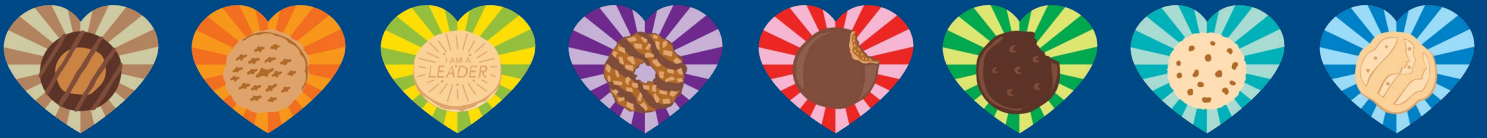




girl scouts
of greater chicago
and northwest
indiana

Girl Scout Cookie Program 2025



Troop Cookie Manager
You'll show them the way.
They'll have the confidence to succeed.



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Cookie Season Terminology

Girl Scouts has a unique language, and the cookie program is no exception. Here is a summary of the more common terms we use on a daily basis that can be confusing until you know what we mean.

ACH DEBIT—an eBanking transfer from one bank account to another. ACH stands for Automated Clearing House which is the federal system of sending funds electronically. Girl Scouts GCNWI gives instructions to our bank to ACH Debit the troop accounts and deposit funds into the council's bank account.

Allocations—a process that takes packages that have been signed out to a troop and gives credit for their sale to individual Girl Scouts. The total of cookie packages and Gift of Caring sales determines each Girl Scout's final sales quantity and her reward level.

Booth Site—the process where Girl Scouts sell cookies to customers in a face-to-face transaction at an approved council booth site. Troops will host booths based upon the motivation levels of their Girl Scouts and in direct relationship to their goals. The average troop hosts four booths, but many large troops will have dozens of booths every weekend and even each day of the cookie program.

Booth Chair—a service unit volunteer who manages the relationship of host businesses and who also grant written permission for troops to booth on their private property.

Booth Scheduler—a function that allows troops to sign up for available booth sites and times.

Cookie Dough—a voucher that may be used towards membership dues, program fees, camp registration, shop merchandise (including cookie badges, patches, pins and other awards) and Girl Scout travel opportunities.

Cookie Entrepreneur Officer (CEO)—a Girl Scout in business for herself, learning transferable life skills, while building self-confidence and having fun with her other troop members.

Cookie Cupboard—locations throughout the council where cookies are warehoused and troops are able to pick up product during designated days and hours.

Cupboard Manager—a volunteer or Girl Scouts GCNWI staff person who manages the local cookie warehouse.

Delivery Site—a special location within each service unit where initial orders are sorted and distributed to troops.

Digital Cookie—an online sales platform that can be used by Girl Scouts of all ages. Girl Scouts send emails to family and friends to invite them to visit their personalized site and purchase cookies with a credit card for girl-delivered. Customers also can donate cookies to Gift of Caring.

eBudde™—internet-based product sales software used by troops to track sales, inventory, booth sites, booth scheduling, rewards, and payments. Every facet of the cookie program is managed within eBudde™.

Gift of Caring – council-wide troop service program where other partnering non-profits receive cookie donations toward their mission.

Girl-Delivered – orders placed and paid for by customers online through Digital Cookie for delivery in person by the Girl Scout.

Girl-Delivered after Initial Order – girl-delivered orders that come after the Initial Order (IO) and are filled with extra cookies from the troop and credited to the Girl Scouts by the troop cookie manager (TCM)

Girl Order Card – customized form that is used to record customer orders. It contains information about the cookies for the customer and details of the reward plan for Girl Scouts.

Phase One – Initial Order Period – the first phase of the cookie program which typically runs from December 13 through the middle of January.

Little Brownie Bakers (LBB) – the council cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout Cookies in the USA. The other baker is ABC Bakers.

Opt out – Junior level and above troops can elect to waive the rewards they would otherwise earn, and instead receive an additional \$.10 per package sold in proceeds. Opt out troops still receive patches and charms only.

Parent/Guardian Permission and Responsibility Agreement – form that parents or guardians sign to grant permission for their Girl Scout to participate in the cookie program and accept financial responsibility for all cookies their Girl Scout takes possession of based on signed receipts.

Phase Two – the second phase of the cookie program which typically runs from the middle of January through the end of March and includes booth sites, loop sites, the Goal Getter program and rewards.

Product Program Team (PPT) – Girl Scouts GCNWI staff members who have primary responsibility for working with volunteers in the council to deliver the cookie program.

Reward – a comprehensive term that includes all items received by a Girl Scout, a troop, or a service unit such as recognitions, troop proceeds, and program credit.

Service Unit (SU) – a geographic area set by Girl Scouts GCNWI to create manageable groups of troops. Boundaries can be set by town lines, school districts, roadways, or other demarcation.

Service Unit Cookie Manager (SUCM) – a volunteer who coordinates the cookie program for the service unit. Chosen by the service unit manager, and appointed by Girl Scouts GCNWI, this position trains and supports the troop cookie manager.

Troop Cookie Manager (TCM) – a volunteer who coordinates the cookie program at the troop level. Chosen by the troop leader, and appointed by Girl Scouts GCNWI, this position trains and supports Girl Scouts and parents through the cookie program.

Troop Proceeds – monies earned by a troop on their total cookie sales, including opt out proceeds.

Troop-to-Troop Transfer – the flexibility to move cookies (and their financial responsibility) from one troop with an excess supply of cookies to another troop with a demand for those cookies. This can be very helpful at the end of the program when a troop would otherwise be left with excess inventory and few prospects to sell them to.

Cookie Program At-a-Glance

The Girl Scout Cookie Program consists of two phases. Phase one (initial order period) encompasses the paper card and digital cookie orders, which are delivered to your troop or service unit delivery site. Phase two of the cookie program includes booth sites and the Goal Getter program, which allows Girl Scouts to continue selling cookies to reach their goals! Girl Scouts can continue taking girl-delivered orders through Digital Cookie and their paper order card but must contact their troop leader to fulfill the order.

NOVEMBER

- Hold a troop meeting and explain the cookie program to Girl Scouts and their families. During the meeting, encourage Girl Scouts to set challenging yet attainable goals for the cookie season.
- **November 21:** Troop Cookie Manager Training (virtual), 6:30 PM CST.

DECEMBER

- Loop Site Guidelines available on the cookie resource page (**December**).
- **December 1:** ACH Form due *If you completed an ACH form for the 2024 Fall Product Program or the 2024 Cookie Program, you do not have to submit a new form.
- **December:** A Digital Cookie training video will be emailed out to parents and leaders to watch.
- **December 7:** Troop leader receives welcome email from Girl Scout Cookies and gains access to eBudde™ to view girl information.
- **December 7:** Be aware that girl households will receive an email from the Girl Scout Cookie Program/Girl Scouts USA with the subject, "Register for the Digital Cookie Platform."
- **December 13:** The Girl Scout Cookie Program begins.

