

Cupboard Basics

After Starting Inventory Delivery day, additional cookies are stored and can be picked up from cupboards. Days and hours of operation varies from cupboard-to-cupboard. Therefore, you should check the schedule before placing an order. Also, since not all cupboard locations have phone and/or computer access, procedures may vary slightly. In order to facilitate smooth operation for all cupboards, please follow the guidelines below.

Cupboards begin to open January 31 (see online schedule for details, www.girlscoutsla.org)

Guidelines for Cupboard Orders

- Troops should contact girls before placing an order at the cupboard to see if the girls have any extra inventory that the troop could use. The troop could absorb the girls' extra cookies for booth sales or to transfer to another girl.
- Troops are encouraged to seek troop to troop transfers to help sister troops before going to a cupboard for more cookies.
- Cookies ordered from the cupboard are paid for at the second ACH debit.
- Orders for cookies from the cupboard must be placed by Troop Cookie Chairs (TCC) using eBudde. Troops should not phone/email the Council or Cupboard Managers directly.
- A cookie cupboard order is not a guarantee of inventory availability.
- All cupboards will operate in WHOLE CASES ONLY through February 17. Beginning February 18, troops can pick up in individual package quantity through the end of the sale.
- TCCs should enter all authorized adults to pick up cookies on the **Troop Settings** tab in eBudde prior to the start of boothing.
- Authorized adults should be prepared to show photo ID to cupboard staff when asked.
- Cupboard transactions will be paperless in some locations, using the Cupboard Keeper App. Utilizing a tablet, you will acknowledge your cookie order via your eBudde password which will send an email receipt to you. Whoever picks up cookies from the cupboard must know **their** eBudde log-on and password to complete these transactions.
- Cupboards maintain their cookie inventory based on the amount of cookies requested by troops through the eBudde pending order system.
- Enter your pending order quantities in eBudde and enter your desired pickup date. Troops should place their cupboard pending orders 24-48 hours in advance.

Cupboards have all 8 Varieties

- All eight cookie varieties will be stocked in the cupboards.
- Sometimes cupboards temporarily run out of a certain type of cookie, but in most cases are able to receive a delivery of additional cookies by the next day. eBudde allows us to mark it as "out of stock" so troops know up front of its availability, however, this is a manual process and there are times when the orders exceed availability inventory. We do our best to keep an eye on inventory levels and turn off varieties that are unavailable.
- Keep an eye out for cupboard inventory emails from eBudde, which will inform troops when a cupboard is out of a variety and when it is expected to be restocked.

Touch base Tuesdays

It can be hard to track how many cookies a girl still has on hand. Before a troop takes more from a cupboard, the parents should communicate weekly to see if cookies are being sold as expected. No one wants too many cookies on hand at any given time. Work as a team to manage inventories.

Placing a Cupboard Order

Place a Pending Order for Cupboard Pickup, Exchange, Return, or Consignment

Cookie cupboards need a pending order to help ensure cookies are available. If inventory at your local cupboard runs low, troops that do not submit a pending order 24-48 hours in advance may be asked to wait until all pending orders are filled. The pending order system does not guarantee cookie availability, but it is the best method to help us to manage the cookie inventory.

Placing a pending order 24-48 hours in advance of your needs helps us plan for distribution.

Troops create pending cookie order requests for a cupboard on the **Transactions** tab. Enter one order for the entire troop instead of separate orders for each girl. Follow these steps to enter a pending order:

For all transactions

- Click on the **TRANSACTIONS** Tab
- Click **ADD A TRANSACTION**. A new Cookie Transaction Window appears.
- Click **PICKUP** to enter the date and time of your planned cupboard visit. The system will only allow pickups to be scheduled on days and times during which the cupboard is open. See the Hours of Oper. Section for that cupboard's schedule.
- Choose your desired Cupboard from the **SECOND PARTY** drop down. Click the **Map it** link to get the address and map.
- Enter your cookie order in cases and packages, as applicable. Note, you may only order in whole cases until February 18.

