2020 Cookie Program
Troop Manager Guide

make it a wow-worthy season
Tips & Tricks

Visit the Cookies+ tab on GSNorCal’s website to access all council resources and forms: www.gsnorcal.org

Access eBudde™, Digital Cookie®, the Cookie Locator, and all Little Brownie Bakers® resources via: cookieportal.littlebrownie.com

Contact GSNorCal for questions regarding membership, banking, and other program-related inquiries: (800) 447-4475, x0 or info@gsnorcal.org

Digital Cookie is an online entrepreneurial experience for girls to learn the importance of branding themselves online so their business stands out. It is the number one resource for girls to reach their goals since it meets customers’ needs to pay by credit card and have cookies be shipped directly or hand-delivered by girls. Customers love to shop in their jammies!

Join us at any local GSNorCal office on January 25, 2020 to kick off the Cookie Program!

Girls will set up and launch their Digital Cookie site, learn how to brand themselves online, take a virtual bakery trip, create their own cookie, ask questions from a cybersecurity pro, and taste test the new lemon-ups cookie!

Drop in anytime between 10AM–2PM, no registration required, all Girl Scouts and their families welcome. All Girl Scouts receive a Digital Cookie patch and swag bag. Feel free to bring your own laptop or tablet to use.
Ready for a Season of WOW...

Something amazing happens when a girl participates in the Girl Scout Cookie Program...

She gains the power to...

Welcome to the 2020 Cookie Program, GSNorCal’s premier girl-led entrepreneurship and financial empowerment program. There are plenty of resources available for your troop to make it a WOW-worthy season!

Troop volunteers manage their entire program through the eBudde Troop App Plus

Download now for free from your app store!

Family Guide

Everything parents should know about supporting their cookie boss! Mailed to all households with registered girls in January

Cookie Boss Workshops

- Cookieology
- Branding You
- Cookie Logistics
- Entrepreneur to Entrepreneur

Level up your cookie bosses’ business skills through four cookie business workshops. Click the Forms link at the top of gsnorcal.org and search Cookie Boss for all the resources you need to explore each workshop with your troop

Cookie Challenges:

- Perfect Pitch
- Bling Your Booth
- Goal-Getter

Show us your entrepreneurial moves by entering our Cookie Challenges and win prizes! Search Cookie Challenges at gsnorcal.org for contest details

Cookie Rookie

Made especially for young girls, this show teaches cookie names, how to ask customers to buy, and more essential skills. Search Cookie Rookie at littlebrownie.com

Cookie Captain

Keep experienced teens interested in the cookie program and give them a chance to give back with the Cookie Captain program. Search Cookie Captain at littlebrownie.com

Older Girl Kits

Designed specially for grades 6-12, our free Goal Getter kits include a badge guide and booth materials to help older girls share their story! Ask your service unit for a kit today
The Cookies

NEW!

lemon-ups

Crispy lemon shortbread cookies dipped in lemon icing baked with inspirational ‘I AM...’ messaging.

$5 varieties

do-si-dos
tagalongs
samoas
trefoils
thin mints

$6 varieties
girl scout s’mores
toffee-tastic

Care to Share

Care to Share is GSNorCal’s service project in which we share our delicious cookies with the community! Girls sell virtual cookies to be donated by the council to a local organization, such as food banks or military bases, at the end of the program.

- $5 per package, no specific variety
- Available online and in-person
- Per IRS regulations, all donations collected while participating in product programs should be put toward Care to Share

Girls who shake it up through Care to Share will earn a slide charm at 20+ CTS packages and a blanket at 45+ CTS packages!
Use this checklist to ensure you, your girls, and their parents are ready for a successful program!

