2020 Girl Scout Cookie Program

Service Unit 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  
**Greene Wood:** U-Stor-It, 2100 Ogden Avenue, Lisle, IL unit number 1503, code *15033078#*  
**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

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### SU Cookie Manager Team

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

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

**Regional Volunteer**

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**Cookie Booth in a Bag!**  
*Pre-order your’s today.*

**$75**  
Deluxe includes everything in the Basic plus:  
Tablecloth  
Pop-up Sign  
Yard Sign  
Banner

**$30**  
Basic Includes:  
Cookie Totebag  
3 Cookie Buttons  
3 Cookie Signs  
Money Pouch  
Rollabana  
Window Adhesive

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.

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**What We Stand For**
There are new initiatives for 2020 that can help the girls’ cookie success reach new heights. Here is the essential scoop you need to know.

New Cookie….Lemon-Ups! (*Shhhhh! Embargoed until Jan 7, 2020!*)

Lemon-Ups will be the name for the new lemon-flavored cookie for the 2020 Girl Scout Cookie Season from Little Brownie Bakers®. Lemon-Ups reflects the cookie’s crispy, zesty flavor and the many amazing strengths of girls in the Girl Scout Cookie Program®.

These G.I.R.L. (Go-getter, Innovator, Risk-taker, Leader™)-inspired cookies are embossed with messages to lift your spirits. Each cookie is baked with something bright, inspiring and empowering to say—with a delicious taste and uplifting messages!

They’re perfect for sharing, and positively fun! Each one has a message that expresses your personality or admiration for others.

*Embargoed means: No social media posts.*

**eBudde Enhancements**

There are several eBudde enhancements that will help you manage the cookie program like a pro including:

- Newly designed Cookie Portal
- Digital Cookie – Girl Delivered orders are now posted to the initial order tab. Plus Girl Delivered orders appear on the sales report. You do not need to add them into eBudde this year!
- Booth Sites – Releasing booth locations just got easier! Your troop signed up for a booth site and now plans have changed. From the troop dashboard in eBudde, you can release that booth site allowing another troop the option to sign up for that site. It will also help customers to know that a troop will not be present at that location. On the waiting list for a booth site? The Booth Site waiting list will help you to know where you stand on the list of troops waiting to see if a specific booth spot will be available.
- Troop Cookie Exchange – Have cookies you wish to exchange with other troops? Post that you have available cookies by variety and see what is available from others.
  
  eBudde™ now gives you some additional information on the Cookie Exchange page like searching for available cookies via zip code. You also have an easy way to zero out all your quantities. Remember all of the quantities are in PACKAGES.

- Girl Order tab – You will be able to see the information you need more clearly on the Girl Order Tab. For example, there is an increased visibility of Digital Cookie Girl Delivered orders. Plus, you can now print the Girl Order Summary by Girl.

**Digital Cookie Rewards**

There are many rewards that girls can earn by participating in the online segment of the cookie program. New! Girls who send 30+ emails using the Digital Cookie Platform will receive the “Cookie Techie” patch. Plus, each girl who sells 40+ packages online will receive the “Tooth Brush Cover”, 80+ packages online will receive a “Magic Washcloth” and for selling 120+ packages online will earn a “Spa Headband”. Rewards are cumulative!
What’s New in 2020

Product Combo Achiever Patch
Who doesn’t love patches? Girls do! Girl Scouts who sold 25+ items in the 2019 Fall Product Program and have reached the 135+ package level in the 2020 Cookie Program will earn the Product Combo Achiever Patch with both the 2019-20 Product Program mascots. The Product Combo Achiever Patch will be mailed directly to the girl in May/June 2020.

Troop Credit Card Processor
Looking for a new option to capture credit card payments while at a booth site event? We have just the tool for your troop!

The Girl Scouts of Greater Chicago and Northwest Indiana has partnered with First Data to help customers purchase their favorite cookies via First Data’s cloud-based mobile payment platform called Clover. Clover can be used with or without a Clover device. Clover devices will be available for purchase at our Gathering Place Retail Shop. Clover devices are not required to process credit card payments. Download the Clover Go™ app (for Apple and Android users) to scan the credit card. Customers will love the ease of being able to pay for their cookie order with a credit card and troops will benefit by offering their customers a cashless option.

This year, GCNWI will be paying the credit card fees for troops using the Clover platform during our cookie program (January 1 – April 30)! No charge to troops!

The Clover Troop Credit Card Processor should only be used for customer cookie purchases (January 1 – April 30).

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). eBudde only calculates girls participating in our program.

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).
Wanted! Council Cookie Cupboard Manager

Do you love Girl Scout Cookies? Do you really love Girl Scout Cookies? Imagine yourself surrounded by cases and cases 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 a.m. - 5 p.m.) with possible weekend duties.
• You need to be flexible throughout the GSGCNWI council geography (may require travel and use of personal vehicle with mileage reimbursement)

Here’s what you will do:
• Manage and oversee the cookie cupboard(s), associate with volunteers and staff and maintain paperwork and update the eBudde™ electronic ordering system
• Set up troop cookie booth orders from eBudde for troop pick up
• Fill Goal Getter cookie orders for volunteers when they come in
• Keep an inventory of cupboard cookies and complete the necessary paperwork and submit cupboard cookie restock orders to appropriate team member as needed
• Return calls to volunteers and communicate regularly with Product Program team
• Contribute to the betterment of the Girl Scout movement and the cookie program!
..and so much more!

Interested? Applications open December 15! girlscoutsgcnwi.org/careers
NEW INNOVATION!

