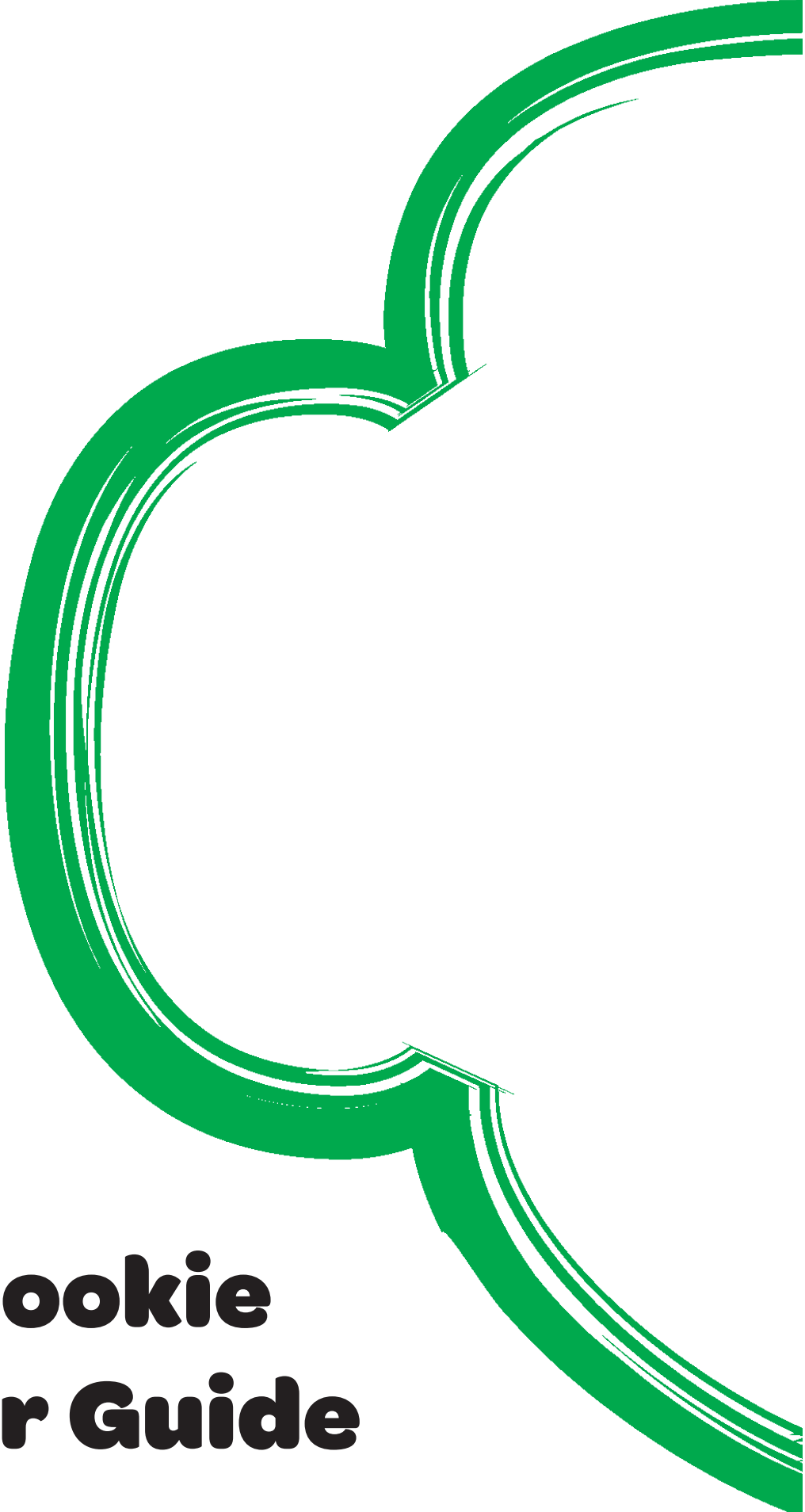




Troop Cookie Manager Guide

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Girl Scout Cookie Program

Troop Cookie Team Contact Information

Title	Name	Phone	E-mail
Service Unit Cookie Manager			
Service Unit Delivery Coordinator			
Service Unit Booth Site Coordinator			
Service Unit Rewards Coordinator			
Other Important Contact Information			
Council Product Program Team		855-456-8347, ext. 6722	productprogram@girlscoutsgcnwi.org

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 Scouts of USA Mission:

Girl Scouting builds girls of courage, confidence, and character,
who make the world a better place.