- Watch our program overview video at training.gsnorcal.org.
- Ensure your girls are registered members of GSNorCal and have their parents complete a 2020 Cookie Parent Responsibility Agreement (Girls with two households should have a parent from each household sign the form.)
- Product volunteers should be registered and screened members of GSNorCal.
- Have a troop bank account open or in process and an ACH Debit Form on file with GSNorCal (see page 7 for details).
- Decide which payment tenders to accept from customers and how parents should turn in money to the troop prior to each ACH debit and/or receiving additional cookies.
- Review the safety and informational guidelines in Volunteer Essentials (ve.gsnorcal.org).
- Attend a cookie rally in your area to get inspired and spark excitement.
- Hold a troop cookie kickoff meeting for your girls and parents.

**Troop Cookie Kickoff Meeting Agenda**

- Ask your cookie bosses why they are participating. Are they working on an award project? Traveling? Going to camp this summer?
- Discuss goal setting. Establish a troop learning goal for the program, as well as an earning goal to fund the troops’ whys as discussed above.
- Review the butterfly-themed girl recognition plan on the order card and ask girls to set individual goals.
- Agree upon safety guidelines and etiquette expectations to observe while participating.
- Role play different situations that cookie bosses may encounter while at booths, door-to-door, and online.
- Develop ideas on how each cookie boss can brand and market her business to her customers and the community, in-person and online.
- Have your cookie bosses decide how booth cookies will be allocated to each girl.

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

Looking for marketing ideas? Check out the Branding You workshop to develop girls’ personal brands! Click the Forms link at the top of gsnorcal.org and search Branding You.
Troop Proceeds

Troops can earn between $0.75-$1.00 per package. All troops may increase their proceeds per package with a “WOW-ing” per girl average (PGA) selling based on the chart below.

Older girl troops (Cadette, Senior, or Ambassador) may opt out of receiving girl rewards on the eBudde Settings tab and earn an additional 15 cents per package. Encourage girls to compute Reward Card values at their goal level prior to deciding to opt-out. All girls in the troop should agree and sign the 2020 Troop Opt Out Form.

<table>
<thead>
<tr>
<th>PGA</th>
<th>Standard Proceeds</th>
<th>Older Girl Opt-Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-199</td>
<td>$0.75</td>
<td>$0.90</td>
</tr>
<tr>
<td>200-324</td>
<td>$0.80</td>
<td>$0.95</td>
</tr>
<tr>
<td>325 +</td>
<td>$0.85</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

Initial Order Bonus

Troops who submit a qualifying starting order by January 13 will receive an iridescent, cookie-lined Cookie Boss Fanny Pack per girl selling PLUS 2 more for troop adults! To qualify, place a troop starting order of 175+ package average for each girl selling; for additional details, see page 10. Fanny packs will be delivered to your service unit in late January.

Sample calculation:

<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>x 175</td>
<td>= 1225</td>
<td>1236</td>
</tr>
</tbody>
</table>

Family Engagement

Her cookie business = a family affair!

- Parents support their girl’s cookie business by accepting orders and managing inventory to fill those orders.
- Encourage families to spend quality time with their girls at cookie booths and mentor their public entrepreneurship experiences.
- Check in with families regularly regarding unsold product, and encourage them to support girls together to ensure all troop cookies are sold by the end of the program.
Booths

Booths are fun and valuable entrepreneurship experiences for girls, families, and troops! They are stationary sites for girls to run their cookie businesses in public.

The Girl Scout Cookie Program is the most publicly visible activity in Girl Scouting. Develop a plan with your troop to reflect Girl Scout Law behavior for both girls and adults during booths and other public cookie boss operations, such as neighborhood walkabouts. Your troop is representing the 2.5 million members of the largest girl-led organization in the world!

COORDINATING BOOTHS:

- Booths are coordinated with your Service Unit (SU) Booth Coordinator. They work to arrange booths and provide specific guidance regarding booth sites.
- All booths should be listed in the eBudde Booth Scheduler so customers can find them in the Girl Scout Cookie Locator (see page 12-13).
- Recruit enough adults to meet the age-appropriate adult-to-girl ratios as detailed in the Safety-Wise section of Volunteer Essentials (ve.gsnorcal.org).
- Gather booth supplies. These may include:
  - A table, tablecloth, and chairs
  - Small bills for making change
  - Cookie boss fanny pack to hold money
  - A money marker to check for counterfeit bills
  - Posters, goal charts, Care to Share box wraps
  - A pop-up tent/canopy (if allowed at site)
  - A smartphone or tablet to accept credit cards
  - Information cards on how to join Girl Scouts
  - A wagon or cart to easily transport cookies and supplies
  - A starting inventory of cookie packages