LEMON-UPS™
NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon cookies baked with inspiring messages to lift your spirits

• 100% Real Cocoa
• Real Coconut

Samoas®

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

• Made with Natural Flavors
• Real Peanut Butter
• Whole Grain Oats

Tagalongs®

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

• Made with Natural Flavors
• Real Peanut Butter
• Whole Grain Oats

DO-SI-DOS®

Crunchy oatmeal sandwich cookies with creamy peanut butter filling

• Made with Natural Flavors
• Whole Grain Oats
• 100% Real Cocoa

TREFOILS®

Delicate-tasting shortbread that is delightfully simple and satisfying

• Made with Natural Flavors
• 100% Real Cocoa

THIN MINTS®

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

• NO Artificial Flavors

GIRL SCOUT S’MORES®

Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling

• Made with Natural Flavors
• 100% Real Cocoa

TOFFEE-TASTIC®

Rich, buttery cookies with sweet, crunchy toffee bits

• NO Artificial Flavors

ALL OUR COOKIES HAVE...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil

SAVE THE DATE for the 2020 Virtual Cookie Rally

Saturday, January 11 | Broadcast will begin at 2pm

For Girl Scouts of all ages, parents/caregivers, troop leaders and service unit cookie program managers!

This cookie season, the Girl Scouts GCNWI Cookie Rally is going VIRTUAL! You are cordially invited to “join us” for a viewing party of the Virtual Cookie Rally where you’ll get:

• A fun introduction to Cookie Season 2020;
• Tips and Tricks from our top sellers on how to sell cookies;
• A breakdown of all the Cookie Program Rewards you can earn;
• A secret-special message and more!

Choose Your Way to Watch

For the first time ever, you can choose how to attend the Cookie Rally!

• Enjoy the Virtual Cookie Rally from the comfort of your home;
• Host a watch party of your own with your troop or Service Unit;
• Or Join one of our Official Watch Parties!

Official Watch Parties!

Saturday, Jan. 11, at two locations across the council!

10 a.m.-12 p.m.
Vernon Hills Gathering Place
650 N. Lakeview Pkwy
Vernon Hills, IL 60061

2-4 p.m.
Friendship Center
5100 Sunset Lane
Country Club Hills, IL 60478

Watch party registration will open this fall!
girlscoutsgcnwi.org/cookie-rally

Stay tuned for more details to be announced.
girlscoutsgcnwi.org/cookie-rally
Cookie Program At-a-Glance

**OCTOBER—DECEMBER**

- Attend SU cookie manager training; receive your materials from Little Brownie Bakers (Oct.)
- Train TCMs and encourage them to inform families and have girls set goals (Nov./Dec.)
- Seek out potential council booth sites and submit to council for upload into eBudde™ (Nov./Dec.)
- Nov. 1: SU Delivery Station Request Form due
- Dec. 1: ACH Authorization Form due from troops
- Dec. 14: SUCM receive welcome email
- Dec. 14: SUCM access eBudde™ to verify troops and enter each TCM’s contact information, and that troops have an ACH form on file
- Dec. 16: Girls/families receive welcome email

**JANUARY**

- Jan. 1-19: Initial order taking period/Digital Cookie opens to send emails
- Jan. 12: Council Booth Site Sales sign up (round one) begins at 7 p.m. CST (2 time slots)
- Jan. 15: SUCM can enter troops into eBudde™
- Jan. 19: Council Booth Site Sales sign up (round two) begins at 7 p.m. CST (2 time slots)
- Jan. 21: Online/girl delivered sales will close at 11:59 p.m. CST
- Jan. 21: Open mic day, 12 - 8 p.m.
- Jan. 22: Open mic day, 9 a.m. - 12 p.m.
- Jan. 22: Troop submits initial cookie order and initial reward order in eBudde™ (12pm CST)
- Jan. 23: SUCM reviews troop orders in eBudde™ and assists troops that missed Jan. 22 deadline
- Jan. 23: SUCM submits SU initial cookie order and initial reward order in eBudde™
- Jan. 26: Council Booth Site Sales 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. 3: eBudde™ transaction tab opens at 7 p.m.; troops may place cookie cupboard booth orders
- Feb. 7-9, 12-16: Cookie delivery
- Feb. 10: Cookie cupboards, including Gathering Place cupboards, open for additional cookie pickup
- Feb. 10: Goal Getter program begins
- Feb. 14: Cookie Booth Site Sales weekends begin
- Feb. 21-23: National Girl Scout Cookie Weekend
- Feb. 25: ACH Adjustment Form due
- Feb 28: ACH Sweep One (50% of initial order due)

**MARCH**

- March 23: All online sales will be stopped at 11:59 p.m. No more online sales.
- March 23: Cookie Program, including Goal Getter, ends; Gathering Place cookie cupboards close
- March 23: ACH adjustment and individual collection (IC) forms due; last day to enter troop cookie transfers
- March 24: TCM submit final reward orders in eBudde™; last day to opt out of rewards
- March 24: Troop submits girl final reward orders in eBudde™; last day to opt out of rewards
- March 27: Submit service unit final reward orders in eBudde™
- March 27: ACH Sweep Two (100% of remaining balance due)
- March 31: Loop Site Day One

**APRIL**

- April 2: ACH Sweep Two (100% of remaining balance due)
- April 2: Loop Day Two
- April 8: Loop Day Three
- April 10: ACH Sweep for Loop Day One and Two
- April 15: ACH Sweep for Loop Day Three

**MAY/JUNE**

- Rewards delivered to SU (Verify, sort and distribute rewards in a timely manner; keep track of any missing or damaged items.)
- June 15: SU reward reorder form due (form available online mid-May)
Be sure to take advantage of the wealth of online resources available to guide you through a fun and successful Girl Scout Cookie Program.

**Girl Scouts GCNWI** - girlscoutsgcnwi.org/cookie-resources
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 sales.

**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!
Recipe for Success

Girl Scout Cookies inspire girls. Experiences supported by the Girl Scout Cookie Program enable girls to build the courage, confidence and character they need to make the world a better place. Each package costs $5. More than 74% of the purchase price stays local to ensure that each Girl Scout, her troop and our volunteers have rewarding overall experiences.

Who Benefits from Each 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 the five skills of the Girl Scout Cookie Program (or The 5 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, e-mail, 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
Team 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.