5 Skills for Girls

When girls participate in the biggest girl-led business in the world, they “earn and learn.” They earn funds for their Girl Scout activities while learning 5 Skills that will help them in business and life.

Goal setting:

Girls set their own goals and contribute to setting troop/group goals .

Decision making:

Girls make decisions about how to spend their troop/group proceeds.

Money management:

Girls tally orders and count change.

People skills:

Girls learn to interact with people and understand the importance of customer service.

Business ethics:

Girls learn how important it is to be honest, meet deadlines and understand how to properly market a product.

Cookie Program Links to Girl's Guide to Girl Scouting

Girls can fulfill requirements for the age-appropriate financial literacy badges featured in the *Girl's Guide to Girl Scouting*. This great resource complements the Girl Scout Journeys. Help troops understand that participating in the cookie program is a great way to introduce girls at any age to learn important financial skills they will use throughout their lives.

	Daisy	Brownie	Junior	Cadette	Senior	Ambassador
Cookie	 Cookie's Up	 Meet My Customers	 Cookie CEO	 Business Plan	 My Portfolio	 R&D
	 Talk Back	 Give Back	 Customer Insights	 Marketing	 Customer Loyalty	 PSA
				 Think Big		
Financial Literacy	 Money Counts	 Money Manager	 Business Owner	 Budgeting	 Financing My Future	 On My Own
	 Making Choices	 Philanthropist	 Savvy Shopper	 Compare and Shop	 Buying Power	 Good Credit
				 Thinking My Dollars		

Girl Scout Cookie Program

It Takes a Team

As troop cookie manager (TCM), you have the ability to coordinate the entire cookie program yourself. However, we recommend that you team up with several volunteers and share the responsibilities. Use this list to delegate important cookie program tasks according to its role and/or function. Your ultimate success can be far greater (and easier) with a team of trusted supports who can handle much more than you can by yourself. Ask your membership specialist how we can help you recruit and expand your service unit's cookie team.

Troop Cookie Manager

- If not previously done, submits volunteer application and registers as a Girl Scout.
- Offers every Girl Scout the opportunity to participate.
- Attends service unit cookie program training.
- Ensures that every participating girl and adult are registered members of Girl Scouts of the USA for the current Girl Scout membership year.
- Provides cookie program training to Girl Scouts and their parent/ guardian.
- Instills goal setting at all levels (council, service unit, troop/group and girl).
- Arranges for the immediate distribution of all materials, products and rewards to every girl.
- Secures a signed Girl Scout Product Program Permission & Responsibility Form for each Girl Scout participating.
- Reviews all girl cookie orders for accuracy.
- Enters and submits girl cookie orders in the electronic ordering system, eBudde™ by Jan. 28 , 2015.
- Ensures the troop has an established bank account. Deposit all money collected into the troop bank account immediately upon receipt.
- Provides accurate and timely reporting, according to established schedules, guidelines, and due dates.
- Ensures that payment in full is collected and deposited for all products ordered and received.

Troop Delivery Coordinator

- Selects a delivery pickup time in eBudde™. (Your SUCM may have a different sign up process)
- Brings a printout of the troop order to verify case counts.
- Is responsible for pickup of the troop's cookie order, verifies, sorts, and distributes each girl's order .
- Arranges a pickup schedule for girls and their families.
- Brings enough vehicles to accommodate the entire order in one trip. There's even a "Cookies by the Carload" guide on page 14.
- Be on time. Don't be early; don't be late.
- Checks in with the delivery station manager/coordinator.
- Verifies the product count as it is being loaded into their vehicle – verify the order again at home immediately BEFORE distribution to the girls.
- A receipt must be signed by the TCM and SUCM any time money and product are exchanged.
- Damaged product will be replaced; troop orders will not be modified.
- Prepares all girls' product orders BEFORE families arrive for pickup.
- Arranges a pickup schedule for girls and their families.

Troop Booth Site Coordinator

- Monitors booth site sign-ups to ensure adherence to Booth Scheduler guidelines.
- Writes thank you letters to businesses at the close of the program.
- Approves My Sales booth sites.