AT THE BOOTH:

- Ensure the booth is set up for traffic-free access away from entryways, exits, and walkways.
- Thank every potential customer whether they make a purchase or not. Rejection is part of girls' learning experience.
- Have another adult take away excess cash periodically (and bring more cookies if you need them!)
- If any conflicts arise, step away from the girls and the booth site to resolve.

CLOSING UP:

- Count leftover inventory and prepare cash collected for deposit.
- Leave the location cleaner than when girls arrived.
Money Management

ACCEPTING CUSTOMER PAYMENT

- Troops may choose to accept any form of legal tender after reviewing risks related to the cost of doing business.
- Troops are empowered to go cashless by utilizing their troop’s Cheddar Up account—an online tool to collect money from parents. Troop accounts have a pre-built parent collection campaign! Search for Cheddar Up at gsnorcal.org to learn how to open your account and more.
- Girls and parents can take credit card payments with the Digital Cookie mobile app without paying transaction fees.

TROOP PAYMENT TO COUNCIL: ACH (Automated Clearing House)

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.

<table>
<thead>
<tr>
<th>Day of Debit</th>
<th>Amount of Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, February 25</td>
<td>$2.00/physical pkg received through February 20</td>
</tr>
<tr>
<td>Wednesday, March 25</td>
<td>Balance Due</td>
</tr>
</tbody>
</table>

FIRST ACH AND DIGITAL COOKIE

The first ACH debit is calculated using only the physical packages your troop has received through February 20, including initial orders; Digital Cookie packages are not included in the calculation. In addition, all Digital Cookie payments collected online from customers will be removed from your balance due. The more girls sell online, the less your troop will owe—possibly nothing at all! A sample calculation is below:

<table>
<thead>
<tr>
<th>Total pkgs rec’d</th>
<th>- total DOC pkgs rec’d</th>
<th>= pkgs for ACH</th>
<th>X $2</th>
<th>- DOC payments</th>
<th>= 1st ACH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>- 500</td>
<td>1500</td>
<td>= $3000</td>
<td>- $2600</td>
<td>$400</td>
</tr>
</tbody>
</table>

ACH FORMS: The relevant forms described below can be found under the Forms link at the top of gsnorcal.org.

ACH Debit Form

- Participating troops should have an ACH Debit Form on file with GSNorCal. If your troop has given authorization in the past, no need to resubmit.
- If your troop does not have a bank account open and an ACH Debit Form submitted by January 25, GSNorCal will issue a Wells Fargo deposit—only card for you to deposit 100% of product money collected directly to GSNorCal. Troop proceeds will be transferred as soon as the troop bank account is open.

NEW! ACH Credit Form—Submit this form for the following:

- Counterfeit bills and related bank fees ($20 bills and under)
- Cheddar Up was not used to collect cash from parents and bank cash processing fees or multiple transaction fees resulted.
- Report stolen product or money. A police report must be included.
- Report unpaid parents. Troop transactions in eBudde must reconcile, and complete documentation of attempts to collect and a signed Parent Responsibility Form must be submitted before GSNorCal can review requests for approval.
How to Use eBudde

**DATES**

**ACTIVITY**

**DEC 13**

**eBUDDE OPENS TO VOLUNTEERS**

**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.

**Returning users** can head directly to cookieportal.littlebrownie.com or ebudde.littlebrownie.com to login with the same email and password as past seasons.

Welcome email links expire after about a week. If you encounter an **expired link** (or simply forgot your password), head directly to cookieportal.littlebrownie.com, click “Forgot your password?” and enter your email to receive a new message to click through and set your password.

Use the **green** dropdown at the top left to switch among seasons. Contact info@gsnorcal.org if you do not yet see the 2019-20 Sales Season.

