2020 Cookie Program
Service Unit Guide
### Product Program Contacts

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Name</th>
<th>Email</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Bay/Solano</td>
<td>Maria Gonzalez</td>
<td><a href="mailto:mgonzalez@gsnorcal.org">mgonzalez@gsnorcal.org</a></td>
<td>(800) 447-4475 x5002</td>
<td>1650 Harbor Bay Parkway Suite 100, Alameda, CA 94502</td>
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<tr>
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<td>1670 Market Street, Suite 248, Redding, CA 96001</td>
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<tr>
<td>North Coast</td>
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<td>4825 Old Redwood Highway, Santa Rosa, CA 95403</td>
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<tr>
<td>Redwoods</td>
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<td><a href="mailto:gshapiro@gsnorcal.org">gshapiro@gsnorcal.org</a></td>
<td>(800) 447-4475 x7013</td>
<td>3203 “T” Street, Eureka, CA 95503</td>
</tr>
<tr>
<td>South Bay/Peninsula</td>
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<td><a href="mailto:cday@gsnorcal.org">cday@gsnorcal.org</a></td>
<td>(800) 447-4475 x5007</td>
<td>1310 S. Bascom Avenue, San Jose, CA 95128</td>
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<tr>
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<td>1650 Harbor Bay Parkway Suite 100, Alameda, CA 94502</td>
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### 2020 Service Unit Bonus Opportunities

Service units may earn up to **$.04 per package** by reaching one, two, three, or all four goals. The amounts are calculated as compared to uploaded girls at the end of the program, prior year packages sold, and minus delinquent troop amounts deducted from total. Checks arrive in August 2020.

- **Go-Getter:** $.01/pkg for SU participation 85-100%
- **Innovator:** $.01/pkg for Care to Share +20% packages sold
- **Risk-Taker:** $.01/pkg for Digital Cookie +30% packages sold
- **Leader:** $.01/pkg for SU PGA of 250+

![G.I.R.L. Logo](image)

![Graph](image)

- 64% Entrepreneurship courses or programs
- 51% To be mentored by an entrepreneur
- 40% Financial literacy courses or programs
- 38% Knowledge about female entrepreneurs
- 21% What girls are actually getting
- 25% Opportunity girls want
**Girl Entrepreneurship**

**Why does it matter for girls (and for Girl Scouts)?**

- Encouraging girls’ interest in entrepreneurship prepares them for any future career pathway.

- The qualities that lead to successful entrepreneurship, like curiosity, confidence, and innovation, are important for all types of academic and career success.

- Addressing some of the early causes of women’s underrepresentation in business helps close the leadership and wage gap.

**What girls want to do for future careers are the things required of entrepreneurs, including:**

- Coming up with new ideas (92%)
- Taking on new challenges (88%)
- Challenging how things are done (80%)
- Creating jobs for other people (80%)

**Girls have five requirements for future careers:**

- Doing something they’re good at (98%)
- Making positive changes (98%)
- Helping people (98%)
- An environment where men and women are treated equally (97%)
- Steady income (95%)

**Girls with entrepreneurial mindsets are:**

- Confident in their abilities
- Socially conscious problem-solvers
- Curious learners
- Innovative and flexible thinkers
- Challenge-seekers and risk-takers who learn from setbacks
- Collaborative teamsters

**Girl Scouts have an entrepreneurial edge when it comes to mindset and interest!**

- Have an entrepreneurial mindset
  - 79% interested
  - 52% somewhat interested

- Interested in being an entrepreneur
  - 94% very interested
  - 83% somewhat interested

**Girls are ready, are you?**

Entrepreneurs create new businesses, products, services, ideas, or processes and find ways to improve what currently exists.

Girl Scouts’ take on entrepreneurship merges innovation and strategic risk taking with a focus on social impact and collaboration.
Program Strategy for 2020 and Beyond

Girls gain progressive, entrepreneurial-minded leadership skills while experiencing the benefits of community engagement and financial empowerment. Girls can power their entire Girl Scout journey through participating.

Sisterhood, Supportive Adults, and Special Experiences define the GSNorCal Girl Scout Cookie Program.

