

Starting Inventory Order

Determine a Starting Inventory Order (SIO)

In order for girls to have the necessary inventory on hand, it is imperative that troops order enough cookies in their starting inventories. We recommend ordering at least **75% of what you expect to sell in total**. History tells us that at least 75% of the sale happens during the first two weeks. Ordering enough cookies in your SIO means you may not have to go to the cupboard that first week, and the girls will be able to keep up with the momentum. When determining your SIO, keep these things in mind:

1. Troops must have a bank account opened before placing an SIO.
2. All troops will have access to an Excel worksheet where they can enter their troop number to view last year's number of participating girls and troop sales numbers. The worksheet will calculate a 2019 Starting Inventory Order recommendation based on last year's total troop sales and the number of girls participating this year.
3. New troops (with no prior sales history) will be provided similar guidance based on their girls' program age level and their region's per girl average (PGA).
4. The Excel file breaks down your troop order into a **suggested** variety assortment and an allotment for girls. You can modify this mix as you see fit. **The TOTAL NUMBER of CASES is the criteria to meet the SIO Reward** requirement.
5. Troops should include a starting booth sale quantity as well as inventory for girls to sell individually as part of their SIO. Remember to include inventory for a Cookie House Party, where customers purchase cookies by the case. Ideally, the troop's SIO should carry them from the Go Day through the end of the first weekend of boothing. That's a long time and a lot of cookies!
6. Consider that the cookie cupboards are very busy through the first week of booth sales.
7. Since individual girls have not started taking orders, you will not enter the SIO by girl. Instead input the order as "Other" to cover the individual sales for the girls and "Booth" to cover what is being ordered for the booth sale.

You must both "enter" and "submit" your SIO in eBudde by the deadline for your troop to receive cookies on delivery day.

ENTER your Starting Inventory Order

- Click on the **INITIAL ORDER** Tab.
- Enter your order as a troop, not by individual girls.
- Click on **OTHER** to input the total cookies you anticipate distributing to the girls to sell. Tab to each package to enter the number of **cases** per variety. There is no option to enter GOC orders during the SIO.
- Click on **BOOTH** to enter the troop's booth order. These are cookies that may not be distributed to the girls immediately, but will get you through the first weekend of boothing. Note: there is no GOC column for Booth orders.
- The SIO must be submitted via eBudde in **whole cases** (12 packages per case).
- Click the **OK button** on the far bottom right side of the screen.
- Click **SAVE** at top of the screen.

SUBMIT your Starting Inventory Order

- Review the totals at the bottom.
- Check to make sure you don't have an extra zero or ordered packages instead of cases. (For example, if the suggestion was 7 cases of Samoas, you would enter 7 [cases], not 84 [packages].) **Once you submit your order, the cookies belong to your troop!**
- You can **EDIT** and **SAVE** as many times as you need to, but you can only **SUBMIT** your order once.
- Once you have verified that the order is accurate, click **SUBMIT ORDER**.
- Once you SUBMIT the order, you will not have access to change the order. If you discover a major error after you have submitted the order, immediately contact your Service Unit Cookie Program Chair (SUCPC).

Choose your Delivery Time

Some service units will pre-assign troops to a cookie pick up schedule; others will allow troops to choose from a pre-set schedule. Your SUCPC will notify you of your SU's process.

- Click on the **DELIVERY Tab**
- Click **WHO** is picking up your troop cookies
- Click if you will be picking up for more than one troop
- If it is not already filled in, select your **DELIVERY STATION** from the drop down. Usually there is only one location option.
- If one has not already been assigned, choose a pick up time and lane (if applicable)
- Click the **SUBMIT MY INFO** button at the top of the screen

The system will confirm that your delivery information was updated. You can print the delivery confirmation for your records. See Fig. 5. It details when and where to be for delivery, and the exact number of cases for each variety that you will receive. This can be especially helpful if someone else will be picking up. It gives them complete instructions.

Figure 5

Car type		Approximate Number of Cases of Cookies
Compact car	Ford Focus Honda civic	22
Mid-size Sedan	Ford Fusion Chevrolet Impala	30
Small SUV	Toyota Rav4 Honda CRV	35
Station Wagon	Dodge Magnum Taurus Wagon	70
Mid Size SUV	Ford Explorer Honda Pilot	55
Mini Van	Dodge Caravan Honda Odyssey	75
Pickup Truck	6 foot bed 8 foot bed	100 125
Standard Van	Ford Econoline Dodge Ram Van	150

Submit Starting Inventory Reward Order

Immediately after the SIO is submitted, the TCC must also submit the Initial Reward order in order for the troop to receive the SIO rewards. **Troops will not receive SIO rewards unless this step is completed.** This reward is based on whether a troop submits the **recommended** quantity of 75% based on the SIO worksheet. **eBudde cannot automatically calculate the SIO reward order.** Therefore, qualifying troops should enter the number of rewards for the girls (one for every girl who is planning to sell; this should be the same number you used to calculate your SIO order). Your SUCPC and Product Program staff will verify this and correct eBudde as needed. Verification will be based on the number of girls who will be selling corresponding with the number of packages ordered. Troops who choose to opt out of rewards **will** receive Starting Inventory Rewards.