Service Unit Cookie Manager (SUCM):
- Attend in-person council training. (First- and second-year volunteers are strongly encouraged to attend.)
- Manage and coordinate the cookie program for registered troops within the service unit.
- Actively monitor email account.
- Provide clear, concise and motivational instructions to troop volunteers.
- Be flexible and reliable.
- Organize a cookie program service team that should include an order entry system coordinator, rewards coordinator, booth site coordinator and delivery coordinator.
- Provide training, support and information to troop cookie managers (TCMs).
- Sort training materials prior to the training.
- Keep track of troops participating, and encourage those that are not able to jump in with both feet.
- Encourage goal setting at all levels (council, service unit, troop, and girl).
- Serve as the primary source of communication to TCMs by being accessible throughout the cookie program and returning phone calls/e-mail messages in a timely manner.
- Maintain and verify data in eBudde™.
- Confirm troop membership registration with service unit registrar or regional membership manager.
- Adhere to cookie program schedules and deadlines.
- Activate a plan for your service unit to meet your council goal.

SU Delivery Coordinator:
- Decide on delivery method, find and reserve a suitable location, and submit the online delivery station request form by due date.
- Recruit volunteers for delivery day.
- Coordinate troop pick up schedule.
- Supervise delivery day ensuring all troops pick up their cookies, count accurately, and sign a receipt.

SU Booth Site Coordinator:
- Contacts businesses within the service unit to arrange for council booth site sales.
- Responsible for securing booth sites (and permits, when necessary), including Walmart and Sam’s Club locations.
- Completes booth site sale location spreadsheet for council to upload to eBudde™.
- Monitors booth site sale sign-ups to ensure adherence to Booth Scheduler guidelines.
- Maintains a master service unit booth location/contact list.
- Writes thank-you letters to businesses at the close of the program.
- Trains new troops regarding booth site procedures and guidelines.
- Approves My Sales booth sites.

SU Rewards Coordinator:
- Receives all girl rewards on behalf of service unit.
- Inventories all items and reports discrepancies to council.
- Sorts rewards by troop, notifies and distributes rewards to TCMs promptly.
- Returns unclaimed rewards to council by the cutoff date.
- Submit the SU cookie reward reorder form online by June 15 for any shortages/damages. The SU cookie reward reorder form is located on the Cookie Resource page.
Troop Cookie Manager (TCM) Training

Need assistance with troop cookie training? Let the TCM training PowerPoint be your guide. This tool will help you train troops on all the new facets of the cookie program. A copy of the TCM training Power Point is located at girlscoutsgcnwi.org/cookie-resources.

Pre-Training Topics:
- Review your SU goal and discuss what you’d like girls to achieve in the coming year with SU leadership.
- Inventory the training items that were shipped to your service unit in October and report any discrepancies to the product program team immediately.
- In December, obtain a roster of the registered troops and the number of registered girls per troop from the service unit manager or registrar.
- Ensure all TCMs are registered volunteers.
- Notify the troop leaders within your service unit of the training date. This notification should also request that the following information be emailed to you:
  - Name, email address and phone number of your TCM.
  - Number of years as TCM.
  - Level(s) of the troop.
- Number of registered girls and number of participating girls.
- If your service unit opted-in to have troop materials delivered to the troop, each troop should have the materials noted below. If additional materials are needed, please stop by one of the council Gathering Places.

Troop Training Packets
Every troop should receive a cookie program packet with the following forms and information. Don’t forget that many of these resources can be found at girlscoutsgcnwi.org/cookie-resources.

For each registered girl:
- Girl order card
- Money envelope
- Family newsletter/Goal Getter newsletter
- Girl permission form
- Gift of Caring (GOC) flyer
- Goal getter form

For each troop:
- TCM guide
- Jumbo envelope
- Two receipt books
- TCM Statement of Responsibility Form

Additional forms and resources:
- Troop cookie chair position description and agreement
- Statement of responsibility form
- Girl permission and responsibility form
- Gift of Caring flier
- What Can a Cookie Booth Do?
- Select Spanish materials
- ACH debit authorization form
- ACH adjustment request form
- Returned check fee reimbursement request form
- Individual Collection (IC) form
- Troop Collection (TC) form
- eBudde™ troop manual
- Troop guide
- Family newsletter
- CP Info Sheet (delivery, capacity)
- Window ID card
- TCM training PowerPoint
- Reward reorder form (mid May)
- Loop Site Commitment Form Guidelines
- Cookie Cupboard schedule
- Goal Getter family handout
- Cookie Club instructions leaders/girls
- Bubble Sheet
Troop Cookie Manager Training

Conducting Trainings
How you conduct trainings is at your discretion. Below you will find some friendly suggestions:

• Conduct two separate trainings consecutively with experienced TCMs in one session, and rookie TCMs in another session.
• Present essential information during the first part of the training with everyone present and dismiss the experienced TCMs while the rookie TCMs continue training.
• Host a single event for all TCMs. Experienced TCMs can assist the rookies by sharing their best practices.
• Consider setting up a sample cookie booth or provide photos from prior booths so that new TCMs can see how these opportunities can contribute to their troop’s success during the cookie season.

Setup
Arrive at the facility at least 30 minutes to an hour prior to the training to ensure:

• The room is set up to handle the attendees.
• Sign-in sheets are available to record the attendees' names and troop numbers.
• TCM guide is distributed (one per troop) to be used during the training.
• Sample cookies and water are available as refreshments. (One package of Lemon-Ups per troop.)
• Projector and screen are ready with the PowerPoint presentation (optional).
• Temperature in the room is comfortable. Make any adjustments needed.
• Pens and basic office supplies are available.

During the Training
Remember, training should be fun! TCMs should follow along in their guides, reviewing each section and asking questions. Utilize the cookie program troop guide and the TCM training PowerPoint presentation on our website for facilitating a fun and informative training for your troops.

Below are suggested additions for your training to ensure your troops are set up for success. There is also a sample agenda on the next page:

• Introduce TCMs to their cookie program guides and encourage them to use it as their go-to source for answers to their questions.
• Stress the importance of timely communication.
• Provide a sign-up sheet to gain support for delivery day. You might want to recruit booth site, delivery, and reward coordinators or general volunteers for all cookie-related tasks.