*Register for all training
webinars by scanning
this QR code.*



JANUARY

- **December 13–January 13:** Initial order taking period.
- **January 2-4:** Loop Site Commitment form online submission period.
- **January 4:** Attend the Cookie Rally! (Details at girlscoutsgcnwi.org/cookie-rally).
- **January 5:** Council Booth Site Sales sign up begins at 7:00 PM CST (troops can register for up to two time slots only).
- **January 7:** eBudde Overview for Troops Training, 6:30 PM CST.
- **January 12:** Council Booth Site Sales sign up (round two) begins at 7:00 PM CST (troops can register for an additional two time slots only).
- **January 13:** New! Families can enter their Girl Scout's in-person order (order card orders) into the Digital Cookie site by January 13 at 11:59 PM CST.
- The troop leader can enter in-person orders into eBudde™ if the parent or guardian has not entered the order into the Digital Cookie site through January 13 at 11:59 PM CST.
- **January 14-15:** Open mic nights, 6:00 PM – 8:00 PM CST. Have questions about entering troop cookie orders? Need assistance with eBudde? First time troop cookie manager? Have a general question about the cookie

— January 15 continue

Cookie Program At-a-Glance— *continued*

program? Members of the product program team will be available to answer questions in this open forum.

- **January 15:** Digital Cookie girl-delivered sales for the Initial Order (IO) period ends at 11:59 PM CST.
- **January 15:** Submit troop initial cookie order and initial reward order due in eBudde™ (11:59 PM CST).
- **January 19:** Council Booth Site Sales sign up (round three) begins at 7:00 PM CST (troops can register for unlimited time slots).
- **January 20:** eBudde™ transaction tab opens at 7:00 PM CST; troops may place cookie cupboard orders.
- **January 23–Feb. 2:** Cookie delivery. (Check with your SUCM for your pick up time and location.)
- **January 26:** Troop Booths (My Sales) site sign up begins.
- **January 27:** Cookie cupboards, including gathering place cupboards, open for additional cookie pick up. Goal Getter program begins.
- **January 31:** Cookie Booth Sales weekends begin.

FEBRUARY

- **February 12:** ACH Adjustment Form due.
- **February 14:** ACH Sweep One (50% of initial order due).
- **February 21–23:** National Girl Scout Cookie Weekend.

MARCH

- **March 9:** All online sales will be stopped at 11:59 PM CST. No more online sales.
- **March 10:** Cookie program, including Goal Getter, ends; gathering place cookie cupboards close.
- **March 12:** ACH adjustment and individual collection (IC) forms due; last day to enter troop cookie transfers.
- **March 12:** Submit troop/girl final reward orders in eBudde™; last day to opt out of rewards.
- **March 14:** ACH Sweep Two (100 percent of remaining balance due).
- **March 25:** Loop Site day one.
- **March 27:** Loop Site day two.

APRIL

- **April 2:** Loop Site day three.
- **April 4:** ACH for Loop Site day one and Loop Site day two.
- **April 11:** ACH for Loop Site day three.

MAY/JUNE

Your SUCM will notify you when rewards are ready for pick up. Please count the rewards you receive and distribute to Girl Scouts in a timely manner. Report any damaged or missing rewards to your SUCM within 2 weeks of delivery.

Watch eBudde training videos by scanning this QR code.



How the Cookie Crumbles

Experiences supported by the Girl Scout Cookie Program enable Girl Scouts to build the courage, confidence and character they need to make the world a better place. Each package costs \$6. More than 75% of the purchase price stays local to ensure that each Girl Scout, her troop and our volunteers have overall rewarding experiences.

Who Benefits from Each Cookie Purchase?

51% Girls ages 5 – 17

- Access to a nationally consistent leadership development curriculum.
- Local resources, programs and events developed by professional staff.
- 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 5 Skills** of the Girl Scout Cookie Program.
- Maintenance and upkeep of residential camps, day camps, and properties.
- Property managers to ensure maintenance, safety, and access.
- Operating funds for troop activities.

23% Adult members, volunteers, and families

- 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?

26% Cookie program and baker costs

- 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.

Inspire Cookie Entrepreneurs

The 5 Skills Girl Scouts Build

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

1

Goal Setting

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

How you can help: Encourage them to set incremental, achievable goals. Work with them to break down their goals into small, frequent wins, like weekly challenges.

2

Decision Making

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

How you can help: Talk about how they plan to spend the troop's cookie earnings.

3

Money Management

Girl Scouts learn to create a budget and handle money

How you can help: Build on their interest in learning to manage all facets of the cookie business, like creating a budget to fund a troop experience or figuring out the percentage of customers who chose the donation option.

4

People Skills

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

How you can help: Ask them about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.

5

Business Ethics

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

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



Learn more!

Good for Girl Scouts, Good for the Planet!

Packages of Samoas® now have reduced plastic packaging, and cases of Thin Mints® use 26% recycled content (and 18% less packaging material).



Did you know?
100% of our rewards packaging is recyclable or reusable!



Inspire Cookie Entrepreneurs

Cookie Business Badges

Entrepreneurs can earn these official Girl Scouts recognitions by completing requirements that help them develop new business skills.

Purchase your badges at shop.girlscoutsgcnwi.org.



COOKIE BADGES.

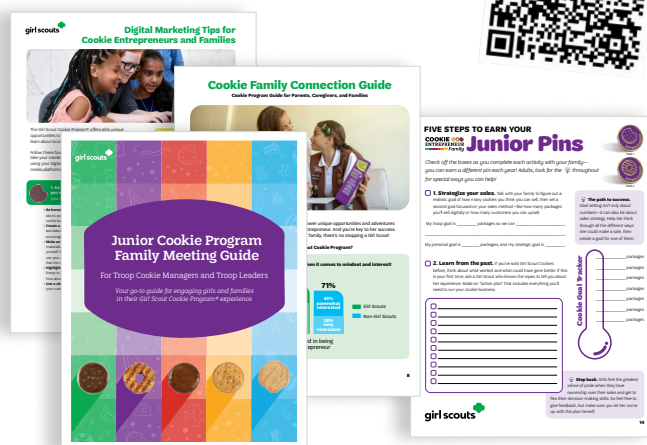


Getting Families Involved

Families can support their Girl Scouts as they learn **The 5 Skills** and think like entrepreneurs. With the encouragement of their family, there's no stopping a Girl Scout!

Inspire families to get involved by reviewing these resources:

- **Cookie Program Family Meeting Guides**
- **Cookie Entrepreneur Family Pins**



Market Their Business Online

Your #1 Strategy

Girl Scouts can expand their customer base by promoting their cookie business online. Here are a few ways they can take their digital marketing to the next level.

- **Digital Cookie®**: Personalize their site by uploading weekly videos. Offer cookies through direct shipping or in-person delivery.
- **Social Media**: Create a digital marketing campaign to stand out and spread the word to far-away family and friends. For tips and best practices, visit **Digital Marketing Basics** on **LittleBrownie.com**.
- **Text or Call**: Reach out to customers who may not be online and follow up for reorders.



