We love the name girls chose for this year’s mascot, Hope. With your support, girls will carry that message of Hope and resilience in their entrepreneurial mindset throughout the program!
Welcome to the 2021 Cookie Program, GSNorCal’s premier girl-led entrepreneurship and financial empowerment program.

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.

To ensure a successful program experience for our girls, we ask that you embrace innovation and model an entrepreneurial mindset for your girls and families.

An entrepreneurial mindset is a set of qualities that enable us to:

identify and make the most of opportunities,
overcome and learn from setbacks, and
succeed in a variety of settings.

We have plenty of new and updated resources available for you and your troop to say, “We’ve got this!” Materials layer on each other and do not repeat information—be sure to review the 2021 Cookie Family Guide in addition to the Cookies+ Program Resources section on our website.
This page contains a list of edits and adaptations to this Guide.

<table>
<thead>
<tr>
<th>Date</th>
<th>Page</th>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/25</td>
<td>5</td>
<td>End date for Online Shop Locator and Grubhub Pilot as 3/14</td>
<td>End date for Online Shop Locator and Grubhub Pilot is now 3/31</td>
</tr>
<tr>
<td>2/25</td>
<td>7</td>
<td>Only contactless marketing and deliveries allowed</td>
<td>In-person activities opened: walk-up or drive-by pickup sites and door-to-door transacting</td>
</tr>
<tr>
<td>2/25</td>
<td>8</td>
<td>Final ACH Date Wed 3/24</td>
<td>Final ACH Date Tues 4/13</td>
</tr>
<tr>
<td>2/25</td>
<td>15</td>
<td>In-Person Booth Requests in Orange and Yellow Counties through 3/14</td>
<td>In-Person Pickup Site Requests available in all counties through 3/31</td>
</tr>
<tr>
<td>2/25</td>
<td>17 &amp; 21</td>
<td>Girl Orders, Payments, and Rewards available through 3/18 at 11:59pm</td>
<td>Girl Orders, Payments, and Rewards available through 4/5 at 11:59pm</td>
</tr>
</tbody>
</table>

We’ve Got This!
Key Messaging

As an Essential Girl Scout Experience, the Girl Scout Cookie Program serves girls through helping them develop an entrepreneurial mindset, key to readying them for today’s world and preparing them for success in any future path.

⇒ The Cookie Program is the most publicly visible activity in Girl Scouting and provides us an opportunity to model leadership by doing our part to reduce community transmission of COVID-19.
⇒ ‘Booths’ will look different—model entrepreneurial mindset for girls and families by presenting this as an opportunity to innovate virtually.
⇒ Nationally, name-brand cookies and snacks are up 10% since the pandemic started. Fortunately, Girl Scout Cookies are loved by millions!
⇒ Help girls and families focus on a digital marketing plan to connect girls to customers.
⇒ Encourage girls to reassess and adjust their marketing plan and share marketing ideas amongst your families throughout the program.

Resources

Volunteers manage their program through the eBudde App.

Visit gsnorcal.org
Volunteers use Forms, families use Cookies+
Prep & Troop Kickoff

Before January 23:

- Watch the program overview video.
- Ensure families complete the online 2020/2021 Parent Responsibility Agreement.
  - If submitted in Fall 2020, they’re already set!
  - You will receive a confirmation email when parents include your email on their submission.
- Product volunteers should be registered & screened members of GSNorCal.
- Review the Cookies+ Program Resources, Forms Index & Family Guide.
- Ensure families attend the GSNorCal Family Cookie Kickoff on 1/6.
- Schedule a virtual Troop Kickoff Meeting to set goals, discuss marketing campaigns, and design a Virtual Troop Cookie Booth.
- Encourage girls to attend Virtual Digital Cookie Day on 1/23 to learn how an entrepreneurial mindset helps them reach their goals.

Girls may only sell cookies with one troop and may not transfer troops after 1/23. All girls are empowered to make the best choice for their goals!

Troop Kickoff Meeting Checklist

In partnership with girls:

- Brainstorm ideas to connect with customers in three different online shop videos—beginning, middle, and end of the program.
- Set a troop learning goal and earning goal to fund the troops’ activities.
- Set individual goals by girl to discuss with their families.
- Embrace new marketing campaign ideas! #1 rule of an entrepreneurial mindset is that F.A.I.L. (First Attempt In Learning) leads to success.
- Agree upon safety and etiquette guidelines.
- Role play different virtual situations girls may encounter.
- Discuss ways to brand and market businesses that align with your CA county guidance.
- Encourage girls to opt-in to the Online Shop Locator (see Digital Marketing Tips for Girls in the Family Guide)
- Design the Digital Cookie Troop Shop (page 9).
- Decide how Digital Cookie Troop Shop purchases will be allocated.
- Discuss the advantages of using a cashless customer payment strategy.
1/15-1/22 Marketing Campaign Tips.
Girls and families design online shops and follow @GSNorCal on Facebook and Instagram to learn tips and tricks. Hosted by GSNorCal.

Girls submit their online shop URL by 2/7 to receive 3 free packages* to gift and spread joy. Regardless of opt-in, all girls receive 10 stickers to share the joy of Girl Scouts with their customers who purchase through the locator.

The Online Shop Locator hosts GSNorCal entrepreneurs only and connects customers by zip code—promoted in all 19 counties.

* free packages eBudde transaction details coming soon.

1/23 Virtual Digital Cookie Day + GO! Day.
Families and girls learn why an entrepreneurial mindset, creating a customer database, and embracing innovation is so important in reaching her goals this year. Plus, girls earn step 1 of the newest Entrepreneurship badges for every level! Hosted by GSNorCal.

2/14-2/21 Online Shop Locator Campaign.
Families share GSNorCal posts on their social platforms to support entrepreneurs at the mid-point of the program in anticipation of National GS Cookie Weekend. Hosted by GSNorCal.

2/1-3/31 Cookie Finder.
2/19-2/21 National Cookie Weekend.
Celebrate National Cookie Weekend by ensuring Digital Cookie Troop Shops (page 9) are published for auto-upload to the Cookie Finder when it launches 2/1.

Customers use the Cookie Finder to find Troop Shops for direct ship or donate purchases (plus in-person booths if applicable). Hosted and promoted nationally by GSUSA.

Girls celebrate with GSNorCal at Sunday Funday on 2/21 to keep their entrepreneurship energy high at the mid-point of the program.

2/7-3/31 Grubhub Pilot—under public embargo until 1/12/21.
All girls will benefit from this limited product fulfillment pilot through PR, plus the partnership revenue powers the Give Joy, Get Joy 3 free package campaign. GSNorCal has staff-managed locations in each area to support this nationally promoted partnership, open Sundays 2/7-3/31.
Marketing Campaigns—virtual and in-person to promote brand
- Virtual booths hosted on Zoom or Facebook Live
- Leverage friend and family social platforms
- Text-a-thons asking others to share with 10/20/50 connections
- Power Hour calling prior customers to ask for referrals
- Add Digital Cookie shop URL to yard signs, door flyers, and business cards
- Ask girls their ideas for reassessing mid-program and trying a new approach

Cookie CEO—business presentations for bulk purchases
Girls create presentations and connect with businesses to suggest bulk purchases. Encourage including our ninth variety—Care to Share package donations—so organizations can share the cookie joy!

Referrals—customers will be looking for cookies!
Help girls build their confidence by learning a new technique—asking for referrals. Role play asking for contact information and/or preparing marketing materials for others to share with their contacts.

Care to Share—our ninth cookie variety
Suggesting Care to Share donations in marketing videos not only promotes Girl Scout service in our communities, it puts a smile on our hometown heroes faces when they need it most. Donations are also a great philanthropic option for businesses.

Adult Connections—making a list for marketing campaigns
Help girls list names of past customers, friends, and family.
- Where do they work?
- What social platforms do they use and how many friends and followers do they have?
- Do they belong to interest groups where they connect to others regularly—church, sports, etc.?
- Do they buy cookies as gifts, for recipes, or for their freezer?
- Would they be willing to use a virtual background that includes an online shop URL?
- Would they share physical marketing materials with others?
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. Girls and adults should understand and follow this guidance, as well as model Girl Scout Law behavior at all times, while representing Girl Scouts during in-person Cookie Program activities.

*This guidance is designed using the California Blueprint for a Safer Economy updated 02/2021.*

<table>
<thead>
<tr>
<th>County Risk Level</th>
<th>Door-to-Door Marketing</th>
<th>Door-to-Door Transacting*</th>
<th>Accepting Electronic Payments</th>
<th>Deliveries and Product Exchanges</th>
<th>In-Person Order Pickups*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Widespread</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Substantial</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Moderate</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Minimal</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

*Girls in Orange and Yellow counties may cross county borders to counties of like color for in-person activities.

GSNoCal COVID-19 Guidance and PARENT/CAREGIVER & VOLUNTEER COVID PARTICIPATION AGREEMENT FOR IN-PERSON MEETINGS should be reviewed, accepted, and adhered to by participating girls and adults.

Girls should remain within their county boundaries when conducting in-person activities – with the exception of:
- All Counties: contactless porch product deliveries;
- Orange and yellow counties may go to same color counties for in-person activities

**Allowed in all counties** (see In Person Cookie Program Guidance for details):

- **Door-to-door marketing and transacting**
  - Flyers, business cards, and signs may be distributed.
  - Knocking on doors to transact with customers is allowed with appropriate safety precautions in place.

- **Contactless deliveries**
  - Volunteers will provide families with county and site-specific guidance for exchange of products. Plan for extra time.
  - Contactless porch product deliveries should be planned and shared with customers in advance of the drop.

- **In-person order pickups—walk up or drive by:**
  - Individual household participation allowed. One girl and one adult only.
  - Review Walk-up & Drive-by Site Guidance.
  - Site acquisition and approval process varies by service unit. Check with your local cookie volunteer prior to setting up a site.
  - Major chain retailers should not be approached by families or troop volunteers.
The Digital Cookie App now has OCR (Optical Character Recognition) for accepting faster, contactless payments when in person. We encourage ALL girls to use the Digital Cookie App when accepting credit cards.

Benefits include: building a customer database, processing fees are covered by GSNorCal, and no challenges collecting money from families!

Should a girl and adult choose to accept cash or check as payment tender in rare circumstances, we recommend appropriate safety precautions be taken.

- To reduce touchpoints, we encourage parents to deposit these physical payments into their personal account and then electronically transfer the funds to the troop account.

**TROOP PAYMENT TO COUNCIL: ACH (Automated Clearing House)**

<table>
<thead>
<tr>
<th>Day of Debit</th>
<th>Amount of Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, 2/23</td>
<td>$2/pkg rec’d through 2/18, including Digital Cookie</td>
</tr>
<tr>
<td>Tuesday, 4/13</td>
<td>Balance Due</td>
</tr>
</tbody>
</table>

GSNorCal will make two ACH debits from troop accounts to collect council proceeds from the program.

- Troops are responsible for having sufficient funds available before each debit and for any bank fees incurred due to non-sufficient funds.

- **Customer payments from Digital Cookie are paid directly to GSNorCal and credited toward your balance due to council.** This means more online orders could eliminate your first ACH and GSNorCal may be transferring troop proceeds to your troop at the end of the program.

<table>
<thead>
<tr>
<th>Pkgs rec’d</th>
<th>X $2</th>
<th>- Digital Cookie payments</th>
<th>= 1st ACH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>4000</td>
<td>-3600</td>
<td>400</td>
</tr>
</tbody>
</table>

**ACH FORMS** found under **Forms** link at the top of gsnorcal.org.

**ACH Debit Form**

- Troops should have an **ACH Debit Form** on file with GSNorCal. If your bank account has changed, please resubmit.
- If your troop does not have an open bank account, GSNorCal will send a deposit card with instructions for use after 1/23.

**ACH Credit Form (applies only to 4/13 ACH)—Submit for the following:**

- Report unpaid parents.
- Counterfeit bills and related bank fees ($20 bills and under)
- Report stolen product or money.
Digital Cookie Troop Shop

NEW! Troops set up a Digital Cookie Troop Shop for customers to support your troop with a shipped or donated cookie order. Published troop shops will be added to GSUSA’s national Cookie Finder February 1-March 31.

⇒ The Troop Shop provides a unique opportunity for girls to share with their customers WHY they are cookie entrepreneurs in one collective voice.
⇒ Customer purchases link effortlessly to eBudde. They appear under the Girl Orders tab for the girl named “Troop######”.
⇒ Follow the steps on the next page to initiate, personalize with the girls, and publish their troop shop.
⇒ Troops can use their link once their site is published starting on GO! Day.
⇒ Troop Shop URLs appear in the Cookie Finder. Individual girl shops do not appear in the Cookie Finder.
⇒ For initial order bonus, the Troop Shop doesn’t impact PGA or need a thin mint package entered.
⇒ Allocate Troop Shop packages to girls to ensure they receive credit for rewards.

Using Digital Cookie

<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEC 17</td>
<td>DIGITAL COOKIE OPENS TO VOLUNTEERS</td>
</tr>
</tbody>
</table>

**Digital Cookie orders automatically feed directly into eBudde**, making it easy to track online sales and payments all in eBudde!

- Get started through a welcome email from email@email.girlscouts.org. Click Register Now in the email to create your password.
- If you are also a parent, parent invitations will be sent January 15. No need to register again if using the same email username.
- Once the site opens to parents, select a role upon login: parent or troop. Switch between roles using Select a Role in the top right corner.

Digital Cookie is not intended as a volunteer-managed system. It is built for girls as a girl-managed, customer-facing ecommerce platform. The Digital Cookie App allows girls to manage their published site on the go and parents to approve delivery orders anywhere.

Log in to Digital Cookie

Can’t find your invitation or simply forgot your password? Head to digitalcookie.girlscouts.org and click the appropriate help link.
# Using Digital Cookie, continued

<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>BY JAN 23</td>
<td><strong>SET UP YOUR DIGITAL COOKIE TROOP SHOP</strong></td>
</tr>
</tbody>
</table>

All eBudde volunteers will have access to this troop shop.

On the **Dashboard** select **Start** in the **NEW! Troop Cookie Site** section.

Enter your troop’s zip code and select a ‘Troop site lead’ who will work with the girls to personalize their Troop Shop.

**At next login**, the troop shop lead opts for **parent role** then selects the troop as one of her Girl Scouts from the drop down to see and set up the Troop Shop.

Complete the registration process as if the troop were a new girl by signing Terms & Conditions and Girl Pledge, plus registering your name.

**IMPORTANT:** Keep the Preferred First Name as it appears so the Troop URL is correct.

Now, the site is ready for troop girls to personalize with their message and video and publish. Once the site is published, starting 1/23 the troop's link will be available.

| THRU MAR 14 | **DIGITAL COOKIE TROOP GIRL SUPPORT** |

Use your **Dashboard** tab to discuss business analysis with girls — best sellers, delivery modes, virtual donations. **Troop Link Info** provides Troop Shop details.

**Troop Online Sales & Marketing**

This section shows your girls’ Sales at a glance:

- **Reports**
  - Plus you have two reports available:
    - **All Order Data** — Full order details for each girl including varieties and delivery type.
    - **Cookie Badges**— See girl progress and encourage girls to complete badge work.

Use the **My Troop** tab to view girl package goals, which girl sites are published, pending girl delivery orders, and more. You can also see sales for your Troop Shop. *Troop Goal is set in eBudde Settings.*
Using eBudde App & Program Timeline

**DATES**
DEC 17

**ACTIVITY**

**eBUDDE App OPENS TO VOLUNTEERS**

Users will initially receive an eBudde welcome email from do_not_reply@littlebrowniebakers.com.

**New users** can select **Forgot your password?** to set up a password. **Returning users** can login with the same email and password as past seasons.

On the login screen, select **click here** to update your contact info.

If you need login credentials, please contact your SU Cookie Manager.

If multiple troops, click Troop XXXXX at the top to switch troop views.

**Because communication is essential during the cookie season:**

**Important Messages** — Find program update messages from council and SU volunteers easily.

**Contacts** — Fast access to all your SU and troop contacts, and edit or upload to your phone contact list.

**Quick links** to key tools follow you at the bottom of every screen.

Select **Girls** to verify your #Girls Registered.

Contact info@gsnorcal.org if any of your girl or troop information is incorrect or incomplete.
INITIAL ORDER PLANNING & ENTRY

Your initial order is the first batch of cookies your troop will have to start filling orders. **It is the only troop cookie order that is guaranteed to be available.** We expect the demand for Girl Scout Cookies to mirror the national trends of increases in name-brand cookie purchases as people indulge in their favorite snack foods during the pandemic. We also know that over 85% of online purchases are for girl delivery. Our initial order strategy has shifted from ordering for the first week of cookie booths to ordering packages to fulfill Digital Cookie girl delivery demand.

Be sure to **support all troop girls** who are interested in the girl delivery option to support their customers.

![Image of Troop Initial Order Chart]

On the **Cookies** menu, open **Initial Order** and select the right arrow on the **Other** line. Input the quantity of individual packages by variety and then click **SAVE**.

*Specialty varieties may be limited in cupboards.

INITIAL ORDER BONUS

To qualify for one Super Patch and Mint to Achieve tee per girl selling PLUS 2 more tees for troop adults, place an initial order of **175+** packages average per girl selling. Super Patches and tees will be shipped to SU's in late January.

To indicate girls participating:
- On the **Cookies** tab, tap a girl’s name.
- On the girl screen, enter 1 package of **thin mint**.
- Click the **SAVE** button at the upper far right.
- Click **OKAY**, acknowledging her order is saved.
- Repeat for each participating girl.

**The bonus thin mint packages will add to your total order.** Remove them from your troop thin mint total order on the **Other** line (see **Initial Order Entry above**). Ensure order totals are in even cases—multiples of 12.

Girls not participating? Simply ensure no packages are assigned and she will not be included in eBudde PGA calculations. Girls can not be removed from eBudde.

<table>
<thead>
<tr>
<th># girls participating</th>
<th>x PGA requirement</th>
<th>= # of boxes to order for bonus</th>
<th>Round up to full cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>175</td>
<td>1225</td>
<td>1236</td>
</tr>
</tbody>
</table>
FINALIZE AND SUBMIT INITIAL ORDER
Review the Other order line on the Troop Initial Order. Initial orders are delivered in cases (12 packages per case). The Total Extras line includes packages that must be added to your order to deliver it in cases.

You may only submit your order once, so triple check that it’s correct! You may edit as many times as you want prior to submitting. If changes need to be made after submitting, contact your SU Cookie Manager. When finished, click Submit Initial Cookie Order then confirm.

Entering your troop’s entire initial order on the OTHER line will allow cookies to be freely moved among girls later. Any packages entered directly under a girl’s name will lock once orders are submitted.

FINALIZE AND SUBMIT INITIAL REWARDS ORDER
All troops submit the Initial Rewards Order, whether or not they qualify.

On the MENU tap Rewards:

Then tap on the Initial Rewards Orders row:

If choices need to be made for an individual girl, eBudde will show a message in red next to her name: (size/catalog selection needed). If choices are complete, message will turn green: (size/catalog selection done).

Ensure each girl who receives the reward is indicated, and if needed, size is selected. Click Submit Initial Rewards Order when complete.
**VIRTUAL DIGITAL COOKIE DAY**

Online shops open for business!
Encourage your troop to join this virtual celebration to discover how to boost their personal brand and online presence as an entrepreneur. They will learn tactics from other girl entrepreneurs including how to sell while they sleep—ecommerce is 24/7!

**MANAGING DIGITAL COOKIE ORDERS IN EBUDDE**

Troop managers have accounts in Digital Cookie to monitor activity, but order management happens in eBudde.

Digital Cookie (or DOC, Digital Order Card) orders automatically feed into eBudde. The system codes orders into four types:

- **DON**: Care to Share donation orders
- **DLVR**: Girl-delivered orders
- **SHIP**: Direct ship orders
- **SHIP+**: Direct ship orders that include Care to Share

<table>
<thead>
<tr>
<th>DOC</th>
<th>Comment</th>
<th>Total</th>
<th>Total Due</th>
<th>Paid</th>
<th>Bal. Due</th>
</tr>
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<tr>
<td>✓ DOC DON 24822689</td>
<td></td>
<td>4</td>
<td>$20.00</td>
<td>$20.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>✓ DOC DLVR 24828891</td>
<td></td>
<td>7</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>✓ DOC SHIP+ 26256953</td>
<td></td>
<td>9</td>
<td>$47.00</td>
<td>$47.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Action in eBudde only needs to be taken for girl-delivered (DLVR) orders:
- Once parents approve an order for girl delivery, the payment will be listed under the girl’s name under Girl Orders (select Cookies under the app’s hamburger menu to access). Tap each girl’s name on the list to view her orders.

- The cookies ordered will not automatically populate in eBudde, as the order will be filled from cookies already in your troop’s physical inventory from your initial order or any cupboard orders (pages 13 & 18).

- Work with girls and parents to ensure they have what they need to fill girl-delivered orders throughout the program, and allocate those cookies to each girl accordingly to reconcile her packages sold and balance due (page 17).

For donation and direct ship orders (DON, SHIP+, and SHIP), both the packages and the payment will automatically appear in eBudde to zero out the balance due. These orders are locked, and no action is needed.

<table>
<thead>
<tr>
<th>DOC</th>
<th>Comment</th>
<th>Total</th>
<th>Total Due</th>
<th>Paid</th>
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<td></td>
<td>9</td>
<td>$47.00</td>
<td>$47.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

The more girls sell online, the smaller your ACH debits will be!
IN-PERSON ORDER PICKUP SITE REQUESTS

Pickup site acquisition and approval processes vary by service unit. Check with your local cookie volunteer(s) prior to setting up a pickup site. Major chain retailers should not be approached by families or troop volunteers.

SUBMITTING INDIVIDUAL SITE REQUESTS IN eBUDDIE

Troops may request individual sites with the Booths tab on the Quick Links bar.

To request a site, select Add/Edit a Troop Booth:

In the Add a Troop Sale screen, input all the details (name, address, business contact information, date and time) for your proposed pickup site. When finished, tap SUBMIT at the bottom.

To check on the approval status of your request and/or edit a site request, on the Booths screen select Add/Edit a Troop Booth and then click the pencil icon next to that site. When finished, tap SUBMIT at the bottom. You will also receive an email when the request is reviewed.

Edit if needed. Check on the status of your site request near the bottom of the screen. When finished, tap SUBMIT at the bottom. You will also receive an email when the request is reviewed and approved or denied.
**DATES**

JAN 28
THRU
FEB 4

**ACTIVITY**

**INITIAL ORDER PICK UPS**

Troops choose their pick up time slot from available choices in eBudde.

**IMPORTANT**: COVID-19 safety protocols must be adhered to for your delivery site—SU volunteer will share contactless Product Distribution guidance.

**How to select a pick up time in eBudde:**

Select **Cookies** from the Quick Links bar then click on **Delivery** and **PICKUP** tab, then **Cookie Order**. Select who is picking up cookies and then if picking up for more than one troop. If yes, input troop numbers. Tap **SUBMIT** and then **OKAY** to confirm. **Note**: if another troop is picking up your cookies, that troop leader must set up the delivery details.

![Delivery Station and Time](image)

**DELIVERY PICKUP**

- **Delivery Station and Time**
  - Please choose your Delivery Station:
  - Su 674 #1 (1)
    - 11/27/18: 10:00am — 4:00pm
  - You need 1 slot.

On the **Pickup** tab you can opt to have your confirmation emailed. You can also view your schedule details including **unique pickup code and LBB’s text phone number** needed upon arrival at the delivery station to check in.

![Pickup Station](image)

**DELIVERY PICKUP**

- **Pickup Location**
  - Variety:
    - Lemon-Ups
    - Trefols
    - Do-Si-Dos
    - Samos

- **Estimated Number of Vehicles** (You will need one of the following):
  - undefined

- **Pickup**
  - Pickup Code: 767589

- **The Delivery Clerk has released your order of 45 cases for T18084 at D251. Respond 1 to confirm pickup. Respond 2 for help.**

- **Your pickup of 45 cases for T18084 at D251 has been confirmed.**

Come prepared to your pick up time with masks, a pen, and extra time. Complete your transaction at the Delivery Station via text to special LBB#.

- Send your unique delivery code
- Wait for release confirmation
- Double count the product and compare with your initial order on the app. Text 1 if count is correct, 2 if not

You will receive paper girl order cards and receipt books with your initial order.
**DATES**

<table>
<thead>
<tr>
<th>AFTER PICKUP</th>
</tr>
</thead>
</table>

**TROOP DISTRIBUTION**
Distribute cookies to girls following GSNorCal’s Product Distribution Guidance. Design a contactless receiving system or ensure receipts are shared in a contactless manner. **This protects both adults in the event of a dispute or debt at the end of the program.**

**Parents do not pay for cookies in advance when initially received from the troop.**

If you discover any damaged packages, take them to any local cupboard to exchange them *(see pages 19-20).*

**Always keep products in a dry, cool, clean, pest-free, and smoke-free environment.**

Troops are financially responsible for all product received; there are no package returns to GSNorCal.

**Girls may begin contactless deliveries as soon as they have product in hand.**

**MANAGE GIRL ORDERS**
Allocate cookies to girls as soon as they are distributed under Girl Orders *(select Cookies under the app’s hamburger menu to access).* **GSNorCal monitors this data daily to manage inventory across all 80 cupboards. When packages aren’t assigned, they are assumed still available in troop inventory, and cupboards may not be restocked.** Girl rewards are calculated based on the packages allocated to each girl.

**How to enter girl cookie and payment transactions:**
Go to the **Girl Orders** tab. Click on a girl’s name to view her individual orders and transactions. Tap a girl’s name and then the plus sign to open an **Orders & Payments** window.

**How many cookies will fit in my vehicle?**

<table>
<thead>
<tr>
<th>Car Type</th>
<th># Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Auto</td>
<td>20-25</td>
</tr>
<tr>
<td>Hatchback Auto</td>
<td>25-30</td>
</tr>
<tr>
<td>Standard Auto</td>
<td>35-40</td>
</tr>
<tr>
<td>Sport Utility Vehicle</td>
<td>50-60</td>
</tr>
<tr>
<td>Station Wagon</td>
<td>65-75</td>
</tr>
<tr>
<td>Mini Van</td>
<td>70-85</td>
</tr>
<tr>
<td>Pick-up truck (8’ bed)</td>
<td>90-100</td>
</tr>
<tr>
<td>Cargo Van (no seats)</td>
<td>190-200</td>
</tr>
</tbody>
</table>

Cookies are allocated by variety.

**Payments are auto-posted through Digital Cookie.** If you need to record a payment separately, enter the value of the payment with transaction details. *(e.g. “Cheddar Up 2/20”). Tap **SUBMIT** and then **OKAY** to confirm.*
**ACTIVITY**

**TROOP INVENTORY & COOKIE EXCHANGE**

If your troop has too many cookies of any variety, communicate with other troops and your SU Cookie Manager as soon as possible via eBuddle’s Cookie Exchange.

To see your troop inventory, tap on the Cookies tab and then Troop Inventory/Cookie Exchange and then Inventory.

Looking for more cookies? To view cookies that other troops have available, tap Cookie Exchange. Each record will show the date posted, # packages available, and the poster’s information to contact and arrange the transfer.

To list cookies, tap My Exchanges and enter your available inventory by variety in packages. Tap SUBMIT and then OKAY to confirm.

There is only one record per troop in the Cookie Exchange. Each update will overwrite the previous submission. Once you transfer cookies, be sure to come back to this tab to update your available inventory.
TROOP TO TROOP TRANSFERS
Troops can record inventory transfers in eBudde. To avoid recording transfers twice, the troop giving the product should enter the transfer in eBudde. Design a contactless receipting system or ensure receipts are shared in a contactless manner.

To transfer cookies to another troop in eBudde:
Go to the Transactions/Pending Orders tab on the Cookies menu, and click +. In that window appears, input the following:
- **Type** = Normal
- **2nd Party** = Troop
- **Troop #** = Enter troop number of the receiving troop

Scroll down to **Cookie Order** to input:
- **Product Movement** = Remove Product
- Enter the quantities of the transfer in **cases OR packages (not both)**
Tap **SUBMIT** and then **OKAY** to confirm.

CUPBOARDS OPEN
If you can’t find what you need on the **Cookie Exchange**, order additional cookies from local cupboards. Cupboards are managed by volunteers, and hours vary by location. Specific operating times, safety guidance and ordering details are updated in eBudde by the cupboard manager.

Cupboards are stocked based on the amount of Care to Share packages recorded in eBudde, pending troop orders, and troop inventory unassigned to girls. The GSNorCal product team shifts inventory on a daily basis across all cupboards to ensure varieties are in rotation in areas where they are needed. Cupboard managers do their best to replace damaged packages with the same varieties.

Regularly update girls’ Care to Share packages sold so GSNorCal can restock cupboards!
**DATES**
THRU MAR 31

**CUPBOARD ORDERING**
- Cupboards are open to all troops, and all varieties may be available.
- Cupboards are generally restocked once or twice a week, Tuesday–Friday.
- Most cupboards require orders to be placed at least 2 days in advance. Late orders are accepted based on available stock after filling on-time orders.
- Pending orders cannot be edited by troops once they are created. **If you need to decrease your order**, let the cupboard manager know. **If you need to increase your order**, enter a new transaction for the additional packages.
- Orders are pending until they are picked up and are un-pended by the cupboard manager after pickup. Click **View By** arrow to toggle between orders.

Placing a cupboard order:
On the **COOKIES** tab, go to the Transactions/Pending Orders tab. Click ➕
- Select Cupboard, Date, and Time. **Schedule Notes** will populate.
- Edit **Contact Info** if you are not the person picking up the order
- **Type** = Normal
- Enter your order by variety in cases OR packages

- Tap **CREATE** to confirm, tap **OKAY** and your transaction is added to the system. An email is sent to the troop and the cupboard

Come prepared to your pick up time with masks, a pen, and extra time.
**At Cupboard pickup:**
- Click **CALENDAR** icon and then on the Cup. Order, click **CONFIRM ORDER**
- Count product, compare on the CONFIRM ORDER screen and if ok, click **CONFIRM PICKUP**, then click **OKAY** to finalize
- A confirmation email is sent to the troop users
FINALIZE ORDERS AND PAYMENTS

From the Cookies tab, navigate to Inventory on the Inventory/Cookie Exchange tab. Review the middle 3 columns on (Girl Packages, Troop Packages, and Difference) to ensure all troop cookies are allocated to girls. This ensures girls are receiving all the recognition they deserve!

The Difference column shows your total troop inventory in eBudde (the Troop Packages column) minus the total packages allocated to girls (the Girl Packages column). This line helps you know how many more cookies you need to allocate to girls, or if you have over-allocated any varieties.

By the end of the program, your Difference row should be zero. Your Tot. Due total should also be zero, unless an ACH Credit Form was submitted (page 8).

CHOOSE RECOGNITIONS

All participating troops must verify and submit a reward order regardless of their recognition plan.

On the hamburger menu, Click on Rewards.

Then tap on the Final Rewards Orders row.

If choices need to be made for an individual girl, eBudde will show a message in red next to her name: (size/catalog selection needed). If choices are complete, message will turn green: (size/catalog selection done).

Once complete, click Submit Reward Order at the bottom of the list. Then, return to the Rewards tab front page, and click the Girl Rpt button next to Final Rewards Order to save a report of your troop’s rewards for easy distribution upon arrival. If changes need to be made, contact your SU Cookie Manager.
**SALES REPORT**

The eBudde **Sales Report** tab is a summary of all of your troop's transactions and financials. Select **Financials** under the app hamburger menu and then **Troop Sales Report** to access.

- **Total Pkgs Received**: 4512
- **Total DOC Pkgs Received**: 230
- **Total DOC Charity Pkgs Received**: 70
- **Total DOC Delivered Pkgs Received**: 509

**Pkgs Received** lists all of your troop's cookie transactions. Digital Cookie (DOC) packages are broken down at the bottom.

**Total DOC Pkgs Received** does not include DOC DLVR (girl-delivered) packages, as those are fulfilled from your troop's regular inventory.

**Payments Made** lists all payments from your troop to GSNorCal via Digital Cookie and the two ACH debits. **Customer payments from Digital Cookie are paid directly to GSNorCal, credited toward your balance due to council, and uploaded regularly under the Payments tab.**

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-02-13</td>
<td>1st ACH2 2/13</td>
<td>$5,212.50</td>
</tr>
<tr>
<td>2019-02-13</td>
<td>DOC SHIP 25692470</td>
<td>$34.00</td>
</tr>
<tr>
<td>2019-02-13</td>
<td>DOC DLVR 25668338</td>
<td>$15.00</td>
</tr>
<tr>
<td>2019-02-14</td>
<td>DOC DON 25725661</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

Your total troop proceeds and balance due to the council are calculated under **Summary**. Click **Show as PDF or Email as PDF** to save a copy of the report to refer back to when your troop completes your Troop Finance Report in April.

- **Total Troop Sales**: $10,680.00
- **Troop Proceeds**: -$1,575.00
- **Council Proceeds**: $9,105.00
- **Payments Made**: -$9,105.00
- **Amount You Owe Council**: $0.00

**RECOGNITIONS ARRIVE**

Your service unit will notify you when recognition items are available for pickup. Reward Cards are emailed directly to girls. The GSNorCal product team will work directly with girls who achieve 500+ packages to coordinate specifics.

Distribute the items and celebrate your girls’ achievements!

![Sisterhood Spirit 2021](image_url)

THANK YOU for volunteering!
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<td>14</td>
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<tr>
<td><strong>11:59pm:</strong> Initial Orders Due</td>
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<tr>
<td>Martin Luther King Jr. Day (GSNorCal closed)</td>
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<td></td>
<td></td>
<td><strong>GO DAY!</strong> 10-11:30am: Digital Cookie</td>
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<td></td>
<td>Product deliveries begin</td>
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<td>31</td>
<td>1</td>
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<td>National Cookie Finder opens</td>
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<tr>
<td>Opt-in due for 3 Give Joy pkgs</td>
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<tr>
<td>Valentine’s Day</td>
<td>President’s Day (GSNorCal closed)</td>
<td></td>
<td></td>
<td><strong>11:59pm:</strong> Cutoff for ACH pkg calculation</td>
<td></td>
<td>Girl Scout Cookie</td>
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<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
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<tr>
<td>Weekend</td>
<td></td>
<td><strong>1st ACH Debit</strong></td>
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<td><strong>Girl Scout Week</strong></td>
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<td>Cookie businesses close</td>
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<td>6</td>
<td>7</td>
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<td>10</td>
</tr>
<tr>
<td><strong>Easter Sunday</strong></td>
<td><strong>11:59pm:</strong> eBudde locks to troops</td>
<td></td>
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<tr>
<td>11</td>
<td>12</td>
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</tbody>
</table>