Due to the pandemic, program guidance and deadlines are subject to change.
Due to the pandemic, program guidance and deadlines are subject to change.

This cookie season will look a little different for our girls, and for us adults too. Now more than ever, virtual communication and ecommerce are leading the way for us to stay connected and up to date. Mirroring the social changes around us, our program updates will happen virtually and often.

Plan for weekly changes, weekly product team emails are available on your eBudde App and will include NEW links to updated materials.

Join us for weekly Q&As Wednesdays 6-7pm for real-time answers.

<table>
<thead>
<tr>
<th>Product Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maria Gonzalez</td>
</tr>
<tr>
<td>1650 Harbor Bay Parkway Suite 100, Alameda, CA 94502</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Product Manager</th>
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<tbody>
<tr>
<td><strong>SU</strong>s: 142, 203, 205, 201, 202, 206, 207, 703, 705, 706, 707, 708, 710, 715, 717, 718, 722, 730, 735</td>
</tr>
<tr>
<td>Elsa Spaulding</td>
</tr>
<tr>
<td>1670 Market Street, Suite 243, Redding, CA 96001</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Product Manager</th>
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<tbody>
<tr>
<td>Minda Azevedo</td>
</tr>
<tr>
<td>4825 Old Redwood Highway, Santa Rosa, CA 95403</td>
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<tr>
<th>Product Manager</th>
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<tr>
<td><strong>SU</strong>s: 112, 121, 125, 127, 128, 133, 320, 321, 322, 323, 324, 326, 327, 328, 329, 332</td>
</tr>
<tr>
<td>Gwen Shapiro</td>
</tr>
<tr>
<td>3203 “T” Street, Eureka, CA 95503</td>
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<tr>
<th>Project Manager, Product Program</th>
</tr>
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<tbody>
<tr>
<td>Connor Day</td>
</tr>
<tr>
<td>1310 S. Bascom Avenue, San Jose, CA 95128</td>
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<table>
<thead>
<tr>
<th>Coordinator, Product Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kirsten Stephenson</td>
</tr>
<tr>
<td>1650 Harbor Bay Parkway Suite 100, Alameda, CA 94502</td>
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<tr>
<th>Sr. Director, Product Program</th>
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<tbody>
<tr>
<td>Christine Alflen</td>
</tr>
<tr>
<td>1650 Harbor Bay Parkway Suite 100, Alameda, CA 94502</td>
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</tbody>
</table>
The Product Delivery & Distribution Event Checklist is designed to help volunteers implement appropriate health and safety requirements while designing a contactless curbside pickup model for product distribution events with troops and/or girls and their families. Details coming soon.

**Service unit initial distribution events**
- Events will be reviewed for alignment with state and county guidance by a GSNorCal staff member.
- Events will be contactless, with a focus on staging and distribution with very minimal interaction.
- Volunteers will communicate specific event guidance to their troops prior to the event.
- This year’s initial delivery and distribution events are not designed as programmatic for girls.
- Sanitation stations are required for distribution events with multiple households who are socially distancing.

**Cupboard distribution**
- Cupboard Managers will include specific site guidance in eBudde for troops to review prior to placing an order.

**Troop to family distribution**
- Troop volunteers are asked to review and adhere to this guidance by designing a contactless porch pickup and receiving system for distributing product with their families.
- Volunteers are asked to share guidance with their families to support coordination of contactless porch product deliveries with customers.

<table>
<thead>
<tr>
<th>Date</th>
<th>Page</th>
<th>Old</th>
<th>New</th>
</tr>
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<tbody>
<tr>
<td>1/27</td>
<td>4</td>
<td>Troop Shops are direct ship and donate only.</td>
<td>Troop Shops default to direct ship and donate only, but girl delivery can be turned on manually.</td>
</tr>
</tbody>
</table>
Program Updates & Key Messaging

Due to the pandemic, the program will be mainly **contactless** and **virtual** with a focus on **connecting customers to girls**. Families will be key in helping to design and support **girl marketing campaigns**. Thank you for partnering with us to ensure girls are supported in making the decisions for their business.