Enter a pick up

- For **PRODUCT MOVEMENT**: Choose **ADD PRODUCT**

Enter a return

- For **PRODUCT MOVEMENT**: Select **REMOVE PRODUCT**

Enter exchanges

You must enter two transactions for an exchange — an Add Product and a Remove Product, with the added product being more than or equal to the removed product.

- In the Receipt field, place the curser in front of the auto-generated receipt number and type EXCH-IN for product being returned, and EXCH-OUT for product being picked up. Example: EXCH-IN PHB100; EXCH-OUT PHB200

Enter consignments

- For **PRODUCT MOVEMENT**: Follow the directions above for picking up or returning cookies.
- In the Receipt field, add the word CONSIGN in front of the auto-generated receipt number.
- Click **Okay**, then click **SAVE**. Your pending order is now placed with the cupboard.
- You also have the option to print your order, please do so and bring it to the cupboard.

When you view the Transactions tab, you will see a “yes” under the Pending column. This is your indicator that this order is still awaiting pickup at the cupboard and may be edited or deleted if necessary. Troops are not financially responsible for cookies until they have been picked up.

Cupboard Pick-ups

- Print out your troop's pending order and bring it to the cupboard. If other volunteers are assisting you with the pick-up, make sure they have a copy of the pending order from eBudde and know the troop number and their eBudde password.
- Troop Cookie Chairs can authorize several adults in eBudde to pick up cookies on behalf of the troop. Cookies must be picked up by adults who are 18 and older.
- KNOW YOUR EBUDDE PASSWORD. Cupboards that use the Cupboard Keeper app will ask the individual to enter their eBudde password as an electronic signature, and an email will be sent to the Troop Cookie Chair. Lack of the password renders this technology unusable and will slow the cupboard experience for all.
- Give your complete troop number (i.e., five digits) to the cupboard staff. Your pending order will be reviewed with you, and you may have an opportunity to adjust quantities.
- Once you have confirmed your pending order is accurate, the cupboard staff will process your "pending order" into an "picked up order," and it will be filled for you.
- **Count, count, count!** Verify and sign for your order before you load your vehicle and leave the cupboard! You are financially responsible for what you sign for, not for what you take. Orders will not be adjusted once you leave the cupboard!
- Keep your receipts.
- Troops are only financially responsible for cookies once the pending order has been picked up and is marked completed in eBudde.
- Pending orders not picked up within 48 hours of the scheduled pick-up date may be deleted at the discretion of the Cupboard Manager.

Tip: Cupboards are often busiest the first 1-2 hours after opening. Come later in the cupboard shift for potentially shorter lines/less waiting.

Volunteer at a Cupboard

Patience and understanding is necessary as many cupboards are run and/or staffed by volunteers, and they deserve respect and cooperation.

When you are picking up cookies at a cupboard and there is a long wait time, consider parking your car and jumping in to help fill orders until your car would have been at the front of the line. This will help speed up the wait time for all.

You can make a difference by personally volunteering to assist at a cupboard. Ask your SUCPC how to sign up for a cupboard shift(s). Ask your troop parents to help, too. We need you!



Returns / Exchanges / Consignments

- ❖ Transaction types do not overlap so the cupboard can be organized and efficient.
- ❖ **Please do not ask the cupboard staff to do a transaction if its time has passed or is not yet available.**
- ❖ If the last day of a transaction type occurs on a day that the cupboard is closed, the transaction type will end on the last day that the cupboard is open during that period. *For example: Even exchanges end March 2, but the cupboard you wish to visit is closed that day. Therefore, the last day to do exchanges with that cupboard would be March 1.*

Returns—February 5 - 6

GSGLA offers limited returns of the troop's SIO. All cookies are the troop's responsibility, and there are no returns except:

1. Up to 10 whole/full cases of cookies may be returned from the SIO, as long as the troop has not added any cookies into their inventory via cupboard pick-ups or troop-to-troop transfers.
2. Whole cases only will be accepted at designated cupboards. Check the official Cupboard Schedule for which cupboards can accept returns.
3. Returning cases has two steps:
 - You must record the transaction in eBudde
 - You must physically return the cases to a cupboard accepting returns within the time period for designated for returns. Each step must be completed before the deadline. Use the same process for adding a transaction as for ordering cookies, but enter a return in eBudde as a "Remove Product" for cases that you intend to return. Remember, only certain cupboards will accept returns.
4. Pick ups of additional inventory are not allowed on the same day as a return.

Even Exchanges—February 7 - 27

1. Troops may make even exchanges of damaged cookies for another package/case at any time, but only of the same variety. No eBudde transaction is needed when you are returning damaged cookies – just go to the cupboard. *Remember, melted cookies are not damaged cookies.*
2. Troops should actively pursue Troop-to-Troop transfers to resolve surplus inventory. Use the communication tool in eBudde to post about your needs or contact your SUCPC. S/he will be a great resource on troop-to-troop transfers as s/he might know if other troops are looking for product.
3. Enter exchanges in eBudde as two transactions: Add Product for what you are picking up, and Remove Product for what is being exchanged in.
4. Even exchanges of **whole cases only** (12 packages of the same variety) are permitted at designated cupboard locations only. Verify that the cupboard you plan to visit accepts exchanges (most do). All orders after the exchange period ends are final. Individual packages may not be exchanged.
5. There are no minimum or maximum number of cases required for exchanges.
6. Individual girl exchanges/returns must be done within the troop, not at the cupboard.

Consignments—March 4 - 10

1. Troops may check out up to 10 cases of cookies on consignment from designated cupboards from March 4 – 10 to support them through the last weekend of booting, while decreasing risk of having excess inventory.
 - Complete the Consignment Inventory Form available at www.girlscoutsla.org
 - Add the transaction to eBudde
 - Troops may only have one open consignment at a time
2. Consignment orders must be returned to the original cupboard during that cupboard's scheduled hours, but no later than March 12 (check that cupboard's schedule for consignment returns after March 10). Consignment cookies not returned by originating cupboard's final day will become the troop's responsibility.
3. Enter the consignment return in eBudde.
4. **Best practice:** Consider doing troop to troop consignments too. It's a win-win!

Allocate Booth Sales

This is achieved in eBudde by allocating booth cookies to individual girls. All boothing proceeds should be held by the adult at the booth and deposited directly into the troop bank account promptly after the booth.

GSGLA also suggests that troops download and utilize the Booth Recorder app which enables allocation in real time from a mobile device. Allocating cookies sold at a booth from either the Booth Recorder app or on the Booth Sites tab assigns cookies and payment to the girls in one easy step. It also gives the troop and the service unit the ability to look back at a booth site to see how it performed.

To use the Booth Sales Recorder from inside of eBudde

- **BOOTH SITES** tab (select Record Sales from the drop-down menu) or click **RECORD BOOTH SALE** from the **GIRL ORDERS** tab.
- Select the booth site that you wish to allocate packages or GOC.
- Enter the number of packages of cookies sold, by variety.
- All of the girls in the troop will be listed with check marks by their names. Uncheck any girls who were not at that booth.
- Click **DISTRIBUTE**, eBudde will allocate the cookies and money evenly amongst the girls selected.
- Click **SUBMIT SALE**.

FIGURE 8

The screenshot shows the eBudde Booth Recorder interface. At the top, it displays the booth site name "ABC Hardware" and the date/time "Fri, Feb 3 @ 4:00pm". The address is "845 Spring St, Both doors, Sunland, CA 91040". There are "Distribute" and "Submit Sale" buttons. Below this is a summary table of sales data:

SvSm	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	Tot Pkgs	GOC	Sold	Rec.	CCE
18	3	12	65	18	70	3	1	190	18	208	\$ 1044.00	0

Below the summary table is a list of girls with checkboxes for selection. The list includes:

SvSm	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	GOC	CCE	Girl	(De)select all
6	1	4	22	6	23	1	0	6	0	<input checked="" type="checkbox"/> Amy B.	<input checked="" type="checkbox"/>
6	1	4	21	6	24	1	1	6	0	<input checked="" type="checkbox"/> Elena S.	<input checked="" type="checkbox"/>
										<input type="checkbox"/> Suzy S.	<input type="checkbox"/>
										<input type="checkbox"/> Tricia T.	<input type="checkbox"/>
6	1	4	22	6	23	1	0	6	0	<input checked="" type="checkbox"/> Yakima B.	<input checked="" type="checkbox"/>

Inventory Management

Balancing your inventory of cookies on hand is critical. Regularly count the number of packages/cases on hand in the troop inventory and compare that to the number of packages/cases that eBudde says the troop should have in inventory. eBudde lists the troop's inventory in the Difference row at the bottom of the **GIRL ORDERS** tab.

Timely entry of the girl orders (based on the signed receipts) in the **GIRL ORDERS** tab, and entry of the booth sales (using the Booth Sales Recorder app or the "Record Sales" option of the eBudde Booth Sites tab), should make balancing much easier.

Balancing the Troop Inventory on a Regular Basis

- Will help the troop to know how many cookies are in inventory (to determine if more cookies are needed or the troop has too many and needs to start troop to troop transfers).
- Will make wrapping up the sale so much easier (no scrambling at the end of the sale to find a problem).

If there is a difference, double check the following:

- Recount your actual on-hand inventory.
- Compare all girl orders and booth packages sold have been entered according to the signed receipts or boothing worksheets.
 - If a girl has returned cookies, you can add a "-" (minus sign) in a girl's transaction to take cookies away from a girl and put them back into the troop's inventory.
 - You can also make corrections to an entry by clicking on that line and entering your edits.
- Confirm cupboard pickups using the signed receipts and review the **TRANSACTIONS** tab (Note: if there is a pending cupboard order, that order will be included in the Total Order row on the **GIRL ORDERS** tab). Some cupboards use the Cupboard Keeper app, which means there are no signed receipts, but they do receive an email upon digitally signing for the product. It does not break down by variety, just total number of packages picked up.



Troop-to-Troop Transfers

In order to help with troop inventory control, troops can transfer product to another troop via eBudde's Transactions tab. Troops will want to make sure they also have each party sign a receipt.

Note: only the troop "giving away" product should enter the transaction—not both troops. Transactions should be entered right away.

- Click the **TRANSACTIONS** tab
- Select **ADD A TRANSACTION**. A new window appears.
- Change the option in **SECOND PARTY** to Troop.
- Enter the 5-digit number of the troop you are giving product to.
- Product movement should be **REMOVE PRODUCT**.
- Enter the cases and packages, as applicable.
- Click **OKAY**.
- Click **SAVE**.

FIGURE 9

Variety	Cases	Pkgs
Savannah Smiles	<input type="text" value="0"/>	<input type="text" value="5"/>
Trefoils	<input type="text" value="0"/>	<input type="text" value="0"/>
Do-Si-Dos	<input type="text" value="0"/>	<input type="text" value="0"/>
Sam oas	<input type="text" value="0"/>	<input type="text" value="0"/>
Tagalongs	<input type="text" value="0"/>	<input type="text" value="8"/>
Thin Mints	<input type="text" value="0"/>	<input type="text" value="0"/>
S'mores	<input type="text" value="0"/>	<input type="text" value="0"/>
Toffee-tastic	<input type="text" value="0"/> = 0	<input type="text" value="0"/> = 13

Product Movement: Remove Product

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