Every decision and investment we had the power to make was through the lens of the three questions below. We will continue modeling the leadership behavior we want to see in girls by challenging our assumptions, rules, and processes to continually improve the experience for girls, parents and volunteers. We are excited that service unit teams are partnering with us to inspire our future generation of entrepreneurs by asking the same three questions when faced with making decisions for their service unit in executing the program.

- **Sisterhood**—does it increase the value of the girl and family experience?
- **Supportive Adults**—does it simplify the role of our volunteers?
- **Special Experiences**—does it encourage girls to innovate and how does it advance female entrepreneurship?

### Program Enhancements

- **Just-in-Time Videos** – To assist with system operations, 2-minute walkthrough videos will be included in weekly update emails to volunteers as they become relevant. Topics will include initial login, placing initial orders, reward selection, etc.
- **Direct Text Messaging** – Short, weekly texts direct to troop and SU volunteers with timely information.
- **Volunteer Access** – All volunteers registered as Troop Leaders and Troop Product Managers will be automatically added as users in eBuddie. No need to spend time collecting training certificates, allowing more focus on the program.
- **Two ACH Debits** – There will be two debits from troop accounts to collect all council proceeds. The first debit is for $2.00 per physical package received, excluding packages sold on Digital Cookie. The debit is one month after Digital Cookie GO Day, so the more troops sell on Digital Cookie, the smaller this debit will be! See page 7 of the Troop Guide for additional details.
- **ACH Forms** – The ACH Troop Debit Authorization Form is updated as the ACH Debit Form, serving the same function. The ACH Credit Form replaces the Discrepancy Form. With the update, GSNorCal will no longer accept requests for reimbursement of fees for returned checks to encourage troops to go cashless and reduce risk.
- **Jar CHEDDAR UP** – Although troops are empowered to accept any form of legal tender from in-person customers, using CHEDDAR UP reduces trips to the bank for deposits and the risk of incurring fees for returned checks and overdepositing cash. Troops will find two new collections in their CHEDDAR UP accounts – one to collect parent payments, and another to collect point-of-sale (POS) payments from customers.
- **Girl Payment Entry** – Troops should reconcile all troop product and girl payments by the end of the program in eBuddie™ to maintain accurate record keeping and make Troop Finance Report season simple.
- **IRM Girl Participation** – Individually registered girls (IRMs) in grades 6-12 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.
- **Reward Cards** – Conversion for Silver Award projects, Reward Experience Travel and 2021 Membership Renewal.

- **Single Business Participation** – Girls may only sell cookies with one troop. All girls are empowered to make the best choice for their goals!
- **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.
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.

Retail Rally Kits: Team Retail will have kits that contain an assortment of cookie promotional merchandise available for volunteers to check out and display at cookie rallies and other cookie events. These kits are intended to support girl marketing efforts and generate excitement in the volunteers, girls, and parents who see them in-person, especially those who may not be able to visit our council retail stores very often.

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.
Service Unit Product Manager

Your Role

Service Unit Product Managers ensure the coordination of all aspects of the cookie program for your troops. This often includes managing operations and resolving conflicts, but most importantly, service unit volunteers create value in the program and promote participation by communicating why it is essential to the Girl Scout experience.

- Promote entrepreneurship progression and program participation as the keys to funding girl experiences and support your troops to do the same— not as sales or fundraisers.
- Model commitment to the Girl Scout Promise, Law, and philosophy: *fair* may mean something different to each person involved.
- Keep things **simple**. Focus on the **fun**!

Kickoff Meeting Checklist

Get troops excited about participating in the cookie program through your **kickoff meeting**. Please share the date, time, and location of your meeting with your Product Manager as soon as it is scheduled, so that every meeting can have product staff support present! Your Product Manager will provide a Troop Kickoff presentation template to make your meeting simple to prepare.

- Display recognition samples, and have them available for troops to check out to show their girls.
- Consider requesting a **Rally Kit** from your local retail team to display promotional merchandise available for troops and girls, in addition to having them at your SU cookie rally.
- Keep the meeting focused on program excitement and not on operations—let your Product Program staff support operations while you be the cheerleader!
- Watch the Cookie Overview video. Show it at your kickoff or share the link with troops to watch on their own.
- **Reiterate that troops should focus on family engagement.** Share information about the new Cookie Entrepreneur Family Pin to get parents’ involved in their girls’ experience.