Troop Rewards Coordinator

- Receives all girl rewards from the SUCM.
- Inventories all items and reports discrepancies to SUCM.
- Sorts rewards by girl.
- Notifies and distributes rewards to the girls PROMPTLY.

Cookie Line Up

Thin Mints:

Crisp wafers covered in chocolaty coating. Made with natural oil of peppermint.

Samoas:

Crisp cookies, coated in caramel, sprinkled with toasted coconut, and striped with a dark chocolaty coating.

Tagalongs:

Crispy cookies layered with peanut butter and covered with a chocolaty coating.

Do-si-dos:

Crunchy oatmeal sandwich cookie with creamy peanut butter filling.

Trefoils:

Delicate tasting shortbread that is delightfully simple and satisfying.

Rah-Rah Raisins:

Hearty oatmeal cookies with plump raisins and Greek yogurt-flavored chunks.

Savannah Smiles:

Crisp, zesty lemon wedge cookies dusted with powdered sugar.

Cookies are \$4.00 per package.



Girl Scout Cookie Program

Cookie Program At-a-Glance

Important Dates	
November/December	Attend cookie program training session
November/December	Troop cookie managers train Girl Scouts and their families - encourage girls to set goals
Tuesday, December 16	Troops access eBudde™ to verify girl information ONLY
Tuesday, December 30	ACH authorization due girlscoutsgcnwi.org/cookie-resources
Thursday, January 1	Cookie sale begins
Saturday, January 17	Cookie Rally at Allstate Arena
Sunday, January 18	Booth site sign up
Monday, January 26-28	Troop initial order entry and initial reward submission into eBudde™
Monday, February 16	Cookie cupboards open
Friday, February 20	Cookie booth sale weekend begins
Friday, February 27-29	National Girl Scout Cookie Weekend
Monday, March 2	ACH adjustment form due
Wednesday, March 4	ACH Sweep 1: 50% of initial order
Wednesday, March 25	ACH adjustment forms and individual collection (IC) due; last day to enter troop cookie transfers
Monday, March 30	Cookie sale ends
Tuesday, March 31	Final reward submission into eBudde™
Thursday, April 2	ACH Sweep 2: 100% of remaining balance owed to council
June 2015	Your SUCM will be contacting you when the rewards are ready for pickup

What's New!

There are new initiatives for 2015 that can help the girls' cookie success reach new heights. Here is the essential scoop you need to know. Your service unit cookie manager (SUCM) will have additional details if necessary.

New Cookie Additions

We are excited to announce that our cookie product line up will include two new cookies:

Rah-Rah Raisin: Delicious and hearty oatmeal cookies with plump raisins and Greek yogurt-flavored chunks.

Toffee-tastic (Gluten-Free Option): Our licensed cookie baker, Little Brownie Bakers, has developed a pilot run of a new gluten-free cookie, which we will carry in limited quantities. Due to the increased cost of ingredients, separate baking process and additional distribution, Toffee-tastic cookies will sell for \$5 per package. Because of the limited quantities, Toffee-tastic will only be available at Gathering Place cookie cupboards as well as available for Goal Getter orders placed and picked up at Gathering Place cookie cupboards (Chicago, Homewood, Lisle, Joliet, Merrillville and Vernon Hills).

Securing Booth Sites

With the assistance of regional volunteers, SUCMs are responsible for contacting local merchants to secure booths for the troops in their service unit. Appropriate sites are then given to the council and uploaded into eBudde as a "council site."

GSUSA has formed an agreement with Wal-Mart and Sam's Club stores to allow troops to access their stores as booth sites. There is paperwork required by the stores, which is available by contacting product program staff. SUCMs and their regional volunteers should be approaching their local Wal-Mart and Sam's Club stores to secure these sites. Troops are not permitted to approach these locations themselves.

Goal Getter Program

It's back by popular demand! The Goal Getter Program enables girls to fulfill customers' orders to the package.

1. Girl Scout/parent/guardian brings a cookie order to the Gathering Place, along with payment in full. (Packages sold x \$4.00 each or Toffee-tastic packages sold x \$5.00 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 12 packages in one transaction.
3. These cookie orders must be processed at Gathering Place cupboards only (Chicago, Homewood, Joliet, Lisle, Merrillville and Vernon Hills); they cannot be processed at volunteer residence cupboards.
4. The Gathering Place cupboards are open from 9 a.m. to 5 p.m. (Monday thru Friday) with the exception of Chicago (9 a.m. to 4 p.m.). Parents can go directly to a Gathering Place to fulfill an order.
5. Product program staff will credit the girl's order and payment in eBudde™; this should not be done at a troop or service unit level.