Following the Training
Within 48 hours following the training, send an email to the TCMs to:

• Thank them for attending, and offer support and encouragement.
• Encourage them to place important dates and deadlines in their calendar and to keep a copy of their checklist handy.
• Encourage them to refer to their TCM guide when they have questions and that you can help if they aren't finding the answers they need.
Sample Training Agenda

- Welcome and Introductions
- Review of TCM Responsibilities
- Review Important Dates & Deadlines
- What is the Cookie Program?
  - The 5 Skills and Financial Literacy
  - The Annual Girl Scout Cookie Pin
  - Cookies and Prices
  - Steps to Getting Started
  - How Girls Sell Cookies
  - Gift of Caring
  - Rewards
  - Secrets to Success
  - What’s New in 2020
- Share the Service Unit Goal
  - Set Troop Goals
- Girl and Parent Training
- Safety
- Cookie Program Resources and Technology
- Digital Cookie
  - Sending emails
  - Girl Delivery
- Troop Use of eBudde™
  - Setting Up a Troop
  - Adding Girls
- Placing Cookie Orders
- Placing Reward Orders
- Troop-to-Troop Transfers
- Scheduling Delivery
- Preparing for Delivery
- Cookie Cupboards
  - Schedules
  - How to Place an Order
  - Returns and Exchanges
  - Goal Getter Program
- Booth Site Guidelines
  - What is a Cookie Booth?
  - Booth Scheduler
  - Appearance and Conduct
- Handling Girl and Troop Monies
- Closing the Cookie Season
- Open Floor for Questions
- Thank Attendees

This is Girl Scouts! Remember to make it fun!
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 three ways: on the order card in the first column, online donations through our website, and online donations through Digital Cookie™.

Online donations 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. 27, 2020; 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.

Girl donations made through the Digital Cookie™ program 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

<table>
<thead>
<tr>
<th>Daisies</th>
<th>Brownies</th>
<th>Juniors</th>
<th>Cadettes</th>
<th>Seniors</th>
<th>Ambassadors</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Cookie Business Curriculum" /></td>
<td><img src="image2.png" alt="Cookie Business Curriculum" /></td>
<td><img src="image3.png" alt="Cookie Business Curriculum" /></td>
<td><img src="image4.png" alt="Cookie Business Curriculum" /></td>
<td><img src="image5.png" alt="Cookie Business Curriculum" /></td>
<td><img src="image6.png" alt="Cookie Business Curriculum" /></td>
</tr>
<tr>
<td><img src="image7.png" alt="Business Owner" /></td>
<td><img src="image8.png" alt="Business Manager" /></td>
<td><img src="image9.png" alt="Cookie CEO" /></td>
<td><img src="image10.png" alt="Budgeting" /></td>
<td><img src="image11.png" alt="Financing My Future" /></td>
<td><img src="image12.png" alt="On My Own" /></td>
</tr>
<tr>
<td><img src="image13.png" alt="Cookie Customer" /></td>
<td><img src="image14.png" alt="Product Designer" /></td>
<td><img src="image15.png" alt="Customer Insights" /></td>
<td><img src="image16.png" alt="Comparison Shopping" /></td>
<td><img src="image17.png" alt="Buying Power" /></td>
<td><img src="image18.png" alt="Good Credit" /></td>
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<tr>
<td><img src="image19.png" alt="Cookie Manager" /></td>
<td><img src="image20.png" alt="Inventor Badge" /></td>
<td><img src="image21.png" alt="Think Big" /></td>
<td><img src="image22.png" alt="Business Plan" /></td>
<td><img src="image23.png" alt="My Portfolio" /></td>
<td><img src="image24.png" alt="Social Innovator Badge" /></td>
</tr>
<tr>
<td><img src="image25.png" alt="Marketing" /></td>
<td><img src="image26.png" alt="Entrepreneur Badge" /></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
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 24; once final rewards are submitted, the proceed plan cannot be changed.

Service Unit Incentive
• Service units that reach 100% of their 2020 cookie goal will receive $0.07 per case for every case sold.
• Service units that reach 100% of their 2019 fall product and 100% of their 2020 cookie goal will earn $0.12 per case.
• If the service unit achieves 100% of their 2019 fall product goal and 105% of their 2020 cookie goal, the service unit incentive amount is increased to $0.25 per case sold.
**Girl Rewards**

All troops will be automatically opted into rewards; if your Junior, Cadette, Senior, or Ambassador 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.

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 <em>(Full Details on Cookie Order Card)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>750+</td>
<td>Cookie Shake Blanket Sack</td>
</tr>
<tr>
<td>1,000+</td>
<td>Spa Experience OR Pandora Bracelet &amp; Butterfly Charm OR $50 Cookie Dough</td>
</tr>
<tr>
<td>1,500+</td>
<td>Breakfast and Adventure at Brookfield Zoo for Girl Scout and Chaperone</td>
</tr>
<tr>
<td>2,020+</td>
<td>2 Season passes to Great America OR New iPod touch OR Drone with HD Camera OR Pocket Projector OR $250 Cookie Dough</td>
</tr>
<tr>
<td>3,000+</td>
<td>Nintendo Switch OR Play Station 4 OR X Box OR $350 Cookie Dough</td>
</tr>
<tr>
<td>4,000+</td>
<td>Apple MacBook Air OR Apple iPhone X (unlocked) OR Apple iPad Pro OR $500 Cookie Dough</td>
</tr>
<tr>
<td>5,000+</td>
<td>4-night round trip for 2 to Disney World OR 4-night round trip for 2 to Universal Studio Orlando</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 125+ packages of cookies by the close of the initial order period. Girls who sell 125+ packages during their initial order will receive a “2020 Patch & Wow Charm” and girls who sell 150+ packages in their initial order will also receive a “Butterfly Journal”.

Initial order totals reported per girl must not be changed after Jan. 22, 2020. For example, if a girl reports selling 125 packages of cookies during the initial order, she must have sold a minimum of 125 packages by the end of the cookie program.