- Promote and attend Digital Cookie Day programming.

Each troop will receive the following at your **kickoff meeting**

- Troop Manager Guide (1 per troop)
- Receipt book (2 per troop)
- Care to Share box wrap (2 per troop)
- Reward Descriptions (1 per girl)
- Parent Responsibility Agreement (1 per girl)
- Money envelope (1 per girl)
- Troop envelope (1 per troop to store paperwork above)
- Sample box of **lemon-ups**

**Girl order cards** may be distributed to troops at initial order pickups.
Managing your Service Unit in eBudde

**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@littlebrowniebakers.com. Click the personalized link in the message and follow the prompts to set your password, enter your contact info, and continue to eBudde.

All Troop Leaders, Troop Product Managers, and girls that are registered by November 30, 2019 will be in the initial upload to eBudde. Newly registered volunteers and girls are loaded twice a week throughout the program.

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.

**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 that the volunteer is registered and screened, either via Looker or your SU registrar.
2. Click on the troop number of the user you wish to add in the list on the left side menu of eBudde. 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 at the far right. Check the Manuals section for everything you would ever want to know about.
**TROOP INITIAL ORDERS DUE**

Support troops in determining and submitting their initial order. **Encourage troops to strive for the initial order bonus.** New troops may require the most support for this process—connect with them individually to offer advice, as well as your Product Manager and Volunteer Development Manager at GSNorCal.

If any individually registered girls (IRM) would like to place an initial order, let your Product Manager know ASAP so a troop can be created for them.

Un-submit any order for a troop if they need to edit it after submitting but prior to their deadline. To un-submit a troop order:

1. Go to **Troops** tab.
2. Find the troop on the list.
3. Click the **Unsub. Cookie Order** button next to their troop number. (If the button is not there, the troop has not submitted their order.)

**INITIAL ORDER REVIEW**

Review troop initial cookie orders on the **Init. Order** tab. You may also download the **Initial Order Report** from the **Reports** tab in Excel or PDF format. Troops with an asterisk (*) have not submitted an order.

- Submit an initial order of zero for troops who did not place an order.
- Check for unreasonable troop orders. For example, a troop that ordered 10 cases of **thin mints** but 100 cases of **trefoils** may have made an error. Follow up with them to double check.
- Submit your service unit order by clicking the **Submit Order** button at the top left of the **Init. Order** tab. If changes need to be made, contact your Product Manager ASAP.

- Verify and submit your service unit’s initial rewards order and shipping address for the initial order bonus fanny packs on the **Rewards** tab. The items will arrive in time to be distributed with troops’ initial cookie orders.

Girls may start their cookie business at any time throughout the program. Troops can place an initial order with a local cupboard as soon as cupboards are set up.
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.

To review/edit your delivery information:

1. 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 prior to scheduling troop pickups.

   - 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

2. 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; defaults to “Line”
   - 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.
   - Overflow is how many cases you allow per time slot.
   - Pickup Stations is the number of lines at this Delivery Station (this defaults to 1).
**PREPARE FOR DELIVERY DAY**

- Once confirmed, notify troops of their initial order pickup date and location and schedule pickup times.
- 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. (*Search “Certificate of Insurance”*)

  - Prepare troop pickup sheets. The “bubble sheets” can be printed from the Reports tab under Initial Cookie Order Reports, Troop Pickup Sheets. Check the “Pre-printed Form” 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!

  - Recruit girls, families, and volunteers to to help with counting and loading. It’s one of the most exciting days of the program and is great for girls and families to experience and take part!

Utilize delivery day to show girls what it takes to get cookies from here to there! Check out the Cookie Logistics cookie boss workshop for ideas. Click Forms at the top of gsnorcal.org and search for Cookie Logistics.

**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.
- When cookies arrive, carefully **count the delivery, and sign and keep a copy** of the ticket. If there are any discrepancies, make note of them on both copies. The delivery agent should make arrangements to resolve the discrepancy, though please notify your Product Manager of any issues as well.

  - **Carefully double count each troop order, and both a troop and a service unit representative should sign and keep a copy of the receipt.** Once the troop signs the receipt, the financial responsibility of the cookies transfers to the troop.

  - 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.

**CLOSING UP**

- 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.