- **Contactless Product Exchanges** - Product Delivery & Distribution Event Checklist - Coming soon
- **Contactless Payments** - Families should only accept cash and checks in rare circumstances.
- **Digital Cookie Girl Delivery** - Families may now turn off the Girl Delivery option for customers in their girls shop.
- **Digital Cookie Varieties** - Families may now turn off out of stock varieties in their girls shop.
- **Digital Cookie App OCR-capable** - Digital Cookie App is optimized with OCR (Optical Character Recognition) to be able to scan customer credit cards.
- **Social Media & Internet Promotion** - Same as in 2020, girls may post in social platforms that best align with their marketing campaign after researching Terms and Conditions and with approval and support of their family.
- **Girl & Troop Shop URLs** - Girls design individual online shops with Girl Delivery option. Troop Shops default to direct ship and donate only, but girl delivery can be turned on manually.
- **Juliette Girl Participation** - Juliettes (Individually registered girls or IRMs) may participate in the program with their parent as their own Troop Product Manager. Girls will receive Reward Card proceeds based on their achievement level in addition to the standard reward plan. Achievement levels are in 25 package banded tiers for IRS compliance.
- **Follow our Instagram and Facebook Channels** - @GSNorCal on Instagram and Facebook for family updates.
- **Bookmark GSNorCal's Online Training Youtube Channel** - 2-minute videos, included in weekly volunteer updates as system operations become relevant. Topics will include initial login, placing initial orders, reward selection, etc.
- **Stay Safe** - Help us keep our communities healthy during COVID-19, but take care of yourself, too.
- **Volunteer Access** - All volunteers registered as Troop Leaders and Troop Product Program Managers are added as eBudde and Digital Cookie (DOC) users.
- **Two ACH Debits** - There will be **two debits** from troop accounts to collect all council proceeds. The first debit is for $2.00 per package received, including all packages sold on Digital Cookie. With our recommendation of using Digital Cookie for contactless payments, it is very possible the first ACH debit for a troop will not even be needed. See page 8 of the Troop Guide for additional details.
- **Reward Cards** - Review Reward Card Conversion for new ways girls may use.
- **Single Business Participation** - Girls may only sell cookies with one troop.
- **Girls transferring troops** - Girls may not transfer troops in eBudde after 1/23. Girls in multiple troops were contacted prior to GO Day to share their designated troop for the program.
- **Specialty Varieties in Cupboards** - All varieties of cookies will be available in cupboards based on availability from the bakery, regional demand and varieties in troop possession but not allocated to girls.
- **Girl Payment Entry** - Troops should reconcile all product and girl payments in eBudde. When girls process customer payments solely through Digital Cookie, volunteers will have no additional payments to reconcile.

---

**2021 Service Unit Bonus Opportunities**

**Service units may earn up to $0.02 per package** on Total Packages Sold. Calculations compared to registered girls at the end of the program, prior year packages sold, and minus delinquent troop amounts deducted from total. Troop Shop URLs do not apply. Checks arrive in August 2021.

**Participation:** $0.01/pkg for 75% girls publishing their individual online shop.
Service Unit Resources

SU Access to the eBudde App
The eBudde App offers full access for service unit volunteers! Review troop information and orders, approve booth sites, and pull reports right from your smart device.

Search for girls or volunteers to view and edit their eBudde orders

Approve booth sites

Submit rewards order for the service unit

Booth Sale Approval

Search

Enter text into one or all fields below and hit search.

Girl [Volunteer]

First Name: Becky
Last Name: Harrigan

3 results

Becky Harrigan, Troop 00015
Becky Harrigan, Troop 6073
Becky Harrigan, Troop 6330

Switch between roles by clicking on Ser. UNIT XXX

Visit Forms to access volunteer cookie program resources at gsnorcal.org

Guide Progression: In order to avoid repeating information, this guide is written with the assumption that SU volunteers have an understanding of all the information in the Troop Manager Guide for this year's program. Please keep a copy of both guides handy throughout the program to help you help your troops.

Looker: SU Product Managers will receive an invitation to access Looker, our GSNorCal membership reporting tool, in early December. After accepting the non-disclosure agreement, volunteers can access current troop rosters to ensure eBudde rosters are accurate and add additional troop users as needed.

Visit Cookies to access parent and girl cookie program resources.
Connection Campaigns & Innovative Support

Ways for You to Try Out an Entrepreneurial Mindset and Empower Girls:

⇒ **Be Flexible and Responsive**—how will you support girl marketing campaigns and their ideas to promote their businesses?
⇒ **Dream Big Creative Thoughts**—how will you connect customers to girls in new and unexpected ways or clear the path for innovation?
⇒ **Focus on the Right Thing**—how will you recognize and celebrate girls’ ideas and help them reflect on what’s working (and not) through the program?

**Online Shop Locator** - customers find girl’s online shops in their zip code

- Managed by **GSNorCal** for entrepreneurs in our 19 counties.
- Girls opt-in with their **individual online shop** and families may choose to turn Girl Delivery on or off.
- Promoted to customers in all 19 counties **1/23—3/14** at ilovecookies.org.
- Customers connect to girls with online shops **within their zip code**.
- **One online shop URL** is generated by zip code and type of entrepreneur support for each customer request.
- Results rotate through all girls who have submitted within that zip code and matching type of entrepreneur support.

**Give Joy, Get Joy**—Girl Scouts spread joy in their communities

- More than ever, we need to pull together and give joy to our friends and neighbors through the Girl Scout Cookie Program.
- **Girls opt in to the Online Shop Locator by 2/7/21** to qualify for **3 free packages** (Gluten-free and Girl Scout S'mores® varieties are not eligible).
- Girls who qualify will be notified by GSNorCal to take 3 packages from their physical inventory* to gift to customers, essential workers, or invite a girl to the joy of Girl Scouts. GSNorCal will credit payment for the packages in eBudle.
  * free packages eBudle transaction details coming soon
- Girls will use their stickers received at initial delivery to include a **special note on their gifted packages**, plus have 7 more stickers to spread Girl Scout joy to customers.
- Regardless of opt-in, all girls receive 10 stickers to share the joy of Girl Scouts with their customers.

