at-large, GSGCNWI reserves the right to prosecute if the troop has an unpaid balance.
- Troops or parents that have a balance with the council will be sent to collections after June 1, 2019. No payment plan will be offered.