

girl scouts
of north east ohio

2024 Girl Scout Cookie Program

Troop Cookie Manager Guide



OWN YOUR magic

Every Girl Scout has the power to do amazing things. With your support, they'll rise to the challenge!

You've volunteered to serve as the Troop Cookie Manager, and this makes you an invaluable part of the Girl Scout Cookie Program. Now that you've stepped up in support of your troop, it's time to help them rise to the challenge of becoming Girl Scout Cookie entrepreneurs.

5 ESSENTIAL BUSINESS SKILLS

With your support, Girl Scouts in the program build essential skills and learn to think like entrepreneurs.

- **GOAL SETTING**

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

- **DECISION MAKING**

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

- **MONEY MANAGEMENT**

Girl Scouts learn to create a budget and handle money

- **PEOPLE SKILLS**

Girl Scouts find their voice and build confidence through customer interactions

- **BUSINESS ETHICS**

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



Meet the Mascot
Lucy the Axolotl!





2023-2024 Girl Scout Cookies®

All our cookies have...

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

The World's Most Flavorful Lineup



Adventurefuls® • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt
Approximately 15 cookies per 6.3 oz. pkg.
Ⓢ Ⓧ



Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits
Approximately 12 cookies per 6.2 oz. pkg.
Ⓢ Ⓧ



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe
Approximately 38 cookies per 9 oz. pkg.
Ⓢ Ⓧ



Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling
Approximately 20 cookies per 8 oz. pkg.
Ⓢ Ⓧ



Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes
Approximately 15 cookies per 7.5 oz. pkg.
Ⓢ Ⓧ



Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating
Approximately 15 cookies per 6.5 oz. pkg.
Ⓢ Ⓧ



Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint
Approximately 30 cookies per 9 oz. pkg.
Ⓢ



Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolate and marshmallow flavored filling
Approximately 16 cookies per 8.5 oz. pkg.
Ⓢ Ⓧ



Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits
Approximately 14 cookies per 6.7 oz. pkg.
Ⓢ Ⓧ



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COOKIE BYTES

Watch for the Weekly Cookie Bytes emails through eBudde which will provide updates, tips, and timely information throughout the Cookie Program!



ONLINE RESOURCES

We have made managing your Cookie Program easier than ever! Many of the reference materials have been added to the eBudde Help Center and at gsneo.org under "For Cookie Sellers." Just look for this symbol throughout this guide that indicates more information and resources can be found online. You can easily access cookie info from anywhere!



NEW FOR THIS YEAR

Look for this icon throughout the guide to see what new features and developments are happening in the 2024 Cookie Program!

Your GSNEO Cookie Team

Have questions or need help?

Contact Customer Care at 800-852-4474 or at customer care@gsneo.org

PRODUCT PROGRAM TEAM



Kendra Allen x 706
Product Sales Coordinator
kallen@gsneo.org
Youngstown Service Center
8580 South Ave
Youngstown, OH 44514
SU 744-778; 800-825; 910-918



Kim Dolan x 378
Product Sales Coordinator
kdolan@gsneo.org
North Canton Service Center
1010 Applegrove St. NW
North Canton, OH 44720
SU 611-676; 926-969



Rachel Ray x 405
Operations Coordinator
r ray@gsneo.org
Macedonia Corporate Office &
Service Center
One Girl Scout Way
Macedonia, Ohio 44056



Melissa Peddle x 392
Product Sales Coordinator
mpeddle@gsneo.org
Lorain Service Center
6111 S Broadway Ave
Lorain, OH 44053
SU 501-533; 701-742

Product Sales Cell Phone Hotline

440-670-7544
(Call or text)

Available September 1 – May 31, 8:00 am – 11:00 pm
Please use the Customer Care contact information during normal business hours.

Financial Responsibility & Goals

PERMISSION/FINANCIAL RESPONSIBILITY

Each member is required to have a completed GSNEO Annual Permission Form on file with the troop before being permitted to sell or be given an order card. This form is the first line of defense if there is a problem with collecting funds. If you are not the troop leader, please check with whomever maintains troop paperwork that these forms are available for the current membership year.

Girl Scouts who are not registered for 2024, or who do not have a completed Annual Permission Form on file with the troop are not eligible to participate in the Cookie Program. Annual Permission Forms turned in for the 2023 Magazine & Snack Program count for both programs.

- By signing the Annual Permission Form, caregivers are giving their consent for their child to participate in the Cookie Program and accept financial responsibility for all cookies they receive.
- The Financial Responsibility Form is another acceptable form to use with your troop.
- Signatures of both caregivers are required for members selling from two households.
- The Troop Cookie Manager/Leader could be held responsible for unpaid funds unless there is a completed Annual Permission Form AS WELL AS cookie receipts and money receipts transferring responsibility to the caregivers.
- A Girl Scout who is not permitted to participate in direct sales due to an outstanding financial matter with GSNEO should not receive an order card. However, they may participate in Digital Cookie and/or at cookie booths and should be encouraged to do so.

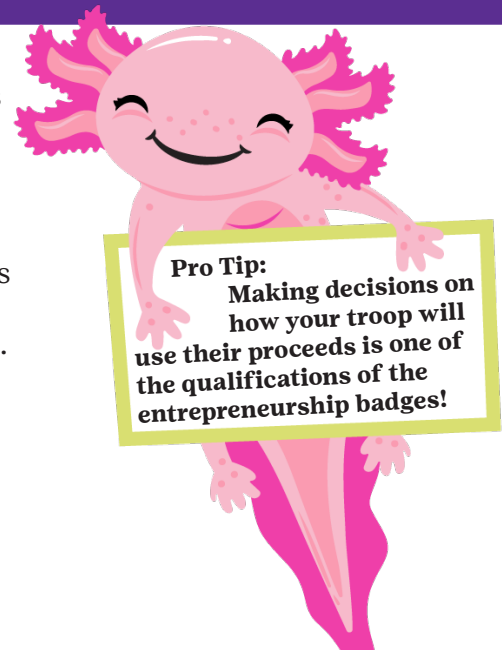
GOAL SETTING

By participating in the Cookie Program, Girl Scouts can make big plans with their troop and learn valuable life skills, too. The power of the cookie doesn't end there...the money earned can help keep the adventures going year after year!

BY SELLING 27 PACKAGES OF COOKIES, EACH GIRL SCOUT WILL EARN ENOUGH TROOP PROFIT TO PAY THEIR \$25.00 MEMBERSHIP DUES FOR THE NEXT YEAR.

Profits are held in the troop bank account so the money can easily be applied toward membership dues. Don't forget to suggest this as a goal when you have a discussion with the troop and their families about troop goals.

It is important to discuss financial goals with your troop. Not only consider planning ahead for membership renewal, but also other needs such as bridging, uniform/badges, field trips, community service projects, and other troop activities so your troop has a working budget.



Money Management

BASE PROFIT FOR ALL TROOPS BEGINS AT \$0.95

If a troop qualified for the Spring Renewal bonus by meeting the early registration and finance report deadlines and by reaching the Magazine & Snack Program participation goal of \$35 PRGA, their profit will begin at \$0.98 and increase according to their Per Registered Girl Average (PRGA). This profit level will be loaded by Council into eBudde in December once MSP is completed. See page 17 for more information.


Troops can also increase their profit by reaching the specified profit levels based on registered girl average as shown below:

Per Registered Girl Average	Base Profit Level	Spring Renewal Profit Level
1 - 199	\$0.95	\$0.98
200+	\$1.05	\$1.08

OPT OUT OPTION

Cadette, Senior and Ambassador Troops have the option of choosing additional profit. These troops will receive an additional \$0.10 per package and cookie sellers will be eligible for the rewards listed below if the appropriate level of cookies is allocated to them.

- Opting out of rewards must be a unanimous troop decision. Please have your troop complete the Opt Out section of the Rewards Selection Options on Page 10 of the Cookies 101 Family Guide. This decision must be made before initial order is placed on **February 8** - see page 17 on how to opt out of rewards.

Will Receive	Will Not Receive
Charm Patch - 30+ packages Cookie Boxes Charm - 30+ OSA packages Techie Charm - 125+ Digital Cookie packages String of Pearls Club - 1000+ packages Pathway Passes at applicable levels	Girl Rewards beyond 30+ package level Initial Girl Rewards Troop Rewards 

Girl Scouts are still eligible to receive Pathway Passes if they are allocated the appropriate amount of cookies.

TROOP DEBIT

ACH DEBIT: AUTOMATED CLEARING HOUSE - A METHOD OF ELECTRONIC FUNDS TRANSFER

All troop payments to GSNEO for cookies are done through ACH debit. The amount that will be debited will be on the Sales Report Tab in eBudde as listed next to "Amount You Owe Council." Troop profit will be left in the bank account after the debit is completed.

- Troops without bank accounts on file with the GSNEO Finance Department will not be able to pick up their cookies.
 - Troops that do not have a bank account or have recent changes to their current account, must complete the New Troop Bank Account form at gsneo.org/forms and submit to GSNEO by **February 9**.
- Current troop bank information on file with the GSNEO Finance Department will be uploaded into eBudde under the Settings tab. The bank name and the last 4 digits of the routing number and account number will be visible. Troops should confirm account information and contact Customer Care if info is missing or incorrect.
- Council will begin ACH debits on **April 8, 2024**.

Money Management

PAYMENT OPTIONS

- Money is collected at the time the cookies are delivered to the customer.
- Cookie monies must be deposited into a GSNEO troop bank account only. Depositing troop funds into a personal account could be perceived as misappropriations of funds.
- Do not accept personal checks. Individuals accepting personal checks as payment will be responsible for any fees or bank charges associated with the check.
- The best way for caregivers to make electronic payments to a troop is with a customer bank to bank transfer. Caregivers would just set up the troop as a vendor in the “Pay Bills” portion of their personal bank account and pay the troop as they would pay all other vendors (i.e., bill payments).

Cheddar Up is a digital payment and tracking tool that will help your troop easily collect money online for Girl Scout activities or events. Through our partnership with Cheddar Up, your troop bank account will be linked with your Cheddar Up account so you can quickly accept online payments for expenses including cookie payments from caregivers. If your troop is not yet signed up, please contact Customer Care.

RECEIPT PROTOCOL

Keep a receipt book with you; payment may be offered when you least expect it.