Girl Scout Cookie Program

Family Training Outline

Before girls begin to take orders, schedule a meeting with girls and their parents to explain the program. Girls and parents should review the program options and participate in as many as possible. Share the troop goal with your girls and parents, divide your troop goal by the number of girls selling in your troop, and share the individual girl goal with the families so they know where to aim. A troop is welcome to add cases of cookies to their initial order to sell at booth sites, or cookies can be picked up at cookie cupboards.

At the Meeting

- Explain why participation is important to girls.
- Generate enthusiasm and emphasize the 5 Skills that girls gain.
- Emphasize the importance of participation and how it affects the troop, service unit and our council.
- Describe the Cookie Club™; promote the Cookie Rally.
- Stress safety and selling tips for in-person and online participation.
- Distribute the materials, review dates for taking orders and due dates .
- Collect a signed Product Program Permission & Responsibility Form from each girl. (The troop keeps these signed forms.)

Highlight Goal Setting

Explain the activity/goal posters and demonstrate how to track troop progress. Lead girls through the process of identifying activities, personal and troop/group goals. Highlight how the activities complement the Girl Scout program and fulfill financial literacy requirements for several badges in the *Girl's Guide to Girl Scouting*. Additional resources/activities can be found at littlebrownie.com.

Gift of Caring

Instead of purchasing a package of cookies, customers may make donations that send packages of cookies to organizations that serve women and men in the Armed Forces and their families. The council is responsible for distribution of cookie packages to organizations within GSGCNWI jurisdiction, and local community organizations.

Online donations to the GOC program can be made at girlscoutsgcnwi.org/gift-of-caring.

In order for troops and girls to receive proper credit for online GOC donations, the 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 (appears as EGOC-Electronic GOC). Transactions posted to eBudde™ prior to the end of the program may increase a girl's final rewards. **TCM's must NOT post any online GOC transactions. Many troop order mistakes happen here!**

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.

Business Support for Gift of Caring

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 the 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.

Cookie Program Opportunities

How to Sell Cookies

Customers are just as excited as we are when it's Girl Scout Cookie season, but did you know that 35% of people are never asked to purchase cookies? Sometimes we expect girls to naturally know how to sell cookies. The fact is they sometimes need some guidance from you in the selling process. Below are some ways to help your girls achieve their goals.

Door-to-Door Orders

- Girls should take orders door-to-door at the beginning of the cookie program with their order cards. They can ask customers for their contact information so they can follow up with them later or add them to their Cookie Club™ list for email orders.
- After cookies are delivered, girls can load up a wagon with more cookies and make signs to sell door-to-door with cookies in hand!

Use the Internet to Market Cookies

- Online social networking sites (Facebook, Twitter, etc.) are a great place for teens (13 and older with parent permission) to ask for cookie orders. Girls may not sell cookies directly online using sites such as eBay, Craigslist, etc.

By Phone

- Girls can call customers personally.

Workplace Orders

- Girls can contact business owners or managers to request permission to take orders for cookies at a workplace. However, high-rise buildings in downtown Chicago are reserved exclusively for Loop Sites 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.

Cookie Club™

- Before selling begins, send e-mail requests to customers to make a promise to place an order using the Cookie Club™ electronic form.

Cookie Booth

- Sign up for a neighborhood cookie booth or participate in Loop Sites.

Gift of Caring (GOC)

- If, for instance, customers say they've already purchased cookies or are on a diet, girls may encourage them to make a monetary donation to support the Gift of Caring program. Always remind customers that money donated to GOC will go toward purchasing packages of cookies for women and men in the Armed Forces and for community organizations. See previous page for more details.

Girl Scout Cookie Program

Cookie Club™

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

Payment cannot be made when promises are placed to a girl through the Cookie Club™. Girls deliver the customer's order during the delivery phase and collect payment at that time.

Girls under the age of 13 must have parent permission to use the Cookie Club™. Questions regarding the Cookie Club™ can be directed to cookieclubhelp@littlebrownie.com; you will receive a response within 24 hours.