**Cookie Finder**—customers find Troop Shops in their zip code for direct ship or donate

- Managed by **GSUSA** for entrepreneurs in 111 councils through media, Alexa/Google Home voice activation, and by texting **59618**.
- **Troop Shop URLs** are automatically uploaded to Cookie Finder when published—connecting customers by zip code.
- Promoted to customers nationwide **2/1-3/31**.
- In-person booths within that zip code, if applicable, will be included in search results.

**GRUBHUB Pilot**—under public embargo until 1/12/21

- National partnership promoted by **GRUBHUB 1/12-3/31** and managed directly by GSNorCal staff.
- Pilot designed as order fulfillment under strict COVID-19 safety guidance—sites are not customer-facing booths.
- **Limited pilot** due to training and age level expectations to preserve GRUBHUB customer experience.
- **Cadette, Senior**, and **Ambassador** girls + adults participating in the pilot have already been identified.
- **NorCal** will have **5-8** locations that are open on **Sundays only** throughout the program—2/7, 2/14, 2/21, 2/28, 3/7, 3/14.
  - All girls benefit from the PR, plus the partnership revenue powers the **Give Joy, Get Joy** 3 free package campaign.
Managing your service unit in eBudde

DATES | ACTIVITY

**DEC 17**

**eBUDDE OPENS TO SERVICE UNITS**

If using the same email as past seasons, head to the eBudde app or to cookieportal.littlebrownie.com to log in. For extra security, everyone will be prompted to create a new password at initial login.

**New users** initially access eBudde through a welcome email from do_not_reply@littlebrowniebakers.com then click the personalized link in the message. Or from the eBudde app, click forgot password to reset and login. Follow the prompts to set your password, enter your contact info, and continue to eBudde.

All Troop Leaders, Product Managers, and girls registered by November 30, 2020 will be in the initial upload to eBudde. Newly registered volunteers and girls are loaded twice a week throughout the program. If registered members are missing longer than a week in eBudde, email info@gsnorcal.org.

For data integrity purposes, eBudde is maintained to match GSNorCal’s registration database. Only Product Managers have the ability to add or remove girls and troop numbers in eBudde.

**If you have multiple roles** (SU, troop, delivery station, cupboard), in the app click on **SER. UNIT XXX** at top right to switch roles. In eBudde desktop, switch roles at the top of left side menu.

**Adding Additional Troop Users**

Service units are able to add any additional volunteers who need access to eBudde. **To add a troop user to eBudde:**

1. Verify the volunteer is registered and screened, via your SU registrar.
2. Click on the troop number of the user to add in the list on the left side menu. This will take you to that troop’s eBudde dashboard.
3. Go to their **Contacts** tab, and click **Edit Settings** at the top.
4. Enter the name and email address of the user under the appropriate role. Troop Leaders and Cookie Chairs have full access to the troop.
5. Make sure that the **Active** and **Receives Email** boxes are checked.
6. Click **Update**.

As necessary, your Product Manager will notify you of any troops or parents that may not handle product or money due to non-payment of funds from prior product programs.