- Signed receipts are required for ALL exchanges of cookies or monies between the caregivers and the troop.
- Count all monies collected immediately. Take the time to open, count and receipt all monies with the caregiver present. All money is to be turned in directly to the Troop Cookie Manager. Do not allow money to be put in a mailbox, slipped under a door, or given to a child.
- All receipts should have two adult signatures. These signatures should include the individuals who are giving and receiving the product or monies.
- Record all payments received in eBudde under the Girl Orders tab (page 31).
- If the cookie manager is not on the bank account, use receipts when turning money over to the troop leader or treasurer so there is a paper trail of the transfer of funds.



PAYA CREDIT CARD PROGRAM



GSNEO offers the Paya Credit Card program so that troops can accept credit card payments from customers.

GETTING STARTED

1. Determine that the troop wants to participate in the credit card program and complete the online Credit Card Participation Form by **February 8**. **This form must be completed every year** and is available in the eBudde Help Center and on gsneo.org.
 - If you signed up during 2023 MSP, your account is still valid; there is no need to submit again.
2. In February, users will be uploaded to Paya to permit access and you will receive an additional e-mail from Council with set up instructions.
3. Once you receive an e-mail from Council, follow the instructions to set up your credit card account. Even if you have used the Paya credit card app before, Paya has made upgrades and you will want to verify your app and information is up to date. Please do this before your first cookie booth.
4. There is a \$5 annual fee to use the Paya program. This fee will be added to eBudde and be part of the final ACH debit amount at the end of the season.

OUTSTANDING BALANCES

THE TROOP IS RESPONSIBLE FOR REPORTING ALL CAREGIVERS WHO HAVE NOT PAID THEIR BILL BY **APRIL 3**.

- Do not pay for a troop member's cookies out of troop profit. Once a troop bill is paid in full to GSNEO we cannot continue to pursue collections from the person who still owes your troop.
- Reports of stolen money must be supported by an official police report. Police reports do not relieve the caregiver of their responsibilities to pay.
 - In the case of theft documented by a police report, the loss should be covered by personal insurance. Additional time will be allowed to collect from the insurance company. If not covered by insurance and not documented by the police, payment in full is expected by the due date; however, payment arrangements can be made.

IF A CAREGIVER DOES NOT PAY FOR THEIR COOKIES, PLEASE TAKE THE FOLLOWING STEPS:

- Contact Customer Care at 800-852-4474 or customercare@gsneo.org to get the link to the Outstanding Balance Report (OBR). (Form not available on website)
- Complete the OBR, attach the Annual Permission Form and attach all receipts for the cookies given to the caregiver and all receipts for any money the caregiver did pay to the troop. There should be a receipt with two adult signatures (one caregiver and one troop adult) for every cookie and every money transaction.
- Submit the completed OBR form to council by **April 3** for the ACH debit to be adjusted.
- If a caregiver provides payment after OBR is submitted, deposit the funds in the troop bank account and please let Customer Care know that a payment has been received.

**GSNEO TAKES UNCOLLECTED FUNDS SERIOUSLY.
ANY UNPAID ACCOUNTS ARE SUBJECT TO COLLECTIONS AND
LEGAL ACTION.**

ACTIONS YOU CAN TAKE TO DISCOURAGE LATE AND MISSING PAYMENTS!

- Stay in touch with your troop's families to make sure cookies are being delivered and money is being collected.
- Deposit money into the troop account promptly and frequently.
- Contact caregivers immediately if a collection deadline has passed and cookie money has not been turned in.
- Make sure all members of your troop that are selling are registered for the 2023-2024 Membership Year that started 10/1/2023 and are listed in eBudde.
- Make sure each troop member's Annual Permission Form is completed and turned in to the troop.
- Use receipts for every cookie and payment transaction.

GSNEO REWARD POLICY

- GSNEO will consider any cookies not allocated or paid for by the deadline as unsold, therefore the rewards are not earned. Girl Scouts and/or troops that are delinquent in their cookie payments will not receive their rewards until the amount due is paid in full.
- Pathway Passes and other GSNEO specific rewards will not be awarded if payment is not made in full. Pathway Pass expirations and dated ticketed event awards will not be reissued or extended.
- Service Units will be provided a list of those unpaid accounts and will be asked to separate their rewards. If payment is made in full within 30 days, the Service Unit will distribute the rewards. If the balance remains unpaid after 30 days; the rewards will be returned to GSNEO. Rewards will be held until payment is received. Those with delinquent accounts longer than 1 year forfeit their rewards.

Cookie Rewards

Cookie sellers can earn a wide variety of rewards for their achievements in the Cookie Program

- Official Girl Scout Cookie Business and Financial Literacy badges and the Cookie Entrepreneur Family Pins.
 - Cookie Business and Entrepreneurship Programs are offered on the GSNEO Events Calendar
- Symbols of accomplishment in the form of patches and other reward items promoted on the order card.
- Pathway Pass Program Credits are earned by Girl Scouts through participation in GSNEO's Council-sponsored Product Sales Programs.

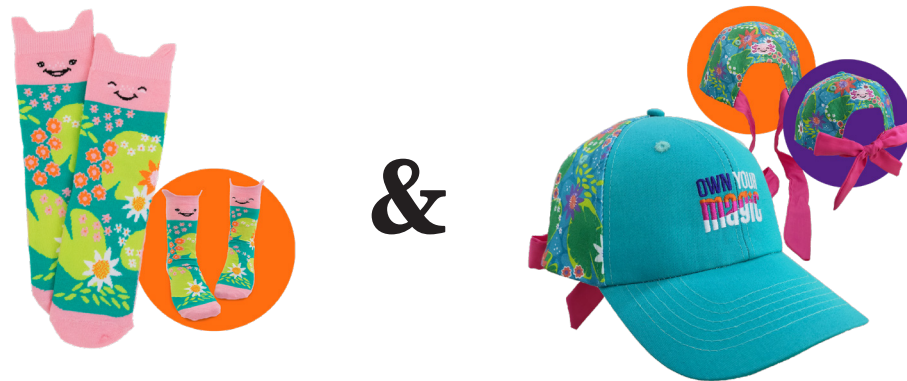


Remember if someone in your troop participated in the 2023 Magazine & Snack Program, created an avatar in M2, sent 18+ emails, and reached a goal of \$75 in total sales, they will only need to sell 150+ packages of cookies in the 2024 Cookie Program to earn the Cookie Crossover Patch!



TROOP REWARDS

A participating troop will receive troop rewards based on per selling girl average (PSGA) if **at least 75% of their troop participates in the Cookie Program** and the troop reaches the specified goals!



Set the Troop Goal of 225+ PSGA!

If your troop reaches a Per Selling Girl Average of 225 packages sold or higher, your troop will earn the Baseball Cap AND Axolotl Socks for each selling troop member. Both the socks and hat are one size only.

Each troop that earns this level will also get one Baseball Cap for the Primary Troop Cookie Manager and have the opportunity to purchase one additional hat for \$10 for another troop volunteer.

NOTE: eBudde will automatically award these rewards but they will be removed from the Council order if the troop does not have at least 75% participation and/or if the troop opts out of rewards.

INITIAL REWARDS

Initial rewards are based on orders through the order card and Digital Cookie before **February 4** and should be based on these sales only. eBudde will automatically credit any seller who reaches the initial rewards levels. Please do not pad an individual's initial order with booth cookies as once the order is placed, they are unable to be removed. These rewards will be picked up at cookie deliveries and are meant to be given out with the initial order to acknowledge their success so far.



Wallet Pouch & Frog Charm
200+ packages on Girl Initial Order

Initial Rewards do not need to be submitted; Council will roll up all rewards and submit. If a member of your troop reaches this level with the initial order, they will receive the initial reward.

PHILANTHROPIC REWARD OPTION - THE SHOE THAT GROWS

165 + packages	1 / 2 shoe
200 + packages	1 / 2 shoe
275 + packages	1 shoe
350 + packages	1 shoe
450 + packages	1 pair
600 + packages	1 pair
800 + packages	2 pair
1500 + packages	3 pair
2024 + packages	10 pair
3000 + packages	20 pair

Do your Girl Scouts want to make a difference for kids like them? Here is their opportunity with The Shoe That Grows! Any troop member can choose to donate shoes in place of a reward item. This philanthropic reward is part of the cumulative reward structure - meaning the Girl Scout can decide at each level, beginning at 165+, whether they would like the offered reward or to do a donation!

Any level that offers the donation option is indicated by the Shoe Charm!

In 2023
Girl Scouts of North
East Ohio donated
405 shoes!



If someone chooses to donate at a reward level, they will still receive the Pathway Passes for that level. If they donate at any level, they will receive a Cookie Heart Charm!

Individual Rewards

Along with the essential skills developed through participation in the Cookie Program, Girl Scouts have an opportunity to earn rewards based on both troop and individual efforts. Please ask your troop to each complete Page 10 in the Family Guide and submit to you so that you know their reward choices. All rewards are cumulative.

COLLECT UP TO 7 CHARMS!



Theme Charm Patch
30+ packages



Bandana & \$5 Pathway Pass
65+ packages



Adjustable Lanyard & \$5 Pathway Pass
100+ packages



Lottie the Mini Axolotl, Axolotl Samoa Charm, & \$5 Pathway Pass
135+ packages



3-Part Journal Sketch Pad and Magical Marker
OR
1/2 Shoe Donation
Either choice includes
\$5 Pathway Pass
165+ packages



Lucy the Axolotl & Own Your Magic Charm
OR
1/2 Shoe Donation
Either choice includes
\$10 Pathway Pass
200+ packages



Crossbody Bag & Fashion Patches
OR
1 Shoe Donation
Either choice includes
\$10 Pathway Pass
275+ packages



Own Your Magic Theme Shirt
OR
1 Shoe Donation
Either Choice includes
\$10 Pathway Pass
350+ packages



Weekender Tote & Guardians Ticket
OR
1 Pair of Shoes Donation
Either Choice includes
\$15 Pathway Pass
450+ packages



Collapsible Storage Ottoman
OR
1 Pair of Shoes Donation
Either choice includes
\$15 Pathway Pass
600+ Packages



Cleveland Guardians ticket is for Girl Scout Day on select game dates during the 2024 season.

Guardians ticket codes and all other reward information over the 800+ level will be directly communicated from GSNEO to the earner's caregiver via email.