Cookie Cupboard Guidelines

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

General Information

- Cupboards will open Monday, Feb. 16, 2015.
- Troops may pickup cookies from any cupboard location throughout GSGCNWI.
- It is a good practice for troops to have at least half of the money for any girl's order before giving them additional packages.
- Troops will place cupboard pending orders through eBudde™ and cupboard managers will use eBudde™ to process pending orders into completed orders at the time of troop pickup.
- We ask that cookie orders be placed in eBudde™ with a 24-hour advance notice. The troop account will automatically be updated in eBudde™. If an order is not placed in advance, all cookie varieties may not be readily available upon arrival at the cupboard.
- A troop is not financially responsible for a pending order until the order has been picked up.
- 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™. Troop leaders and TCMs are automatically allowed to be a "Troop Cookie Pickup" person.
- Troops may replace damaged cookies for the same variety only at a Gathering Place cupboard while quantities last.

How to Place a Cookie Cupboard Order

Click on the **TRANSACTIONS** tab in eBudde™

- **DATE:** Shows the date the transaction is being created
- **PICKUP:** Select the date/time that cookies will be picked up
- **RECEIPT #:** Is automatically assigned
- **TYPE:** Select "Booth"
- **SECOND PARTY:** Select "Cupboard"
- **PRODUCT MOVEMENT:** Select "Add Product"
- **CASES:** Number of cases for each variety you need
- **PACKAGES: NO ENTRY**-we issue in cases ONLY
- **SAVE/PRINT:** Save transaction

Goal Getter orders cannot be placed through eBudde.

Variety	Cases	Pkgs
Savannah Smiles	0	0
Trefoil	0	0
Do-Si-Does	0	0
S'mores	0	0
Dulce de Leche	0	0
Thank You Berry Munch	0	0
Tagalongs	0	0
Thin Mints	0 = 0	0 = 0

Rewards

Girl Initial Order Reward

Girls achieving a selling level of 110+ packages with their initial order will receive a Super Seller Patch Pin. If a girl achieves a 150+ sale level with her initial order, she will receive the Super Seller Patch Pin and Cookie Journal, regardless of the troop proceed option the troop chooses!

Troop Reward

Troops that achieve a per girl selling average (PGA) of 150+ packages at the end of the sale will earn a Summer Fun Bandana and Samoa Spirit Hat (it's Samoa's 40th birthday!) for every girl participating in the troop, regardless of the troop proceed option the troop chooses!

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 Proceed Plan and Rewards

Girl Scout Daisies and Brownies will earn rewards and 65¢ per package troop proceeds. Only Girl Scout Junior, Cadette, Senior and Ambassador troops will be offered a choice of 65¢ per package with rewards or 75¢ per package with patches, initial and troop rewards (if earned) only. The entire troop must be in agreement. Girl rewards are based on the number of packages sold by each girl. Troops will be excited to know that the reward program includes 19 levels, and all rewards are cumulative!

Troop Reward Delivery

Girl rewards are delivered to your SUCM or service unit reward coordinator in June. Please make arrangements to pickup your troop's reward order promptly after you receive notice that they have been delivered. Any rewards not picked up 30 days after the reward delivery (or by the due date designated by your SUCM or SU reward coordinator) will become property of the council and we cannot guarantee that your recognitions will be available at the council after those 30 days.

Some reward items, like iPad mini, will be delivered to council for pick-up by the parent/guardian.

- Using eBudde™, print out a list of reward items for your troop.
- Inventory all items received prior to separating and distributing to the girls/parents. Notify your SUCM or service unit reward coordinator immediately of overages, shortages or damages.
- Girls who have not paid in full should not receive their rewards immediately. Work with your SUCM toward resolution.
- Notify girls/parents when items are ready for pickup.
- Establish a deadline for girls/parents to pickup.

Girl Scout Cookie Program

Cookie Delivery

Cookie delivery will take place Feb. 17-22, 2015. Your SUCM or service unit delivery coordinator will communicate the details to you. Troop's pickup at the delivery site. In preparation for the delivery, you will need to take a total of your initial order only to determine how many vehicles are needed to pickup the troop order. Have your vehicles empty and ready to be loaded.