Use the **blue tabs** to navigate among the sections of the site:

- Contacts
- Settings
- Girls
- Init. Order
- Delivery
- Girl Orders
- Transactions
- Cookie Exh
- Rewards

Click the **Settings** tab to verify your #Girls Registered and troop level.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>GSUSA Id</th>
<th>Inactive?</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aastha</td>
<td>Grover</td>
<td>110265053</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Abigail</td>
<td>Gladden</td>
<td>111209345</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Abigail</td>
<td>Wilkins</td>
<td>100293397</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Adeline</td>
<td>Cranberry</td>
<td>111161261</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Click the **Girls** tab to view your troop roster.

Contact info@gsnorcal.org if any of this information is incorrect or incomplete.
DIGITAL COOKIE OPENS TO VOLUNTEERS

Access your troop’s information in Digital Cookie through a welcome email from email@girlscouts.org.

Digital Cookie orders feed directly into eBudde, making it easy to track both online and in-person inventory and payments all in eBudde!
- Click the Register Now button in the message to create your password and access the site.
- If you are also a parent, parent invitations will be sent in early January. No need to register again if using the same email.
- 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.

The Digital Cookie system is not intended as a volunteer-managed system. It is built for girls as a girl-managed, customer-facing online sales platform.

Log in to Digital Cookie

Email: 
Password: 

SUBMIT

Forgot password
Request a Digital Cookie registration email

Can’t find your invitation email or simply forgot your password? Head to digitalcookie.girlscouts.org and click the appropriate help link.

INITIAL ORDER ENTRY

BY JAN 13 @11:59 PM

Planning your initial order doesn’t have to be a daunting task! Utilize your SU Cookie Manager to determine your order. Averages vary by program level and location.

Returning troops may refer to prior program results via the green Sales Season dropdown at the top right of eBudde.
Utilize past initial orders and final orders to help plan your 2020 order.

HOW TO ENTER YOUR ORDER

Go to the Init. Order tab. Scroll down to the line labeled OTHER and click on it. The line will highlight, and orange boxes will appear at the bottom of the screen:

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.

Enter the number of packages (not cases) of your troop’s entire order by variety. The total packages column at the right will update automatically. Verify the total and click the blue OK button at the far right. Packages may not be returned once ordered.

After making all changes, click the purple Save button at the top left.
INITIAL ORDER BONUS
Troops earning the initial order bonus (see page 5) indicate each participating girl by allocating 1 package of thin mints to her name:

- Click a girl’s name on the Init. Order tab list. The line will highlight, and orange boxes will appear at the bottom.
- Enter 1 package of thin mints.
- Click the OK button at the far right.
- Repeat for each participating girl.
- These packages will add to your total order, so remove them from the OTHER line so your totals are correct.

After making all changes, click the purple Save button at the top left.

FINALIZE AND SUBMIT INITIAL ORDER
Review the last 3 lines on the Init. Order tab (Pkgs. Ordered, Cases to Order, and Extras). Initial orders are delivered in cases (12 packages per case). The Extras line includes packages that must be added to your order to deliver it in cases.

<table>
<thead>
<tr>
<th>Girl</th>
<th>SvSm</th>
<th>Tre</th>
<th>D-S-D</th>
<th>Sam</th>
<th>Tags</th>
<th>TMint</th>
<th>SMr</th>
<th>Toff</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTHER</td>
<td>96</td>
<td>96</td>
<td>120</td>
<td>420</td>
<td>300</td>
<td>720</td>
<td>156</td>
<td>48</td>
<td>1956</td>
</tr>
<tr>
<td>BOOTH</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Pkgs. Ordered</td>
<td>96</td>
<td>96</td>
<td>120</td>
<td>420</td>
<td>300</td>
<td>728</td>
<td>156</td>
<td>48</td>
<td>1964</td>
</tr>
<tr>
<td>Cases to Order</td>
<td>8</td>
<td>8</td>
<td>10</td>
<td>35</td>
<td>25</td>
<td>61</td>
<td>13</td>
<td>4</td>
<td>164</td>
</tr>
<tr>
<td>Extras</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>

When finished, click Save and then Submit Order at the top left.