OR



Choice of Build-A-Bear Experience

OR

Puffy Camp Blanket & Pond Pocket Pillow

OR

2 Pairs of Shoes Donation

All choices include a \$15 Pathway Pass

800+ Packages



May 5, 2024- Join us for a Build-A-Bear party where the Girl Scout will be able to make and name her own bear with an exclusive themed shirt. Not able to make the date or don't want a bear? Choose the Blanket & Pillow combo instead!



OR



Choice of Scene75 Enhanced Girl Event

OR

iBbeautiful 6 Month Subscription

OR

3 Pairs of Shoes Donation

All choices include a \$25 Pathway Pass

1500+ Packages



June 2024- Come play with us at our Scene75 enhanced experience. Activities are for the Girl Scout and chaperones are welcome to attend. Or choose an iBbeautiful subscription box that is filled with fun products plus a monthly message to help young girls realize they are beautiful just as they are.



OR



Choice of Apple iPad

OR Oculus OR

20 Pairs of Shoes Donation

3000+ Packages



Cedar Point



String of Pearls Club with Tickets to Girl Scout Day at Cedar Point & \$25 Pathway Pass
1000+ Packages

Girls will receive a necklace with a single genuine pearl their first year. Each additional year she will receive another pearl to add to her necklace.

June 26, 2024 - Pearl will be presented on Girl Scout Day at Cedar Point. This event includes tickets for Girl Scout and chaperone.



OR



OR



2024 Patch & C.E.O. Status & Choice of: Smart Watch OR Stand-Up Paddle Board OR Cricut OR

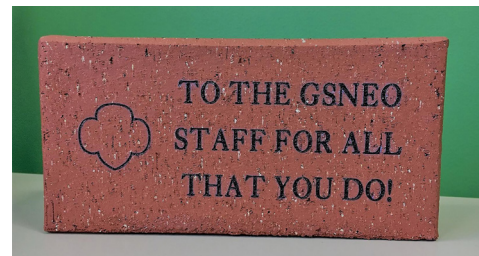
10 Pairs of Shoes Donation

All choices include a \$25 Pathway Pass

2024+ Packages



Earners will select from the 4 choices listed above. CEO level Girl Scouts also attain Media Girl status and will be called on to be brand ambassadors for GSNEO; no audition required.



Honorary Brick Paver at GSNEO Camp of Choice Top Council Seller

Digital Cookie

Digital Cookie allows Girl Scouts to create a customized website and send emails to people they know, asking them to buy cookies. Customers place online orders and have the option for the cookies to be shipped directly to their homes or to be delivered by their favorite Girl Scout when cookies are available in March.

Caregivers love the convenience of using Digital Cookie and those who participate in Digital Cookie sell 76% more than sellers who participate in the traditional sale alone. Help your troop reach their goals with Digital Cookie!

- All ages may participate
- Troops receive the same proceeds for the packages sold via Digital Cookie and the sales count towards all rewards
- Caregivers can enter the initial paper card order and it will flow directly into eBudde.
- Progress towards their goals can be tracked, customer information can be recorded and tasks associated with badges can be marked as completed.
- Caregiver approval for storefront content must be completed before posting to customers



Watch for an email that will have “Girl Scout Cookie Program” as the sender and the “from” email address will be email@email.girlscouts.org. This will launch on **December 14** for Cookie Managers and then on **December 15** for family access.



More information on how to access Digital Cookie, Frequently Asked Questions, and other helpful resources will be available in the eBudde Help Center and gsneo.org under For Cookie Sellers.

DIGITAL COOKIE REWARDS

Digital Cookie rewards are based off sales in Digital Cookie and eBudde automatically credits any girl who reaches each level. Paper orders entered into Digital Cookie to transfer to eBudde do not count towards Digital Cookie Rewards as these rewards only apply to orders placed online through the Digital Cookie storefront.



Cookie Techie Charm
125+ packages through
Digital Cookie



Axolotl Pillow
200+ packages through
Digital Cookie

This manual was written in the fall of 2023. GSUSA is continuing to make enhancements to Digital Cookie throughout the year. Please pay attention to Weekly Cookie Bytes for the most up to date info on Digital Cookie.

DIGITAL COOKIE & EBUDDE

NEW!

NEW THIS YEAR! Caregivers can enter their Girl Scout's order into Digital Cookie and it will transfer into eBudde. You just need to review and save it! You will see their order on the Initial Order Tab with clear messaging that shows which girls have added orders. More information is available on page 24. This is optional, caregivers can still physically turn in the order card to you to enter.

Troop Initial Order		All Girl IO orders should be reviewed and Saved.											Total	
Uses DOC	Girl		\$6.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$6.00	\$6.00		
			C_GOC	Advf	LmUp	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff		
✓	Addison B	Order Card	saved	1	10	1	4	12	4	8	24	10	3	77
		DOC Girl Del.		0	0	0	0	0	0	0	0	0	0	0
		Total Order		1	10	1	4	12	4	8	24	10	3	77
✓	Elizabeth C	Order Card	Needs Review	0	0	0	0	0	0	0	0	0	0	0
		DOC Girl Del.		0	0	0	0	0	0	0	0	0	0	0
		Total Order		0	0	0	0	0	0	0	0	0	0	0

Digital Cookie Shipped, Donated and Girl Delivery orders automatically transfer to eBudde and no action is needed for any of these options. You can see a total of Girl Delivery orders on the eBudde Dashboard. On the Initial Order Tab, every girl will show a row for DOC Girl Delivery below her order card line.

Digital Cookie order will automatically show in this line and will be added to the totals entered from the order card. Please remind caregivers **NOT** to include any Digital Cookie orders on the paper order form so they do not get duplicated.

 Tip sheets for all Digital Cookie actions for Troop Managers and caregivers will be available in the eBudde Help Center and at gsneo.org/forcookiesellers.

TROOP LINK

An easy way to expand troop sales through Digital Cookie is for Cookie Managers to set up a troop link. This is directly tied to the GSUSA Cookie Finder function so customers can order cookies from troops through a virtual booth storefront.

The troop will appear in eBudde on the Girl Orders tab as Troop Site. Sales through this link will appear in this row and will need to be re-allocated to credit to girls in the troop, similar to crediting booth sales. This Troop Site row will not affect selling or registered girl numbers.

The Cookie Manager will set up the troop's link through their page on Digital Cookie when you log in using the same email as your eBudde log in. The link can be set up at any point in the program and will go live on the Cookie Finder beginning on **February 16** and run through the end of our sale ending **March 24**.

Setting up this link is important to do early on, and those who participate in 888-9-ThinMint can send in their troop link to be paired with local customers who want cookies directly shipped to them.

Cookie Volunteer Patch
Troop Cookie Manager will get this patch
by setting up Troop Link
(1 per Primary Troop Cookie Manager)



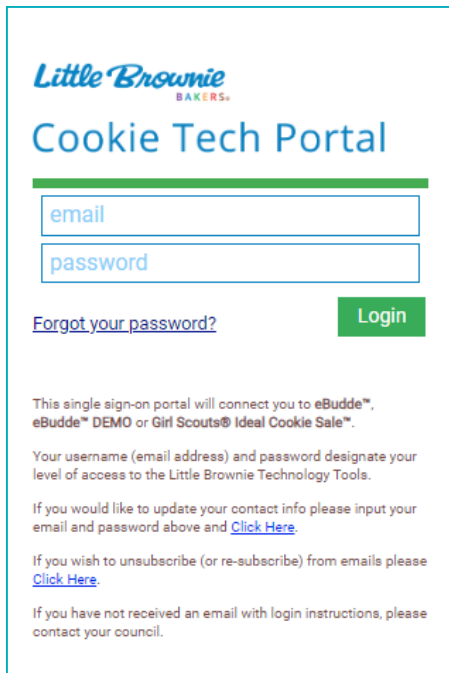
eBudde Login

MEET EBUDDE — THE POWER TOOL FOR COOKIE VOLUNTEERS

eBudde is a cookie volunteer's best friend. The eBudde system is the home base for cookie volunteers where you'll enter cookie orders, reserve cookie booths, manage pick-ups, place girl rewards orders and more.

You will receive a launch email beginning **December 13** or when you are uploaded to the system after that date. Access eBudde through the link or go to: ebudde.littlebrownie.com or connect through the link on gsneo.org/cookies.

- **Username:** Your e-mail address – we uploaded the email address provided on the Troop Cookie Manager Agreement.
- **Returning Managers** – log in with the same password as last year. Use the "Forgot your password?" link if necessary. If you are prompted to change your password, you can reuse the same password from the previous year.
- **New Managers** – Select the link in your launch email to set up your password. If you did not receive a launch email or your link expires, you can go to the log in page and select "Forgot your password?" You will be able to access the system if your email has been added.



The screenshot shows the 'Cookie Tech Portal' login page. At the top is the 'Little Brownie BAKERS' logo. Below it is the title 'Cookie Tech Portal'. There are two input fields: 'email' and 'password'. A green 'Login' button is to the right of the password field. A link for 'Forgot your password?' is below the email field. At the bottom, there is a disclaimer: 'This single sign-on portal will connect you to eBudde™, eBudde™ DEMO or Girl Scouts® Ideal Cookie Sale™. Your username (email address) and password designate your level of access to the Little Brownie Technology Tools. If you would like to update your contact info please input your email and password above and [Click Here](#). If you wish to unsubscribe (or re-subscribe) from emails please [Click Here](#). If you have not received an email with login instructions, please contact your council.'

Record your password here for future reference:

If you forget your password, you can use the "Forgot your password?" link on the sign-in screen. You can also contact Customer Care if you need additional assistance.

Below are the current platforms that are approved for use with eBudde:

- IBM Compatible - Latest versions of Microsoft Edge, Firefox, or Chrome
- Macintosh OS version 11 and later. – Latest versions of Safari, Firefox, or Chrome
- iPad- iOS 12.4 and above
- iPhone 6 and above using iOS 12.4 and above
- Android v. 11 and above

EBUDDE APP

Stay in the know, on the go! This must-have app puts power at your fingertips, wherever you are in the cookie season.