Additional eBudde directions and resources are available in the **Help Center** tab in desktop and the **Help** quick link in the app. Check the **Manuals** section for everything you would ever want to know about eBudde!
<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td><strong>BY JAN 11 @11:59 PM</strong></td>
<td><strong>TROOP INITIAL ORDERS DUE</strong></td>
</tr>
<tr>
<td></td>
<td>As with all things COVID-19, change reigns. We expect the demand for Girl Scout Cookies to mirror the national trends of double digit increases in name-brand cookies as people are indulging in their favorite snack foods during the pandemic. We also know that over 85% of online purchases are for girl delivery, and online shops open one week before in-hand cookies arrive. Initial orders strategy has shifted from ordering packages for the first week of cookie booths to ordering packages to fulfill girl delivery.</td>
</tr>
<tr>
<td></td>
<td><strong>Encourage troops to place an initial order.</strong> Support troops in determining and submitting their initial order. New troops may require the most support for this process—connect with them individually to offer advice, as well as your Product Manager and Membership Manager at GSNorCal.</td>
</tr>
<tr>
<td></td>
<td>If any <strong>Juliettes</strong> (individually registered girls or IRMs) would like to place an initial order, let your Product Manager know ASAP so a troop can be created for them if it isn’t already.</td>
</tr>
<tr>
<td></td>
<td>Un-submit any order for a troop if they need to edit it after submitting but prior to their deadline. <strong>To un-submit a troop order:</strong></td>
</tr>
<tr>
<td></td>
<td>1. Go to <strong>Troops</strong> tab.</td>
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<tr>
<td></td>
<td>2. Find the troop on the list.</td>
</tr>
<tr>
<td></td>
<td>3. Click the <strong>Unsub. Cookie Order</strong> button next to their troop number. (If the button is not there, the troop has not submitted their order.)</td>
</tr>
<tr>
<td><strong>TROOP INITIAL ORDER</strong></td>
<td>Troops and SUs can manage initial orders in the app!</td>
</tr>
<tr>
<td></td>
<td>* Lucia W. 1 pkgs. &gt;</td>
</tr>
<tr>
<td></td>
<td>* Violet G. 1 pkgs. &gt;</td>
</tr>
<tr>
<td></td>
<td>* Booth and Other (403 pkgs) &gt;</td>
</tr>
<tr>
<td></td>
<td>* Imported 0 pkgs &gt;</td>
</tr>
<tr>
<td></td>
<td>* Other 403 pkgs &gt;</td>
</tr>
<tr>
<td></td>
<td>* Booth 0 pkgs &gt;</td>
</tr>
<tr>
<td></td>
<td>* Troop Order (34 cases) &gt;</td>
</tr>
<tr>
<td></td>
<td>* Total Packages 408 pkgs &gt;</td>
</tr>
<tr>
<td></td>
<td>* Others + Extras - Charity 403 pkgs. &gt;</td>
</tr>
<tr>
<td><strong>BY JAN 12 @11:59 PM</strong></td>
<td><strong>INITIAL ORDER REVIEW</strong></td>
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<td></td>
<td>Review troop initial cookie orders on the <strong>Init. Order</strong> tab (Under <strong>Cookies</strong> on the app). You may also download the <strong>Initial Order Report</strong> from the <strong>Reports</strong> tab in Excel or PDF format. Troops with an asterisk (*) have not submitted an order.</td>
</tr>
<tr>
<td></td>
<td>• Submit an initial order of zero for troops who did not place an order.</td>
</tr>
<tr>
<td></td>
<td>• Check for unreasonable troop orders. For example, a troop that ordered 10 cases of <strong>thin mints</strong> but 100 cases of <strong>trefoils</strong> may have made an error. Follow up with them to double check.</td>
</tr>
<tr>
<td></td>
<td>• Submit your service unit order by clicking the <strong>Submit Order</strong> button at the top left of the <strong>Init. Order</strong> tab. If changes need to be made, contact your Product Manager ASAP.</td>
</tr>
<tr>
<td></td>
<td>![Printable Version][1]  ![Submit Order][2]</td>
</tr>
<tr>
<td></td>
<td><strong>Troop Info is listed below. Please Submit your order only Once!</strong></td>
</tr>
<tr>
<td></td>
<td>* Indicates Troops who have not submitted</td>
</tr>
<tr>
<td></td>
<td>• Verify and submit your service unit’s initial rewards order and shipping address for the initial order bonus t-shirts and patches on the <strong>Rewards</strong> tab. The items will ship in late January.</td>
</tr>
<tr>
<td></td>
<td><strong>Girls may start their cookie business at any time throughout the program.</strong> Troops can place an initial order with a local cupboard as soon as cupboards are set up.</td>
</tr>
</tbody>
</table>
ENTER DELIVERY INFORMATION IN eBUDDE

Confirm initial order delivery information via the Delivery section accessible from the top of the left side menu. You must have Delivery Station Manager access in order to access this section. Delivery Stations must be outdoors due to COVID-19 precautions.

To review/edit your delivery information:

- Go to the Settings tab, click Edit Settings at the top, and enter the following:
  - Delivery Station Phone #
  - Contact Person – Name of main delivery volunteer
  - Delivery Ticket Spec Inst – Any specific instructions for the delivery agent
  - Comments for SU/Troops – Any comments for troops to be displayed in the system when they sign up for delivery times
  - Delivery Ticket Date/Time – Your requested delivery date/time. Confirm your delivery date/time with your Product Manager or Delivery Agent prior to scheduling troop pickups.

- Contactless Pickup – check this box to activate eBudde’s contactless pickup process (page 9)
- Contact: – Name and email address of main delivery volunteer to be listed on delivery ticket
- Deliver To: – Address information to be listed on delivery ticket

- Enter the following to have troops use their Delivery tab to select their pickup times:
  - Number of Pick-Up Stations – number of troops that can be served at one time if hosting multiple pickup lines/doors
  - Time Allotment – length of time for each pickup slot
  - Troop Case Overflow – maximum number of cases that can be picked up during a pickup time slot; allows troops with large orders to select multiple time slots
  - Line Name (optional) – column name that troops will see when selecting a pickup time
  - Specific Line Names (optional) – specify line names if needed; defaults to 1, 2, etc.
  - Date of delivery and start/end times for troop pickups – allow at least a two-hour window from the time of delivery to the first pickup

- Time allotment is the number of minutes each troop will have to pickup their order.
- Troop Case Overflow – how many cases you allow per time slot.
- Pickup Stations is the number of lines at this Delivery Station (this defaults to 1).

- I know the delivery date
- I know the delivery time

- Date: ___________________________
- from: ___________________________
- until: ___________________________
PREPARE FOR DELIVERY DAY

- Once confirmed, notify troops of their initial order pickup date and location and schedule pickup times. Ensure every troop has selected a pickup window in eBudde.
- If your delivery location is somewhere other than a private residence, submit a request for a Certificate of Insurance for the delivery site at gsnorcal.org.
- SU’s can opt to use troop pickup sheets sealed in sheet protectors to allow forms to be sanitized during delivery process. The “bubble sheets” can be printed from the Reports tab under Initial Cookie Order Reports. Troop Pickup Sheets. Check the “Pre-printed Forms” box to print on the bubble sheets provided by Little Brownie, or leave the box unchecked to print on plain paper. Be sure to print two copies—one for the service unit, and one for the troop, then seal each in a sheet protector.
- Recruit volunteers to help with counting and loading, keeping in mind volunteers must stay 6 feet apart at all times. Considering number of volunteers, plan out a troop physical delivery process, from start to finish. Will this be a drive through delivery station? Will the cookie varieties be more that 6 feet apart? Will each volunteer manage only one cookie variety apiece? Discuss with your SU Cookie team to come up with a plan which incorporates GSNorCal’s Product Delivery & Distribution Event Checklist. Your Product Manager is available to plan with, too.
- Develop your process for handling un-confirmed troop orders and orders with discrepancies.
- There should be no cookies left after all troops have picked up. If any extra cookies are left, bring them to a local cupboard and notify your Product Manager of the overage. Any damaged product should still be issued to a troop but may be exchanged at a local cupboard.

DELIVERIES BEGIN

Tips to make distribution day go smoothly:
- Ensure the site is clean, dry, smoke-free and pest-free.
- Post delivery sign(s) to be visible from the street to assist the delivery driver and troops. Contact your Product Manager if you need additional signs.

CONTACTLESS PICKUP PROCESS

- When SU’s troop cookie delivery arrives, carefully count the delivery. If there are any discrepancies, make note. The delivery agent should make arrangements to resolve the discrepancy, though please notify your Product Manager as well.

FOR TROOP PICKUPS:

- On app, tap role at top right to switch to the lilac-colored Delivery Station.
- On the Pickup tab, pickups will be listed by time. You can sort list by Attendee, Pickup Time, and Status.
- Upon arrival, the troop user will check in by texting their unique Pickup Code to the LBB# on their Confirmation.
- The SU’s Pickup tab will then show the troop as Checked in.
- Once you have review the order, set it out for the troop, and the counts are correct, click the troop order row
<table>
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<th>DATES</th>
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</table>
| JAN 28 | **CONTACTLESS PICKUP PROCESS continued**  
  
  **RELEASE** will appear in the upper right. Click **RELEASE** and the order is released and a text message is sent to the troop.  
  
  Delivery Manager can view that the troop has confirmed they received the order.  
  Click the **Confirmed** check box to show orders that have been confirmed by the troop.  
  
  Troop’s TEXT VIEW:  
  Troop user will check order and text a 1 to confirm the order.  
  If they do not agree with the count, they will text a 2 to ask for help. |

**BY**  
**MAR 21**  
@11:59 PM

- Ensure that all troops allocate all cookies to girls and that all girl payments are reconciled. On troops’ **Girl Orders** tab, all Difference lines should be zero, and all **Bal. Due** totals should sum to zero.
- Verify and submit your service unit’s rewards order and shipping address on the **Rewards** tab.
  - Ensure that all reward selections are made, and follow up with any troops/girls with open selections. If no response is received, please select the **reward card** option.
  - If a troop did not participate, submit an order of ‘0’ on the **Troops** tab.

**MAY**

**RECOGNITIONS ARRIVE**

Themed girl reward items will be shipped directly to the service unit from Little Brownie Bakers. 500+ reward items and experiences are arranged by GSNorCal with the girls. Depending on the number of girls that have earned 500+ rewards in your area, you will be notified if the items are arriving to the service unit or are being shipped directly to girls. Reward Cards are emailed directly to girls.
Booth Coordinator Program Updates & Key Messaging

eBudde is used to document and manage all booth sites within the council. The information loaded into the Booth Sites tab feeds directly into the GSUSA’s Cookie Finder so customers can find girls to purchase cookies! It also helps keep the booth management process organized and streamlined for all troops and girls while driving customers to find girls’ online shops and to our community partners!

- **2021 Virtual Cookie Booths sign** - Offer to share by email, snail mail, or if you feel it’s safe, in person. Designed to connect customers to girl entrepreneurs through our Online Shop Locator. To support local girls, maybe our partners will want to add it to their business doors and windows, place one at each register, add it to their social media channels, or all this and more! See page 5 of SU Guide for more details.

- **In-Person Guidance** - The Girl Scout Cookie Program is the most publicly visible activity in Girl Scouting and provides us a unique opportunity to model leadership by doing our part in reducing community transmission of COVID-19. See page 7 of the Troop Guide for more details.

- **Individual booths = the only in-person booths** - set up and approved only in orange & yellow counties for individual households. See page 15 of the Troop Guide for more details.

- **Focus on health and safety** - for families, community members, and yourself.

- **Support girl innovation** - Strive to approve as many booths as possible, within 2-3 days of the request.

**Tips for reviewing In-person Booth requests**

⇒ Common booth sites are in front of businesses that receive plenty of foot traffic, though allow for girl creativity!

Other booth site ideas include:

◊ In a parking lot that will allow a girl to safely set up a drive-thru booth

◊ A cart on wheels parked at a train station, a park, or other public location

⇒ In-person booths at private residences should not be listed in eBudde.

⇒ Balance the demand of booth sites with community partner relationships in order to ensure too many booths are not being scheduled and cookie entrepreneurs are not overstaying their welcome.

⇒ Though primarily in charge of approving booth sites within your service unit, when booth locations are requested outside of your service unit, communicate with those area booth coordinators to make arrangements and allow as many cookie entrepreneurs as possible to access each site. We all should work together to support all girls!

**Permits, Contracts, and Insurance**

⇒ Some cities allow sales on city property or sidewalks with a proper permit. Contact your city to find out if this is possible.

⇒ If the store manager or owner of a business does not own the property, be sure you also have permission from the property owner to host a booth.

⇒ Girls, Parents, Troops and service units are not legal entities and therefore cannot legally enter into contracts. If any booth site asks you to sign any legally binding documentation, submit the information to insurance@gsnorcal.org for processing.

⇒ If a GSNorCal certificate of insurance is requested by a booth site, submit a request.
Managing Booths in eBudde

<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
</tr>
</thead>
</table>
| DEC 17 | **eBUDDE OPENS TO SERVICE UNITS**<br>Head directly to cookieportal.littlebrownie.com or ebudde.littlebrownie.com to log in if using the same email and password as past seasons.  

New users initially access eBudde through a welcome email from do_not_reply@littlebrowniebakers.com then click the personalized link in the message. Or from the eBudde app, click forgot password to reset and login. Follow the prompts to set your password, enter your contact info, and continue to eBudde. |

- **Service Unit Booth Site Approvers** have access to the SU **Booth Sites** tab to approve troop booth requests and the **Booth Sites** tab of all troops in the SU to support booth requests and cancelation as needed.

- If you have multiple roles (SU, troop, delivery station, cupboard), in the app click on **SER. UNIT XXX** at top right to switch roles (see below). In eBudde desktop, switch roles at the top of left side menu.

| JAN 23 TO MAR 14 | **APPROVE TROOP BOOTH REQUESTS**  
Troops have the ability to request service unit approval for their own MySales booth sites. When approving booth sites, ensure that the troop has requested proper permissions from the site's management. If the site is not in your service unit, communicate with the Booth Coordinator of the service unit the site is in to ensure there are no issues.  

eBudde will display a note on your dashboard if you have a pending booth request.

To approve a booth site:
1. Go to the **Booth Sites** tab.
2. For each request, select **pending**, **approved**, or **denied** from the dropdown menu based on your decision status.
3. Use the text box to enter a comment regarding your decision that will be visible by the troop (optional).
4. Click the **Update** button at the top once all changes are made. eBudde will email the troop notifying them of the change.
5. If approved, the booth details will display in the Cookie Locator. |
Cupboard Managers ensure additional cookie inventory is available in all areas of the council so that girls’ businesses can thrive throughout the program. Cupboards help store and handle product in support of all entrepreneurs. Inventory management is one of the most challenging pieces of the program, but Cupboard Managers make it easier for everyone!

- **Ensure Equitable Access** - for cookies to all girls, not just those in your service unit.
- **Model Commitment to the Girl Scout Promise, Law, and Philosophy** - *fair* may mean something different to each person involved.
- **Product Delivery & Distribution Event Checklist** - Designed to help volunteers implement appropriate health and safety requirements while designing a contactless curbside pickup model for product distribution events with troops and/or girls and their families.
- **Schedule Notes** - Update cupboard specific details and safety protocol notes for troop volunteers when needed on Settings tab.
- **Ensure Product is Properly Cared for** - Always keep product in a dry, cool, clean, pest-free, and smoke-free environment.
- **Partner with Staff Product Manager** - Manage inventory responsibly, minimizing excess while maximizing usage.
- **eBudde App & Contactless Receiving** - Utilize the eBudde app to easily process troop cupboard orders and contactless receiving.
- **Maintain Accurate Inventory Daily in eBudde** - Support cupboard transfers and reorders to ensure varieties are in rotation in areas where they are needed. If your service unit earned the Fall 2019 SU Bonus tablet, consider using it for on-site eBudde access.
- **Encourage Troops to Check Cookie Exchange** - Check for varieties to support sister troops with excess.
- **Encourage Troops to Allocate Product Distributed to Girls in eBudde** - Additional product is ordered from the bakery based on packages allocated to girls as sold and Care to Share totals—troops with inventory in their possession not allocated to girls is assumed unsold.
- **Plan for a Full Selection of Varieties in the First 2 Weeks** - Anticipate declining levels of lesser sold varieties—keep the focus on Thin Mints and Samoas inventory levels in the final weeks.
- **Specialty Varieties in Cupboards** - All varieties of cookies will be available in cupboards based on availability from the bakery, regional demand, and varieties in troop possession but not allocated to girls.
- **Not All Varieties are Pulled at the Same Rate Every Week** - Pull cupboard breakdown reports from prior years to see past inventory trends when discussing inventory needs with your Product Manager.
- **Cupboard Transfers** - Drivers will be shifting product from cupboard to cupboard on a daily basis.
- **Remind Troops to Turn Off Unavailable Varieties in Digital Cookie** - When they are out of varieties the cupboard is out of stock on.
- **Plan for Ending Inventory** - Managers should strive to reach a remaining package goal between 0 and the Care to Share package total for their service unit by the end of the program.

![Image of eBudde Cupboard interface](image-url)
Managing Cupboard in eBudde

**DATES**

**ACTIVITY**

**DEC 17**

**eBUDDE OPENS TO SERVICE UNITS**

Head directly to cookieportal.littlebrownie.com or ebudde.littlebrownie.com to log in if using the same email and password as past seasons.

**New users** initially access eBudde through a welcome email from do_not_reply@littlbrowniebakers.com. Click the personalized link in the message and follow the prompts to set your password, enter your contact info, and continue to eBudde.

View cupboard information via the **Cupboard** section accessible from the top of the left side menu. You must have Cupboard Manager access in order to access this section.

Go to your cupboard **Settings** tab to enter/update the following information that is visible to troops when ordering:

- **Location** – Address and contact information for the cupboard. The address should be valid in Google Maps so troops can use the Map It button when entering transactions and can see the cupboard on their dashboard cupboard map.
- **Hours of Operation** – Shows on the product transaction form when your cupboard is selected. Click **Add Availability** link to insert dates and times of operation. Check **Use Pickup Slots** to turn on the ability for troops to select their own unique pickup time for their order. Utilize the **Schedule notes** text box for contactless pickup process notes. Update either whenever necessary throughout the program.
- **Utilize the Inventory Unavailable For Following Varieties** section to turn on/off ordering of specific varieties when your cupboard runs out. Update whenever necessary.

**AFTER JAN 28**

**CUPBOARD INITIAL ORDER DELIVERY**

Cupboard initial orders are determined by your Product Manager. Partner with your Product Manager on how many cases/pallets will fit in your space to help plan the order. Your delivery agent will contact you to arrange the date and time of your delivery.

When cookies arrive, carefully **count the delivery and confirm received matches the initial order in eBudde**. If there are any discrepancies, make note of them. The delivery agent should make arrangements to resolve the discrepancy, though please notify your Product Manager as well.

Cupboards can start distributing cookies as soon as they are received.

Additional eBudde directions and resources are available in the **Help Center** tab in desktop and the **Help** quick link in the app. Check the **Manuals** section for everything you would ever want to know about eBudde!
**FILLING TROOP ORDERS**

All cupboards must have troops use eBudde to place pending cupboard orders. This ensures both you and your Product Manager know how much inventory you have at all times throughout the program and standardizes the transfer process among all troops and cupboards.

Troops enter their own orders following your cupboard settings and notes. These transactions will populate your cupboard Transactions tab. Each order is indicated as pending (not picked up) until you “un-pend” the order at pickup, officially removing the cookies from your inventory and adding them to the troop’s. You can also view the troop’s requested pickup date. Positive totals indicate product coming in (deliveries), and negative totals indicate product going out (pickups).

1. **Cupboard Manager:** On the menu, click **Cookies** or click the **Pickup** icon at the bottom of the screen, then click **Process Pickups**.

2. **Cupboard Manager:** Tap the pending order and verify and update the varieties as needed.

3. **Cupboard Manager:** Click **RELEASE**, then **OKAY** to confirm.

4. **Troop volunteer** clicks **CALENDAR** on their app, then clicks **CONFIRM ORDER**.

5. **Troop volunteer** counts and confirms the cupboard product matches their order, then clicks **CONFIRM PICKUP**, and **OKAY**.

6. After the **Troop volunteer** confirms the pickup, a confirmation email is sent to the troop volunteer.
MANAGING EBUDDE TRANSACTIONS

As you manage troop orders, you may need to create and edit transactions yourself.

To enter a transaction for your cupboard:
1. Go to the Transactions tab, and click Add a Transaction at the top left.
2. In the window that appears, enter the following:
   - **Pickup** – enter the date/time of the pickup
   - **Pending** – check this box if the order is pending, or leave unchecked if it has already been picked up
   - **Type** – select Normal
   - **2nd Party** – Select Troop and enter the Troop # for a troop pickup. Be sure the troop number is as it is listed in eBudde (5 digits with a few exceptions). Select Cupboard for a cupboard transfer, and select the name/number of the cupboard in the dropdown menu that appears.
   - **Product Movement** – Select Remove Product when removing cookies from your cupboard to a troop or another cupboard (most common), or select Add Product if you are adding cookies to your cupboard (e.g. moving damages back into your inventory).
   - **Contact Info** – Will auto-populate with your own information. For a troop transaction, edit to the contact information of the person picking up the order.
   - Enter the order by variety in cases OR packages
3. Click Save/Print if you would like to print a receipt. Otherwise, click Okay.
4. Click Save on the top left of the Transactions tab to finalize.

To change a transaction, click on the line of the transaction, and the transaction window will reappear. Edit as needed, and click Save/Print or Okay, and then Save again at the top of the tab. You may also delete a transaction completely by clicking Delete in the transaction window.
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<th>DATES</th>
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<tr>
<td><strong>THRU MAR 14</strong></td>
<td><strong>CUPBOARD REORDERS</strong>&lt;br&gt;Maintain your cupboard transactions in eBudde each day as you are open for pickups. Regularly verify that your actual physical count matches your Current Inventory line in eBudde. GSNorCal shifts inventory on a daily basis across all cupboards, and accurate inventory data is key to ensuring these shifts happen correctly, and that GSNorCal does not move too much or too little. Your Product Manager will monitor your inventory and partner with you to plan reorders. Product Managers try to only schedule up to two deliveries from the warehouse per week. Due to delivery agent availability, warehouse deliveries are scheduled Tuesday-Friday. Cupboard to cupboard transfers may be requested and scheduled anytime. Regularly communicate information with your Product Manager related to planning reorders that may not be readily available from eBudde. This could be the expectation of a large order, increases and decreases in demand for a particular variety, changes in cupboard hours, road conditions, troops with large amounts excess product in their inventory, etc. All of these details help ensure all cookies end up in the hands of customers and your cupboard is empty at the end of the program!</td>
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<td><strong>THRU MAR 21</strong></td>
<td><strong>DAMAGES</strong>&lt;br&gt;Troops may exchange packages they receive as damaged from a cupboard. Do your best to accommodate and do a one-for-one exchange of the same variety. No eBudde transaction needs to be entered for the troop for the exchange of the same variety. Do enter a troop transaction if a swap for a different variety is necessary. Open up any full cases that are returned damaged to inspect the packages inside. The cases are designed to allow a bit of flex without affecting the packages inside. Product Program staff will provide you with a cupboard name/number in which to transfer damages. To remove a damaged package from your eBudde inventory, simply enter a cupboard transfer transaction from your cupboard to the damaged cupboard.</td>
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<tr>
<th>Date: 2019-02-02</th>
<th>Pickup: 2019-02-02 11:00am</th>
<th>Receipt: 48Q000</th>
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<tr>
<td>Type: Normal</td>
<td>2nd Party: Cupboard</td>
<td>SJ 600 - Damages (6961)</td>
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<tr>
<td>Variety</td>
<td>Cases</td>
<td>Pkgs</td>
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<tr>
<td>Savannah Smiles</td>
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Use your best judgement to determine whether damaged packages are completely unsellable (i.e. the cookies inside are open and should not be eaten) and if so, discard as you wish once removed from your inventory. If a package is only aesthetically damaged (i.e. just a corner is smashed in, but the cookies are fine), set the package aside to use for Care to Share at the end of the program, or even to use as backup inventory! You may transfer these packages out of your eBudde inventory during the program but move them back in prior to your final pickup at the end of the program. |

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<td><strong>THRU MAR 21</strong></td>
<td><strong>CLOSING UP</strong>&lt;br&gt;All eBudde transactions should be finalized by March 15 so the troops can finalize their allocations and rewards. Submit all cupboard receipts to your Product Manager. Your Product Manager will provide next steps on picking up or donating any remaining cupboard cookies.</td>
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**December 2019**

- eBudde opens to volunteers
- GS NORCAL
- Council
- Offices
- Closed
- This Week
- Offices Closed
- Offices Closed

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**January 2020**

- Family Cookie Kickoff 6:30-7:30pm
- Troop Initial Orders Due @11:59pm
- Review Initial Orders by 11:59pm
- Council order submitted
- GO Day!
- 10-11:30a Digital Cookie Day
- Deliveries Begin

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**February 2020**

- First ACH Debit ($2/pkg)
- Cutoff for ACH calculation 11:59pm
- National
- Girl Scout

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**March 2020**

- Cookie businesses close
- eBudde locks to troops @11:59pm
- Final ACH Debit

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