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, contact your SU Cookie Manager.

Click Printable Version to easily save a PDF copy for your records.

INITIAL ORDER BONUS REWARD
Troops earning the initial order bonus click the Rewards tab to submit your initial rewards order. Click Fill Out and ensure each girl who receives the reward is indicated. Click Submit when complete.

Clicking OK after you make an eBudde entry doesn't save your changes! Be sure to click Save before you leave a page.
**ACTIVITY**

**JAN 25**

**DIGITAL COOKIE DAY**
Digital Cookie opens for business! Bring your troop to your local office from 10AM–2PM to launch girl store fronts, help them brand themselves online, design their own cookie, and taste test the brand new **lemon-ups** cookie!

Customers pay by credit card and choose to have cookies direct shipped or delivered in-person by the girl. Orders accepted by parents for in-person girl delivery can be fulfilled as soon as cookies arrive in early February.

**JAN 25**

**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>
</thead>
<tbody>
<tr>
<td>✓ DOC DON 24822689</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ DOC DLVR 24822689</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ DOC DLVR 24879949</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></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 from the customer will be listed under the girl’s name under the **Girl Orders** tab. Click on each girl’s name on the list to view her orders.

<table>
<thead>
<tr>
<th>DOC</th>
<th>Comment</th>
<th>Total</th>
<th>Total Due</th>
<th>Paid</th>
<th>Bal. Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ DOC DON 24612862</td>
<td></td>
<td>0</td>
<td>$ 0.00</td>
<td>$ 30.00</td>
<td>$ -30.00</td>
</tr>
</tbody>
</table>

- **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 (page 10 & 16).
- 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 14).

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>
<th>Bal. Due</th>
</tr>
</thead>
<tbody>
<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 SHIP+ 26256953</td>
<td></td>
<td>7</td>
<td>$ 36.00</td>
<td>$ 36.00</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>✓ DOC SHIP 24879949</td>
<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!
DATES | ACTIVITY
---|---
JAN 27 | **BOOTH SCHEDULER OPENS**
All troops and service units manage booths under the **Booth Sites** tab. The scheduler directs customers into the **Girl Scout Cookie Locator** so that customers can find booths and purchase cookies! Your service unit will inform you if they hold a local booth lottery to supplement the eBudde scheduler.

On the Booth Sites tab, click **Free Slots** to filter and pull a report of available booths. Click **Current Signups** to view your troop’s booth selections.

**HOW TO SELECT A BOOTH IN EBUDDE**
Follow the dropdowns to find a booth slot by clicking the + next to the city, and then the site name. *(Listings in green have openings.)*
Click on the date and time range, and a window will open on the right.

Click in the space next to the desired time slot, and your troop number will appear in the space. Click **Submit** to reserve, and a message will appear confirming the reservation. *(If you do not see the message, the slot was not reserved.)*

**BOOTH SCHEDULER TIMELINE**

<table>
<thead>
<tr>
<th>ROUND 1</th>
<th>ROUND 2</th>
<th>ROUND 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Jan. 27, 8:00pm—Tuesday, Jan. 28, 11:59pm</td>
<td>Thursday, Jan. 30, 8:00pm—Friday, Jan. 31, 11:59pm</td>
<td>Monday, Feb. 3, 8:00pm—Sunday, Mar. 15</td>
</tr>
</tbody>
</table>

- Each troop may reserve a maximum of 4 booth slots
- No more than 2 slots per site
- Sites must be within your own service unit
- Each troop may reserve an additional 4 booths slots for a total of 8 maximum *(including Round 1 reservations)*
- No more than 4 slots per site *(including Round 1 reservations)*
- Sites must be within your own service unit
- All sites open—no limits on number or location

**JAN 27 TO MAR 15**

**CANCELING BOOTHS**
If your troop cannot attend a selected booth, you must remove your troop from the booth in eBudde or the Troop App ASAP so the slot is removed from the Cookie Locator. Customers are very unhappy when they show up to a booth and there are no Girl Scouts!