SUBMIT your Starting Inventory (SIO) Rewards

- Click on the **REWARDS** Tab
- Click **FILL OUT** next to Initial Reward Order
- If you ordered the recommended number of cookies, enter the number of rewards you qualify for. The number of rewards should correspond to the number of girls you used to calculate 75% levels. This number of rewards will not change, even if you increase the number of girls selling after you submit your SIO.
- Click **SUBMIT** to submit your troop's initial reward order
- Click **OK** in the pop up box to confirm your submission
- Once the girl rewards are submitted, **NO** changes can be made to this field.

Figure 6

Use the form below to fill out your initial reward order.
Click on a girl id at the top to edit a girl's reward order.

GIRL ORDERS:

[Edit All Below](#)

[Aloha P.](#) receives 0 rewards

[Asmara T.](#) receives 0 rewards

[Danielle S.](#) receives 0 rewards

[Nicoletta B.](#) receives 0 rewards

[Tamiko E.](#) receives 0 rewards

TROOP ORDER:

Box Level	Quantity	Reward
0	<input type="text" value="7"/>	SIO-Tote (75%) enter # of Girls Selling
	<input type="text" value="2"/>	SIO - Volunteer Foldable Backpack (75%) (no more than 2)

Starting Inventory Order Delivery

Go to the cookie delivery location at your scheduled pick-up time. Delivery dates and locations vary by service unit so view eBudde as noted above or check with your Service Unit Cookie Program Chair (SUCPC) or Delivery Chair. Your SU may ask for volunteers to help with delivery day.

- Print out your delivery confirmation and bring it with you to be sure you receive the correct number of cases.
- **Please be patient, polite, flexible and ready to help out if needed.**
- When you pick up your troop's SIO, expect to get a bit dirty. Wear flat, comfortable shoes with traction.
- Bring enough vehicles to pick up your entire order at the same time (see vehicle capacity chart on Delivery Confirmation in eBudde). The amounts use all space except the driver's seat and assumes that the vehicle has been cleaned out and emptied of all gear, car seats, pets, children, etc. Multiple vehicles for a troop must enter the line together.
- **Count, count, count** the cases before you sign for anything!
- Remember, you are financially responsible for whatever cookies you sign for, including errors. No exceptions!
- You will be expected to load your troop's order in your vehicle(s).
- Do not separate girl orders at the delivery station. Take the cookies straight home. Do not leave them in your car!

Distribute Cookies to Girls

- Distribute the Girl Order cards, money envelopes and cookies to the girls as soon as possible.
- Families determine how many cookies they want to take responsibility for; troops may not impose quotas upon girls/families.
- When parents/guardians pick up cookies, have them count and confirm totals. Using the receipt book you were provided, prepare a receipt for each family picking up cookies. **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies. Also use this receipt book to record additional cookies distributed to the girls and any money collected. The receipts will help you reconcile what each girl owes and has paid throughout the program.

Storage of Cookies

IMPORTANT: Do not store cookies in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place or location where animals, bugs or water can get to them. Remember, you are responsible for these cookies, even if they get wet, melt from heat, or otherwise become unsaleable.

What if a package is damaged?

If a package is damaged, it can be cheerfully exchanged at a cookie cupboard for a non-damaged package of the same cookie variety only. Damaged means:

- Crushed package
- Sealed but empty package
- Unsealed package
- Missing cookies
- Returned by customer for any reason

NOTE: Melted cookies are **not** considered damaged. You are responsible for any melted cookies, and they will not be exchanged.



Selling Girl Scout Cookies

Ninety percent of the general public would gladly buy Girl Scout Cookies, but did you know that nearly 35% are never asked? Below, you'll find some tips and techniques to help your girls achieve their goals.

It is vitally important for girls to remain safe as they market and sell Girl Scout cookies. Please follow all guidelines as outlined in Safety Activity Checkpoints, this Troop Guide, and the Greater Cookie Family Guide. **Safety is first and foremost. Now, let's get started selling those cookies!!**

- Collect money as cookies are sold, not before (except GOC).
- Money for GOC packages is to be collected when the customer places the order.
- Girls in our council may only sell GSGLA cookies, within GSGLA's geographic borders.