Find Ready-Made Graphics, Announcements and Other Digital Resources:

Find inspiration on social! Follow and share posts to kick-start a digital campaign.



Safety Resources

Girl Scouts and their caregivers must read, agree to and abide by the guidelines linked below before engaging in online marketing and sales efforts through the cookie program. You can also ask your council about the Volunteer Essentials and Safety Activity Checkpoints. These include basic facts, forms, tips and more!

- **Girl Scout Internet Safety Pledge**
- **Digital Cookie® Pledge**

Initial Order Submission

The initial order submission period for troops is January 14 and 15, 2025.

Troops must review the **INIT ORDER** (initial order) tab in eBudde for the following: Review each Girl Scout's order for

- ▶ **Parent Initial Order (PIO):** the parent enters that in Digital Cookie and it is sent to eBudde for the troop to review and approve.
 - » Click on the red link next to the Order Card line.
 - » Make sure the order looks correct (there aren't 100 Lemon-Ups when the family meant to order 10, etc).
 - » Click the blue save button. Once approved, the Parent Initial Order will become part of the Girl Scout's initial order and will turn from red to black on the Init Order tab.
 - » **Note:** the troop can edit the Paper Order line up to submission in the event more orders are received by the parent.
- ▶ **Paper Order Cards:** if a parent turns in a paper order card to the troop that was not entered as a Parent Initial Order (PIO) in digital cookies, the troop enters the order for the Girl Scout.
 - » Click on the Order Card line next to the Girl Scout.
 - » Enter the packages to order .
 - » Click the blue Save button.

- ▶ **Digital Cookie (DOC Girl Del):** these are the girl delivered orders included in the initial order. They will automatically be added to eBudde from Digital Cookie once the parent approves the order up to the time the troop submits the initial order. The troop cannot edit these orders. **NOTE:** After submitting the initial order, any new girl delivered orders approved by the parent will become part of the second phase and must be filled from troop inventory.

In addition to this, council encourages troops to place orders for their booth needs.

- ▶ Click the Booth line at the bottom of the **INIT ORDER** tab.
 - ▶ Enter the # of packages you wish to order to be delivered with your initial order. Council recommends ordering in full cases of 12.
- Be aware of the **Extras** line at the very bottom of the page. Those are extra packages that will already come with your order.
- ▶ Click the blue Save button to add this to your troop initial order

New this year: Cookies ordered on the Booth line will be part of the 2nd ACH Sweep.



Gift of Caring

Instead of purchasing a package of cookies to take home, customers may make donations that give cookies to individuals in the Armed Forces as well as their families, and to community organizations. The council is responsible for the distribution of Gift of Caring (GOC) cookies.

Girl Scouts take orders and collect payment for donated cookies during the initial order phase and beyond. The council will deliver all donated cookies to the USO, Soldiers Angels, essential workers, and community organizations.

This year GOC will be taken three ways: on the order card in the first column, in a Goal Getter transaction, and online donations through Digital Cookie™.

Donations made through the Digital Cookie™ program will count towards whatever portion of the program it is placed. Troop cookie managers (TCMs) must NOT allocate 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. These cookie packages do NOT qualify for the council GOC rewards. Troops participating in their own cookie donation service project are responsible for payment of the packages and delivery to their organization of choice. Packages collected for troop projects should not be delivered to the gathering places and are not part of Gift of Caring.

At the end of the program, the troop cookie manager will count the number of packages remaining, match with donation money and allocate those varieties directly to the Girl Scouts in the troop. The money is then deposited into the troop's bank account.

Final Gift of Caring

All GOC donations, whether they happened during the initial order period or during booth sites, need to be reported and allocated at the girl level. These donations count toward the Girl Scouts' rewards AND overall sales level. All donations received by the troop should be converted into GOC.

At the end of the program, any donation money remaining after troop projects and last minute orders should be converted into Gift of Caring packages. These new GOC packages are allocated directly to individual girls in eBudde™ and the money is deposited into the troop's bank account.

Gift of Caring Business Support

This is a great way for a business/organization to support more than just 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 Scouts' rewards and to the troop's bottom line. All Gift of Caring Business Support donations must be submitted to the council for the business to receive recognition. Council will handle the transaction to credit the Girl Scout. For more information, visit girlscoutsgcnwi.org/gift-of-caring.

Proceeds and Rewards

Cookie Proceeds

Troop Proceeds and Opportunities for Girl Scouts

All troops will earn a minimum of \$1.05 per package sold.

- ▶ Daisy and Brownie troops must take rewards with the \$1.05 proceeds per package sold.
- ▶ Juniors, Cadettes, Seniors and Ambassadors may choose to opt out of rewards. They will then receive \$1.15 in proceeds and no rewards except patches and charms.
- ▶ Opting out of rewards must happen prior to March 12, 2025. Once final rewards are submitted, the proceed plan cannot be changed.
- ▶ Troops that have 80% membership renewal by September 15, 2024, and sell \$1,000+ in 2024 Fall Product will earn an additional 5 cents per package sold during our 2025 cookie program.
- ▶ *New* troops can earn the additional 5 cents by selling \$1,000+ in Fall Product.

Service Unit Incentive

- ▶ Service units that reach 100% of their 2025 cookie goal will receive \$0.12 per case for every case sold.
- ▶ Service units that reach 105% of their 2025 cookie goal will earn \$0.25 per case.
- ▶ Service units that reached 100% of their 2024 Fall Product Program goal and 105% of 2025 Cookie Goal will receive \$0.35 per case of cookies sold.

Girl Rewards

All troops will be automatically opted into rewards. If your Junior, Cadette, Senior, or Ambassador troop decides to opt-out of rewards to receive cookie proceeds, you must change the setting in eBudde™.

Troops who choose additional proceeds do not receive any category of rewards, only patches and charms. The decision to opt-out must be made by a troop vote and must be communicated in writing to each family.

Girls can earn a variety of rewards for their achievements in the Girl Scout Cookie Program. Be sure to check out the cookie order card to learn more about what girls can earn.

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, or used to purchase cookies or fall product. Cookie Dough may be used towards membership dues, program fees, camp registration, shop merchandise (including cookie badges, patches, pins and other awards) and Girl Scout travel opportunities.

Troop Rewards

Troop Final Rewards

Troops with a per-girl average (PGA selling as indicated on the sales report in eBudde™) of at least 175+ packages at the end of the program, all Girl Scouts selling will receive a “Cooling Headband”. Troops with a per-girl average of 200+ packages at the end of the program, all Girl Scouts selling will receive a “T-shirt.” Size required. In addition, troops with a per-girl average of 200+ packages at the end of the program, the troop cookie manager will receive a “T-shirt” (two per troop). Sizes must be entered on the **REWARD** tab under Final Rewards Order.

The PGA is automatically calculated in eBudde™ according to the number of packages sold by the troop, divided by the number of Girl Scouts selling. eBudde™ only counts the number of Girl Scouts who have recorded sales as participating and eligible to earn the troop reward.