Booths may also be released directly on your **Calendar** on the **Dashboard** tab. You may also go through the same steps as above when selecting a booth. Click on your troop number in the time slot box, and it will clear away.
<table>
<thead>
<tr>
<th>DATES</th>
<th>ACTIVITY</th>
</tr>
</thead>
</table>
| JAN 27 TO MAR 15 | **BOOTH WAITLIST**  
If a booth is booked, click **Notify Me If Slots Open** above the list of time slots. eBudde will automatically notify you via email if any of the slots open up, and you will need to go into eBudde to claim the slot. These openings are on a **first-come-first-served basis**, as all troops who choose to be notified will all be emailed when a slot opens. If you find the location unavailable, another troop already claimed the slot!  
**To turn notifications off**, go back to the booth and click **Stop Notifying Me**.  

| THRU MAR 15 | **TROOP BOOTH REQUESTS**  
Troops may request individual booths on the **Booth Sites** tab. **To request a booth**, use the dropdown on the top right of the tab to select **My Sales**.  
Click on **Add a Location** at the top of the left side window.  

Fill out the information in the window on the right, and click **Add** at the bottom once finished.  
The request will be approved or denied by your SU Booth Coordinator. Come back to **My Sales** to check on the status of your requests.  

| FEB 5 | **PRODUCT PICKUPS BEGIN**  
Your service unit will inform you of the date and location of your initial order pickup. Service units should manage scheduling troop pickup times in eBudde.  

**How to select a pickup time in eBudde:**  
Go to the **Delivery** tab.  
Answer the questions regarding your pickup at the top.  
Click the space to the left of your preferred pick up time, and your troop # will appear in the space.  
Click **Submit My Info** at the top left.  

At pickup, double count the product and sign and retain a receipt. You will receive paper girl order cards with your initial order.
DATES | ACTIVITY
---|---
AFTER PICKUP | **TROOP DISTRIBUTION**
Distribute cookies to girls. Both a parent and a troop adult should agree on the count, sign a receipt, and keep a copy. **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 page 16).
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.**

| **How many cookies will fit in my vehicle?** |
| --- | --- |
| Car Type | # Cases |
| Compact Auto | 20-25 |
| Hatchback Auto | 25-30 |
| Standard Auto | 35-40 |
| Sport Utility Vehicle | 50-60 |
| Station Wagon | 65-75 |
| Mini Van | 70-85 |
| Pick-up truck (B’ bed) | 90-100 |
| Cargo Van (no seats) | 190-200 |

FEB 10 | **COOKIES-IN-HAND GO DAY!**
Girls begin to actively manage and promote their cookie business publicly: in the neighborhood, at school, and at booths!

THRU MAR 19 @11:59 PM | **MANAGE GIRL ORDERS**
Use the **Girl Orders** tab to allocate cookies to girls from troop inventory and record girl payments. **Allocate cookies to girls as soon as they are distributed and sold.**
**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. Click **Add Trans.** at the top left, and entry boxes will appear at the bottom.

**To allocate cookies,** enter the number of packages by variety. **To record a payment,** enter the value of the payment under the **Paid** column. You may record both in the same transaction. You should also enter a comment regarding the date or type of the transaction (e.g. “Cheddar Up 2/20”). Click **OK** on the bottom right to confirm, and click **Save** at the top left finalize.

Watch your inbox for **just-in-time videos** helping with **eBudde tasks** (such as allocating cookies to girls) throughout the program!
**DATES**

**THRU MAR 15**

### COOKIE EXCHANGE

Excess inventory can be transferred among all troops since packages may not be returned to GSNorCal. If your troop has **too many cookies** of any variety, communicate with other troops and your SU Cookie Manager via eBudde’s Cookie Exchange.

**To list cookies**, click on the **Cookie Exchange** tab, and enter your available inventory by variety **in packages** at the top. Click **Update Pkgs to Exchange** to save.