Using the Internet for Cookie Orders

- Girls can use email and age-appropriate Internet tools to take orders from people they know, including M2OS's Digital Cookie platform.
- Cookie delivery and payment transactions **must** be done in person.
- Girls may **not** accept payment online.
- Girls will reach more customers faster when they use email as a communication tool.
- Girls of all ages (especially those 12 and under, with parent assistance) can utilize Digital Cookie to email customers to ask for orders. It boasts the highest average package sale of any method! Digital Cookie is the safe way for ALL girls to send emails.
- Online, private social networking sites are a great place for girls (with parent permission and supervision) to ask for cookie orders from people they know personally. Viral posts are not permitted.
- Be sure to follow Computer/Online Use guidelines in Safety Activity Checkpoints. For additional resources, visit GSUSA's Basic Online Guidance for Product Program at www.girlscouts.org. Facebook, Instagram, Snapchat and Twitter, **YES** (to people they know personally)! eBay, Craigslist, NextDoor or Amazon, **NO!**
- Any time prior to the sale beginning, girls may tell friends and family that they will have Girl Scout Cookies beginning on Go Day, but they are **not** taking any orders until the Cookie Program begins.

Door-to-Door Sales / "Residential Walkabouts"

- Encourage girls to canvass their communities with Girl Scout buddies and adult partners, leaving no doorbell unring! Girls may go door-to-door in any GSGLA neighborhood.
- Sell door-to-door with cookies in hand. Load up a wagon with cookies, make signs, and you are ready for a neighborhood walkabout! Girls must be familiar with the neighborhoods where they sell.
- Walkabouts occur only during daylight hours, in residential, non-commercial areas. Shopping centers, schools/colleges, college campus residences, and farmers markets are all considered non-residential areas. Girls may sell cookies in a community park (i.e a softball game), if city ordinances permit.
- Daisy, Brownie and Junior Girl Scouts must be **accompanied** by an adult when selling and delivering cookies.
- Cadettes, Seniors and Ambassadors must be **supervised** by an adult when selling cookies door-to-door.
- Girls should always wear their Girl Scout membership pin with their uniform, sash or vest, or Girl Scout t-shirt when selling cookies.
- Girls should never enter a customer's home or approach customers in cars.
- If a customer stops a girl while walking around a neighborhood, the girl may sell them cookies; however, the girl is NOT permitted to stay in that spot and continue to sell. **A walkabout means you are constantly walking, not setting up a stationary booth or staying in one place to sell cookies.**
- Girls may also ask for a customer's contact information to call back later or add them to their Digital Cookie list for email orders. Girls should leave their cookie "business card" so the customer can contact them to order more. The contact information given to customers should be that of an adult, not the girl's own personal information.
- Leave a door hanger (available online) if a customer is not at home.

Residential “Lemonade Stands”

- Set up a simple “lemonade” type stand to sell on residential property where the girl or a close family member (parent, grandparent, aunt/uncle) resides.
- A lemonade stand can be set up any time throughout the sale.
- An adult must be present at all times with the girl.
- Cookies and money must never be left unattended.
- Girls who reside in an apartment, gated community or any other property requiring management approval, must obtain management approval prior to setting up.
- Apartment, condominium, and townhome set-up must be in a common area inside the complex, not on the street or sidewalk.
- Lemonade Stands **cannot** be set up on the street corner, sidewalk, street medians, or outside of fencing or walls.
- Adhere to local city/government ordinances.

Telephone Sales

- One of the fastest ways to sell Girl Scout Cookies is by phone. Girls should review last year’s order cards and contact these reliable customers.
- Girls can call customers, thank them for their past orders, and ask when they can deliver a 2019 supply.
- Try a Text-a-thon at a troop meeting –girls may want to text their friends and family to let them know “It’s Cookie Time” or “I have cookies NOW—no waiting!”

Workplace Sales

Girls can contact business owners or managers to request permission to take orders for cookies at a workplace (including a parent’s workplace). Girls may only sell to the employees, **not** to the business’ customers (that would be considered a special booth).

- Approach places such as: parent or family workplace, a beauty salon owner, car dealership, doctor’s office.
- Do NOT contact businesses being contacted by your service unit or GSGLA. Consult with your SUCPC with locations you would like to contact.
- With the business’ approval, **girls** can:
 - Make a quick “sales pitch” at a staff meeting or leave an order card in a location visible to employees (**not** walk-in customers). Leave a note from the girl outlining the troop/girl goals and plans for the cookie proceeds. DO NOT list the girl’s last name or phone number on the order card or note.
 - Sell cookies to the employees of these locations (office-to-office or cubicle-to-cubicle).
 - Girls can **NOT** sell directly to the establishment’s customers. Cookies can only be sold to the establishment’s employees. Girls cannot sell cookies to businesses for resale.
 - Set a date to pick up the order card where the employees will leave their orders and notify the employees when to expect delivery of the cookies.
 - Remember, girls are to sell the cookies, not adults.
- A parent may have cookies to sell at their place of work, but any displays must include a message from the girl and must **not** be visible to the business’ customers.
- Setting up a table display in front of a business is considered a special booth and needs advanced approval. Consult with your SUCPC to obtain the necessary approval.
- Cookies can **never** be displayed on the counter for patrons/customers even if the family owns the business.
- High-rise buildings must be secured through GSGLA’s Corporate Booth program. Older girl troops can apply for these sites separately..

Delivering/Transporting Cookies

- Cookies must be covered if they are being transported for delivery or to a booth location, so that they are not visible to the public in non-residential areas.