**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 “Butterfly Dangler.” Girls who sell 50+ packages for GOC will also receive the “Phone Stand”. Items are cumulative.
Girl Rewards

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
It’s back! Girls can earn the combo patch with the 2019-20 Product Program mascots. How you ask? In order to qualify for the Product Combo Achiever Patch:

- Girls must have sold 25+ product items in the 2019 Fall Product Program AND
- Girls must reach 135+ package level at the end of the 2020 Cookie Program

Digital Cookie Rewards
Girls who send 30+ emails online through the Digital Cookie platform will receive the “Cookie Techie” patch. Plus, each girl who sells 40+ packages online will receive the “Tooth Brush Cover”, plus 80+ packages online will receive a “Magic Washcloth”, plus for selling 120+ packages online will and earn a “Spa Headband”. (Items are cumulative!)

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., Pandora Bracelet, Great America Passes, Nintendo Switch and other higher level rewards.

Troop Rewards
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 T-shirt”, size required. 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).

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. Make arrangements with your
Girl Rewards

troops to pick up their reward order. Any rewards not picked up 30 days after the due date designated by the SUCM/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 Adventure at the Brookfield Zoo.

• In the REPORTS tab of eBudde™, print out a list of the troop initial and final reward items.
• Inventory all items received prior to separating and distributing to the troops. Track any overages, shortages or damages.
• Establish a deadline for troops to pick up.
• Notify troops when items are ready for pickup.
• Submit the SU cookie reward reorder form online by June 15 for any shortages/damages. The SU cookie reward reorder form is located on the Cookie Resource page.
Share these awesome tips from real Girl Scouts.

**Door-to-door sales**
Encourage girls to canvas their communities with buddies and adults, 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**
With Digital Cookie, 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.

**Social networking**
Online social networking sites are a great place for teens (13 and older with parent permission) to ask for cookie orders. Be sure girls follow the GSUSA safety guidelines for online marketing.

**Telephone sales**
It’s fast and easy to sell Girl Scout cookies by phone.
- Girls can review order cards from previous years and contact these customers again.
- Once cookies have been delivered, girls may want to call customers, thank them for their orders, and ask if they need additional cookies.
- Try a text-a-thon! Girls may want to text their friends and family to let them know it’s cookie time and ask for orders.

**Workplace sales**
Girls can contact business owners or managers to request permission to sell Girl Scout cookies at a workplace.

The business may allow a girl to leave an order card in a visible spot. Leave a note about your troop’s goal and plans for the cookie proceeds. Establish a date and a time you will be picking up the order card and when you will be delivering the cookie orders. Remember not to leave your last name or phone number on your order card/note. An adult at work may oversee the cookie order card, but it’s the girl’s responsibility to collect all money due, fill all customer orders, write thank you notes and deliver all orders in a timely manner.

**Booth Sales help girls reach more customers**
Booth sales are a great way to increase your troop's success. Remember, you must have the appropriate permission from the business management and your council before the booth sale. Possible high-traffic locations include:
- Grocery stores
- Sporting events
- Parks
- Banks
- Universities

Safety First
Digital Cookie Finger-Tip Facts

Digital Cookie is program developed by GSUSA in conjunction with Little Brownie Baker which allows girls to take electronic orders for cookies. Customers can order and pay for cookies online and have the option for the cookies to be directly shipped to them (shipping charges apply), have the Girl Scout deliver the cookies or donate cookies with no additional handling fees.

Important Facts
Minimum order of 4 packages of cookies for shipped orders.

Digital Cookie Orders count towards girl rewards and troop proceeds.

Special Digital Cookie Rewards can be earned (Rewards are cumulative):
- 30+ emails sent - “Cookie Techie” patch
- 40+ packages - “Tooth Brush Cover”
- 80+ packages - “Magic Washcloth”
- 120+ packages - “Spa Headband”

Participation in Digital Cookie is a Girl/Family decision.

How do Girls/Parents Get Started?
- Registered Girls/Girl Household will receive an email from the Girl Scout Cookie Program with the subject “Register for the Digital Cookie Platform”.
- Follow the prompts to create a password.
- Watch the “Safe Selling for Smart Cookie” video with your Girl Scout, read and accept the Girl Scout Pledge. Upon completion, you will receive an email to set up the Girl Scout’s Digital Cookie Store.

Refer parents to the Digital Cookie Parent Instructions resource available on our GCNWI website –
girlscoutsgcnwi.org/cookie-resources

How do Troop Leaders Get Started?
Watch for your email from the Girl Scout Cookie Program with the subject “Register for the Digital Cookie Platform”

- Troop Cookie Managers/Leaders will receive this email (December 14) before parents receive theirs in order to familiarize themselves with the site before parents gain access.
- If you are the parent of a Girl Scout AND a Troop Leader/Cookie Manager of one or more troops, you will not gain access to your daughter’s site until parent access opens December 16, and you will receive the parent registration email. You will NOT have to re-register when you receive that email.
- Once registered, if you have multiple roles (parent, Troop Cookie Manager/Leader), at your next login you will see a screen where you can select the role for which you want to login.
- If you select a troop role, you will be taken to the Troop Dashboard.
- No need to log out when switching roles, simply use the menu at the top of the screen.

A recorded webinar and additional tip sheets will be available on the GCNWI website –
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.

SUCMs gain access to eBudde™ on Dec. 14, 2019, so that they may verify and enter each TCM’s contact information. After Jan. 15, new troops can be entered into eBudde™ by the SUCM; once new TCMs are entered they will receive an email notification containing their log-in and temporary password information.

GETTING STARTED

Go to ebudde.littlebrownie.com
When accessing eBudde™ for the first time this season:
1. You will receive a welcome email with a LOGIN link on December 14th.
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.
6. Read and acknowledge the Volunteer Responsibility Form.

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

eBudde™ Set Up for Troop Access
SUCMs are responsible for adding new TCMs into eBudde™. All troops must turn in (paper form) or submit (online form) a signed TCM position description & statement of responsibility and agreement form, and are strongly encouraged to verify access and set up troop information in eBudde™ prior to inputting girl orders. Encourage TCMs to enter girls prior to their initial orders but not before Jan. 15.