What it includes:

- Streamlined dashboard
- Easy management of orders and rewards
- Important messages and upcoming events
- Options for finding booth locations and exchanging cookies
- Help Center

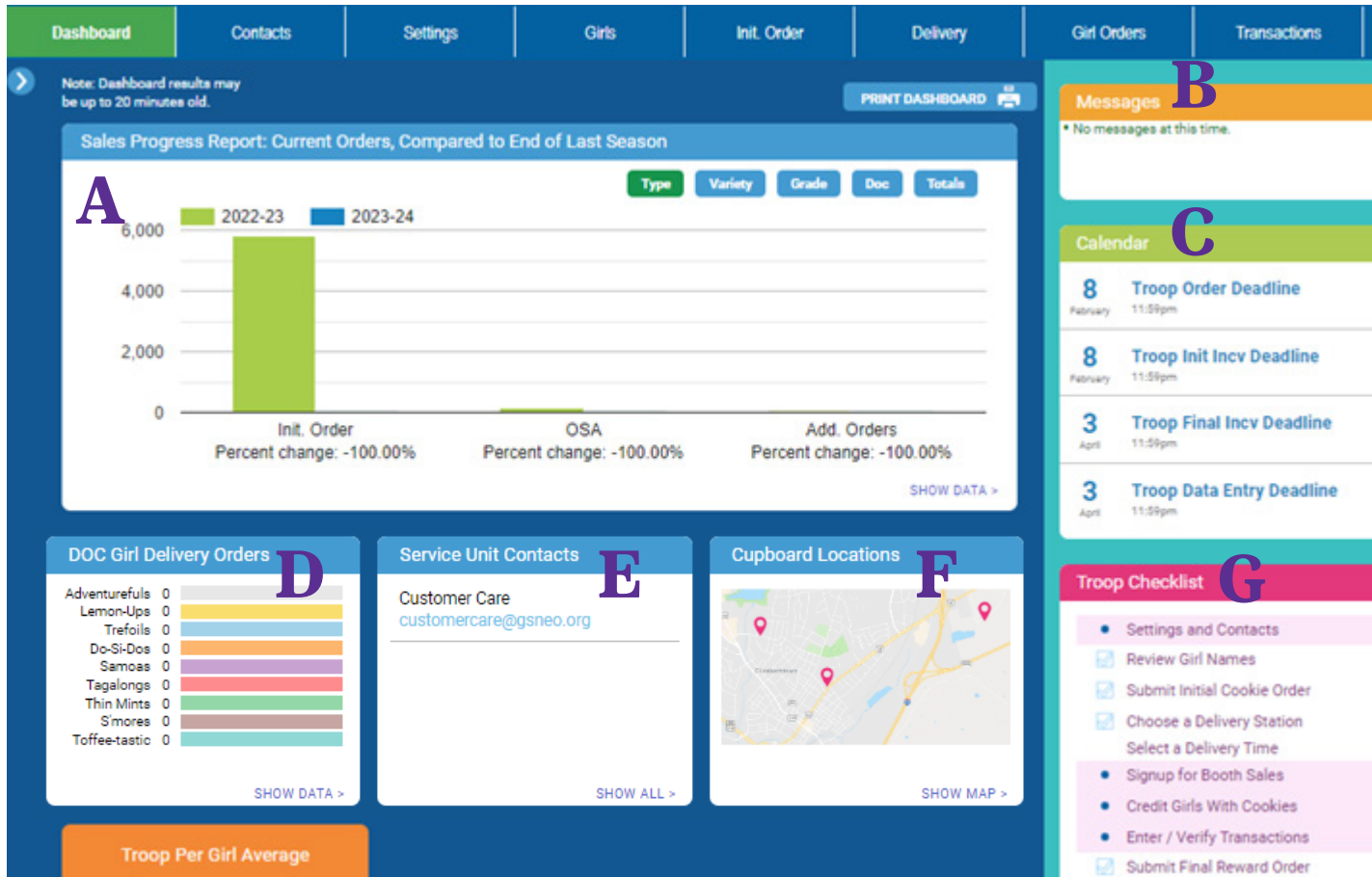
Where you'll find it:

- App Store and Google Play



eBudde Overview

Once you complete the password settings, you will arrive on the Dashboard screen. Future logins will automatically take you to this screen.



Your Dashboard will provide the following useful information throughout the sale:

- A** **Order Sales Totals** will let you see how your troop is progressing, with a comparison to last year if applicable. The buttons in the upper right will let you toggle between type, variety, grade, and Digital Cookie orders.
- B** **Messages** will show important information from Council.
- C** The **Calendar** will show the newest two items coming up. For a complete list, select the View Full Calendar button at the bottom.
- D** **DOC Girl Delivery Orders** will show if the troop has any Girl Delivery Sales. To see the list by member, select Show Data.
- E** **Service Unit Contacts** will only show Customer Care, for your first stop for any questions you may have.
- F** **Cupboard Locations** will map all available Reorder locations by selecting Show Map. You will be able to see a full list of available locations in the eBudde Help Center **after February 20**.
- G** The **Troop Checklist** will automatically update as actions are completed.

Troops will be able to view their overall Reward Status and Troop Per Girl Average with changes tracked throughout the sale.

eBudde Overview

The tabs across the top of the Dashboard are how you will manage your sale. They run left to right in the order you will need to use them.

Dashboard	Contacts	Settings	Girls	Init. Order
-----------	----------	----------	-------	-------------


<p>Main landing page that provides overview of your program, important messages, calendar, and checklists.</p>	<p>You are listed as the Primary Cookie Chair. Additional users can be added here. You can edit your contact info, email preferences, and email caregivers from eBudde.</p>	<p>This tab will provide an overview of troop stats. This is where eligible troops can opt out of rewards. See page 17 for more info.</p>	<p>This is where you will see a list of registered members, and edit shirt sizes and goal info. See page 18 for more info.</p>	<p>You will enter the troop's initial order here, while being able to view Digital Cookie Girl Delivery orders. See pages 24-26.</p>
--	--	---	--	--

If you accidentally unsubscribe from eBudde emails, you can resubscribe on the Contacts Tab. Select the Edit button and add a checkmark to "Receives email." The Primary Cookie Manager is required to be able to receive eBudde emails and GSNEO will reset this to active if you opt out.

A feature in eBudde allows you to send emails to caregivers in your troop. From the Contact tab, select the "Email Caregivers"


button, enter the required fields, select who you want to send the message to, and add attachments if necessary.

Please note that the caregiver must have an email in eBudde for this to work. See page 18 on where to verify caregiver emails.

Delivery	Girl Orders	 Transactions	Cookie Exch	Rewards
----------	-------------	--	-------------	---------

<p>This tab will allow you to select a cookie pick up location after you place your initial order. See page 27.</p>	<p>Here you will manage the program after initial orders are placed by allocating additional sales and marking payments. See page 31.</p>	<p>This tab will show movement of cookies in and out of your troop. You can place reorders and complete transfers between troops. See pages 30-31.</p>	<p>Use this tab to post extra cookies for other troops to see or look for additional packages from other troops. Remember to keep it updated!</p>	<p>This tab is where you will see the reward levels and make Final Reward Selections. See pages 32-33.</p>
---	---	--	---	--

 Booth Sales	Payments	Sales Report	Reports	Help Center
---	----------	--------------	---------	-------------

<p>View and sign up for booths on this tab. Use the drop down to request My Sales or use the Booth Recorder. See pages 20-23.</p>	<p>This is a view only screen for troops but you can see Digital Cookie payments and Council ACH transactions.</p>	<p>This tab shows a recap of all troop information and the Sales totals. View the Amount Owed Council here for ACH totals.</p>	<p>There are multiple reports available for troop use. A complete list of reports and their descriptions is available in the eBudde Help Center and some are referenced in this guide.</p>	<p>Your first stop for resources! Any item marked with  can be found under the From the Council section. LBB also provides useful resources under other sections.</p>
---	--	--	--	--

eBudde Contacts & Settings Tabs

Add A Troop Contact

Cancel Save

NOTE: Email field is required.

Role:

- Troop Leader
- Troop Leader
- Troop Cookie Chair
- Troop Booth Recorder Only User
- Troop Cookie Pickup Only User
- Troop View Only User

Last Name:

Email:

GSUSA ID:

Active? Receives email?

ADDING ADDITIONAL USERS

Only the Troop Cookie Manager can add additional users; each user only needs to be listed once. We do not recommend more than one additional user.

- Click the **+Add** button on the Contacts tab
- Select whether they are a Troop Leader, Troop Cookie Chair, or a View Only User. The Troop Leader should be added with view only access if you are not adding them as an additional user. 'View only' will let a user see reports and progress only. You only need to add their email address and select Save. They will receive a launch email for access. The "Receives email" box should remain checked to receive any e-mails sent through eBudde.
- Do not add yourself to any additional user roles as this could remove your manager access. As Primary Cookie Manager, you have full access to all roles.

SETTINGS TAB OVERVIEW

To make updates click on Edit Settings:

1. **Girls Registered:** Not editable.
2. **Girls Selling:** Not editable. Automatically calculated as sales are entered.
3. **Troop Goal:** Enter the goal your troop has decided on.
4. **Parent IO Deadline:** The date shown here will show up on a girl's Digital Cookie page. You should enter 2/4/24; however, if you have a schedule conflict and need to enter early, you can enter an earlier date for your troop. Please note, this date will not affect Digital Cookie orders as Girl Delivery orders can be received through 2/4 and will be added to the troop order automatically.
5. **Level:** Not editable. If it needs correction, please contact Customer Care.
6. **Opt out of Rewards for Additional Proceeds:** Only available for Cadettes, Seniors or Ambassadors and all members of the troop must agree to this option (page 5).
7. **Generic Proceeds:** Not editable. If you qualified for the Membership Spring Renewal bonus and reached a \$35 PRGA in the Magazine & Snack Program, a Yes will be indicated under Generic Proceeds and your troop will receive an additional \$.03 profit per package sold. This will be uploaded in December after the MSP program ends.
 - If you do not see a Yes under Generic Proceeds by **January 8** and feel this is in error, please contact Customer Care.
8. **Bank Name & Account Information:** Not editable. Review troop bank information. If it is blank or incorrect, see page 5.