Troop Reward Delivery

Troop rewards will be shipped to the service unit cookie manager (SUCM)/ SU reward coordinator in May/June, 2025. Troops should plan to pick up their reward order during this time. 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 1000+ package level and higher will be delivered directly to the Girl Scout.

- ▶ In the **REPORTS** tab of eBudde™, print out a list of the girls’ initial order period and final reward items.
- ▶ Inventory all items received prior to separating and distributing to the Girl Scouts in your troop. Track any overages, shortages or damages and report them to your SUCM within 2 weeks.
- ▶ Troops will not receive tickets or registration links for any experiences (Signature Party Cruise, Camp Rewards, etc) or for any Cookie Dough selected. Girl Scout guardians will be contacted directly via email and will have an RSVP deadline.

Goal Getter Program

Quick, easy, and convenient! The Goal Getter Program is a special purchase offer available at our council cupboard locations. Girls may fulfill orders they continue to receive after the initial order or stock up on any of the varieties for future customers! As a bonus, single orders that have 15 or more packages come with a Goal Getter patch at time of pick up! One patch per girl; multiple orders may not be combined. Just follow the five easy steps below to take advantage of this convenient option:

1. Visit shop.girlscoutsgcnwi.org and select the LOG IN button in the top right corner of the screen. You will be redirected to a “MY ACCOUNT” page.
 - a. If you have already shopped on the site, you just need to log in. (You can also register/create a new account.)
 - b. If you haven’t or are unsure if you have an account, you can enter your email address and select “Lost Your Password” and an email will be sent to you to reset your password.
 - c. Make sure you check your junk or clutter boxes in your email.
 - d. If you don’t get the email, contact customer care at customercare@girlscoutsgcnwi.org
2. After successfully logging in, select GOAL GETTER COOKIES from the main navigation.
3. Complete the Goal Getter information page where you will enter the troop number, Girl Scout’s first and last name, parent/caregiver first, and last name, and phone number.
4. Enter the quantity for each cookie variety you wish to order and proceed to checkout. If you chose Gift of Caring Cookies, you will not receive those cookies but rather they will be delivered by our council to military, essential workers and community organizations. **Council will handle the allocation of cookies to the Girl Scout.**
5. Select the pickup location, date and time, and proceed to payment. To keep everyone safe, we encourage one form of payment: debit card, credit card and/or cash.
6. Come back as often as you like!



The Goal Getter process and cupboard locations are subject to change.

Digital Cookie girl-delivered orders should not be fulfilled through the Goal Getter Program. Customers have already paid for these cookies and troops have received a payment credit.

Digital Cookie Facts

Digital Cookie is both a website and resource developed by GSUSA in conjunction with Little Brownie Bakers, which allows Girl Scouts to take online cookie orders. 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.

Over 80% of Girl Scouts cookie sales are through Digital Cookie. For those unfamiliar, A Digital Cookie training video will be emailed out to parents and leaders to watch.

Important Facts

The minimum Digital Cookie order requirement for shipped cookie orders is four packages. Digital Cookie orders count towards Girl Scout rewards and troop proceeds. Special Digital Cookie rewards can be earned. (Rewards are cumulative).

Participation in Digital Cookie is a Girl Scout/family decision.

How do Girl Scouts/Parents Get Started?

On December 7, 2024, registered Girl Scout household(s) will receive an email from the Girl Scout Cookie Program/Girl Scouts USA 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, and read and accept the Girl Scout Pledge. Upon completion, you will receive an email to set up the Girl Scout’s Digital Cookie Store.

Parent Initial Order in Digital Cookie. One of the big enhancements for DC24 is the ability to allow parents/caregivers to add their Girl Scout’s order card quantities into Digital Cookie. These orders will then flow over to eBudde once the parent/caregiver submits the order. Refer parents to the Digital Cookie Parent Instructions resource available on our GCNWI website at girlscoutsgcnwi.org/cookie-resources.

How do Troop Leaders Get Started?

Watch your inbox for an email from the Girl Scout Cookie Program/GSUSA with the subject, “Register for the Digital Cookie Platform.” How to get started:

- On December 7, troop cookie managers and leaders will receive that email.
- If you are ALSO the PARENT of a Girl Scout, you will gain access to your daughter’s site via an email that you will receive as a PARENT on that very same day (December 7). Be sure you and your daughter check out her site together!
- Once you register on the Digital Cookie platform the first time, even 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 you want to visit from a drop-down box. How easy is that!!!
- 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.
- The Troop Dashboard is your cookie campaign headquarters. This is where you will find the Girl Scouts’ online sales at a glance, send email blasts to parents, and view reports. These reports will be helpful for online purchases/girl-delivered sales. You can also pull reports from eBudde.

A recorded webinar and additional tip sheets will be available on the GCNWI website at girlscoutsgcnwi.org/cookie-resources.

Digital Cookie Facts — *continued*

Gift of Caring: You will notice that GOC packages may be automatically assigned to a Girl Scout and troop without a variety attached. You do not need to supply any inventory or log any eBudde entries for Gift of Caring; the council is happy to handle these donations!

Direct Shipped: Direct shipped inventory will automatically be assigned to Girl Scouts and troops. You do not need to do any entry to account for those packages.

Girl-Delivered: In the initial order phase, cookies and payments will automatically be assigned to your Girl Scouts. In the second phase of the cookie program, there will be no additional cookie inventory automatically assigned to your Girl Scouts; you will need to allocate the cookies sold and you will need to fill those orders from troop inventory, troop to troop transfer, or get them from a cupboard. (Money, however, will be automatically allocated.) You can filter a report in Digital Cookie to help you see what cookies you will need. You can also get this information in eBudde.

Here are three ways to get cookies to fulfill Digital Cookie girl-delivered orders in the second phase of the cookie program:

1. Use remaining inventory from the initial order period.
2. Exchange cookies/use troop-to-troop transfer with another troop in our council.
3. Fulfill the order through a transaction in eBudde from one of our gathering place cookie cupboards.
 - Girl Scout Digital Cookie girl-delivered orders will be approved by parents. Please communicate with your Girl Scouts' parents to coordinate this.
 - Set a date each week to receive cookie orders and a corresponding date to collect packages from a cookie cupboard.
 - Enter the order in cases and/or packages as a transaction in eBudde.
 - Allocate cookies to the Girl Scouts after picking them up. Don't forget the customer already paid for these cookies and Digital Cookie girl-delivered orders are not the same as Goal Getter orders.

Note: Failure to deliver cookies for a girl-delivered online order will result in a Council DOC Cupboard transaction. The financial responsibility of these cookies will be moved to the troop.

eBudde™ basics

A must-have for Girl Scout Cookie™ volunteers

The eBudde cookie management system offers calendar reminders, reports, training and much more — on either your desktop or mobile device. It's also where sales are recorded so Girl Scouts get full credit for their hard-earned rewards.