Review and Submit Initial Orders
eBudde™ is structured so that all information rolls up. Troops need to actively submit their initial order and initial reward order, which indicates that the troop is done editing and confirms that all information in eBudde™ is complete and accurate by January 22. SUCMs will then review troop orders and submit the SU initial order and initial reward order by January 23.

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. The council will update banking information.
4. Click UPDATE to accept all changes.
Troops Tab
1. Troops and girls will be automatically imported to eBudde™. DO NOT manually enter troops or girls until AFTER Jan. 16.
2. After Jan. 16, click on ADD A TROOP.
3. Enter: Troop number, troop goal, troop level, troop leader’s email, TCM’s email, and select Active and Receives Email check boxes.

Girls Tab
1. Girls will be automatically imported to eBudde™. DO NOT manually enter troops or girls until AFTER Jan. 15.
2. After Jan. 15, enter girls’s names and grade. Click the check box for registered girls, enter T-shirt size and sales goal in packages.
3. Click UPDATE to accept all changes

INITIAL ORDER
Initial Order Tab
1. Review troop product orders.
2. Look for errors; Especially unusually large GOC or booth cookie orders.
3. If all the troop’s orders appear to be correct and have been submitted, click SUBMIT ORDER.

Delivery
1. Service unit delivery station information must be entered in eBudde™ by the council before initial troop orders are submitted.
2. Contact the council if the delivery information in eBudde™ is incorrect or is not listed.
3. Every troop must select the correct delivery site, or the SUCM can select the site for them.
4. Click SUBMIT INFORMATION.

Transactions
• No data entry allowed on this tab – for information purposes only.

Deposits
• Troop payments will be automatically posted to eBudde™ by the council. This may take 3-5 days.
• SUCMs cannot enter troop banking or deposit data.

Rewards
Each service unit will receive one shipment from the bakery for both initial and final rewards. All allocations and troop transfers must also be completed prior to submitting final reward orders. No changes can be made after the final reward orders have been submitted.

SU Initial Reward Order
• eBudde™ will prequalify girls that earned initial rewards.
• Each troop must submit initial rewards, even if none were earned.
• Click the REWARDS tab, click INITIAL and SUBMIT the SU initial reward order.
eBudde™ Fingertip Facts

SU Final Rewards Order
- Check your dashboard to ensure each troop has submitted their final reward order.
- Click the REWARDS tab.
- Review or update SU shipping address.
- Click the FINAL button
- Click SUBMIT to place your SU final reward order.

Booth Sites
- This tab is used for approving My Sales booth site requests.
- Click on the approval drop down box to approve or deny pending requests. The service unit dashboard will alert you if you have pending My Sales site requests.

Reports
- Reports help you validate information from the initial product and reward orders, troop pickup sheets, and final financial accounting.
- Report descriptions can be found by hovering your cursor over the report name.
Offer a Girl Scouts Gift of Caring option
During site, 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. Cost of these cookies would be a cost of doing business to the troop.

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. (Chocolate Bundle, Non-Chocolate Bundle, Top Seller Bundle, etc.)

Give away recipes
Encourage customers to try something new by offering a recipe card with every purchase of multiple boxes.
Booth Sites

How It Works
Cookie booth sites 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 sites 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 sites as they prepare for their Girl Scout year.

Girls, parents and other volunteers are reminded that participation in a booth sites 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. We should always respect authority, respect ourselves and others and leave the booth site better than we found it.

Guidelines for SUM, SUCM, and SU Booth Coordinators
• The council secures charitable door-to-door solicitation permits (where necessary); however, the council does not secure permits required for booth sites (where necessary). These are permits the SUCM/booth sites coordinator will need to acquire.
• High-rise buildings in downtown Chicago are reserved exclusively for Loop Site 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, 2020.
• In addition to the businesses that are within your service unit boundaries, all service unit booths listed as a Council site will be secured by the SUCM. Recruit volunteers to help secure booths.
• Walmart and Sam’s Club locations will be secured by the SUCM. As approvals are received, they will be added to eBudde™.
• Keep users of the Cookie Finder™ in mind. They’re looking forward to purchasing cookies and troops should be there for their assigned shifts.
  • Troops should remain at booth sites for the duration of their scheduled shift with an adequate number of cookies for customers.
  • Troops that cannot fulfill their commitment to a scheduled shift must release their troop from that time slot in eBudde™ so that the shift may be available to other troops. If possible, 24-hour notice is appreciated.

Important Booth Dates

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Booth Site Sale Sign Up (Troops may sign up for two additional time slots)</td>
<td>Jan. 12 at 7 p.m.</td>
</tr>
<tr>
<td>Council Booth Site Sale Sign Up Round Two (Troops may sign up for two additional time slots)</td>
<td>Jan. 19 at 7 p.m.</td>
</tr>
<tr>
<td>Council Booth Site Sale Sign Up Round Three (Troops may sign up for unlimited time slots)</td>
<td>Jan. 26 at 7 p.m.</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. 14-16</td>
</tr>
<tr>
<td>Booth Site Weekend 2</td>
<td>Feb. 21-23</td>
</tr>
<tr>
<td>Booth Site Weekend 3</td>
<td>Feb. 28-Mar. 1</td>
</tr>
<tr>
<td>Booth Site Weekend 4</td>
<td>March 6-8</td>
</tr>
<tr>
<td>Booth Site Weekend 5</td>
<td>March 13-15</td>
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<tr>
<td>Booth Site Weekend 6</td>
<td>March 20-22</td>
</tr>
<tr>
<td>Loop Site Day 1</td>
<td>March 31</td>
</tr>
<tr>
<td>Loop Site Day 2</td>
<td>April 2</td>
</tr>
<tr>
<td>Loop Site Day 3</td>
<td>April 8</td>
</tr>
</tbody>
</table>
SUM, SUCM, and SU Booth Coordinator Checklist