**RECOGNITIONS ARRIVE**

Themed girl reward items will be shipped directly to the service unit from Little Brownie Bakers. 600+ reward items and experiences are arranged by GSNorCal. Depending on the number of girls that have earned 600+ rewards in your area, you will be notified if 600+ items are arriving to the service unit or are being shipped directly to girls. Girls who have chosen reward experiences are notified directly.
Service Unit Booth Coordinator

Your Role

Service Unit Booth Coordinators support the cookie program by arranging and managing booth sites with local businesses and property owners. This often includes data management and resolving conflicts, but most importantly, Booth Coordinators create value in the program and promote participation by communicating why booths are a valuable learning opportunity within the cookie program experience.

- **The Girl Scout Cookie Program is the most publicly visible activity in Girl Scouting.** Model commitment to the Girl Scout Promise, Law, and philosophy: *fair* may mean something different to each person involved. This is especially important as a liaison between community members and troops.
- Ensure equitable access to booth sites to all girls, not just those in your service unit.
- Do your best to approve all girl and troop requests for booth sites, including those not prearranged by the service unit prior to the program.

Tips for Arranging Booths

- Common booth sites are in front of businesses that receive plenty of foot traffic, though be creative! Other booth site ideas include:
  - In a parking lot that will allow girls to safely set up a drive-thru booth
  - Community events, farmers’ markets, craft fairs, etc.
  - A cart on wheels parked at a train station, a park, or other hot spots open to the public
- Share the 2020 Cookie Program Partnerships Kit to help facilitate conversations with community members about how they can best support entrepreneurs. Kits include a Beyond Booth Partnerships document for volunteers, a partnership letter, social media information, branding guidelines, and a window sign (at right) for our business partners!
- Balance the demand of booth sites with community partner relationships in order to ensure too many booths are not being scheduled and cookie bosses are not overstaying their welcome.
- You are primarily in charge of arranging booth sites within your service unit boundaries. However, if there are booth locations outside of your service unit that you or troops in your service unit would like to secure, communicate with booth coordinators of other service units to make arrangements and allow as many girls as possible to access each site. We all should work together to support all cookie bosses!

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.
- 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 at gsnorcal.org. (Search “Certificate of Insurance”)
eBudde Booth Scheduler

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 Girl Scout Cookie Locator (lovecookies.org and via the Cookie Finder smart device app) 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 our community partners!

Booth Coordinators will upload spreadsheets with their service unit’s booth information to populate eBudde. Spreadsheets are due for upload by January 25, 2020 to be included in the online booth lottery. **Offline lottery picks must take place prior to January 25 and troop numbers should be uploaded with the booth site slots, and these picks will count against the eBudde lottery maximum rules.**

**Booth Naming Conventions**

Naming booths accurately ensures that eBudde organizes sites properly, that Girl Scouts is respecting the proper name of the business, and that customers can find booths at locations they know. **SUxxx will no longer precede the business names.** Product Managers will be reviewing booth names and editing as appropriate.

Troops browser booth sites by city first and then booth name and address. The address of the location is shown immediately after the booth name, so the address you enter on your spreadsheet is the identifier for different store locations. **No need to include an additional location identifier within the name of a booth site for multiple locations of the same business.**

- Correct example = Safeway
- Incorrect examples = Safeway (Main St.), Safeway on 45th, Midtown Safeway

Booth names should have proper capitalization and punctuation:

- Correct example = Joe Shmoe’s Auto Parts
- Incorrect example = Joe Shmoes auto parts

*Booth addresses must be valid in Google Maps in order to be searchable in the Cookie Locator.*

**Tips for Creating your Booth Spreadsheet—a just-in-time video will provide visuals!**

- GSNorCal will provide a spreadsheet template. Use the formatting exactly as provided; do not add or remove any columns, column headers, or worksheets within the file; otherwise, eBudde will not accept it.

- The spreadsheet must be saved as a Microsoft Excel XLSX file to be uploaded.

- Delete the sample row of information prior to uploading (row 2, not the column headers).

- Ensure that the tab on the bottom of the worksheet is named Booths

- Include the most appropriate contact information for troops to have for each site in the Email, Phone, Preferred Contact, and Contact columns. This may be either the store/property manager, SU Product Manager, or SU Booth Coordinator. The Preferred Contact column should be either the word “phone” or “email” (no caps) depending on the site/contact person, and the Contact column is the person’s name.

- You may list individual booth time slots as separate line items. Enter the Start Time and End Time for each booth and the Time Allotment as the length of the booth in minutes.

- Alternatively, if you have multiple booth slots within a larger time period (e.g. four two-hour booths on Saturday 9:00AM-5:00PM), enter the Start Time as the start of the first booth, the End Time as the end of the last booth, and the Time Allotment for the length of each booth slot in between. All of the slots on the same day will be grouped together for selection in eBudde.

- The time columns (Start Time, End Time, and Time Slot) must be in the format of 9:00AM, no spaces.

- **If your service unit has troops claim some booths in advance of the online booth lottery,** enter the troop number (as it is listed in eBudde, 5 digits with a few exceptions) who selected the slot in the Troop column, and the start time of their slot in the Time Slot column. **Keep both of these columns blank for slots that are not claimed.**
Managing Booths in eBudde

**DATES**

**ACTIVITY**

**DEC 13**

**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@littlebrowniebakers.com. Click the personalized link in the message and follow the prompts to set your password, enter your contact info, and continue to eBudde.

SU Booth Coordinators will be given **uploader** and/or **approver** access. Every service unit needs someone in each role in eBudde, but it may be split between two volunteers as requested:

- **Service Unit Booth Site Upolders** have the access to the **Booth Import** tab to upload booth spreadsheets into eBudde.
- **Service Unit Booth Site Approvers** have access to the SU **Booth Sites** tab to approve troop booth requests and the **Booth Sites** tabs of all troops in the SU to support booth selection and cancelation as needed.

**BY JAN 25**

**UPLOAD BOOTH SPREADSHEET**

**Be careful!** Booth imports are **additive**, meaning the booth slots loaded add to what is already in the system and do not overwrite information. **If you upload the same spreadsheet twice**, you will end up with **duplicate entries** that will need to be deleted **manually**, a tedious process.

To upload a booth spreadsheet to eBudde:

1. Go to the **Booth Import** tab.
2. Click the **Return Error Spreadsheet** checkbox. This will have the system create a report that will return any items that were not able to be uploaded and the pertaining error message to help you make the necessary adjustments.
3. Click **Browse**, and select the file to be uploaded.
4. Click **Queue Import Job**. eBudde will email you when the file has been uploaded and if there were any errors.
5. **If there are errors**, you will need to **make a new document to re-upload only those booths** with the errors corrected. **Do not re-upload information that has been successfully loaded**.
6. If any successfully uploaded booths need to be edited or deleted, contact your Product Manager.
<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td>JAN 29</td>
<td>REVIEW BOOTH PICKS</td>
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<tr>
<td>TO</td>
<td>Booth coordinators may review the booths within their service unit and</td>
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<td>FEB 3</td>
<td>the troops who select them in the first two rounds of the eBudde booth</td>
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<td>lottery to check that troops have only signed up for locations within</td>
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<td>their service unit. To pull a report to do so:</td>
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<tr>
<td></td>
<td>1. Go to the Reports tab.</td>
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<td></td>
<td>2. Find the Troop Signup Detail report under Booth Scheduling Reports,</td>
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<td></td>
<td>and click View.</td>
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<td></td>
<td>3. Remove your service unit number from the Restrict to Troops in SU</td>
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<td></td>
<td>number field.</td>
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<td>4. Enter your service unit number in the Restrict to locations tagged</td>
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<td></td>
<td>with SU number field.</td>
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<td></td>
<td>5. Check the Exportable Format checkbox. This makes the spreadsheet</td>
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<td>easier to read.</td>
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<td>6. Click Generate New Report. eBudde will email you when the report</td>
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<td></td>
<td>is ready to be downloaded.</td>
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<td></td>
<td>7. Once you receive your eBudde notification, return to this report</td>
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<td>screen and click View Current XLSX Report to download the file.</td>
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<td></td>
<td>8. Notify your Product Manager if any changes need to be made.</td>
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<tr>
<td></td>
<td>**Round 1 picks can be reviewed on January 29 to January 30 before 8pm,</td>
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<td>and Round 2 picks can be reviewed from February 1 to February 3 before</td>
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<td>8pm.**</td>
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<td>FEB 3</td>
<td>APPROVE TROOP BOOTH REQUESTS</td>
</tr>
<tr>
<td>TO</td>
<td>Troops have the ability to request service unit approval for their own</td>
</tr>
<tr>
<td>MAR 15</td>
<td>booth sites. When approving booth sites, ensure that the troop has</td>
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<tr>
<td></td>
<td>requested proper permissions from the site’s management. If the site</td>
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<td></td>
<td>is not in your service unit, communicate with the Booth Coordinator of</td>
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<td></td>
<td>the service unit the site is in to other service units to ensure there</td>
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<td></td>
<td>are no issues. Consider arranging additional booth slots at the site to</td>
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<td></td>
<td>open access to as many girls as possible.</td>
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<tr>
<td></td>
<td>eBudde will display a note on your dashboard if you have a pending</td>
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<tr>
<td></td>
<td>booth request.</td>
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<tr>
<td></td>
<td><strong>Pending Troop Booth Requests</strong></td>
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<tr>
<td></td>
<td>Troop 6073</td>
</tr>
<tr>
<td></td>
<td><strong>To approve a booth site:</strong></td>
</tr>
<tr>
<td></td>
<td>1. Go to the Booth Sites tab.</td>
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<tr>
<td></td>
<td>2. For each request, select pending approved, or denied from the</td>
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<td></td>
<td>dropdown menu based on your decision status.</td>
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<td></td>
<td>3. Use the text box to enter a comment regarding your decision that</td>
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<td></td>
<td>will be visible by the troop (optional).</td>
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<td></td>
<td>4. Click the Update button at the top once all changes are made. eBudde</td>
</tr>
<tr>
<td></td>
<td>will email the troop notifying them of the change.</td>
</tr>
<tr>
<td></td>
<td>5. If approved, the booth details will display in the Cookie Locator.</td>
</tr>
</tbody>
</table>
Cupboard Manager

Your Role
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 to 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.
- Partner with your Product Manager to manage inventory responsibly, minimizing excess while maximizing usage.
- Maintain accurate inventory in eBudde to support cupboard transfers and reorders to ensure varieties are in rotation in areas where they are needed.

Cupboard Best Practices

- Keep inventory levels updated on a daily basis—if your service unit earned the Fall SU Bonus tablet, consider using it for on-site eBudde access.
- 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.
- Encourage troops to check Cookie Exchange for varieties to support sister troops with excess.
- Remind troops to turn off Digital Cookie Girl Delivery for their troop when they need varieties the cupboard is out of stock on.
- GSNorCal cannot purchase more packages than we anticipate will be sold as a total council number.
- Drivers will be shifting product from cupboard to cupboard on a daily basis.
- Pull cupboard breakdown reports from prior years to see past inventory trends when discussing inventory needs with your Product Manager—not all varieties are pulled at the same rate every week.
- Plan for a full selection of varieties in the first 2 weeks of the program with 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.
- Managers should strive to reach a remaining package goal between 0—Care to Share package total for their service unit by the end of the program.

Fingertip Facts – Step-by-step for the Cupboard Manager

1. LOG IN with your eBudde name and password.
2. SELECT your correct troop number in all pending orders.
3. OPEN the order and make changes if needed.
4. HAND PHONE to the volunteer, who enters her eBudde password.
5. RECEIPT is sent electronically and recorded in eBudde!

Cupboard Keeper App

Cupboard Managers have access to manage their cupboard via a smartphone by using Little Brownie’s Cupboard Keeper App.
Managing your Cupboard in eBudde

DECEMBER 13

**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@littletbrowniebakers.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, or utilize the **Schedule notes** text box for 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.

FEBRUARY 5

**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 sign and keep a copy** of the ticket. If there are any discrepancies, make note of them on **both** copies. The delivery agent should make arrangements to resolve the discrepancy, though also notify your Product Manager of any issues.

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

Additional eBudde directions and resources are available in the **Help Center** tab at the far right. 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).

![Image](image.jpg)

eBudde shows both your physical Current Inventory as well as your inventory after all pending orders are processed at the bottom of the Transactions tab. These numbers help you and your Product Manager ensure you have enough cookies to fill all orders.

<table>
<thead>
<tr>
<th>Current Inventory</th>
<th>10</th>
<th>61</th>
<th>21</th>
<th>51</th>
<th>121</th>
<th>119</th>
<th>0</th>
<th>5</th>
<th>388</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending (Warehouse)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>Pending (Trp+SU+Cup)</td>
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<td>After Pending</td>
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<td>61</td>
<td>21</td>
<td>51</td>
<td>121</td>
<td>119</td>
<td>0</td>
<td>5</td>
<td>388</td>
</tr>
</tbody>
</table>

Prior to your cupboard pickup hours, prepare receipts. You may print receipts directly from eBudde, or hand-write them using council receipt forms.

To print a transaction receipt from eBudde, click on the line of a transaction, and click the **Print** button in the window that appears. The system will prompt you to print a single page with three copies of the receipt. After clicking Print for a transaction, eBudde will mark that transaction as printed with a yes under the **Printed** column to help keep track of which transaction receipts you have printed.

If you have time and space, you may want to stage orders prior to troops’ arrival for a quick and smooth pickup process. At pickup, both you and the person pickup the order should double count the order, verify the count on the receipts, and both sign and keep a copy.

To mark an order as picked up, click on the line of a transaction, and un-check the Pending box, and click Save. button in the window that appears.

1. Click on the line of a transaction.
2. Verify that the order quantities match what was marked on the receipt, and edit as needed.
3. Un-check the Pending box in the transaction window that appears.
4. Click the **Save** button in the window. The yes under the **Pending** column will disappear from the line item.
5. Click **Save** button at the top left of the **Transactions** tab to finalize.
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.

Clicking Save/Print or Okay after you enter a transaction doesn’t save your changes! Always be sure to click the purple Save button at the top of the Transactions tab before you leave the page.

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.
**CUPBOARD REORDERS**

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.

**DAMAGES**

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.

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.

**CLOSING UP**

All eBudde transactions should be finalized by **March 16** 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.
<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
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<td><strong>December 2019</strong></td>
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<td>4</td>
<td>5</td>
<td>6 eBudde opens to SUs</td>
<td>7</td>
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<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13 eBudde opens to troops</td>
<td>14</td>
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<td>19</td>
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<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>OFFICES</td>
<td>26</td>
<td>CLOSED</td>
</tr>
<tr>
<td></td>
<td><strong>GSNORCAL</strong></td>
<td><strong>COUNCIL</strong></td>
<td><strong>OFFICES</strong></td>
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<tr>
<td><strong>January 2020</strong></td>
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<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td>1 Offices Closed</td>
<td>2</td>
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<tr>
<td>12</td>
<td>13 Troop Initial Orders Due @11:59pm</td>
<td>14 Review Initial Orders by 11:59pm</td>
<td>15 Council order submitted</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>26</td>
<td>27 Booth Sched. Round 1</td>
<td>28</td>
<td>29 Review Round 1 Booths</td>
<td>30 Booth Sched. Round 2</td>
<td>31</td>
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<tr>
<td><strong>February 2020</strong></td>
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<tr>
<td>2</td>
<td>3 Booth Sched. Open to All</td>
<td>4</td>
<td>5 Deliveries Begin</td>
<td>6</td>
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<td>8</td>
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<tr>
<td>9</td>
<td>10 GO DAY with cookies in-hand</td>
<td>11</td>
<td>12</td>
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<tr>
<td>16</td>
<td>17 <strong>Offices Closed</strong></td>
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<td>23</td>
<td>24</td>
<td>25 First ACH Debit</td>
<td>26</td>
<td>27</td>
<td>28 National</td>
<td>29 Girl Scout</td>
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<tr>
<td><strong>March 2020</strong></td>
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<td>1 Cookie Wknd</td>
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<td>8</td>
<td>9</td>
<td>10 Girl</td>
<td>11 Scout</td>
<td>12 Week</td>
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<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19 eBudde locks to troops @11:59pm</td>
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<td>21</td>
</tr>
<tr>
<td>22 eBudde locks to SUs @11:59pm</td>
<td>23</td>
<td>24</td>
<td>25 Final ACH Debit</td>
<td>26</td>
<td>27</td>
<td>28</td>
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</table>