Quick tips to get you started:

- Download the eBudde app or navigate to <https://ebbudde.littlebrownie.com>.
- Once you've been added to the system, you will receive an email with a link and login information from do_not_reply@littlebrowniebakers.com. *This link will expire in 7 days.*
- Set up your troop — review your roster, enter your troop's package goal and individual goals, and edit your troop's reward settings.
- Explore the dashboard on both the desktop and app versions, where you'll find messages, links to tools and resources you'll need throughout the season.
- Visit the eBudde Help Center for any questions related to tech and training.



Visual learner?

There's a video for that on the Little Brownie Bakers® YouTube channel! Check out this playlist for step-by-step eBudde training videos.



Watch videos!



Cookie Delivery

Cookie delivery will take place **January 23–February 2**. Your SUCM or SU delivery coordinator will communicate the details to you. Troops pick up 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 print out 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.
- 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 Girl Scouts

- Sort each Girl Scout's order before you schedule a pick up time.
- Prepare a receipt for each Girl Scout.
- Girl Scouts 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.
- A receipt should be filled out and signed by the TCM and the parent. The Girl Scout 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 in full for all product received from the TCM.

How many cases can my car carry?

Use this guide to approximate how many cases of cookies will fit in your vehicle. The amount is calculated with the assumption that 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.

Car Type	Number of Cases
Compact Car	23
Hatchback Car	30
Mid-Size Sedan	35
Sport Utility Vehicle	60
Full-Sized Station Wagon	75
Full-Sized Van (with seats)	75
Pick-up Truck (full bed)	100
Full-Sized/Cargo Van	200



Booth Sales

How it Works

Cookie booth sites are Girl Scout-operated opportunities for customers to purchase cookies from troops. All Girl Scout levels may participate in booth sites and will gain valuable experiences during the process.

Cookie booth site sales provide Girl Scouts opportunities to develop The 5 Skills, such as people skills, when they directly interact with customers, and money management when they collect payments and make change. Booth site sales also help girls reach their goals, so we encourage them to consider participation in cookie booth sites as part of their cookie program.

Girl Scouts, 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 always display proper manners and exceptional behavior and follow all merchant rules and council guidelines. We should always respect authority,

respect ourselves and others, and leave the booth site better than we found it.

At cookie booths, Girl Scouts should be able to

- Discuss troop goals,
- Count accurate change,
- Be comfortable speaking with customers,
- And 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,
- And supervise money handling. It's always helpful to have a calculator and cash box handy!

Check out our
website for cookie
booth site tips!



Booth Sales — *continued*

Cookie booths are fun and rewarding opportunities for Girl Scouts and troops to learn skills, reach their goals and connect with more customers. Please follow these guidelines to help everyone have a successful booth season!

Who Secures Booths?

- ▶ The SUCM/booth chair/booth team secures booths within service unit borders.
- ▶ These booths are uploaded into eBudde™ as Council Booths
- ▶ Ask your service unit if you can help as part of the booth team!
- ▶ Certain chain locations are secured by volunteer teams and council staff working together. Your service unit will be in close contact with council to determine who contacts businesses.

DO NOT CONTACT

Troops MAY NOT contact the following businesses. These are secured by special agreements and are not to be contacted directly by troops or families. Individual requests for these businesses will be denied and removed from eBudde.

- ▶ Walmart
- ▶ Sams Club
- ▶ Jewel-Osco locations.
- ▶ All malls in and around Greater Chicago and Northwest Indiana
- ▶ High-rise office and residential buildings in downtown Chicago
- ▶ Big-box locations (chain stores, grocery stores, businesses with multiple locations/franchises) that allow many different troops to sell on many different days. If you have a contact at one of these locations, please let your service unit know.

As these locations are secured, they will be added into eBudde for selection. If you do not see your local store, they are either a “NO” or are still in process of approving our requests.

How do Customers Find Booths? Using Cookie Finder™

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. Uploads occur every night after midnight. Any cancellations for the same day will not be updated.

Troops must remain at the booth site for the duration of their scheduled time. If you leave early, customers who are looking on the Cookie Finder™ app might show up to an empty booth and that’s not good customer service. Also, canceling a booth the same day as the booth is scheduled will not update the Cookie Finder™ leading to disappointed customers and lost opportunities!

What to have at your cookie booth?

Cookie booths for troops must always be attended by two non-related adult volunteers and 2 – 4 Girl Scouts. (A business may state a maximum number of two or three Girl Scouts and troops must adhere to their requests).

BRING:

- ▶ Cookies (be sure to take your starting and ending inventory to reconcile your booth)
- ▶ Table and Tablecloth (most businesses do not provide a table)
- ▶ Signs (see booth notes in eBudde if handmade signs are not allowed)
- ▶ Change (have enough singles, fives and tens to make change). Protect your cash at all times by making sure an adult holds the cash, removing your 20s periodically to a secure location, and do not leave the cash box out on your table unprotected.
- ▶ Phone or mobile device to use Digital Cookie or other payment apps. Be sure to login prior to your booth sale to make sure everything is set up.

For more suggestions, including the cookie calculator, booth supplies available in our council shop, etc., please go to our website [here](#).

Booth Guidelines for Troop Cookie Managers

- ▶ The SUCM/booth coordinator secures booth site solicitation permits (where necessary). Request a copy of the permit from your SUCM/booth coordinator.
- ▶ High-rise buildings in downtown Chicago are reserved exclusively for Loop Sites 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, 2025.
- ▶ Walmart and Jewel-Osco locations will be secured by the council. Do not approach these stores. As approvals are received, they will be added to eBudde™. You can assist your service unit by volunteering to help secure council booth locations!
- ▶ 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™.
- ▶ 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.
- ▶ Cookie booths must always be attended by two adults and no more than four Girl Scouts at any given time. (a business may require a maximum of two or three Girl Scouts. Please adhere to their requests).
- ▶ You must remain at your booth site sale for the duration of your scheduled time. Please ensure that you have an adequate number 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 Girl Scouts, 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 that slot for other interested troops.
- ▶ Girl Scouts should wear Girl Scout apparel or display their Girl Scout pin on their coat.
- ▶ Cookie booths must be a safe distance from high-traffic areas such as parking lots and streets.
- ▶ Girl Scouts must always remain close to their booths; no running around or approaching people inside the business.
- ▶ 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!
- ▶ Do not place empty cookie cases in the establishment's garbage receptacle. Take them with you.
- ▶ Be considerate when the next troop arrives. Allow 5-15 minutes prior to the end of your slot to pack up and leave at the appointed time. Do not wait until the very end of your time slot to pack up and clean your area.
- ▶ Let the business manager know when you are leaving and 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.

Booth Sign Up

Troops may sign up for booths on the Booth Site tab in eBudde using the following schedule:

- ▶ January 5 at 7:00 PM, troops may select up to two slots.
- ▶ January 12 at 7:00 PM, troops may select and additional two slots for a total of four.
- ▶ January 19 at 7:00 PM, troops may select as many time slots as they choose up to a total of thirty (30). Troops requiring more than thirty slots must be preapproved.