Service Unit Delivery Station Sites

- TCMs must verify the troop's order at the delivery site. Bring a printout of the troop order to verify case counts.
- A receipt must be signed by the TCM and the SUCM stating that the troop order was received in its entirety.
 - If the order was not received completely, the missing cases must be noted on the receipt by the SUCM. The SUCM is responsible to locate the missing cases.
 - Once the receipt is signed, no corrections will be made.

Drive-Through Delivery Sites

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

Product Distribution to Girls

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

Cookies by the Carload

Use this guide to determine how many cases of cookies will fit in your vehicle. The amounts assume the vehicle is empty except for the driver and the cookie counter.

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

Car Type	Number of Cases
Compact 3-door	23 cases
Hatchback-small wagon	25 cases
Mid-size sedan	35 cases
Sport utility vehicle	60 cases
8-passenger minivan	60 cases
Full-sized station wagon	75 cases
Full-sized van with seats	150 cases
Full -sized van without seats	200 cases

Return/Exchange Policy

There are no returns or exchanges on any cookies. Damaged cases/packages will be replaced through the Gathering Place cupboard 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 Transfer

Troop-to-troop transfers are entered in eBudde™ by the troop who is “transferring away” the cookies. The guidelines for this process are as follows:

- 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.

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 our 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 issuers 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.
- **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.**
- 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 1 only.
- Troops must pay the entire balance due with the second ACH Sweep 2. In the event of an outstanding girl balance, you MUST submit an ACH Adjustment form and Individual Collection (IC) form for that girl.
- Troops who transfer cookies to another troop must enter the transfer into eBudde™ a minimum of one (1) week prior to the last ACH Sweep.
- Troops who do not enter their troop-to-troop transactions by the deadline will be responsible for monetary transactions between troops.

Girl Scout Cookie Program

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 Reimbursement Request Form within seven days of receipt. The form can be found at girlscoutsgcnwi.org/cookie-resources

Collection and Delinquency Issues

- Troops should never pay for a girl delinquency; service units should never pay for a troop delinquency. If the service unit or troop pays for a delinquency, the council cannot reimburse for the money owed to the service unit or troop.
- IC forms for girl delinquencies and TC forms for troop delinquencies must be submitted by March 25.

Booth Sites

How It Works

Cookie booths are girl-operated sales opportunities where customers can purchase cookies from troops. All Girl Scout levels may participate in booth sites and will gain a lot in the process.

Cookie booth activities provide girls opportunities to develop the **5 Skills**, such as **People Skills**, as they work with customers, and **Money Management**, as they collect payments and make change. Booth sites also help girls reach their goals, so we encourage them to consider participation in cookie booths as they prepare for their Girl Scout year. Cookie booths are arranged and scheduled by the troop leader, TCM or troop booth coordinator through eBudde™.

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

Booth Guidelines for Troops

- The SUCM/booth coordinator secures booth sale solicitation permits (where necessary) allowing troops to do booth sales. Request a copy of the permit from your SUCM/booth coordinator.
- High-rise buildings in downtown Chicago are reserved exclusively for Loop Sites 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.
- Walmart/Sam's Club locations will be secured by the council. Do not approach these stores. As approvals are received, they will be added to eBudde™. If your favorite store is not added, please respect that permission was not received.
- Call the business manager/owner one or two days in advance to remind them to expect your troop. If, for any reason, you have to cancel, you must find a replacement troop to take your place and make the correction in 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 onto the Cookie Locator™ app for customers looking for cookies. Customers who have smartphones can find out where neighborhood cookie booths are going to be and go expecting to get their cookies.
- You must remain at your booth site for the entire duration of the hours you signed up for, so please ensure that you have an adequate amount of cookies. If you leave early, those using the Cookie Locator™ and specifically drive to your location only to find you are gone, are really upset. That is 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 are evident to the girls, the public and business management. Do not bring the business management into the conflict.
- Girls should wear Girl Scout apparel or display their Girl Scout pin on their coat.
- Cookie booths must always be attended by two adults and no more than four girls at any given time.
- Cookie booths must be a safe distance from high-traffic areas such as parking lots and streets.
- Girls must remain close to their booths at all times; no running around or approaching people inside the business.
- Bling your booth! Decorate your booth with fun posters or your goal chart and be creative with how you display your cookies. Check with business management before hanging posters on windows or in the building.
- Wear a cookie costume! Contact your local Gathering Place to get details on how to reserve one.
- Take away all garbage and empty cookie cases when you leave your site. Remember, Girl Scouts always leave a place cleaner than they found it!
- Let the business manager know when you are leaving. Thank them for allowing your troop to set up a booth at their site. Consider donating a box of cookies as a thank you – a thank you note is always appropriate.