Edit Troop Settings

Cancel Save

Troop Info

Number:

Girls Reg'd:

Troop Goal (pkgs):

Active Seller

Opt out of rewards for add. proceeds

Participation: 2022-23, 2023-24

Generic Proceeds 7

Spring Renewal MSP (0.03)

DOC Status 4

Parent IO Deadline: Time:

Girls Selling: 2

Level: 5

Global ID:

Previous Data Points 8

Initial Order Pkgs	2208
Addl Order Pkgs	111
Girls Selling	5
Girls Registered	5
Pkg Goal	1250

Bank Info

Bank Name:

Bank Routing Number:

Bank Account Number:

eBudde Girls Tab

GSNEO loads registered troop members names into eBudde from the GSNEO registration database. Troop Cookie Managers will be unable to manually add or delete members from the system as all changes to the Girl Tab need to go through Council. We will upload all registered members by **December 4** and weekly thereafter. You will need to notify Customer Care of any moves, changes, or additions to your troop.

GIRLS TAB CHECKLIST

- Confirm all Girl Scouts are listed correctly.
- Confirm Caregiver email for each troop member- if an email is not listed, the Girl Scout will not be able to participate in Digital Cookie and will not receive any emails you send through the E-mail Caregivers button on the Contacts tab.
 - If you have names and/or emails missing, please contact Customer Care. They can confirm a Girl Scout's registration status, request that they be added to your troop, or add/change email addresses.
- Select EDIT to open up each troop member to add shirt size and sales goal. Select Save to confirm your changes.

Girls	
<input checked="" type="checkbox"/> Show Inactive	
Emily Miles Sales Goal: 0 T-Shirt Size: Registered: yes	Grade: 3 Inactive: no DOC Eligible: yes Caregiver: miles@yahoo.com DOC Emails: 47 GSUSA ID: 113561235
Raina Ortiz Sales Goal: 0 T-Shirt Size: Registered: yes	Grade: 3 Inactive: no DOC Eligible: yes Caregiver: Mama78@yahoo.com DOC Emails: 15 GSUSA ID: 111745203
Sara Grincewicz Sales Goal: 0 T-Shirt Size: Registered: yes	Grade: 1 Inactive: no DOC Eligible: yes Caregiver: sgrinc@yahoo.com DOC Emails: GSUSA ID: 120056217

Edit A Girl

Cancel Save

First Name: Emily
Last Name: Miles
GSUSA ID: 113561235
Grade: 3
Inactive: no
Registered: yes
Sales Goal: 0
T-Shirt Size: [dropdown menu]
Caregiver Email: miles@yahoo.com



If there is not a shirt size entered, the earner will not receive a t-shirt. Shirt sizes can be added on this page at any point during the sale until you select Final Rewards (see pages 32); once you open the Final Rewards, shirt sizes must be added on each Girl Scout. The system will no longer read changes to the Girl Tab.

We recommend you add them when setting up eBudde.



A size chart for t-shirts is available in the eBudde Help Center and on gsneo.org under For Cookie Sellers.

Cookie Donations

There are two ways for a troop to accept cookie donations from customers:

1. COUNCIL SPONSORED OPERATION: SWEET APPRECIATION (OSA)

This donation option is where the orders taken by the troop are entered into eBudde and the cookies will be sent directly from the baker. GSNEO designates the organizations supported by these donations. Participation in OSA is optional.

- OSA will be handled as VIRTUAL cookies! Troops do not physically handle or ship OSA cookies.
- OSA cookies should be paid for at the time of order.
- All orders entered in the initial order under the OSA Gift of Caring column will NOT be part of the troop delivery.
- Additional sales may be added to OSA orders throughout the entire program.
- If you collect for OSA at a cookie booth, you may collect the donated packages in a bin but return them to your inventory to sell once you have recorded the donation under OSA for the appropriate seller. Remember - they are virtual cookies.
- Donations made through Digital Cookie will automatically go to Operation: Sweet Appreciation. They cannot be credited to a troop Gift of Caring donation.

2. TROOP SPONSORED GIFT OF CARING

This donation option is where the troop physically collects cookies and delivers them to a local organization such as a food bank, women's shelter, or other deserving organization. A Troop Gift of Caring is optional, and the troop must decide on which organization they wish to support.

- When cookie sellers are taking initial orders, their Gift of Caring should be entered by variety, not under the OSA column – anything entered under OSA will be virtual and the troop will not receive them.
- Advertise your Troop Gift of Caring at your Cookie Booths and make sure your troop members can talk about their intended recipient.
- If your troop decides to do a local Gift of Caring, the troop is responsible for getting those physical cookies to their donation location.

*Please Note: Gift of Caring rewards are only earned by participation in council sponsored Operation: Sweet Appreciation. If your troop opts to do a local Gift of Caring, there are patches available for purchase in the retail shops.



Cookie Boxes Charm
30+ packages of OSA

In 2023
Girl Scouts of North
East Ohio sent
62,844
packages of cookies to
those serving
in the military.

Cookie Booths

A Cookie Booth is a public sale of cookies at a local business that is run by 2 registered adults and at least 2 Girl Scouts. By selecting cookie booth locations before the troop initial order is due, the troop can determine how many additional cookie cases to order to meet their booth requirements.

Having a booth sale at a public store is a privilege granted to us by the local merchants. If abused, even unintentionally, it could cause all Girl Scouts to lose the opportunity for additional sales at these places of business, permanently. Please share these guidelines with all adults working at your booths.

You must have the appropriate permission from Council before your booth sales. ALL booth sales must be selected/ approved through eBudde. For locations that are not listed as Council Cookie Booths, please see the My Sale Booth guidelines on page 22.

More Council Booth resources are located online including:

- Council Booth Guidelines
- Cookie Booth Do's and Don't's
- Cookie Booth Marketing



Council will start uploading booths in January and will continue to be updated **Thursdays at 1:00 pm**. Troops will see current available dates and locations as they are uploaded. **Please do not call if you do not see a booth site you are looking for, sites will be added as we confirm with each location.** Discuss available booth options with your troop.

January

Sunday 21 3:00 pm - Troops may log on and request sites. Troops can select two (2) booth sale time slots. These booths may not be at the same location or chain. My Sale requests do not count as the 2 eligible slots.

February

Sunday 4 3:00 pm - Troops may request an additional two (2) locations. This will allow a troop to have up to 4 locations before they place their initial order; this does not include My Sale requests.

Sunday 18 3:00 pm - Troops may sign up for any additional available booth locations. Spots will be awarded first come, first served. Be sure not to sign up for more booths than your troop can manage. Discuss the schedule with the troop before you reserve additional spots.

Cookie Booth Sign Up

TO SIGN UP FOR A BOOTH, THE TROOP COOKIE MANAGER LOGS INTO EBUDDE AND SELECTS THE BOOTH SALES TAB. YOU WILL THEN SELECT

Sign up for a Council Booth

- In the left section, select a city, select a store, select a date from the available openings (in green). Click on an open time spot and your troop number will appear.
- Check the Notes section. The first word will always be either Inside or Outside, so you know what you are signing up for.
- Make sure you click the submit button to save your choice.

Council Sales

Cancel Submit

Pet Supplies Plus on 03/11
@2855 E Waterloo Rd

Choose a time slot and then Submit.
To opt out click on that slot again and re-submit

Email me if slots open up.

Time	Troop
9:00am	Claimed
12:00pm	T-1
3:00pm	Claimed

Example: 12:00 p.m. is the only open spot. Once you submit, you troop number will be in the spot. If it says Claimed, the booth has been assigned to another troop.

- Confirmed booth locations are visible on your troop dashboard and will be posted on the Cookie Finder.
- eBudde will send reminder e-mails 3 days and 1 day prior to your booths. These are system generated and can't be turned off. Use them to assist you with reminding your troop or determining if you want to cancel.

TO CANCEL A BOOTH

Cancellations are easier than ever before! If you are unable to attend a booth, please cancel it with enough notice that a sister troop can have the opportunity.

On your Dashboard, check the Calendar box to see if your booth is listed. Only the top 2 dates are visible, so if the booth is not listed, select View Full Calendar and you will see all scheduled booths and sale deadlines. All booths will have a **Release** button on the right. Select this button and it will ask you to confirm. Select OK and your troop will no longer have the booth reserved.

You can also cancel on the Booth Tab by going to City, Store and Date where your booth is reserved. Your troop number will be visible in the appropriate time slot. Click on your troop number and it will become blank.

Click the Submit button, and a message will appear that confirms you have no time reserved for that location. The booth will now be available for another troop to select.

Calendar	
1 January	Troop Order Start Date 12:00am
9 February	Troop Order Deadline 11:59pm
11 March	Booth Sale at Pet Supplies Plus 12:00pm Release

Missed your Booth Spot? Sign up for the Waiting List!

If you want a specific location and date and it is full, click on Email me if slots open up. . If another troop cancels, you will receive an email that the spot is open. The spot is not reserved for you; the first troop who signs up is in the time-spot, but this will help manage your time a little easier.

To opt out of the notifications, select Email me if slots open up.

My Sale Booth Requests

A MY SALE BOOTH IS A LOCAL BUSINESS THAT WILL NOT BE LISTED ON THE COUNCIL BOOTH LIST.

The purpose of the My Sale request is to reserve the location for your troop to avoid potential conflicts with other troops and to confirm it is an appropriate location for a Girl Scout Cookie Booth. Approved My Sale sites will also appear in the Cookie Finder app so customers know where you will be.



Please do not request a My Sale location for a major chain store, such as Giant Eagle or Walmart, as these will automatically be denied. If a store is on the Council booth list, a location will not be approved for a My Sale booth, even if that store is not listed on the Council side. Please check the eBudde Help Center for booth lists that will show the store chains Council will contact and the suggested list of stores that are available for My Sale requests.

Please request the location in eBudde BEFORE contacting the location. If we have already approved another troop for that location and date, you will be denied even if you have already spoken to the store.

Approval from Council means approval to approach the location to make your request. An approved location for your troop includes only that date and time; it will not post it for other troops to sign up. If a store denies your request after it has been approved in eBudde, you must cancel it in eBudde, so customers do not go to that location to find cookies.

You are not the only troop that attends your school or church. Anyone from the troop who frequents a location may feel it is "their location" but ALL requests need to go through eBudde. If a family member of the troop owns a business, they can host a My Sale booth there but the request should still go through eBudde so Cookie Finder will alert customers to that location and we at Council can approve it and know you are there.

Cookie Booths cannot be at a business where a Girl Scout cannot be a customer. We will not approve booths in bars or other establishments that cater only to adults. A My Sale can be approved at a location that also serves alcohol such as an Applebee's, but the booth must be in a lobby-type area, not at the bar area.