For detailed instructions on selecting booths



My Sales/Troop Booth Sites

A “My Sale” or “Troop Booth” Site is a business or location that is requested by a troop for their use. It is typically a one day site where one of the troop members has a personal connection (such as family or a close personal friend). Locations that are part of chains or franchises, where more than one day is given for all of the troops in the area do not qualify for a My Sale. Do not contact large chain grocery or retail stores. All My Sales should be approved by the service unit cookie manager (SUCM). Many service units ask troops to contact the SUCM before approaching any business for a My Sale to make sure the location is appropriate and not a duplicate of a location secured by a service unit or another troop already.

The troop will receive an email reminder about the date, time and location during the week before the booth is scheduled.

“My Sale” or “Troop Booth” may not be secured or entered into eBudde™ until January 26.

Donations at Booths

All donations received by the troop during the cookie program period are to be converted into GOC. Every “keep the change” or direct contribution should be converted into GOC. Troops should not keep direct cash contributions during the cookie program.

Troop Credit Card Processor

Use the Digital Cookie App to collect payment for credit card cookie orders!

Customers will love the ease of paying for their cookie order with a credit card, and troops will benefit by offering their customers a cashless option. Optimal Character Recognition (OCR) allows for contactless checkout/scan payment using the phone’s existing technology to scan a credit card. Plus, there is a QR code for purchasing cookies from the troop site.

Troops are welcome to use other credit card processors. We recommend collecting credit card payments with the Digital Cookie App to avoid fees and to streamline the process for next year.

However, the council cannot reimburse the troop for those credit card fees.



Booth Etiquette

- ▶ Check eBudde for notes from the business regarding location, special requirements (set up, # of people at the booth, check-in, etc) and other information necessary for your booth. You will receive an email from eBudde™ during the week prior to your booth. Do not contact the business about these notes; contact your service unit or the product program team.
- ▶ Arrive no earlier than 10 minutes before your start time. You may unload and get ready for your timeslot but let the troop ahead of you finish before you start selling.
- ▶ Girl Scouts should wear Girl Scout apparel/ uniforms or display their Girl Scout pin on their coat and be easily identifiable as Girl Scouts.
- ▶ Ask only once (suggest asking on the customer's way out of the business) and be polite if the customer says "no."
- ▶ Set up according to the business's instructions, maintaining a safe distance from high-traffic areas such as parking lots and streets.
- ▶ Girl Scouts must always remain close to their booths (within touching distance); no running around or approaching people inside the business.
- ▶ **NO HAWKING!**
- ▶ Take away all garbage and empty cookie cases. Do not use the business's trash receptacle. Remember, Girl Scouts always leave a place cleaner than they found it!
- ▶ Thank the business when you are leaving.
- ▶ Leave promptly at your end time, especially if there is a troop in the next timeslot.

Conflicts or Errors in Scheduling

If there is a conflict or error in scheduling troops, the troop with their confirmation in eBudde™ has priority. Council Booths take precedence over Troop Booths (formerly called My Sales). It is important to note that conflicts among volunteers and parents are unacceptable in front of Girl Scouts, the public and store management. If necessary, please call 855-456-8347, ext. 6722, for assistance or contact your service unit.

Canceling Booths

Sometimes, a troop may need to cancel a booth. Troops should discuss booth dates/times, hold sign ups internally and communicate with families the week prior to any booth. If a troop is unable to hold their booth, they need to cancel as soon as possible to allow another troop to fill in. Troops who cancel multiple booths in a weekend will be contacted to discuss future scheduled booths.

To cancel a booth: select the booth time slot in eBudde™ and "**Update Time**". Click on your troop number and it will disappear. Click "**Update**" and it will save the change and remove your troop from the booth.



Cookie Cupboards

What to Know About Cookie Cupboards

Cupboards will open Monday, January 27, through March 10, 2025. Gathering place cookie cupboards will be closed on February 19.

At a cookie cupboard, you can:

- **Bring cookies that were damaged upon delivery or not up to standard to be exchanged:** Gathering place cookie cupboards are the only places you can exchange damaged product. Please note that exchanges are not for credit and are only eligible if the cookies were damaged prior to delivery.
- **Pick up additional cases or packages of cookies:** Please note troops may pick up individual packages including packages for Goal Getter orders from gathering place cupboards only.

Our council has several cupboards at our various gathering places and other spots around the area.

Be on the lookout in January 2025 for our confirmed listing of cookie cupboard locations and hours of operation.

- Verify, load, and count your own cookies.
- For your records and in the event that any discrepancies are found, make sure to keep a copy of the cupboard transaction. Additional cookies will be charged to your troop once the transaction is posted in eBudde. Also, make sure to download and log into the eBudde app if cupboards are using electronic transactions.

Initial orders cannot be filled at cupboards.

Pending Order Submissions for Additional Cookies

If additional cookies are needed, orders can be placed with their cupboards of choice. This system helps our council stay updated on inventory so we can make sure all cupboards are fully stocked.

The **TRANSACTIONS** tab, where you can place pending cupboard orders, will be available at 7:00 PM CST on January 20, 2024.

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 pick up. Orders will remain pending in eBudde™ until they are picked up.

Goal Getter orders should never be entered into eBudde™.

Only TCMs and leaders established in eBudde™ will be allowed to place and pickup orders from the cupboards.

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 14 ACH sweep is not successful.

eBudde™ access will be reinstated after the ACH information is submitted and/or a payment equal to the February 14 ACH sweep is successful.

How to Place a Cookie Cupboard Order

- ▶ Click on the TRANSACTIONS tab in eBudde™ to get started.
- ▶ Click the +Add button
- ▶ Date: No entry needed—the transaction date is automatically created.
- ▶ Receipt #: Automatically assigned.
- ▶ Type: Select type of transaction.
 - Normal—Transaction with no specific designation.
 - Booth—Transaction is for a booth sale.
- ▶ Select “Cupboard”.
 - In the drop-down menu, select the cupboard location for pick up.
- ▶ Pick up: Select the date/ time that cookies will be picked up.

- ▶ Cookie Order
 - Product Movement: Select “Add Product”.
 - Cases: Enter the number of cases you need for each variety.
 - Packages: Enter the number of packages you need for each variety
 - Save: Save transaction.

Your transaction will appear as “pending” in eBudde™. This status notifies the cookie cupboard staff to prepare your order. You will also receive an email indicating you have a pending transaction. If you do not receive an email, you may not have saved your order. Once you have picked up your order the “pending” status will be removed.

Cookie Cupboard Pick Ups

- Print out your troop’s pending order and bring it to the cupboard. If other volunteers are assisting you with the pick up, make sure they have a copy of the pending order from eBudde™ and know the troop number.
- Troops may designate a volunteer in eBudde™ to pick up 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™.
- Give your complete troop number (i.e., five digits) to the cupboard staff. Your pending order will be reviewed with you and you may have an opportunity to adjust quantities.
- Do not assist the cupboard staff with filling the order. Too many hands may result in inaccurate cookie count.
- Count, count, count! Verify and sign for your order before you load your vehicle and leave the cupboard! You are financially

responsible for what you sign for, not for what you take. Orders will not be adjusted once you leave the cupboard!