Booth-Specific Information

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, and any other specifics. DO NOT contact council booth site businesses with questions about time slots, direct those questions to the product program team.

Council Sites

Council booth sites are merchant locations where multiple selling opportunities are available for troops. Council sites are secured by regional volunteers with the assistance of service unit volunteers. Generally, booth sites are positioned in high-traffic locations such as local food chain stores, department stores or “big box” stores. Troop managers and leaders may not contact council sites.

Sign Up Instructions

- Log in to eBudde™ with your e-mail address and password
- 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.

Girl Scout Cookie Program

My Sales Sites

My Sales sites are merchant locations where a troop member may have a special connection to a location that is suitable for one troop and is NOT listed as a council booth site. Troops must use the Cookie Locator™ 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.

Sign Up Instructions

To set up a booth that is not a council booth sales site, follow these instructions.

- Follow bullets 1-4 above.
- If your site is not listed as a council site, continue as follows:
 - Access the **Cookie Locator™** at girlscoutsgcnwi.org or through the **Cookie Locator™** app on your smartphone; enter the zip code to search for your site(s) and date(s).
 - If the site is not listed, contact the business manager to get approval to secure the site.
 - Once the site is secured, log in to eBudde™, click on the **Booth Sales** tab, then select **My Sales** from the drop down box.
 - Click on **"Add a Location"** and enter all information; click **Add**.
 - A confirmation window will appear letting you know that your **My Sales** approval is pending; the SUCM approves or denies **My Sales** requests.
 - Check 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 to 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. Sites in **orange** indicate that the site is denied. The reason for denial is detailed at the bottom.

Preparing Your Girls

Girls should be able to:

- Discuss troop goals.
- Make change accurately.
- Be comfortable speaking with potential customers

You should:

- Choose booth locations that are safe, secure and appropriate for girls' ages.
- Provide adequate and attentive adult supervision.
- Supervise money handling done by girls, especially younger girls.

Supplies to Bring

- Calculator
- At least a cash box or bag with the appropriate amount of change. For example, \$20 in ones and \$10 in fives.

Loop Sites

It is a Girl Scout tradition in downtown Chicago for several high-rise buildings and downtown businesses to host cookie-selling troops in their lobbies or stores on weekday, non-federal holidays from morning rush hour through the evening rush hour.

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

If you personally know someone who owns a building/business in the Chicago Loop, please contact Susan Rakis at srakis@girlscoutsgcnwi.org. If they agree to host a Loop Site, your troop will be assigned to that site.

The commitment form for Loop Sites will be available in November at girlscoutsgcnwi.org/cookie-resources. The start date to submit your commitment form is Jan. 1, 2015. The final date to submit your commitment form is Jan. 17, 2015.

Loop Site days are :

Thursday, March 26, 2015

Tuesday, March 31, 2015

Tuesday, April 7, 2015

Cookie Season Wrap Up

There are still several critically important tasks that TCMs must complete to wrap up the program in a timely manner and in the best interests of the girls. Please make sure your planning and hard work is fulfilled by completing these last steps:

Troop-to-Troop Transfers

- Troops who do not enter their troop to troop transfer one week prior to the last ACH sweep will be responsible for monetary transactions between troops.

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 rewards AND the girls' overall sales level. All donations received by the troop should be converted into GOC.

Girl Allocations

Allocations must be done so that EVERY PACKAGE is allocated to a girl. **Even if a troop is opting out of Rewards (Juniors, Cadettes, Seniors and Ambassadors only), allocations are important to make sure each girl earns the right number bar patch (100+).** Every year, we see girls miss their high reward because a TCM skipped this step. The TCM should record all girl payments in eBudde on the girl order tab to properly account for the amount due from each girl. eBudde™ tracks each girl's financial responsibility. This can make your troop collections very clear.

Rewards Tab on eBudde

Troops must review their rewards tab. Some items may require a size or choice between Cookie Dough and a reward. Once you submit your troops final rewards order, it is locked. Contact your SUCM if a correction is needed prior to March 30.

Banking Procedures

Troops must pay the entire balance due with the second ACH Sweep 2.

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Notes