A Drive Thru Cookie Booth is also considered a My Sale location. It may be on an empty lot, or a business closed on the weekend. You will still need booth approval from Council as well as permission from the owner of the property. Make sure your troop is in an area protected from traffic.

If you do have a location that requires a certificate of liability insurance, you can request the certificate on gsneo.org under Forms. When you complete the form, you are the Requestor, and the address is the location of the place that needs the insurance. Please allow at least 48 business hours for a certificate request.



My Sale booth requests can be entered at any time, but Council will not begin approvals until **January 16**

NEED IDEAS?

Meet with your troop and brainstorm ideas for My Sale booth locations. Please consider locations that will allow you to have safe booths.

- School events - After school activities and sporting events. It's March Madness time for basketball but don't forget the volleyball team!
- Churches - Before or after services on a Sunday and the Friday night Fish Fry are popular.
- Local diners and Mom & Pop shops - Pizza shops are a great option!
- Gas stations and banks - these can make great Drive Thru cookie booths if there is a safe location for girls.
- Recreation or Community Centers
- College Campus'
- Libraries
- Auto parts stores and retail shops

You know your neighborhood and the locations where you shop. Just remember - everything goes through eBudde!

HOW TO REQUEST A MYSALE BOOTH

1. Select **Add / Edit a Troop Booth** on the Booth Sales tab
2. Click on **+Add** in the left column.
3. Complete the required information for the location, including a complete, valid address. You must put the state as OH (all caps) for your booth to appear in the Cookie Finder for customers.
4. Enter the date and time span of the booth. It should not exceed 4 hours. If you have multiple girls to do shifts, you may have a larger time slot, but we may call to confirm with you.
5. If you want multiple dates, you will need to enter a request for each date.
6. Click Save once the information is entered.

The request will typically be approved or denied by council within 3 business days by email but may take longer during the month of March. If it is denied, an explanation will be given in the email.

We approve on a first-come/first served basis but may limit your approvals at the same location if it is a popular one to ensure equal opportunities for multiple troops.

If your My Sale booth is approved, this means you have approval to approach the store and request permission to have a troop booth sale. It does NOT mean that we have contacted the store and confirmed the location for you. We may approve the location, but the location management must still authorize it.

NOTE: If you request a booth sale at your My Sale location and the location will not let you have a booth there, you must go back into the My Sales tab and cancel the location. To delete, select the booth location in the left column, select the Delete button on the right to remove it. It can also be removed on the dashboard (see page 21).

The screenshot shows a web form titled "Add A Troop Sale". At the top left is a "Cancel" button, and at the top right is a "Save" button, which is circled in orange. The form contains the following fields:

- Business: [text input]
- Address: [text input]
- Address2: [text input]
- City: [text input]
- State: [text input]
- Zip: [text input]
- Contact: [text input]
- Phone: [text input]
- Email: [text input]
- Date: [text input]
- Start Time: [text input]
- End Time: [text input]



Entering Troop Initial Order

Orders are due to the troop **February 4**; you can adjust that date to accommodate earlier meeting schedules, but you should have all orders by this date.

To enter your initial order, log into eBudde and select the Initial Order tab:

- You will see all the Girl Scouts listed with either **Saved** or **Needs Review** next to the Order Card line.
- To enter or review an order, click on the name; this will open the order box in a new screen as shown below. If the caregiver entered their initial order in Digital Cookie, you will see numbers already listed.
- Unless they have requested changes since they submitted, you just need to select Save and their order is complete. If you do need to edit later, their original order will always be visible for each variety as PIO=qty (Parent Initial Order = original number entered)

Product	Order Qty	Net Sales	Total
Gift of Caring \$4.00 (PIO)	1	0	1
AdventureKits \$1.00 (PIO)	10	0	10
Lemon-Ups \$1.00 (PIO)	1	0	1
Trefoils \$1.00 (PIO)	4	0	4
Do-Si-Dos \$1.00 (PIO)	12	0	12
Samosas \$1.00 (PIO)	4	0	4
Tagalongs \$1.00 (PIO)	8	0	8
Thin Mints \$1.00 (PIO)	24	0	24
S'mores \$1.00 (PIO)	10	0	10
Toffee-tastic \$1.00 (PIO)	3	0	3
Total	77	0	77

More detailed instructions on eBudde initial orders and Digital Cookie will be available in the eBudde Help Center and gsneo.org

If the caregiver submitted an order card to you instead of submitting through Digital Cookie, enter the quantities for each item in the applicable box; click Save on this screen when the girl's order is complete

- Make sure her order card was totaled correctly.
- The Sweet Appreciation row at the top is for virtual cookies ordered for Operation: Sweet Appreciation and will not be part of the physical delivery but will still give credit towards sales. If your troop is supporting a local Gift of Caring, these cookies need to be entered under varieties in the girl order.
- If a girl has Digital Cookie orders that need to be delivered, these will automatically show in the Girl Delivery column in the middle. **Do not enter any Digital Cookie orders into her initial order or you could duplicate her totals.** If in doubt, please check with the family to confirm they did NOT include Digital Cookie sales in the order they turned in. If they do not turn in an order card and just send you totals via text or email, please ask about their Digital Cookie totals.

Note: You can confirm which girls in the Troop have Digital Cookie girl delivery orders by clicking the [Show Data](#) button in the bottom right of the DOC Girl Delivery Orders box on the Troop Dashboard in eBudde. You want to make sure you do not duplicate the orders for any girl listed here.

Do not enter DOC Donated into her order as these are virtual cookies. These are not included on the Initial Order tab, but are already credited and can be viewed on the Girl Order tab and will count towards initial rewards.

You can edit and save each girl's order as often as necessary. You can only hit the Submit Troop IO button once as this will commit your order to Council. If you submit in error, please contact Customer Care to be un-submitted if it is still before the deadline on **February 8**.

Below the names are 4 additional rows:

Imported	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Last Year (Other)	0	0	0	0	0	0	0	0	0	0
Booth	0	0	0	0	0	0	0	0	0	0
Last Year (Booth)	0	0	0	0	0	0	0	0	0	0

Imported is for Council use only & Other is not used by our Council. Please do not enter any quantities in these rows. Cookies should ONLY be ordered under the seller or in the booth rows.

ORDERING BOOTH COOKIES

Booth is where additional cookies needed for booth sales should be entered. There are 12 packages in a case; if you want to order 1 case; you need to enter 12 for that variety. Click on the booth row and it will open an order screen similar to the girl order screen. Enter the package quantity needed for each variety and click Save.

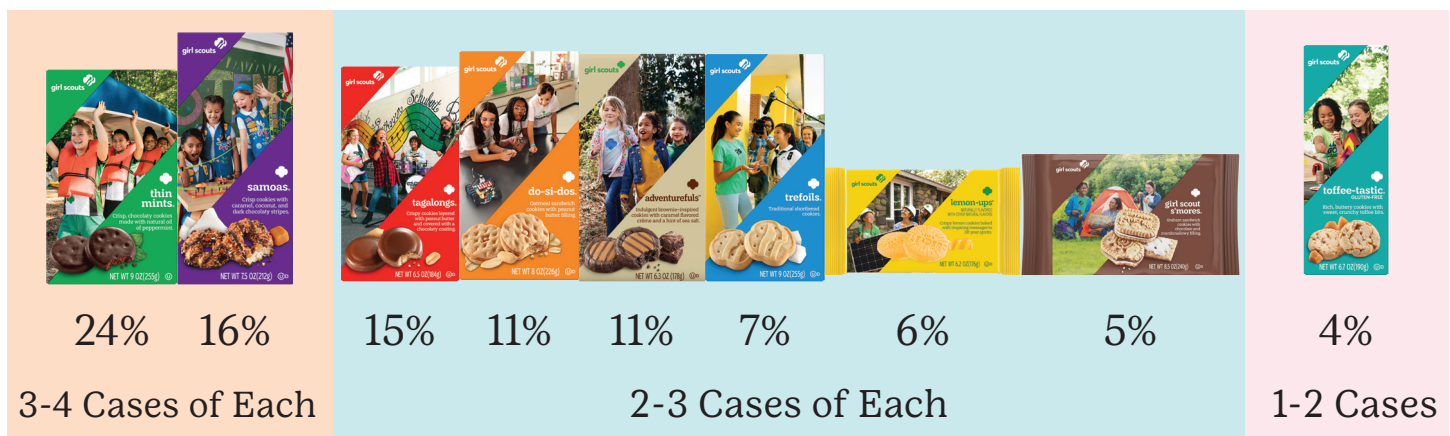
Last Year (Booths) You will be able to see the # of packages the troop ordered for booth cookies last year for reference.

NOTE: Do not assign booth cookies to sellers in their initial order. You will be unable to remove them from their order if they do not participate in a booth or if someone else sells them. Reaching the initial order reward is an individual goal; if the seller did not sell that amount in her initial order, do not pad the order. It will change the payment a caregiver owes.

The number of cookie cases to order for a booth depends on multiple factors: booth location, the date, weather conditions, or even the age of your troop. Don't over-order. You can always get additional cookies from a reorder station or another troop, but Council will not take cookies back. Order enough for the first week of booths and then plan on getting more from a Reorder Station.

Remember - these additional cookies are not just for booths; all extra cookies are part of a troop's inventory and can be used to fill new orders, including additional girl-delivery orders approved in Digital Cookie, as well as public sales.

Ordering cases for booth sales isn't an exact science, but here are average sales per cookie variety in Northeast Ohio, so you can get an idea of how many you should order and approximately how many cases per booth could cover their popularity:



We can't tell you what exactly to order for a cookie booth as every booth is different.

This is just advice, not a checklist. Order more or less depending on your troop needs. Cookies not sold at the first booth can carry over to the next, so don't order for every booth up front.

PLAN FOR REORDERS!

Entering Troop Initial Order

Once all of your troop's orders have been entered and you have entered booth needs, look at the totals on the bottom of the screen. A troop order is always in full cases and there are 12 packages in a case.

Pkgs. Ordered	2	118	96	130	195	263	238	351	68	72	1533	1
Cases To Order		10	8	11	17	22	20	30	6	6	130	2
Extras		2	0	2	9	1	2	9	4	0	29	3

1. The top number on the right is the total number of packages you have ordered, including booth cookies.

! Packages ordered under the OSA column are included in girl totals but not in the cases ordered. Remember cookies ordered here will be virtual and ship directly from the baker; the troop will not receive them. Since donations to OSA are virtual; we will not accept any cookie donations at council offices.

2. The middle number on the right is the number of cases you will be receiving at delivery.

3. The bottom number is the number of excess, or un-allocated, cookie packages you will have remaining after you distribute initial cookie orders to your troop and separate out your booth order. These cookies are part of the troop order and can be rolled into the booth sales or used for additional orders. They are included in the number at the bottom of the Girl Orders Tab (see page 31).

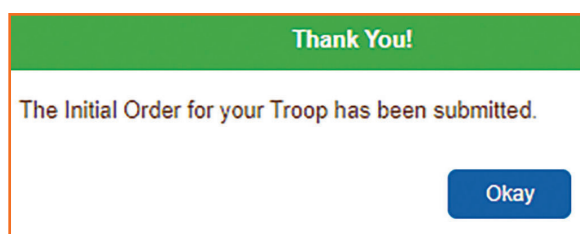
The Extras row should not be zeroed out and added to a troop member or the booth row. Just be aware that the troop will also have these extras cookies to sell, even if you do not order any booth cookies.

If your troop is supporting a different Gift of Caring recipient instead of Operation: Sweet Appreciation, first enter a seller's initial order without any cookies from the Donated column on the order card. After all the orders are entered, see what varieties you have in the Extras row and add donated cookies to the Girl Scout's order using those varieties.

Remember – there are 12 packages in a case so every adjustment you make to an order will change the excess, unallocated cookie number.

Once you have completed your order on the Initial Order tab and are satisfied with your totals, click Submit.

You will receive a confirmation message and be directed to go to the delivery tab.



Troops have until **11:59 pm on Thursday, February 8** to submit their order, and orders can be unsubmitted to edit before this date.

If you submit your order in error and you have additional orders to add, please contact Customer Care.

Selecting a Delivery Location

After you submit your initial order, you are ready to select a delivery location. We have multiple locations available throughout our 18 counties. Please review the Delivery Information on the eBudde Help Center so you and whoever is picking up your troop's cookies understands the process.

TO SELECT YOUR DELIVERY LOCATION, PLEASE SELECT THE DELIVERY TAB IN EBUDDE:

1. Your order will be listed on the screen with the total # of cases.
2. If another troop is picking up your cookies, choose the 2nd button and Submit; otherwise pick "Someone from my Troop"
3. If you have multiple troops, you can schedule all of them at the same time – IF you have the vehicle space for it. If you do not schedule them together, you can't pick up multiple troops at the same time.

Delivery Pickup

Variety	My Troop
Adventurefuls	5
Lemon-Ups	3
Trefoils	4
Do-Si-Dos	5
Samoas	6
Tagalongs	6
Thin Mints	7
S'mores	4
Toffee-tastic	3
Troop Total	43
Pickup Total including any other pickups	43

Delivery Station and Time
Please choose your Delivery Station

Bellevue 312 VFW (501)

You need 1 slot.

Line:

9:00am	
9:05am	
9:10am	
9:15am	
9:20am	T22516
9:25am	
9:30am	
9:35am	
9:40am	
9:45am	
9:50am	
9:55am	
10:00am	
10:05am	

Who is picking up your cookies?

Someone from my Troop

Some other Troop (or my SU)

Will you be picking up for more than one troop?

Yes No

Submit

Tip: Anyone can pick up the troop's cookies, so it does not have to be the Cookie Manager. They just need to know the 5 digit troop #

More cookie pick up tips such as the Vehicle Reference Guide, location maps, and information will be available in the Help Center.

4. Chose a delivery station from the drop-down box. They are listed alphabetically by city, date, location, and time frame.
 - **If a site has multiple lanes, you will need to select the arrow button to toggle between lanes.**
5. Select the time slot you want and click on the open spot. Your troop number will appear. If there are no time spots left, the delivery location is full and you must select a different location. You **MUST** hit Submit to reserve your delivery time.

The system will not allow you to select a location without a time. If the delivery slots are greyed out, the location is full, and you will need to choose a different date/location. While we make every effort to help a troop find a convenient delivery, we are not always able to accommodate changes. You must find an alternative date/location if your first choice is full.

Once you have submitted, you will have a View Confirmation button at the top of the screen. This will allow you to print a reference sheet with the address and any relevant information. It is helpful to bring the Confirmation sheet to delivery but not required.

If you miss your assigned initial pick-up day, you will **not** get your cookies that week. You will be required to pick-up your cookies at a reorder station the following week. If you have booths scheduled for the first weekend, they may be cancelled. We will contact you to make pickup arrangements at a reorder station.

NOTE: Time slots are in 5 minute increments. The system will roll you into additional slots if your troop order exceeds the case quantity for one slot. Please make every effort to be on time!

Need More Cookies?

It's Easy! To receive more cookies for booths and additional sales, you enter a reorder request in eBudde.

- Troop Cookie Managers place their orders in eBudde by the designated dates and select where they want to pick up the cookies. There will be Reorder Stations all over the 18-county area; select the time/location convenient for you!
- A Reorder Station is a delivery agent vehicle in a parking lot. Sometimes it's a semi and sometimes it's a panel truck or a van. The Reorder Station is only available during the specified date/time as listed in eBudde. You can pick up anytime during the Hours of Operation.
- A list of available locations is on eBudde on the Reports Tab under Cupboard Information reports. Click on either the .xls or .pdf button to view a list of available reorder stations (cupboards). However, reorder stations will drop off this list once it is closed for orders. A complete list of locations, dates and times will be available on the Help Center tab. We will also provide maps of the reorder locations on the Help Center, so you can check the maps to see where the truck for that delivery will be located!
- All reorder stations close two (2) days prior to the date in the Name column. You must place your order by 10:00 am two days prior to the reorder station pick-up date to be included in the reorder; the specific date and time each Reorder Station closes is listed in the Address 2 column. Once the order time closes, it will disappear from the available list in eBudde. Please make a note of the location and time you select.
- You will see a cupboard location map on your eBudde dashboard. Clicking on this box will open a Google map so you can see reorder locations around the council. A chart of all Reorder Stations with the order-by date is also available on the eBudde Help Center.
- All reorders are by full case only. If a variety is not available, it will be greyed out.

Each Council office will also have cases available for a quick last-minute pick-up. Quantities can't be guaranteed, so if you need a large amount, please plan to place an order at a regular Reorder Station. If you need to pick up from a Council office, please contact your Product Sales Coordinator first to ensure there are cases available for you.

Reorder Stations will be open for orders beginning **February 20!**

Need more cookies but don't want a full case?
Have cookies leftover from a booth?
Use the Cookie Exchange Tab! See page 30.

GSNEO
CHECK
IN

Look for these signs to help you find the truck at the larger reorder stations throughout Council!

Reordering Cookies

To place a reorder, select the **Transactions** tab in eBudde. Then click **+Add** on the right. This will open a transaction box in the middle of your screen.

1. Use the drop-down box to select a location; they are listed alphabetically by city. Locations that have multiple dates will only show the next available. The next date will open when the first one closes.
2. It defaults to Cupboard on the **Troop** **Service Unit** **Cupboard** row.
3. Click on the date box and a calendar will open; select the date of the scheduled reorder location. Then select a time in the next box by clicking on the clock. The time must be within the posted timeframe of the scheduled reorder. Both date and time are shown in the schedule.
4. Enter the number of cases you want of each variety. Order by full cases, do not enter quantities in the Package column. If you enter packages, it will be rounded up to a full case. Reorders **MUST** be by the case. The system allows packages because you also use the Transactions tab to transfer packages between troops - see Troop to Troop Exchange info on page 30 and in the eBudde Help Center.
5. Once your order is complete, select **Save** at the top to complete your order. You will be returned to the Transaction tab and will see your order listed by package; if you click **View Info** at the top, it will toggle to the cupboard info screen.



Add Transaction

Time & Place

Date: 09/23/2022 Receipt: 911000 #

Normal Booth Adjustment Return

Troop Service Unit Cupboard

Lorain 3/11 Atlas ... (143)

Pickup

Date: 03/11/23 Time: 9:30am

Schedule:
9:00am-11:00am Sa
from 03/11/23 to 03/11/23

Schedule Notes

Contact Info: MolyManager
tinmints@gsneo.org

Cookie Order

Product	Cases	Packages
Adventurefuls	4	0
Lemon-Ups	1	0
Trefoils	2	0
Do-Si-Dos	2	0
Samoas	3	0
Tagalongs	4	0
Thin Mints	6	0
S'mores	2	0
Toffee-tastic	0	0
Totals	24	0



Make sure you Save the order on the Transactions Tab; it will stay pending until picked up. If you do not pick it up, it will be deleted from your troop, and you will not be charged.

Refresh your screen or log in again and make sure you see your pending order in the Pending row! If it did not save – it will not be on the truck.

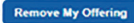
Receipt	Type	Date	2nd Party	Pickup	Line	Rasp	Advf	Lmup	Tre	D-S-D	Sam	Tags	Tmint	Smr	Toff	Total
CI1000	normal	09/26	C143	03/11		0	36	12	0	0	0	0	0	0	0	48
Init. Del.		09/21				0	132	84	108	120	156	144	192	96	72	1104
On Hand						0	132	84	108	120	156	144	192	96	72	1104
Pending (Cup Orders)						0	36	12	0	0	0	0	0	0	0	48
Net Pending						0	168	96	108	120	156	144	192	96	72	1152


Cookie Exchange & Troop to Troop Transfers

Need more cookies but don't want a full case? Have cookies left over from your booth sales? To let other troops know of your requirement/excess packages, use eBudde's Cookie Exchange!

- Post the extra packages you have by completing the top row. Select . This will post your extras for other troops to see. You can edit at any time by changing the number in a variety and selecting Submit again. Keep it current so other troops know what you have.
-  Need a specific variety? Select the drop-down arrow to the left of the variety and you can email a troop who has the extras you need. NOTE: This list shows troops in the whole Council and indicates their Service Unit in the last column. If you do not know where a Service Unit is located, use the Zip Code Reference page in the Help Center under the Cookie Exchange & Transfers section to help you find troops near you. You can email that Cookie Manager directly to arrange a pickup.

COOKIE EXCHANGE
 Have packages of cookies to exchange with other Troops? Use the form below to post what packages you have to the exchange.
 The numbers in the form always reflect your last update so after you've given away some packages please come back here to update your offerings!

Did you give away ALL of your packages? Fantastic! If you would like to opt out simply 

Adventurefuls	Lemon-Ups	Trefoils	Do-Si-Dos	Samoas	Tagalongs	Thin Mints	S'mores	Toffee-tastic	<input checked="" type="checkbox"/> Inc. my phone number
<input type="text" value="0"/>	<input type="text" value="9"/>	<input type="text" value="3"/>	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="4"/>	<input type="text" value="6"/>	<input type="text" value="5"/>	<input type="text" value="2"/>	

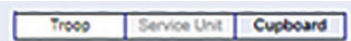
Looking for cookies? Use the information below to find cookies and request an exchange. Cookie totals may have changed since at volunteer last posted.
 For current availability please contact the troop leader.

ADVENTUREFULS	Total: 3
LEMON-UPS	Total: 5
TREFOILS	Total: 4
DO-SI-DOS	Total: 3
SAMOAS	Total: 0
TAGALONGS	Total: 5
09/23/22 Troop: 22716 Tags: 5 Molly thinmints@usneo.org (440)670-7544 716 - Olmsted F...	
THIN MINTS	Total: 4
S'MORES	Total: 2
TOFFEE-TASTIC	Total: 8

Troop Cookie Managers can select to include their phone number with the troop's cookie exchange listing. This number is pulled from the cell phone line on the Contacts tab.

Remember that there must be a transfer in eBudde when troops exchange cookies. This way the troop/girl that has the customer receives credit and profit for the cookies. DO NOT PAY CASH to another troop if you pick up cookies. The eBudde transaction should be done by the troop giving away the cookies.

After selecting the Transactions tab, select  on the right.

1. Select Troop from the  and it will open a new box.
2. Enter the accepting troop's 5-digit number.
3. Select Remove Product (you are removing from your troop and adding to theirs).
4. Enter number of cases and/or packages given to the other troop.
5. Click Save to complete the transaction
6. You will see the negative number under Packages Received on your Sales Report and the gaining troop will now show them on their bill.

Allocating Cookies

To credit additional sales to cookie sellers, select the **Girl Orders** tab. Everyone will be listed with their initial order under the Initial column. If they had Digital Cookie shipped orders, they will show under Other. At the bottom of the screen are the total cookies owned by your troop. You can either add cookies to each member individually or use **Record a Booth Sale** button which is a quick link to the Booth Sale Recorder option online.

Girl's	OSA	Initial	Booth	Other	Total	Total Due	Paid	Bal. Due
Emily M	15	135	0	0	150	\$750.00	\$0.00	\$750.00
Rachel R	5	144	0	0	149	\$745.00	\$0.00	\$745.00
Sara G	20	180	0	0	200	\$1000.00	\$0.00	\$1000.00
Sue M	20	180	0	70	270	\$1350.00	\$0.00	\$1350.00
Violet J	10	122	0	100	232	\$1160.00	\$0.00	\$1160.00
Girl Totals	70	781	0	170	1001	\$5005.00	\$0.00	\$5005.00
Troop Order (Actual plus*OSA)					1378			
Difference					-377			

1. Total current orders
2. Total Cookies owned by troop
3. Negative number is how many cookies the troop owns that are not currently allocated to a specific seller

HOW TO ADD COOKIES TO A GIRL SCOUT

Click on the name - this will open a new screen with the name in the upper left and a row that says, "Init. Order *Locked*" and the total of the initial order under the Initial column. You are not able to make changes to the initial quantities. If they participated in Digital Cookie, any orders received will also be listed, and unable to be changed.

Comment	OSA	Initial	Booth	Other	Total	Total Due	Paid	Bal. Due
Init. Order *Locked*	15	135	0	0	150	\$750.00	\$0.00	\$750.00
Totals	15	135	0	0	150	\$750.00	\$0.00	\$750.00

If you used the Booth Recorder, those quantities will also be greyed; they can only be adjusted from the Booth tab.

Click on +Order to open the order screen as seen below. In the Comment box, ALWAYS add a comment such as "Booth 3/20" or "Mom extra order 3/17." This will help later if there are questions on allocations. Then add quantities in the appropriate box. You can add cookies under Sweet Appreciation, Booth, or Other. Please only use Booth for booth sales and mark them paid. Additional transactions with the family are recorded under Other.

Product	Packages
Sweet Appreciation \$3.00	0
Booth \$3.00	0
Other \$3.00	0
Total	0

Financials	
Total Due	\$ 0.00
Paid	0
Bal. Due	\$ 0.00

Recording Payments: You can also add a payment by putting a dollar amount in the Financials section on the right. Click Save on the screen to save your changes. You should always record payments received so there is an electronic record. This is the only place to record payments; the Deposit tab is for council use and will show Digital Cookie payments as well as the ACH debit when processed. Please always add the date of payment in the comments section.

Submitting Final Rewards

Please Note: You do not need to allocate unsold cookies. If the troop has unsold cookies, they should not be allocated in case there is an opportunity to transfer them to another troop.

Although the sale is over, troops may continue to sell any remaining cookies until the expiration date on the package; however, the troop will be debited for any unsold cookies with the April ACH. Your troop should continue to sell and deposit funds into the troop bank account to recoup the loss of profit.

You must request permission from the Product Sales Department for any additional booth sales your troop would like to do; you may not go back to Council-sponsored booths locations. Additional booth sales after March 24 are approved on a case-by-case basis.

SUBMIT YOUR FINAL REWARDS ORDER

Once all your cookie totals are correct, you are ready to review and submit your troop's reward order.

eBudde automatically allocates rewards based on the total cookies sold by each girl, but there are some decision points for the Troop Cookie Manager.

[Edit All Below](#)

[Emily M](#)

receives 6 rewards

[Sara G](#)

receives 8 rewards (size/catalog selection needed)

[Violet J](#)

receives 8 rewards (size/catalog selection needed)

1. Select the Rewards tab in eBudde. Click on the Fill Out button in the Final Rewards Order row.
2. There are multiple reward levels that need a choice – beginning at the 165 level. One helpful tool we recommend you use with your troop is the Reward Selection Options on page 10 in the Cookies 101 Family Guide. If a seller reaches these levels, it will show (size/catalog selection needed) next to the name. Click on the name to open the options and choose which options is wanted. Click Submit Girl Order when complete.

If choices are not made for those levels that require it, we will choose the reward item for each level. The 800+ level will default to the Pond Pocket Pillow & Puffy Camp Blanket and the 1500+ level will default to the iBbeautiful 6 month subscription.

3. The Baseball Cap and Axolotl Socks are awarded based on the PGA Selling number; if the troop reached the level set for these rewards (see page 8), eBudde will automatically award them to each seller. You can determine if your troop qualified on the Sales Report tab – it is based on the PGA Selling row. If your troop did not meet the qualifying percentage on page 8, eBudde will still show the rewards, but Council will not order them.

Girls Selling: 5
Girls Reg.: 5
Init. Girls Sellg: 5
Level: JR
SU Name: 716 - Olmsted Falls
SU Number: 716
Sales Goal: 0
PGA Selling: 276.60
PGA Registered: 276.60
Initial PGA: 234.80

4. T-Shirts will be entered based on the sizes in the Girls tab; if there is not a size entered, they will not receive a shirt. You can go back to the Girl tab at any time and enter shirt size until you go to the Final Reward tab. Once you open the Rewards tab, you can only change the sizes from there by clicking on the name and selecting/changing the size. Changing it on the Girl Tab will NOT change the size that is ordered.



A size chart for t-shirts is available in the eBudde Help Center and on gsneo.org under For Cookie Sellers.

5. If the troop earned the Troop Rewards, you may also enter one in the Adult Free Baseball Cap section. You must enter a 1 in the box. If the Cookie Manager does not order the free cap when the rewards are submitted, it will not be ordered. No Axolotl Socks will be available for adults.

- Troops who earned the Baseball Cap may also purchase 1 additional Baseball cap for \$10.00. You may not order additional Baseball Caps for a Girl Scout that did not sell. Enter a 1 in the Addt'l Baseball Cap @ \$10 section. The charge will be added to your eBudde final total by Council before the ACH debit.



7. Select **Submit Reward Order** to finalize the rewards.

The Rewards Submitted message will appear at the top of the screen.

Rewards Submitted

Please submit the Final Rewards even if you have no choices or entries to make.

Final Rewards will be shipped to the Service Unit Distribution Manager in June. They will advise when they are ready to be picked up. Please make sure to plan a meeting with your troop and their families so they can receive their rewards once you pick them up.

Once rewards are received from the Service Unit Distribution Manager, use the **Girl Rpt** button on the Rewards Tab to determine how to distribute them.

Final rewards selections are due **March 28 at 11:59 p.m.**

Rewards not picked up from the Service Unit Distribution Manager within 30 days will be returned to Council.





Cookie Calendar

December

Before	11	Troop training and resource materials available on gsneo.org under "For Cookie Sellers"
	13	eBudde launch email to Troop Cookie Managers
	14	Digital Cookie launch email to Troop Cookie Managers
	15	Troop online live training - recording will be available on gsLearn the week of 12/19
	15	Digital Cookie launch email to families

January

During	3	Cookie Program begins - start taking initial and Digital Cookie orders
	4	Troop online live training
	6	Troop in person training
	16	My Sale Booth approvals begin
	21	Cookie booth scheduler opens - round one

February

During	4	Initial order due to Troop Cookie Manager; Digital Cookie Girl Delivery ends
	4	Cookie booth scheduler opens - round two
	8	Paya Credit card application due to Council
	8	Initial order due in eBudde, select pick up location
	18	Cookie booth scheduler opens - unlimited sign ups
	20	Reorders open

March

During	2 - 7	Cookie deliveries
	8	Cookie booths begin
	8	Digital Cookie Girl Delivery option opens again
	24	Cookie Program ends - last day for cookie booths & money due to Cookie Manager
	28	Final Reward submission due, troops locked out of eBudde

April

After	3	Outstanding Balance Report due - if needed
	10	Pathway Passes uploaded
	8	ACH begins

June

After	Mid month	Rewards ship to Service Unit Distribution Manager
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