- Troops are only financially responsible for cookies once the pending order has been picked up and is marked completed in eBudde™.

Tip: Patience and understanding is necessary as many cupboards are run and/or staffed by volunteers, and they deserve respect and cooperation.

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
- And/or packages returned by a customer for any reason

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 Scout. eBudde™ tracks each Girl Scout'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 Girl Scouts. The goal is to ensure that the overall Girl Scout 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 Girl Scouts (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 Girl Scouts, 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 Scout's name.
- Click **+ORDERS**.
- Add comments, packages sold in each category, and the payment.
- Click **SAVE**.

How to Allocate Booth Cookies

- In the **GIRL ORDERS** tab of eBudde™ (select Record Booth Sale).
- Select the booth site that you wish to allocate packages or GOC.
- Enter the number of packages of cookies sold, by variety.
- Click **GO TO DISTRIBUTE**
- All the Girl Scouts in the troop will be listed with checkmarks by their names. Uncheck any Girl Scouts who were not at that booth.
- Click **DISTRIBUTE** and eBudde™ will allocate the cookies and money evenly amongst the Girl Scouts selected.
- Click **SUBMIT SALE**.

Inventory Management

Balancing your inventory of cookies on hand is critical. Regularly count the number of packages/cases in the troop inventory and compare that to the number of packages/cases that eBudde™ says the troop should have in inventory. eBudde™ lists the troop's inventory in the "Difference" row at the bottom of the **GIRL ORDERS** tab.

Timely entry of the girl orders (based on the signed receipts) in the **GIRL ORDERS** tab, and entry of the booth sales (using the Booth Sales Recorder app or the "Record Sales" option of the eBudde™ Booth Sites tab), should make balancing much easier.

Balance the troop inventory on a regular basis.

- Fill out a receipt every time you hand out cookies or receive money
- Use the comment field in eBudde to indicate what the entry was for: example "2/4 add'l cookie phone order" or "2/6 email request" or "2/15 girl-delivered Robinson"
- Balance your booth inventory immediately after returning from a booth (use the convenient sheet on our website)
- This will help the troop to know how many cookies are in inventory (to determine if more cookies are needed or the troop has too many and needs to start troop-to-troop transfers).
- This will make wrapping up the sale so much easier (no scrambling at the end of the sale to find a problem).

If there is a difference, double check the following:

- Recount your actual on-hand inventory.
- Compare all girl orders and booth packages sold have been entered according to the signed receipts or booth tally sheets.
- You can also make corrections to an entry by clicking on that line and entering your edits.
- Confirm cupboard pick ups by reviewing the **TRANSACTIONS** tab (Note: if there is a pending cupboard order, that order will be included in the **TOTAL ORDER** row on the **GIRL ORDERS** tab).

Financial Responsibility

Troop cookie managers are challenged to motivate Girl Scouts to sell as many packages as possible AND to keep an eye on the flow of cash, checks, and credit card payments as well as the cookie product, all at the same time. If TCMs place too many restrictions on how troop funds flow into the treasury, they risk suppressing the eagerness of Girl Scouts to sell their hearts out. If no guidance is given for financial responsibility, the troop can risk losing the entire cookie season to the careless person who didn't know how to handle lots of cash on the kitchen table.

Every TCM should set logical, attainable goals for depositing all funds into the proper troop bank account as promptly as possible. When in doubt, please ask your troop leader, SUCM or the product program team for additional guidance.

Troops' Financial Responsibility

- All cookies ordered as part of the initial order period.
- All cookies picked up at cupboards under the troop number.
- Any lost, stolen, or counterfeit money.

TCMs/Troop Leader Financial Responsibility.

- All Girl Scouts' payments received for cookies and all monies collected at booth sales.
- Always complete a receipt whenever a Girl Scout receives cookies, or a payment is made to the troop. Both parties should sign and keep a copy of the receipt.
- All Girl Scouts' rewards earned by the troop/group.
- Be sure to deposit collected monies into the troop bank account and keep copies of the bank receipts to turn in with your financials at the end of the program.

- TCMs must distribute all rewards to Girl Scouts with no outstanding debt upon receipt.
- When distributing cookies for a booth, keep track of the cookie booth cookies on the receipt, and cookies and money returned at the end of the booth sale.
- Log receipts on the **GIRL ORDERS** tab daily.
- Any lost or stolen cookies.
- Reminder to get receipts for all transactions. Count, count and count again please!

Each Family's Financial Responsibility

- All cookies received by each Girl Scout.
- All money received from customers.
- Get a signed receipt from the troop treasurer/leader if you give them the money to deposit into the troop account.

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 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

This is an example of an ACH formula:

The sweep is calculated by taking the total initial order, subtracting the amount of proceeds on those cookies, and then subtracting any digital cookie payments made for online orders. The sweep will then be half of that amount.

Total troop sales — 100 packages X \$6:00	= \$600.00
Subtract booth line cookies 10 packages X \$6.00	-\$60.00
Total packages = 90 packages	=\$540.00
Subtract troop proceeds \$1.05 X 100 packages	-\$105.00
Subtract any digital cookie payments through 2/12/2025	-\$30.00
Council Proceeds-total amount owed for initial order	=\$405.00
ACH sweep #1 is 50% of amount due to Council above	=\$202.50

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

Understanding the Sales Report

- **Digital Online Cookie (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 accounts for the number of packages your troop is responsible for and updates throughout the cookie season.
- **Total DOC Pkgs Received**—The total accounts for the number of packages your troop received through Digital Online Cookie orders.
- **Total DOC Charity Pkgs Received**—The total accounts for the number of Gift of Caring packages your troop received through Digital Online Cookie orders.
- **Total DOC Delivered Pkgs Received**—The total 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 \$6 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.
- **Balance Due ACH**—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.

SHOP



The advertisement for the Girl Scout Cookie Booth Kit features a collection of items including a green and yellow tote bag with 'It's COOKIE Time!' and cookie illustrations, a colorful pennant banner, a circular sign with 'GIRL SCOUT Cookies', a box of 'GIRL SCOUT Cookies' priced at \$6/pkg, several circular cookie tags with the same text and price, a green clipboard with a Girl Scouts logo, and a small green pouch with 'It's COOKIE Time!'. A large green circle in the top right corner displays the price '\$35'. The website 'shop.girlscoutsgcnwi.org' is listed at the bottom right.

Cookie Booth Kit

\$35

shop.girlscoutsgcnwi.org

How to Handle the Money

Girl Monies

- All participating Girl Scouts 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.
- Girl Scouts 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 Girl Scouts 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 parent any time money and product are exchanged.
- Troops will be permitted to submit one (1) request to adjust the ACH Sweep one to accommodate late girl payments on the first ACH Sweep. A minimum sweep of 25 percent of the amount due is required for a ACH adjustment to be accepted.
- Troops must pay the entire balance due with the second ACH Sweep. In the event of an outstanding balance, you MUST submit an ACH Adjustment form and Individual Collection (IC) form for that Girl Scout.
- 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 submit an ACH adjustment for the second ACH Sweep will delay the final sweep for two weeks only. A final sweep for the total amount due is scheduled for March 28.
- Troops that do not enter their troop-to-troop transfers by the deadline will be responsible for monetary transactions between troops.
- Troops and all their authorized eBudde™ users will be locked out (or remain locked out) of eBudde™ after first ACH sweep if:
 - ▶ They have not submitted their banking information,
 - ▶ They return NSF in the first sweep,
 - ▶ Or if their sweep returns because of invalid account information.
 - ▶ Troops and all their authorized eBudde™ users will be reinstated in eBudde™ if they make a payment equal to the February 14 sweep or a follow up sweep two weeks later is successful.

Troop Monies

- Council will roll over banking information from last year. However, 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.

Collection and Delinquency Issues

- ▶ Troops should never pay for a Girl Scout's delinquency; service units should never pay for a troop delinquency.
- ▶ If a Girl Scout has placed an initial order but has not paid the troop for that order, additional cookies should not be given to that Girl Scout until the initial order is paid. If a troop gives additional cookies to that specific Girl Scout before the initial order has been paid for, the council will not accept an IC form for that Girl Scout's open cookie balance.
- ▶ Troops may not submit another IC form for a Girl Scout's open cookie balance if that Girl Scout was reported as delinquent in previous year.
- ▶ IC forms for Girl Scout delinquencies and ACH adjustment forms must be submitted by March 12, 2025.
- ▶ 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 from their volunteer position. In the best interest of our Girl Scouts, volunteers and the council at-large, Girl Scouts GCNWI 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, 2025. No payment plan will be offered.

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.

Troop to Troop Transfers

Troop-to-troop transfers are entered in eBudde™ by the troop who is “transferring away” the cookies. When cookies are moved from one troop to another, no money changes hands between troops; cookies are moved in eBudde exactly like cupboards. The inventory and financial responsibility moves to the receiving troop.

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.
- ▶ Click **+ADD**.
- ▶ Date: No entry.
- ▶ Pick up: 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.

This transaction will move cookies from the dispensing troop to the receiving troop’s sales report and adjust their debt to council.

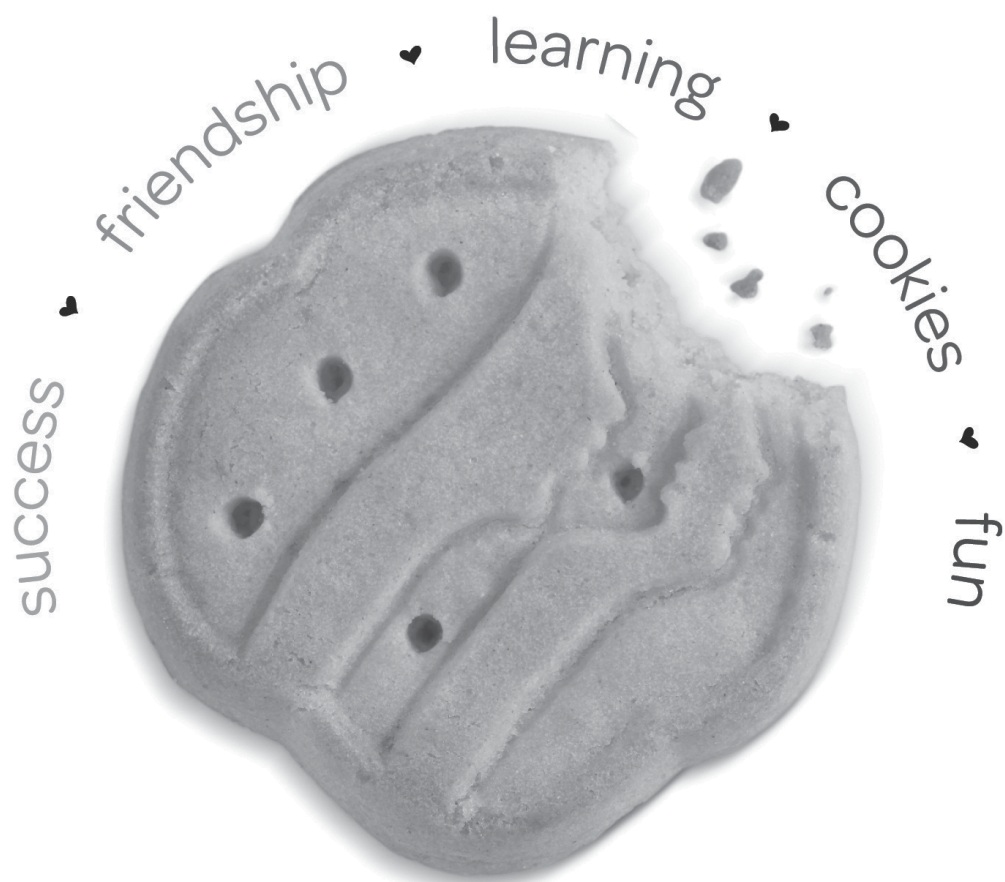
If an error is made in posting, simply click the transaction on the listing. Make corrections and resave the correction.

Wrapping Up the Cookie Program

If you've kept up with everything, wrapping up the cookie program should be easy. Refer to this list that outlines all the steps required to finish the season.

- ▶ Make sure that all cookies you received, either through the cookie cupboard or troop-to-troop transfers, are accurately posted to the troop.
- ▶ Allocate packages on the **GIRL ORDERS** tab to make sure that every package is allocated to a Girl Scout. Even if your troop is opting out of rewards, this is essential to ensuring every Girl Scout earns the right "Number Rocker" patch.
- ▶ Make sure all Girl-Delivered orders have been filled from your troop extras or through cupboard orders.
- ▶ Gift of Caring sales from individual orders and booth sites need to be accounted for on the **GIRL ORDERS** tab, because these sales impact the GOC Rewards and girl overall sales. Record and allocate all GOC sales to the girl level.
- ▶ Record all girl payments on the **GIRL ORDERS** tab. Stay ahead of this and record every payment as you receive it.
- ▶ **The final opportunity for Junior, Cadette, Senior, and Ambassador troops to opt out of rewards is March 12, at 7:00 PM CST.** You can opt out in the **SETTINGS** tab.
- ▶ Submit all rewards by March 12 (11:59 PM CST).
- ▶ Please note: Troops with an average of 200 packages-per-girl must communicate with Girl Scouts' families to figure out what t-shirt size and selections should be ordered. This is extremely important, as there are no extras available because we only order sizes based on eBudde™ selections. Also, up to two t-shirts may be ordered for troop volunteers. Sizes are required at this time. We sincerely thank you for your help!
- ▶ Keep a print and downloaded copy of your sales report, found on the **SALES REPORT** tab. This is necessary when completing your end of year troop financial reports, as this and deposit receipts will be requested.
- ▶ Congratulations to your Girl Scouts is in order! Plan a celebration for all of the hard work you and your Girl Scouts put into our cookie program.





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