- Familiarize yourself with the booth site sale and safety requirements for troops outlined in the TCM guide and Safety Activity Checkpoints.
- At your TCM training, explain the eBudde™ Booth Scheduler sign-up procedures and booth guidelines as outlined in the booth sites section.
- Contact businesses and organizations within your service unit to obtain permission to schedule a booth sites. Contact us at productprogram@girlscoutsgcnwi.org if you need a letter to send to businesses to request permission. Recruit volunteers to help secure booth sites locations.
- Submit booth locations using the booth scheduler spreadsheet that will be sent to you for council for upload into eBudde™ at least one week prior to the first booth sign-up date.
- Keep a spreadsheet of all contacts made and include the business name, address, phone number, contact person, restrictions, certificate of insurance requirements and notes.
- Service units may want to provide a list of stores or locations in the service unit to troops before the Council Booth Site Sign Up. However, troops can sign up for booths anywhere in our council.
- Scheduler opens to facilitate troops’ pre-planning of what they will look for when round one is open.
- You can access the correct list of booth sites prior to booth site sign up to help facilitate troop pre-planning.
- Continue to submit new locations/shifts to the product program team as they are secured until Feb. 1, 2020.
- At the conclusion of booth site sale efforts, write thank-you letters to all host businesses. Girls can do this too!

Booth Site Instructions for Troops

Council Sites
Large council booth sites are merchant locations where multiple selling opportunities are available for troops. Large council sites are secured by the SUCM with the assistance of other service unit volunteers.

Generally, booth sites are positioned in high-traffic locations such as local food chain, and department stores. Troop managers and leaders may not contact large council sites.

All malls in and around Greater Chicago and Northwest Indiana will be secured by council. Please do not approach them. As approvals are received, they will be added to eBudde™.

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 sales 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 the 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
My Sales 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, 2020. SUCM will not receive a notification when sites are waiting for approval. Please check often.

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 SITES 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/SU booth coordinator 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 2020
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. Loop Site boundaries: Morgan Street on the west, Lake Michigan on the east, Pearson Street on the north and Cermak on the south. Troops should not be setting up their own booth sites within those boundaries.

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 Sale, your troop will be assigned to that site as long as it is not already a participating Loop building.

The Loop Site Guidelines for Loop Site Sales will be available in December at girlscoutsgcnwi.org/cookie-resources. The online Loop Site Commitment form will be accepted starting at 12 a.m. on Jan. 2, 2020, and will close at 11:59 p.m. on Jan. 4, 2020. The first 15 commitment forms received for each of the three Loop Site days will be guaranteed a building. All other form submissions after the first 15 will be placed on a waiting list and troops will be assigned a building as additional buildings commit to participate.

Loop Site Days 2020

Please Note ACH Sweep for troops that participate in Loop Site Days will be as follows:
• March 31 Loop Site Day will be swept April 10.
• April 2 Loop Site Day will be swept April 10.
• April 8 Loop Site Day will be swept April 15.
Please use this script as a guide. Change as appropriate to fit your personality and the facility you are calling.

1. My name is _______ and I am calling on behalf of the Girl Scouts of Greater Chicago and Northwest Indiana's annual cookie program. In addition to our order taking, we would like to give the girls the opportunity to have a cookie booth to help them reach their troop's goal. Last year we had permission to (if you did have permission) sell cookies at your facility, and would like to secure permission to sell again this year.
   a.  □ YES □ NO (If NO, please politely ask the manager why and report it to productprogram@girlscoutsgcnwi.org.)

2. The dates we have selected for the booth sales are the weekends of:
   □ Feb. 14, 15, 16  □ Feb. 21, 22, 23  □ Feb. 28-March 1
   □ March 6, 7, 8  □ March 13, 14, 15  □ March 20, 21, 22

   We would like to schedule the booths in the following time slots:
   Friday: □ 4 – 8 p.m.  Saturday/Sunday: □ 9 a.m.– 1 p.m.  □ 1 -4 p.m.  □ – 7 p.m.

3. Would these days and times be good for you? If these days and time slots do not work for you, is there an alternative? Alternate days/time slots approved: ________________________________

   Will this be an inside or outside location?  □ INSIDE  □ OUTSIDE
   If outside, may the girls come inside to warm up if needed?  □ YES  □ NO
   May the girls use your rest room facilities?  □ YES  □ NO

4. Please describe where the booth would be located within the business (i.e. in the lobby, outside the east doors, near the check-out lanes, etc.): ________________________________

5. May the girls display a poster a week prior to the sale? If yes, where may they display it?
   □ YES  □ NO  If yes, where: ________________________________

6. May the girls display a poster during the sale? Where may they display it?
   □ YES  □ NO  If yes, where: ________________________________

7. Who should the troop contact when they arrive at your business?
   Name: ___________________________  Title: ___________________________
   Email Address: _______________________  Phone: _______________________

8. Please list requests/restrictions that should be considered in the space below (i.e. location of table):
   ______________________________________________________________
   ______________________________________________________________
   ______________________________________________________________
Guidelines
Troops will be able to pick up cases of 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 in eBudde™.

General Information
• The TRANSACTIONS tab, where you can place pending cupboard orders, will be available at 7 p.m. on Feb. 3.
• Troops may pickup 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™ with a 24-hour advance notice and cupboard managers will use eBudde™ to process pending orders into completed orders at the time of troop pickup. Orders will remain pending in eBudde until they are picked up.
• Goal Getter orders should never be entered into eBuddeTM.
• 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 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 February 28 ACH sweep is not successful.

Ebudde access will be reinstated after the ACH information is submitted and/or a payment equal to the Feb. 28 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.
Goal Getter Program

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.

Cookie Delivery

Cookie delivery will take place Feb. 7-9 and Feb. 12-16. The product program team will contact you to confirm your delivery location, date and time. If you have a service unit delivery coordinator, they will manage this process. Do not begin scheduling troops until your delivery time is confirmed by the delivery agent. This will be at least seven days before delivery.

Initial Order Distribution

Before any troops receive cookies, you should plan to get organized ahead of time.

- Secure a location large enough to handle the anticipated flow of traffic. Last year’s location may be ideal, however you may need to update the plan over time.
- Submit an electronic delivery station request form by Dec. 1.
- Recruit volunteers or troops to help with delivery. This is hard work, so schedule three to five volunteers for every 1,000 cases to be processed.
- Be on time for your service unit delivery.
- Allow for one hour between delivery and the first troop pickups so that you have the time to count your service unit total cases, organize your volunteers and break down pallets for easy moving.
- When product is delivered, count and recount the number of cases by variety.
  - Quantities must be verified and signed for before the delivery truck driver departs from your location. If there is a shortage, the delivery agent may have extras on the truck. Document variances and have the delivery truck driver acknowledge it.
  - Once the order is signed for and the truck leaves, corrections cannot be made, so make sure discrepancies are noted. Take as long as needed to ensure accuracy.
- If the discrepancy cannot be corrected at the time of delivery, it’s important to document your discrepancy on the delivery receipt. In most cases the delivery agent will be responsible for fixing the problem. If not resolved within 24 hours, please contact the product program staff.
- During delivery, you may find damaged cases. Notify the delivery agent immediately so that you may exchange those cases. Do not accept or open damaged cases.
- Do not distribute to troops until the entire order is unloaded and counted.
Cookie Delivery

• Utilize eBudde™ to create an initial order pick-up schedule. Troops can choose a pick-up time from your range of times, or you may assign times based on order size (consider staggering large orders).
• Prepare quick pick sheets (bubble sheets) and/or receipts for each troop prior to delivery. These forms are available for download at girlscoutsgcnwi.org/cookie-resources or at any Gathering Place.
• During the actual distribution process, there are several key reminders that can prevent a major problem:
  • Carry a fully charged cell phone with you for volunteers to contact you. Be sure to have their cell phone numbers with you and they have yours. Last-minute changes to the schedule can be facilitated if you have ready communication to your troops.
  • Remind troops of the importance of timeliness. At your discretion, late troops will be accommodated when possible or at the end of day.
  • When troops pick up their orders, the number of cases by variety must be counted again and verified. Signatures must be obtained for all troop pickups! Make sure that each troop’s representative understands the importance of counting and verifying their quantities. Once cookies are counted and signed for, the signer is responsible for accuracy. Discrepancies cannot be corrected.
  • Do not store product in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place. Remember, you are responsible for this product until it is officially transferred to a troop.

Instructions to TCMs
• Bring a printout of the troop order to verify case counts.
• Bring enough vehicles to accommodate the entire order in one trip.
• Please be on time.
• Check in with the delivery station manager/coordinator.
• Check the product count as it is being loaded into your 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. Once signed, discrepancies cannot be corrected.
  • Damaged product will be replaced; troop orders will not be modified.
  • Prepare all girl product orders before families arrive for pickup.

Service Unit Delivery Station Method
Service unit delivery stations are staffed and coordinated by the SUCM.

Before delivery day:
• Once confirmation is received from the delivery agent or product program manager, schedule troop pickup times.
• Prepare picking ticket forms - fill in the troop information, including the grand total number of cases.
• Remember - Gift of Caring packages are not included in your product pickup.

On delivery day:
• Coordinate volunteers to help sort troop orders.
• Check in troops as they arrive.
• Verify orders with the TCM.
• Have the TCM sign the receipt; give a copy, keep a copy.
• Bring pens/markers, a fully charged cell phone and the TCM roster with names and phone numbers.
• Once the troop order has been signed for, no corrections will be made.
• Clean up the area and arrange for pallets to be picked up if applicable.
Cookie Delivery

Drive-Through Method
For a service unit to qualify for a drive-through method, a minimum of three service units must use the same location. Less than three service units may have a drive-through delivery if their service unit order fills a trailer at one location (2,500 case minimum).

SUCMs will receive location and delivery time frame confirmation from the council. Each service unit will receive a specific time frame for troop pickup.

Before delivery day:
- Log in to eBudde™.
- Print the troop sales summary report found on the REPORTS tab.
- Use the summary report to prepare a picking ticket for each troop.
- Assign troops delivery times or have troops sign-up in eBudde™.
- Recruit volunteers (minimum of 10 over the age of 13) to help during the service unit delivery time frame.

On delivery day:
- Check in troops as they arrive.
- Tape the picking ticket to the vehicle window so that the volunteers at the trailer can see it easily. Service unit volunteers load the correct number of cases into the vehicles according to the picking ticket.
- Make sure that an accurate count is made before signing the delivery receipt.
- A receipt must be signed by the SUCM and the TCM before the troop leaves the delivery site. Once the order is signed for, corrections cannot be made. Make sure all discrepancies are noted. Ask troops to have their vehicles pull over and take as long as needed to ensure accuracy.
- Clean up the area for the next service unit delivery. Remove all trash and recycling.
- Report delivery discrepancies to your product program manager no later than two business days after delivery; discrepancies reported after two business days will not be honored.

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.

<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>Cargo 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

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) includes DOC orders processed before initial order placement

Troop Proceeds = -$90
DOC payments dated before 1/25/20 = -$20
Council Proceeds (total amount owed) = $390
ACH Sweep One = $195 (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
DOC payments will be labeled DOC SHIP or DOC DLVR—these payments are deducted from the amount the troop owes council.

Total Pkgs Received: The total line accounts for the number of packages your troop is responsible for and updates throughout the cookie season.

Total DOC Pkgs Received: The total line accounts for the number of packages your troop received through Digital Online Cookie orders.

Total DOC Charity Pkgs Received: The total line accounts for the number of Gift of Caring packages your troop received through Digital Online Cookie orders.

Total DOC Delivered Pkgs Received: The total line accounts for the number of packages your troop received through Digital Online Cookie orders that were earmarked as Girl Delivered.

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 into the TCM prior to participating in the cookie program.
- Girls may accept cash and/or checks made payable to “Girl Scout Troop xxxxx-GCNWI” 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 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](http://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 equal to the Feb. 28 sweep 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](http://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 the initial order has been paid for, the Council will not accept an IC form for that girl’s open cookie balance.
How to Handle Money

- 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 23.
- 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, 2020. No payment plan will be offered.

Safety First