<table>
<thead>
<tr>
<th>Lemon Ups</th>
<th>Trefoils</th>
<th>Do-Si-Dos</th>
<th>Samoas</th>
<th>Tagalongs</th>
<th>Thin Mints</th>
<th>S’mores</th>
<th>Toffee-tastic</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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.**

**To view cookies that other troops have available**, click the blue arrow to the left of each variety. Each record will show the date posted, # packages available, and the poster’s information to contact and arrange the transfer.

#### LEMON UPS

<table>
<thead>
<tr>
<th>Date</th>
<th>Troop: 00015</th>
<th>Lemon Ups: 5</th>
<th>Becky</th>
<th><a href="mailto:beckydemo@bj.com">beckydemo@bj.com</a></th>
<th>Lemon Grove</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/01/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### TREFOILS

- **Zip code: 99999**

For help in larger areas to find troops close to you, hover your cursor over the email address listed to view the troop’s zip code.

### 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. Write a receipt, and have both troops sign and keep a copy.

**To transfer cookies to another troop in eBudde:**

Go to the **Transactions** tab, and click **Add a Transaction** at the top left. In the window that appears, enter the following:

- **Type** = Normal
- **2nd Party** = Troop
- **Troop #** = Enter troop number of the receiving troop
- **Product Movement** = Remove Product
- **Enter the quantities of the transfer in cases OR packages**

Click **Okay** to confirm, and then click **Save** at the top left of the **Transactions** tab to finalize.
**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 and ordering details are provided by the cupboard manager and listed in eBudde.

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.

**Tips for 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.
- When planning orders for booths, only order for the upcoming week (end). You do not have to have every variety at every booth.
- 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.
- eBudde does not send a confirmation that your order has been received. If you can see your pending order on your Transactions tab, the cupboard has the order. (Be sure to click **Save** after you enter a transaction!)
- Pending orders cannot be edited by troops once they are saved. **If you need to decrease your order**, let the cupboard manager know at pickup. **If you need to increase your order**, enter a new transaction with the additional packages needed.
- Orders are pending until they are picked up and are un-pended by the cupboard manager after pickup.

**How to place a pending cupboard order:**

Go to the **Transactions** tab, and click **Add a Transaction** at the top left. In the window that appears, enter the following:

- **Type** = Normal
- **2nd Party** = Cupboard
- **Cupboard #** = Select your preferred Cupboard # from the dropdown. **Hours of Oper.** will populate, and cupboard notes will appear. Click **Map It** to the right of the dropdown to view the address of the cupboard on a map
- **Pickup** = enter desired pickup date/time based on cupboard hours
- **Product Movement** = **Add Product**
- Enter your order by variety in **cases** OR packages
- Edit **Contact Info** if you are not the person picking up the order
- Click **Okay** to confirm, and then click **Save** at the top left of the **Transactions** tab to finalize.
FINALIZE ORDERS AND PAYMENTS
Review the last 3 lines on the **Girl Orders** tab (Girl Totals, Troop Order, and Difference) to ensure all troop cookies are allocated to girls. This ensures girls are receiving all the recognition they deserve!

<table>
<thead>
<tr>
<th>Girl</th>
<th>CTS</th>
<th>Svm</th>
<th>Tre</th>
<th>D-S-D</th>
<th>Sam</th>
<th>Tags</th>
<th>TMint</th>
<th>Smr</th>
<th>Toff</th>
<th>+Total</th>
<th>Total Due</th>
<th>Paid</th>
<th>+Bal. Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mia V.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Nadine S.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Samantha A.</td>
<td>0</td>
<td>15</td>
<td>14</td>
<td>24</td>
<td>49</td>
<td>24</td>
<td>104</td>
<td>9</td>
<td>2</td>
<td>241</td>
<td>$1216.00</td>
<td>$1216.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Samantha C.</td>
<td>0</td>
<td>12</td>
<td>13</td>
<td>0</td>
<td>54</td>
<td>22</td>
<td>25</td>
<td>3</td>
<td>2</td>
<td>131</td>
<td>$660.00</td>
<td>$660.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Sarah A.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Girl Totals</strong></td>
<td><strong>0</strong></td>
<td><strong>27</strong></td>
<td><strong>43</strong></td>
<td><strong>37</strong></td>
<td><strong>133</strong></td>
<td><strong>98</strong></td>
<td><strong>280</strong></td>
<td><strong>24</strong></td>
<td><strong>12</strong></td>
<td><strong>654</strong></td>
<td><strong>$3306.00</strong></td>
<td><strong>$3306.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td><strong>Troop Order</strong></td>
<td><strong>Difference</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

The **Difference** row at the bottom of your troop list shows your total troop inventory in eBudde (the Troop Order row) minus the total packages allocated to girls (the Girl Totals row). 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 Bal. Due total should also be zero, unless an ACH Credit Form was submitted.

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

Go to the **Rewards** tab. On the **Final Rewards Order** row, click **Fill Out**.

Click **Edit All** to choose rewards for all girls at once, or click each girl name individually. 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.
**DATES**

**SALES REPORT**
The eBudde Sales Report tab is a summary of all of your troop’s transactions and financials.

<table>
<thead>
<tr>
<th>Total Pkgs Received</th>
<th>4512</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total DOC Pkgs Received</td>
<td>230</td>
</tr>
<tr>
<td>Total DOC Charity Pkgs Received</td>
<td>70</td>
</tr>
</tbody>
</table>

**In addition there was:**

| Total DOC Delivered Pkgs Received | 509 |

The Pkgs Received column lists all of your troop’s cookie transactions. Your troop’s Digital Cookie (DOC) packages are broken down at the bottom of the column.

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

The Payments Made column 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 and credited toward your balance due to the council.**

<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 at the bottom. Click **Show as PDF** to save a copy of the report to refer back to when your troop completes your Troop Finance Report in April.

<table>
<thead>
<tr>
<th>Total Troop Sales</th>
<th>$ 10,680.00</th>
<th>Council Proceeds</th>
<th>$ 9,105.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Troop Proceeds</td>
<td>- $ 1,575.00</td>
<td>Payments Made</td>
<td>- $ 9,105.00</td>
</tr>
<tr>
<td>Council Proceeds</td>
<td>$ 9,105.00</td>
<td>Amount You Owe Council</td>
<td>$ 0.00</td>
</tr>
</tbody>
</table>

**RECOGNIZATIONS ARRIVE**
Your service unit will notify you when recognition items are available for pickup. Reward Cards are mailed directly to girls. The GSNorCal product team will contact girls who earn Camp Boss, Reward Card Match and Overnight with Marina, plus girls who choose reward experiences, to coordinate specifics. Distribute the items and celebrate your girls’ achievements!

**FIND YOUR WINGS**

**DO WOW THINGS**

**THANK YOU for volunteering!**
<table>
<thead>
<tr>
<th>S</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>T</th>
<th>F</th>
<th>S</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
</tbody>
</table>
| **11:59pm:** Initial Orders Due  
ACH Debit Form Due | | | | | | 25 |
| **Digital Cookie GO DAY!**  
10am-2pm: Digital Cookie Day | | | | | | 26 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| **8pm:** Booth Scheduler Round 1 | | | | | | 27 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| **8pm:** Booth Scheduler Round 2 | | | | | | 28 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| **8pm:** Booth Scheduler Open to All | | | **Product deliveries begin** | | | | 10 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| **GO DAY** with cookies in-hand | | | | | | | 11 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| President's Day (GSNorCal closed) | | | **11:59pm:** Cutoff for ACH pkg calculation | | | | 23 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 1st ACH Debit ($2/pkg) | | | | **Nat'l Girl Scout Cookie** | | | 30 |
| **Weekend** | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| **Girl Scout Week** | | | | | | | 15 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| Cookie businesses close | | | | **11:59pm:** eBudde locks to troops | | | 22 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |