**The Girl Scout Promise**

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

*Girl Scouts makes no attempt to define or interpret the word “God” in the Girl Scout Promise. We look to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word “God.”

**The Girl Scout Law**

I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

---

**Girl Scouts of the USA Mission**

Girl Scouting builds girls of courage, confidence, and character who make the world a better place.

---

**How the Cookie Crumbles**

Here is the breakdown of where the proceeds from cookies go. *All proceeds stay in Greater Los Angeles to fund and support girls, via*

- ✔ Camp Subsidy
- ✔ Girl financial assistance
- ✔ Recruitment
- ✔ Volunteer training & resources
- ✔ Property repair & Maintenance
- ✔ Council operations

47% High quality Girl Scout programs

27% Troop earnings and rewards

26% Girl and volunteer support

---

**Additional Resources**

<table>
<thead>
<tr>
<th>GSGLA Website / Cookies+</th>
<th><a href="http://www.girlscoutsla.org">www.girlscoutsla.org</a></th>
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</tr>
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<tbody>
<tr>
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<td><a href="http://www.littlebrowniebakers.com">www.littlebrowniebakers.com</a></td>
<td>Cookie info &amp; inspiration</td>
</tr>
<tr>
<td>eBudde</td>
<td><a href="https://ebudde.littlebrownie.com">https://ebudde.littlebrownie.com</a></td>
<td>Online cookie sale management</td>
</tr>
<tr>
<td>VIP eTraining</td>
<td><a href="http://vipetraining.littlebrownie.com">http://vipetraining.littlebrownie.com</a></td>
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<tr>
<td>Facebook</td>
<td><a href="http://www.facebook.com/GSGLA">www.facebook.com/GSGLA</a></td>
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</tr>
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**Are you in a new troop or new to the Cookie Program?** Here are some additional resources to round out your cookie knowledge:

- **Cookies 101** (girlscoutsla.org) – recorded webinar and guide that covers cookie basics, included frequently used terms
- **Cookie Rookie** (littlebrownie.com) – fun video for girls to watch and learn
- **Vipetraining.littlebrownie.com** – training site that covers cookie sales skills in more depth
- **Cookie Chats** (girlscoutsla.org) – live Q&A sessions with members of the Product Programs team. Get all of your cookie season questions answered.
Calendar Checklist

December 2019
- Troop Cookie Chairs (TCCs) attend their Service Unit’s Cookie Training. Troops must submit the TCC Agreement and ACH Form (eForms) and voided troop check to receive materials and access to eBudde.
- TCCs contact parents to verify that girls will be participating; send invite to a girl/parent cookie training. Collect Parent/Guardian Permission and Conduct forms if not already received.
- TCCs visit http://vipetraining.littlebrownie.com to complete eBudde training.
- TCCs receive eBudde access email.

January 2020
- Girl / Parent Cookie Training — explain the Cookie Program and distribute materials. Talk to parents about their availability/commitments for booth days/times, so you are prepared for choosing booths.
- Attend a Cookie Kick-off sponsored by your Service Unit or a regional event.
- January 3, 8:00 p.m. — eBudde Booth Scheduler opens for Round 1.
- January 4 — Starting Inventory Order (SIO) due in eBudde by 11:30pm.
- January 17 — Corporate Booth applications due.
- January 24-25 — Starting Inventory Order delivery to troops. Delivery dates and locations will vary. Verify with SUCPC. Distribute cookies and order cards to girls and families.
- January 26 — GO Day! Cookie Program begins
- January 30 — Cookie Cupboards begin to open. See online cupboard schedule for specific dates.

February 2020
- February 4-5 – Starting Inventory Order returns. Troops may return up to 10 cases of cookies from SIO.
- February 7 — Boothing begins.
- February 9 — Cookie Mobile contest submission due.
- February 13 – Last day to submit first ACH Debit Adjustment Request form to PPM.
- February 13-26 — Even exchanges of whole cases accepted at designated cupboards.
- February 17-March 8 – Individual package pick-ups allowed at cupboards.
- February 20 — First ACH debit from troop accounts.
Calendar Checklist (cont.)

March 2020

- March 2-8 — Consignment Cookie orders now available. Troops may take out up to 10 cases of cookies on consignment from designated cupboards.
- March 8 — Cookie program ends — LAST DAY TO SELL.
- March 10 — Last day to return consignment orders at designated cupboards.
- March 13 — Last day for TCCs to enter all Gift of Caring packages, troop transfers and complete all girl allocations in eBudde. Must be completed by 11:30 p.m.
- March 19 — Last day to submit final ACH Debit Adjustment Request form to PPM by 12 p.m.
- March 26 — Final ACH debit. Discrepancy Reports due to PPM.

Reward Distribution and Events

- Girl rewards are shipped to the Service Unit Reward Chair late April-early May.
- May 2 — Sweet Elite event at Disney Resort (1200+ package reward event)
- May 16 — Smart Cookie Club event at Six Flags Hurricane Harbor (500+ package reward event)
- May 30—Cookie CEO event with GSGLA CEO (2000+ package reward event)
- June 15 — Hollywood Media Experience (3000+ package reward event)
- August 29-30 – S’mores Adventure Weekend at Camp Osito Rancho (1500+ package reward event)
Cookie season is more fun with family.

Bring the whole family together for tons of fun and learning with our brand NEW Girl Scout Cookie Program pin collection!

Each Girl Scout grade level will have its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection—one unique pin for every year they participate!

Learn more at: girlsouts.org/entrepreneurfamily.
Meet the Cookies

Cookies are sold for $5 per package, except the specialty S’mores and Toffee-tastic, which are $6 per package.

**GIRL SCOUT COOKIES®**
LOVED BY MILLIONS
BAKED WITH ONE PURPOSE

**LEMON-UPS™**
NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS
Crispy lemon cookies baked with inspiring messages to lift your spirits.

**Samoas®**
Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolate coating.

**Tagalongs®**
Crispy cookies layered with peanut butter and covered with a chocolaty coating.

**Do-Si-Do®**
Crunchy oatmeal sandwich cookies with creamy peanut butter filling.

**Trefoils®**
Delicate tasting shortbread that is delightfully simple and satisfying.

**Thin Mints®**
Crisp wafers covered in chocolate coating made with natural oil of peppermint.

**Girl Scout S’mores®**
Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling.

**ALL OUR COOKIES HAVE...**
- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil

**Little Brownie Bakers®**

**girl scouts cookie program**

- 100% Real Cocoa
- Real Coconut

- Made with Natural Flavors
- Real Peanut Butter
- Whole Grain Oats

- Made with Vegan Ingredients
- 100% Real Cocoa

- NO Artificial Flavors

**Certified Gluten-Free**

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The Gift of Caring (GOC) program is a council-wide community service project that gives Girl Scouts the opportunity to learn philanthropy and community service. Troops collect monetary donations from customers for cookies to be purchased by GSGLA, who coordinates delivery to our Gift of Caring community partners.

Funds from customers who generously tell troops to “keep the change” must be added to the Gift of Caring collections. The Cookie Program is not a direct solicitation for troops funds. All sales or donations must be reported and translated into cookies.

When your troop sells cookies through Gift of Caring (GOC), the troop does not pick up or take possession of the cookies. Collect the donation (money) and complete the customer Gift of Caring Receipt (if requested), then record the number of packages in eBudde under GOC (make sure the troop has received the funds before you give a girl credit in eBudde). This lets the council know how many packages to send to these organizations. Girls are eligible for the GOC rewards for selling 12 or more packages. The troop receives its proceeds, and the donor can feel good that their tax-deductible donation is supporting Girl Scouts AND the charitable organizations!

To increase Gift of Caring sales, consider these points:
- GOC is your 9th cookie variety. It satisfies customers on a diet, with food restrictions, and any other reason why they don’t want to buy a “real” package. **It is sugar-free, fat-free, guilt-free, and calorie-free!**
- You can sell GOC to those who want to support Girl Scouts, but just don’t want to have the cookies around their house due to dietary restrictions.
- Showcase this 9th variety at your booth locations with donation jars and posters (resources available in the troop marketing kit.)
- Girls should email relatives and friends (especially those out of the area). This is a great group to target for GOC without incurring the cost of shipping.

Gift of Caring Challenge

In 2019, GSGLA Girl Scouts collected donations of more than 148,000 packages that were then distributed to the following five GOC partners. If girls focus on GOC as much as physical packages, your total sales figures are sure to grow. **Imagine selling even 50 packages (or one to each customer) and not having to transport, carry, and deliver them!**

**Note:** Troops may donate their leftover cookies to an organization of their choice, but cannot solicit donations for any other organization. These packages do not count towards the council’s Gift of Caring program. The council-wide GOC service project is the only activity of this type approved by GSGLA and follows both GSUSA and the US Department of Defense Guidelines.
Gift of Caring Partners

All GSGLA Gift of Caring Partners are registered 501(c)3 non-profit organizations.

Los Angeles Regional Food Bank mobilizes resources to fight hunger in our communities by distributing food to people in need through charitable agencies or directly through programs, including nearly 900 charitable agency sites throughout Los Angeles County. They also conduct hunger education and awareness campaigns and advocate for public policies that alleviate hunger. The Food Bank feeds 1 MILLION People in LA County every year.

Operation Gratitude seeks to lift morale and put smiles on the faces of individual soldiers, sailors, airmen and marines deployed around the world. Through collection drives, letter writing campaigns and donations of funds for shipping expenses, Operation Gratitude provides civilians anywhere in America a way to express their respect and appreciation to the men and women of the U.S. Military in an active, hands-on manner. Operation Gratitude care packages contain food, hygiene products, entertainment items and personal letters of appreciation, and, of course, Girl Scout Cookies.

Bob Hope USO at LAX provides a comfortable area for service personnel to spend quality time with family before they ship out, or as a private area to reunite with loved ones as they return. It is a place where emotions run high and small creature comforts of home mean a lot. Gift of Caring cookies provide that special taste of home that tells military personnel that someone cares and appreciate their service beyond words – and only a Girl Scout Cookie can convey that!

Goodwill of Southern California seeks to improve the quality of life for people with disabilities by providing education, training and job opportunities to assist them in becoming self-sufficient and productive members of society. Girl Scout Cookies donated to Goodwill through GSGLA’s Gift of Caring program are used at Goodwill’s WorkSource and Job Service Centers in Los Angeles who mentor at-risk youth.

Blue Star Mothers is an organization comprised of mothers who now have, or have had, children honorably serving in the military. The organization’s mission is to support through service, members and their sons and daughters who serve or have served honorably in the Armed Forces of the USA. Cookies donated through GSGLA’s Gift of Caring program will be sent to United States’ military personnel in care packages along with other items to brighten the soldiers’ day.

Gift of Caring Rewards
Rewards & Troop Proceeds

- Participation Patch
  - 24 + packages

- Origami Butterfly Bandana
  - 60+ packages

- Mini “Gather Your Friends” Journal
  - 100+ packages

- Charm Bracelet with Butterfly Charm
  - 130+ packages

- Water Bottle
  - 160+ packages

- 2020 Cookie Program T-Shirt
  - 210+ packages

- Bella the Butterfly Plush
  - 260+ packages

- Butterfly Towel
  - 325+ packages

- Six Flags Hurricane Harbor
  - May 16, 2020
  - Girl (& One Chaperone hosted by GSGLA) OR $50 Program Credit
  - 1200+ packages

- “Find your Wings” Weekender Tote & Mini Bella Plush Clip
  - 650+ packages

- Milkshake Sleeper Blanket, Magic Washcloth, Headband & Portable Phone Charger
  - 800+ packages

- Camp Osito Rancho
  - August 29-30, 2020
  - Girl (& One Chaperone hosted by GSGLA) OR $100 Program Credit
  - 1200+ packages

- Girl on the Go
  - May 30, 2020
  - Girl Only
  - OR $200 Program Credit
  - 2000+ packages

- Animation Studio Experience
  - June 15, 2020
  - Girl Only
  - 3000+ packages
STARTING INVENTORY ORDER
75% Troop SIO Order (based on council SIO worksheet)

Money Belt
1 per participating girl

Troop Leader Reward
Live your Zest Life! Plate
2 per troop

2019 FALL / 2020 COOKIE COMBO PATCH

Girls must have met the 2019 Fall Program criteria AND sell 260+ packages of cookies

DIGITAL COOKIE

Digital Cookie Patch
12+ valid emails sent via Digital Cookie

TROOP REWARD
Based on Final Sales of Participating Girls
Opt Out Troops are not eligible for Troop Reward

Opt Out Troop proceeds:
$.95 / package
additional $.10 / package

# Packages | Proceeds
---|---
24 | $22.80
27 | GSUSA Membership fee for one girl
60 | $57.00
100 | $95.00
130 | $123.50
160 | $152.00
210 | $199.50
260 | $247.00
325 | $308.75
400 | $380.00
500 | $475.00
650 | $617.50
800 | $760.00
1000 | $950.00
1500 | $1425.00
2000 | $1900.00
3000 | $2850.00

GIFT OF CARING REWARDS
Applies only to Gift of Caring packages
See images of rewards on Page 9

12+ packages – GSGLA Gift of Caring Patch
30+ packages – Milkshake socks (colors will vary)
50+ packages – Girl Scout Charm
100+ packages – “Believe in Yourself & Lift Others Up” Bracelet

Note for opt-out troops: Girls in troops that have opted out of rewards will receive SIO reward, ALL patches, and invitations to events (if earned.)

160+

Light Up Butterflies (set of 3)
100+ DC packages

WOW the World Charm
50+ DC packages

Bar patch given at highest level earned starting at 160+

GOC in Action
GOC Special Event for Top Selling GOC Girls TBA
Training Checklist for Family Meeting

It is very important that the girls and their parents/caregivers are clear on their responsibilities and what will be expected of them during cookie sales. Trained girls and parents are much less likely to make mistakes and miss important due dates. Providing the families with clear dates and information before the cookie program begins will prevent situations which may cause hard feelings or may result in consequences being applied (like reduced proceeds). You can use the online Greater Cookie Family Guide or the parent training presentation as a guideline. Below is a list of topics that should be covered in the training meeting:

☐ Every participating girl must have a signed Parent/Guardian Permission & Responsibility Agreement and Parent Cookie Conduct Agreement on file with the Troop Leader before selling. Go through these documents with the families since some parents/caregivers may sign them without realizing that they are more than just permission slips.

☐ Explain the purpose of the program (i.e., the 5 Skills for Girls) and hand out program materials only to girls who have submitted a signed Parent/Guardian Permission & Responsibility Agreement.

☐ Explain the best method for parents/caregivers to communicate with you.

☐ Explain that no cookies may be sold until Go Day.

☐ Go over all the cookie due dates, including those imposed by GSGLA and those within the troop.

☐ Explain the Starting Initial Order (SIO) that the troop will be submitting and discuss how it will be calculated.

☐ Explain the process for cookie distribution day, including that every cookie and money transaction will be recorded on a signed receipt.

☐ Explain how often and when girls can get more cookies and the process to get them.

☐ Explain under what circumstances/timeframes the girls can return and/or exchange cookies within the troop.

☐ Explain the money handling policy. This should include:
  - How often cookie money must be turned in;
  - How much inventory each girl will be allowed to have before she must turn in money;
  - When money for orders from the SIO is due;
  - The troop’s policy regarding accepting checks and large bills;
  - When money will be collected and the final payment is due; and
  - The steps the troop is required to take when money is not turned in.

☐ Review the online Safety Activity Checkpoints.

☐ Explain the boothing policies. This is very important. Parents/caregivers need to understand the boothing policies and procedures to ensure they know what is expected of them and that violations could result in the loss of boothing sites for the service unit and/or consequences for the troop or individual girl. Parents do not inherently know how to booth, so train them by modeling a perfect booth at the training.

☐ Have parents sign the Parent Permission form for boothing.

☐ Explain how rewards are earned by the girls and get the girls’ sizes and other reward choices.

☐ Discuss how the troop should celebrate its successful cookie season!
Rules and Consequences

All girls and troops must follow the rules and guidelines listed on the Parent/Guardian Permission and Responsibility Agreement, the Parent Cookie Conduct Agreement, in the Family Guide, and in this Troop Guide. The rules are put in place for girl safety and to ensure a successful, fair, fun, and safe cookie season. There will be consequences for those that do not follow the rules.

Consequences

If girls and/or troops are not selling in accordance with the established rules, girls and/or troops can be penalized by having one or more of the following consequences enforced:

- Removal of the highest reward level earned
- Reduction in troop proceeds or opt out proceeds
- Reduction in packages sold for girl and/or troop
- Forfeiture of girl and/or troop proceeds/rewards
- No future boothing

Most common examples of rules or regulations not complied with are as follows. NOTE: This is NOT an exhaustive list, only a few examples. If it is not listed as an approved selling technique in this Guide, ask your SUCPC for guidance.

- Taking orders or selling before Go Day
- Selling cookies for the incorrect price
- Selling cookies outside of authorized areas. For example:
  - Selling on a sidewalk or street corner
  - Setting up a Lemonade Stand on someone’s property that is not where the girl or a close relative resides
  - Conducting a walkabout in a commercial/business area
  - Selling in front of or on a school campus (walkabout)
  - Boothing outside of GSGLA borders (see Greater Cookie Family Guide for details)
  - Adults selling without a girl present
- Selling at a booth location not scheduled for your troop in eBudde and/or without first submitting and receiving a special request approval
- Girls selling or delivering cookies alone
- Boothing with the incorrect girl/adult ratio or inappropriate behavior at a booth location, including leaving trash at the site
- Failure to pay for cookies and submit money as outlined by GSGLA

Application of Consequences

In the event that a consequence needs to be applied, the decision on which consequence to impose will be decided by the SUCPC, Product Programs Manager and/or Director of Retail & Product Programs. The weight of the consequence will be based on the rules broken, impact to others, safety, and if one or multiple infractions were made. Decisions about consequences will be kept confidential, and will not be shared with anyone other than the SUCPC and Product Programs staff.

Always Assume Good Intent

- If you see someone not following the rules:
  - Report the behavior to your SUCPC. Include troop number, date, time and place, who was there, and what was occurring.
  - DO NOT take pictures of “offenders”
  - Refrain from actively looking for problems
  - Trust in the process—troops/girls not following the rules will be addressed appropriately.
**eBudde Login**

All transactions, including ordering and allocating cookies and money management, are handled through one website: [https://eBudde.littlebrownie.com](https://eBudde.littlebrownie.com).

**Accessing eBudde**

User accounts will be activated by your SUCPC after your TFPC has attended training and the troop has submitted BOTH the Troop Cookie Chair Agreement and ACH Form (found at [www.girlscoutsla.org](http://www.girlscoutsla.org)).

- When you have been granted access to eBudde, you will be sent an email to the email account you listed on your Troop Cookie Chair Agreement.
- Click on the link in the email and follow the prompts to set your password.

Once you have logged in and changed your password, you will be taken to the Troop Dashboard page. This is the screen you will see every time you log into eBudde. It will show you important messages from GSGLA and/or your service unit. There is also a troop checklist on the right side of the dashboard to help you track upcoming steps during the sale.
Set Up Troop and Banking Information

The first time you log in to eBudde, you will need to set up your troop and banking information.

- Click on the **SETTINGS** Tab and then click the **EDIT SETTINGS** button.

**Troop Information**

- Verify that your five digit troop number is correct in the Number field. (May include leading zeros.)
- The “#Girls Selling” and “#Girls Registered” fields will automatically populate as girls are uploaded and packages are allocated to girls.
- Choose the Troop/Group Age Level (i.e., Brownies, Juniors, etc.)
- Check "Opt Out" for additional proceeds ($0.10/package) ONLY if your troop is opting out of girl rewards. (Only available to Cadettes and above.) This must be a girl decision and all girls must agree to opt out.

**Banking Information**

- Troops that submit their eForms (both TCC Agreement and ACH Authorization) by the due date will have their banking info uploaded into eBudde. Troops need to make sure their banking info is in eBudde before submitting their SIO, or their SIO will not be placed. If they were not part of the upload, troops will need to manually enter the information (instructions follow).
  - Enter your troop's bank name, routing and account number. (This is MANDATORY: The troop starting inventory order will NOT be accepted without the troop banking information entered into eBudde.)

### Settings

| Number: 99999 | #Girls Registered: 0 |
| #Girls Selling: 0 | Troop Goal (pkgs): |
| Level: Daisy | Opt out of rewards for additional proceeds: |
| Bank name: | You will receive rewards. |
| Bank Account No: | Bank routing number: |

**Granting eBudde Access to Other Troop Users**

- Add/update information for the troop leader and troop cookie chair
- Add anyone who will only be picking up cookies for the troop from the cookie cupboard as a “Troop Cookie Pick Up Only User.”
- WARNING: If you add a person as Troop Cookie Pick Up Only User that person will **ONLY** be allowed to view eBudde and cannot make any changes or add any orders, even if that person was also listed as the cookie chair or leader. Only add someone as Troop Cookie Pick Up Only User if their sole role is to pick up cookies at the cupboard. **Do not list yourself or the troop leader in this section.**
- Click **UPDATE** once all modifications have been made.
**Edit Girl Information**

All girls registered with your troop by December will automatically be uploaded into eBudde and Digital Cookie the first two weeks of January. Additional girls will be added regularly as they register in MyGS. Troop chairs will not have access to add or delete girls.

TCCs may deactivate girls who are no longer participating with their troop.
- Click on the **Girls Tab**
- Select Inactive on the row of the inactive girl’s name
- Click Hide Inactive (this will hide the inactive girl(s) from your **Girl Orders Tab**)
- Click Update

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**eBudde Booth Scheduler**

Your troop will have many opportunities to sell cookies at booths, which are council-approved, non-residential areas/sites. To help you estimate the size of your Starting Inventory Order (SIO), you will have access to the eBudde Booth Scheduler before your SIO is due. The eBudde Booth Scheduler will list the locations and shifts available and will be updated throughout the cookie sale. Boothing locations are arranged **ONLY** by your SU Boothing Chair (SUBC) and must be pre-approved (if you find a one-time booth opportunity such as at a school or small business, contact your SUBC for approval). If you have a suggestion for a site, share your recommendation with your SUBC and they will contact the site/business.

**How it works:** To ensure equal opportunity for all troops, sign-ups are in multiple cumulative rounds, which means if you miss Round 1, you will be able to select up to five shifts in Round 2 and catch up with other troops. Each round is open for a set amount of time, except for Round 9, which does not close.

During Round 1, you may only sign up for booths **within your service unit** or geographic boundaries. SU or GSGLA staff may drop troops from improper sign-ups without notification. After Round 1, you may sign up for any booths listed in the Booth Scheduler.

<table>
<thead>
<tr>
<th>Round</th>
<th>Date opens</th>
<th>Time opens</th>
<th>Date closes</th>
<th>Time closes</th>
<th>Number of choices</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/3</td>
<td>8:00 pm</td>
<td>1/4</td>
<td>7:59 pm</td>
<td>3 (Home Service Unit only)</td>
</tr>
<tr>
<td>2</td>
<td>1/10</td>
<td>8:00 pm</td>
<td>1/11</td>
<td>7:59 pm</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>1/14</td>
<td>8:00 pm</td>
<td>1/15</td>
<td>7:59 pm</td>
<td>4</td>
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<tr>
<td>4</td>
<td>1/26</td>
<td>8:00 pm</td>
<td>1/27</td>
<td>7:59 pm</td>
<td>11</td>
</tr>
<tr>
<td>5</td>
<td>2/2</td>
<td>8:00 pm</td>
<td>2/9</td>
<td>7:59 pm</td>
<td>50</td>
</tr>
<tr>
<td>6</td>
<td>2/9</td>
<td>8:00 pm</td>
<td>2/16</td>
<td>7:59 pm</td>
<td>40</td>
</tr>
<tr>
<td>7</td>
<td>2/16</td>
<td>8:00 pm</td>
<td>2/23</td>
<td>7:59 pm</td>
<td>30</td>
</tr>
<tr>
<td>8</td>
<td>2/23</td>
<td>8:00 pm</td>
<td>3/2</td>
<td>7:59 pm</td>
<td>25</td>
</tr>
<tr>
<td>9</td>
<td>3/2</td>
<td>8:00 pm</td>
<td>n/a</td>
<td>n/a</td>
<td>25</td>
</tr>
</tbody>
</table>
Select a Booth Location and Time for Your Troop

- Click on the **BOOTH SITES Tab**
- From the panel on the left, select the City, Location (store, bank, etc.), and Date from the list by clicking each level to explore the options. (Remember, during Round 1, you may only choose booths located in your service unit's geographical area; selections made outside of your service unit will be removed without notice.)
- Available time slots will appear in the panel on the right (available slots will be in green; slots that have been reserved by others are in blue).
- Click on a green booth and select your booth time slot by clicking in an empty box; your troop number will appear in the space.
- Click **SUBMIT** to reserve your time slot.

![Booth Scheduler Image]

**Reserving Excessive Booths**
Troops may reserve a reasonable number of booths by taking into consideration their girls’ and parents' availability, the troops' goals, and the number of girls who wish to participate in booting, and are discouraged from monopolizing sites. SUCPCs may determine if a troop has scheduled more booths than they can reasonably be expected to fulfill, and will work with the troops to reduce that number if necessary. If a troop is unresponsive or unwilling to work with their SUCPC, a SUCPC may delete excessive booths based on their judgment and in cooperation with the Product Programs Manager.

**Release a Reserved Booth**
Every attempt should be made to release a booth as soon as you know you can't fulfill it. Other troops are constantly on the hunt to scoop up late breaking booths. Let your SU Boothing Chair know that a booth has become available. They can communicate with other troops so that prime times and locations are utilized.

The information in the Booth Scheduler feeds directly into the Cookie Finder. Keeping it up to date is critical. If you cannot fulfill a booth, you MUST release the booth in eBudde so that another troop can take the spot, and so that customers do not go to a booth that will not be open for business. GSGLA receives dozens of customer complaints each year because troops neglect to cancel booth spots that they couldn't fill. We want to support the public that supports us, so please release the booth in eBudde as soon as you know you will not be able to use that booth. Repeated no-shows without canceling in eBudde will result in consequences.

- New this year, you can release a booth site from your troop dashboard in eBudde.
- Just click on the Release button in the calendar on your dashboard for the date that you want to release.
**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 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 disbursement 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. **Troops may not set a quota for girl to sell.** Speak to the parents about how much inventory they want to take to start. Remember that the SIO includes both individual girl cookies and boothing cookies, so don’t expect to distribute all of the SIO cookies to the girls right away.
7. Consider that the cookie cupboards are very busy through the first week of booth sales.
8. 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 due date 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. It details when and where to be for delivery, the number of cases for each variety that you will receive, and how many cases will fit into your vehicle. This confirmation can be especially helpful if someone else will be picking up the cookies. It gives them complete instructions.

<table>
<thead>
<tr>
<th>Car type</th>
<th>Approximate Number of Cases of Cookies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact car</td>
<td>Ford Focus, Honda Civic</td>
</tr>
<tr>
<td>Mid-size Sedan</td>
<td>Ford Fusion, Chevrolet Impala</td>
</tr>
<tr>
<td>Small SUV</td>
<td>Toyota Rav4, Honda CRV</td>
</tr>
<tr>
<td>Station Wagon</td>
<td>Dodge Magnum, Taurus Wagon</td>
</tr>
<tr>
<td>Mid Size SUV</td>
<td>Ford Explorer, Honda Pilot</td>
</tr>
<tr>
<td>Mini Van</td>
<td>Dodge Caravan, Honda Odyssey</td>
</tr>
<tr>
<td>Pickup Truck</td>
<td>6 foot bed, 8 foot bed</td>
</tr>
<tr>
<td>Standard Van</td>
<td>Ford Econoline, Dodge Ram Van</td>
</tr>
</tbody>
</table>
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 the 75%. 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.

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:**

<table>
<thead>
<tr>
<th>Box Level</th>
<th>Quantity</th>
<th>Reward</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
<td>Moneybelt (75%) enter # of Girls Selling</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>SIO - Live Your Zest Life Plate (75%) (no more than 2)</td>
</tr>
</tbody>
</table>

[Cancel] [Submit Reward Order]
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/caregivers 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 the Digital Cookie platform.
- Cookie delivery and payment transactions must be done in person.
- Girls may not accept payment online, except via Digital Cookie.
- 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.
- 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 unrung! 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 at www.girlscoutsla.org) 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 fresh 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.
Boothing

Cookie booths allow girls an opportunity to reach their goals and make a difference in their community! A cookie booth usually takes place in front of a business, like a grocery store or bank. This is an opportunity for troops to bring Girl Scout Cookies to the public. The Girl Scout Cookie Booth is an excellent opportunity for a girl to put her people skills into action while participating in the most highly anticipated girl-run business of the year! Here is some key information regarding booth sales:

- Talk to your troop leader, girls, and parents about boothing procedures, guidelines, schedule, and boothing etiquette. Keep in mind the minimum number of girls and parents required at each door.
- Collect parental boothing permission slips and recruit parent help if needed. Ensure parents understand boothing etiquette.
- Teach girls how to speak about the cookies they are selling and Gift of Caring (GOC). GOC is the simplest “up sell” they will ever do. The public wants to help Girl Scouts this one time of year so let the customer decide about GOC.
- Select your booths through the eBudde booth scheduler.
- Print a copy of your booth reservation just prior to attending the booth.
- Make sure you have enough cookies to cover the booth and money to make change. See the following pages for other items to have at the booth.
- Have fun and no matter the amount of sales, allow the girls to have an exceptional learning experience.

Hours/Days

- Troops may booth between the hours of 8am and 8pm (store/location hours permitting).
- Only Junior level Girl Scouts and older may booth after 6pm.
- Girls may only booth outside of regular school hours, Monday through Friday after 2pm. Homeschooled girls or girls on a school track schedule break may booth before 2pm provided they advise inquisitive customers that the girls are out of school legitimately.
- Each Daisy Girl Scout should not be scheduled longer than one hour during the assigned boothing shift; additional adult supervision is recommended. Rotate girls after their one hour shift to cover a booth that lasts in excess of one hour. Happy girls are good sellers!
- Juliettes are encouraged to buddy up or partner with a troop for boothing.

Special Booths

- Special booths are unique, one-time/one day opportunities that your troop has found to set up a booth, such as at a school, place of worship, or small business owned by someone you know.
- You must send a signed Booth Approval form to your SUCPC (download at www.girlscoutsla.org).
- You must enter special booths in eBudde for your SUCPC to approve or deny. Additional time may be required if you request a special booth outside of your service unit boundaries, because your SUCPC will need to get approval from that service unit’s SUCPC.
- Enter your request in eBudde by clicking the Booth Sites tab and changing the drop-down menu on the upper right hand side to read “My Sales.” Click Add a Location and enter the information for your request.
- Your SUCPC will approve or deny your request. You will be notified via eBudde.

Adult Oriented Businesses

Girls may not sell cookies outside of any adult-oriented business, including but not limited to a bar, strip club, casino, liquor store, gun show, or marijuana dispensary.
**Safety**

- At least two girls **PER DOOR** are required to be present at all times. This includes when a business has two doors. The minimum number of girls and adults must be at each door. See the chart below for details.

<table>
<thead>
<tr>
<th>Level</th>
<th>Min. # girls at each door</th>
<th>Min. # adults at each door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daisy—Cadettes</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Seniors/Ambassadors</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

- One of the adults must be female. One adult should be a registered member. These adults do not need to be background checked by GSGLA.
- Troops should have a plan for safeguarding money. Adults take direct responsibility for cash at all times with the intent to deter a theft. Adults should exercise caution in holding large quantities of money at the point of sale. Make arrangements for an additional adult to pick up and deposit money from high traffic booth sales. Bring a deposit slip and ATM envelope with you to facilitate a bank run by another parent. Be extra cautious with a cash box since those can be easily stolen.
- Adults must handle ALL money for Daisy Girl Scouts.
- Adults should supervise girls closely at all times, including restroom breaks.
- Girls should not follow customers into a store or parking lot, even if promised a sale. Ask customers to return to the booth to make their purchase.
- Girls should never approach cars to make a sale.
- Safeguard cookies; never turn your back to the cookies, including the extra cases not on display.

**One Girl / One Parent (1G/1P) Boothing**  
_Cadettes and older, February 21 – March 8_

Boothing is primarily a troop activity that encourages teamwork, and GSGLA encourages all girls to booth with their troop to get the most from this experience. We also recognize that older girls who are not registered with a troop (i.e., older Juliettes) and/or older girls with high reaching goals would like the opportunity to booth independently to meet their goals.

In the case of girls that belong to a troop, all girls in the troop must be given the opportunity to participate in the booth. Priority will be given to troop boothing opportunities over individual girl boothing. Registered Juliette girls should work with their SUCPC to possibly network with other Juliettes. These are great opportunities to work together as a team for your common high goals.

For older girls who wish to booth individually, additional procedures on one girl/one parent boothing are intended to impart fairness and safety for the girl. These are:

1. The attending parent MUST be a registered member of GSUSA.
2. The girl must be a **Cadette or older**. 1G/1P is not available to Juniors and under. This includes Juliettes.
3. The first two weeks of boothing is reserved for troops.
4. 1G/1P booths must be scheduled by the Troop Cookie Chair (TCC) on behalf of the girl. Check in with the TCC before and after the booth to verify sales to be credited to the girl, to true up inventory, and to remit proceeds to the troop.
5. The girl and her parent need to be able to handle the expected volume. For example, a busy Wal-Mart location cannot be taken by a lone girl, as she cannot reasonably manage that many customers. This is a good opportunity to partner with another girl.
6. 1G/1P may not take a location alone with more than one door. The additional door(s) must be offered to other girls/troops.
7. Booth shifts should be no longer than two hours long. If the booth is scheduled longer than two hours, you must have enough girls to rotate in and out in order for the entire shift to be covered.
8. Encourage using the 1G/1P option to help girls sell extra product they may have at the end of the sale.
Boothing (cont.)

Appearance
- Girls must be easily identifiable as Girl Scouts by wearing a Membership Pin and/or official uniform, tunic, sash, vest or other Girl Scout branded clothing.
- Girls should follow Girl Scout guidelines and wear closed toed shoes and not wear tank tops.
- Always dress neatly and be prepared for the weather.

Conduct
- Boothing is a privilege! Always respect each other and the host business.
- Booth sites are at a premium, so you should always plan to cover both doors, if applicable. If you can’t, invite a sister troop to booth with you at the other door. Don’t leave a busy door unattended!
- Always arrive on time to your assigned location and stay until your shift is complete.
- Upon arrival, check in with the store/location manager or previous troop to advise them of your presence and thank them for supporting Girl Scouts. Ask them where they would like you to set up your booth. Before leaving, notify the next troop of any store management requirements.
- Follow all rules and requirements of the location. Some requirements may have been entered into eBudde and they are non-negotiable on behalf of the management. Be aware of this as you choose your sites. Remember, we are guests! If management imposes a requirement on you once you arrive at the location, please adhere to it and notify your SU Boothing Chair or SUCPC immediately thereafter.
- Behave in a manner that is befitting a Girl Scout and appropriate to a public place. No roughhousing, running, climbing, or inappropriate language, etc.
- Greet people warmly, smile and remain pleasant under all circumstances.
- Girls should approach customers only as they are leaving the location. Thank everyone, even those who don’t make a purchase.
- Only Girl Scouts and supervising adults are to be present at cookie booths. *No tagalongs like friends or siblings.*
- Do not block doorways or stand more than 5 feet away from your booth.
- Never leave your booth or cookies unattended.
- Cell phones, iPods or other electronic devices should not be used during your boothing shift. Exception: Adults who are accepting credit card payments on their smart phone.
- Do not eat, drink or smoke near the booth.
- Adults may assist, but cannot sell Girl Scout cookies. This is the girl’s business; allow her to manage and run it!
- Be on the lookout for GSGLA’s Booth Sleuths! Our “secret shopper” program quizzes girls, checks on your booth’s appearance, and gives instant rewards for troops that are doing things the best they can.
- Respect the next scheduled troop by being prepared to turn over the booth site on time. Begin to pack up your cookies and everything you brought 10 minutes before the end of your shift. Do not stay longer than your scheduled shift.
- **Clean up ALL trash.** Do not leave empty boxes or trash at the booth site and do not use trash cans at the boothing location to dispose of your trash. **Take your trash and empty cases with you.** Clean up should be completed as part of your booth time, so the next troop can start on time. **Girl Scouts always leave a place cleaner than they found it.**
- At the end of your shift be sure to thank the management for the opportunity to booth at their site. A package of cookies, certificate of appreciation, card or poster from the troop is also a nice addition to saying thank you!

What if another troop is in our spot when we arrive?
To avoid misunderstandings, print out a copy of your booth site confirmation from eBudde and take it with you. The troop with the most recent printed confirmation has the permission to be at the site. **Be kind, respectful and considerate at all times and do not involve the host business.** Settle any disputes away from the girls and then explain to them how you resolved the conflict. You are the face of Girl Scouts! **Girls are watching and learning from adults** – you need to demonstrate model behavior at all times.
What girls/adults must know before they arrive at a booth

- Expected behavior at the boothing site.
- How to approach and speak to customers. Girls should develop their “Cookie Pitch.”
- Cookies being offered and their prices.
- What the troop plans on doing with their proceeds.
- Council-wide Gift of Caring (GOC) program. Make it part of your “Cookie Pitch.”
- Download and learn to use the Booth Sale Recorder App to facilitate girl allocations.

Set up your booth to appeal to customers

- Troops should bring all of their own supplies to set up their booth, including a table, chairs and Girl Scout or other colorful tablecloth.
- Keep booths neat at all times.
- Place extra cookies and supplies under the table out of sight.
- Make a poster to display the troop’s goal and plans for cookie earnings. Customers are more inclined to make a purchase if they know how the girls plan to use their proceeds.
- Do not hang anything on the walls of the location. If you have posters to display, neatly attach them to your table or use a table tent. Girls may also hold signs.
- Provide information about the Gift of Caring (GOC) program and have girls suggest the option to potential customers who may not want to purchase cookies for themselves. GOC is the fat-free, sugar-free, guilt-free cookie your customers want!
- Cookie costumes and banners are available from every Service Center free of charge (refundable deposit required). Call Customer Care at 213-213-0123 to reserve.
- Every Girl Scout Shop has professional marketing tools you may want to purchase to really punch up your booth. Marketing materials are also available on GSGLA’s Cookies+ website and in the Marketing Kit you received with your troop training materials.

What else to bring

- Extra cash to make change for customers. Do not ask the host business for change.
- Cash container. Fanny packs and money belts are good options for holding large amounts of cash. Be extra cautious if using a cash box as they can easily be stolen. Adults should take direct responsibility for all cash at all times with the intent to deter theft. For high volume sites, have another adult pick up the money mid-way through the sale. Do not put money in a car.
- Shopping bags. Single-use bags are great when recycled for cookies. Start saving them now. Customers will buy more if they have an easy way to carry them.
- Copy of troop booth site confirmation from eBudde.
- Important telephone numbers: Troop Leader, Cookie Chair, SUCPC and Boothing Chair.
- Extra and enough cookies!
- Booth Inventory sheet to record “before and after” inventory and money. (Available at GSGLA’s Cookies+ website.)
- Gift of Caring (GOC) receipts and collection canister and/or sign.
- Masking/painter’s tape for affixing signs to your table and a pen or sharpie for taking notes and writing.
- RECOMMENDED: Counterfeit detector for large bills.

Donations at Booths

Any and all donations, “keep the change,” or direct contribution received by the troop during the cookie program period are to be converted into GOC.
Boothing Inventory Recommendations

Determining how much inventory is needed for a booth

You will want to include enough cookies in your troop’s SIO to stock the first weekend’s booth sales. Below is a suggested quantity for a two to three hour booth sale during the first and subsequent weekends. Amounts may differ based on the date, time, location and weather. This is a guideline for the number of cookies to take to a booth, not necessarily what you will sell. Refer to last year’s booth sales, if data is available, to help you determine how much to bring to a booth site, or ask your SUCPC for guidance.

<table>
<thead>
<tr>
<th>Variety</th>
<th>First Weekend</th>
<th>Subsequent Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lemon-Ups</td>
<td>2 cases</td>
<td>1 case</td>
</tr>
<tr>
<td>Trefoils</td>
<td>2 cases</td>
<td>1 case</td>
</tr>
<tr>
<td>Do-si-Dos</td>
<td>2 cases</td>
<td>1 case</td>
</tr>
<tr>
<td>Samoas</td>
<td>3 cases</td>
<td>2 cases</td>
</tr>
<tr>
<td>S’mores</td>
<td>2 cases</td>
<td>1 case</td>
</tr>
<tr>
<td>Tagalongs</td>
<td>2 cases</td>
<td>1 case</td>
</tr>
<tr>
<td>Thin Mints</td>
<td>4 cases</td>
<td>3 cases</td>
</tr>
<tr>
<td>Toffee-Tastic</td>
<td>1 case</td>
<td>1 case</td>
</tr>
</tbody>
</table>

Balancing your booth inventory and money

- Use the Booth Sale Recorder app, or the booth sale recording feature in eBudde, and the booth inventory tracking form found on Cookies+ to track cookies taken to the booth, cookies returned, and money collected.
- A best practice is to take whole cases to the booth, when possible, to make tracking sales easier.
- Always receipt cookies going out to a booth, cookies returned, and money received.

Accepting credit cards

- GSGLA encourages Girl Scouts to propel their Cookie Program with the power of today’s payment solutions. Research proves that customers purchase more when they can charge it. Use of a credit card reader app (linked to a troop bank account) is acceptable and encouraged for in person transactions only.
- Troops may use a credit card vendor of their choice. Square, PayPal Here, and Intuit Go Payment are among the available vendors. Troops must do research to find the right vendor for them. **Credit card readers must be linked to the troop bank account. All fees are the troop’s responsibility.**
- The cost of the cookies cannot be increased to cover the fees (prohibited by law).
Drive-through Booths

Location
- Look for a spot that would not normally host a booth sale in order to avoid conflict with nearby booths. Check eBudde to confirm!
- Parking lots with good visibility and easy ingress and egress are perfect.
- Large enough to handle the anticipated volume of cars and booth set-up safely. When looking for a location for a drive-through booth, always keep the girls’ and adults’ safety in mind.
- Suggested locations might be a school, place of worship, or bank parking lot without other businesses to avoid excess parking lot traffic.

Obtaining Permission
- Print out the Booth Site Permission form from www.girlscoutsla.org.
- Obtain written permission from property manager/owner.
- Enter it in eBudde following the instructions for special booths.
- Your SUCPC or SUBC will review your request to determine the feasibility and approve or deny on a case by case basis.

Suggested Equipment
- Signs, Bow Banner, etc.
- Cookie Costumes
- “Easy-up” type awning(s)
- Tables (6’ or 8’ long)
- Traffic cones to help direct traffic flow

Adult Supervision
- Be sure to have enough adult supervision at all times as this type of booth requires much more supervision than a regular store-front type booth.
- Adults to direct incoming traffic to the booth.
- Adults to supervise girls at the booth.
- Adults to direct traffic exiting booth area.

Location Set-up
- Booth must be set up in such a way that girls NEVER approach vehicles.
- Set tables up between where the girls will stand and cars will pass by. If booth is a parking lot sale rather than a drive-through, be sure to indicate proper parking locations to customers.
Corporate Booths

GSGLA has relationships with high-rise buildings within GSGLA’s boundaries, where girls may booth. These are called “corporate booths” and follow a separate application process. Troops may apply for corporate booth opportunities by submitting the application on the council website.

Corporate Booth Basics

- Preference is given to older girls, Cadettes and above.
- Booths may be held during school hours. Prior arrangements must be made with schools.
- Troops can return unsold cookies or take them into inventory.
- Application is due January 17, 2020.
- Troops selected to participate in Corporate Booths will be notified by email no later than two weeks prior to the scheduled booth.
- See the Corporate Booth application at www.girlscoutsla.org for full details.
- Large sporting events and special events, i.e. conventions, also fall under the Corporate Booth program and must be applied for using the Corporate Booth application.
Cupboards 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 30 (see eBudde for specific dates and times for each cupboard)**

**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 16. Beginning February 17, 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 booting.
- 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 17.

**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 cursor 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.
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 EBUDDIE 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 depending on available inventory.

Once you have confirmed your pending order is accurate, the cupboard staff will process your “pending order” into a “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 so you can make sure orders are entered correctly in eBudde. Notify your product programs manager immediately if you think an error has been made.

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.

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

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**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 signing up for a shift(s) 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 February 26, but the cupboard you wish to visit is closed that day. Therefore, the last day to do exchanges with that cupboard would be the last day that cupboard was open before February 26.**

Returns – February 4-5
1. Troops may return up to 10 cases of cookies from their SIO on these dates, as long as the troop has not added any cookies into their inventory via cupboard pick-ups or troop-to-troop transfers.
2. Only whole cases may be returned.
3. Returning cases has two steps:
   - Record the transaction in eBudde as a cupboard transaction where you Remove Product
   - Return the cookies within the designated timeframe
4. Pick ups of additional inventory are not allowed on the same day as a return.

Even Exchanges—February 13 – 26
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 COOKIE EXCHANGE 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 2 – 8
1. Troops may check out up to 10 cases of cookies on consignment from designated cupboards from March 2 – 8 to support them through the last weekend of boothing, 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 10 (check that cupboard’s schedule for consignment returns after March 8). Consignment cookies not returned by originating cupboard’s final day will become the troop’s responsibility.
3. **Best practice:** Consider doing troop to troop consignments too. It’s a win-win!

The COOKIE EXCHANGE tab in eBudde is a great tool for troops looking for more product or who have excess product. It enables troops to list what they have, and for other troops to find troops to help by transferring product into their inventory.
- List what your troop has to offer as troop transfers.
- Remember to update your listing to reflect what you currently have available.
- The Cookie Exchange is not a guarantee that you will be able to transfer cookies to another troop; it’s a communication tool to help you get the word out about your excess inventory.
Allocate Cookies and Payments

Cookies that are sold through a booth “belong” to the troop, not the individual girls, and the troop has the common financial responsibility. Cookies taken by each girl are the financial responsibility of that girl (parent). Girls earn rewards for the number of cookies sold, and they deserve credit for selling troop cookie packages at the troop booths. For this reason, each package of cookies must be assigned/allocated to a girl before the end of the cookie sale.

Recording Girl Transactions (Orders) and Payments
eBudde accounts for each girl’s (parent’s) financial responsibility, and troops should record cookies allocated and girl payments received via the GIRL ORDERS tab. Package allocations and payment should be recorded daily to keep the troop’s inventory up to date and to keep the girl information as accurate as possible.

GSGLA suggests that troops allocate early and often to help keep track of the troop’s inventory and girl payments, and to track the girls’ progress towards rewards.

- Click the GIRL ORDERS tab
- Select the girl by clicking her name.
- Select ADD TRANS. (to add or remove product) or ADD PAYMENT (to track money received from the girl).
- Fields will open at the bottom of the screen; enter a note (optional) in the left box and number of cookies or payment in the other fields.
  - To remove cookies from a girl’s inventory, simply add a minus sign (-) before the number of packages. This will reduce the girl’s order and the cookies will be put back into the troop’s inventory.
- Click OK to record the data.
- Tip: the Difference line at the bottom of the screen should be zero for each type of cookie.
**Allocate Booth Sales**

This is achieved in eBudde by allocating booth cookies to individual girls. All booting 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 Sales Recorder app which enables allocation in real time from a mobile device. Allocating cookies sold at a booth from either the Booth Sales 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**.
Balancing your inventory of cookies on hand is critical. Count the number of packages/cases on hand in the troop inventory daily and compare that to the number of packages/cases that eBudde says the troop should have in inventory. The troop’s inventory is listed 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 BOOTH SITES tab), should make balancing much easier.

### Reviewing the Transactions Tab
The TRANSACTIONS tab holds all of the information about the troop’s inventory. You will see your SIO order, cupboard orders, troop-to-troop transfers, and Digital Cookie orders on this page.

- Note: Digital Cookie orders appear as DOC Mxxxxxxx from 2nd Party C1000. These are imported from Digital Cookie and cannot be edited. Payment is also automatically applied, so the troop will be credited (in the PAYMENTS tab) for these cookies on their final ACH debit.

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### 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 fix a problem).

If there is a difference, double check the following:
- Recount your actual on-hand inventory.
- Verify that 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.
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**.

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**Cookie Transaction**

<table>
<thead>
<tr>
<th>Variety</th>
<th>Cases</th>
<th>Pkgs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savannah Smiles</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Trefoils</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Do-Si-Dos</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Samoas</td>
<td>0</td>
<td>0</td>
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<td>Tagalongs</td>
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</tr>
<tr>
<td>Thin Mints</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>S’mores</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Toffee-tastic</td>
<td>0</td>
<td>0 = 13</td>
</tr>
</tbody>
</table>

**Product Movement**
- **Remove Product**

**Contact Info**
- Alisa Abrenica
  - aabrenica@girlscoutsla.org
  - 20931 Burbank Blvd. Ste. A
  - Woodland Hills
Summary of Cookie Finances
Troop Cookie Chairs are challenged to motivate girls to sell as many packages as possible to meet their troop ad individual goals AND to keep an eye on the flow of cash, checks, and credit card payments as well as the cookie product, all at the same time. If TCCs place too many restrictions on how troop funds flow into the treasury, they risk suppressing the eagerness of girls to sell their hearts out. If no guidance is given for financial responsibility, the troop can risk losing the entire cookie season to a careless parent who didn’t know how to handle lots of cash on the kitchen table.

Every TCC should set logical, attainable goals for depositing all funds into the proper troop bank account as promptly as possible. When in doubt, please ask your Troop Leader or SUCPC for additional guidance.

Troops’ Financial Responsibility
- All cookies ordered as part of SIO and picked up.
- All cookies picked up at cupboards under the troop number.
- All cookies obtained from another troop.
- Gift of Caring virtual packages entered into eBudde.
- Any lost, stolen, or counterfeit money.

Troop Chair’s Financial Responsibility
- All girl payments received for cookies and all monies collected at booth sales.
- All Girl Rewards earned by the troop/group.
- Troop Chairs must distribute all girl rewards to girls with no outstanding unpaid funds upon receipt.

Each Family’s Financial Responsibility
- All cookies received by each Girl Scout.
- All money received from customers.

Receipts
- Always complete a receipt whenever a girl receives cookies or a payment is made to the troop. Both parties should sign and keep a copy of the receipt. (White copy, troop; yellow copy, parent)
- Get a signed receipt from the troop treasurer/leader if you give them the money to deposit into the troop account. If you deposit the money to the troop account, be sure to keep copies of the bank receipts to turn in to the leader at the end of the program. Create a log of all deposits made into the troop account to enable balancing of the troop bank account to eBudde and the eBudde Sales Report
- When distributing cookies for a booth, receipt the cookies and money going to the booth, and cookies and money returned at the end of the booth sale.
- Log receipts on the GIRL ORDERS tab daily.

Money Mondays
Troops can have a lot of cash floating with their girls’ parents. TCCs are personally, financially responsible for all cookie money. Protect yourself and your troop’s financial integrity by setting the expectation to collect from girls/parents every Monday. After a weekend of boothing, work together to get that money into the troop bank account and safeguard it. Do not let cash linger without collecting and depositing it promptly and frequently. Communicate with your Troop Leader if a family is late turning in money.
Monetary Policies

1. Cookie program funds should be submitted for deposit to the troop treasurer, and must be in their original form (e.g. cash and checks from customers), promptly and frequently. Retain a receipt from the troop treasurer of monies turned in.
2. Troops must deposit all cookie program funds promptly and frequently into their troop bank account.
3. **Parents must never deposit program funds into their personal bank accounts and then write a check or submit a Paypal/Venmo/Cheddar Up payment for the amount.** All funds for products sold must be turned in to the troop and deposited in their original form. Funneling money through a parent’s personal account is never allowed under any circumstances.
4. Payment is collected only when girls deliver cookies (COD). However, for Gift of Caring orders, payment should be collected immediately.
5. Girls may accept cash and/or checks made payable to “Girl Scout Troop XXXX” as payment for cookies. Girls should accept only preprinted checks with issuer’s address. The telephone number of the issuer must be recorded on the face of the check. The driver’s license number is recommended, if possible. GSGLA cautions against accepting out-of-state checks. Girls’ first name and last initial should be recorded on the check in case of any issues.
6. Credit cards may be accepted by troops via a smart phone if they have set up an account with a major credit card reader company. **Payments must go straight into the troop bank account.** Fees are paid by the troop and may not be transferred to the customer.
7. Troops may not use PayPal, Venmo, or Cheddar Up to accept payment from customers or parents for cookies.
8. Girls should not accept $50 or $100 bills. Girls have received counterfeit bills in the past, and it is not GSGLA’s responsibility. Counterfeit bills cost the girls. Likewise, GSGLA suggests that troops and girls do not accept large checks. See guidelines for preventing counterfeiting at www.girlscoutsla.org.
9. Cookie program funds should be collected from girls and safeguarded by parents immediately.
10. Troops should receipt every transaction (e.g. cookies given to girls, money received from girls, cookies sent to and returned from a booth, money from booths, money given to the troop treasurer for deposit) for clarity and reconciliation.
11. All council proceeds will be collected from troops via ACH debit. GSGLA reserves the right to require a certified check/money order for troops who are delinquent. Troops that are delinquent may be prevented from participating in future product programs and girls in the troop forfeit rewards/events until the balance is paid.
12. Troops must pay in full, on time, in order to receive Early Renewal or troop PGA rewards.
Collection Issues

Parent/Guardian Collection Issues

1. Should payment concerns arise with a parent/guardian in the troop, troop leaders and/or TCCs are asked to document the situation and first try to resolve the issues within their own troop.

2. If problems persist, notify your SUCPC as soon as possible.

3. If the matter has not been rectified by the end of the program, troop leaders/TCCs must submit a Discrepancy Report to their Product Programs Manager as soon as possible. This form contains all pertinent information and a detailed documentation of collection attempts, e.g. signed receipts for cookies, emails with requests for cookies or attempts to collect, dates when parent was called for re-payment, etc. Troops should exhaust every effort to collect the funds before submitting a Discrepancy Report.

4. Troops should understand that it is critical that a Discrepancy Report is submitted to GSGLA as early as possible. DO NOT WAIT! It becomes progressively more difficult to collect as time passes. Please note: submission of a Discrepancy Report is not a guarantee that funds will be recovered; refer to the Credit Limit Guideline section below for ways to mitigate loss to the troop.

5. GSGLA will contact the parent/guardian and try to collect the unpaid funds. Payment plans and/or promissory notes may be used, or in extreme cases the account may be referred to a collection agency or law enforcement. Any funds collected will be returned to the troop. Please note that GSGLA has had limited success in recouping funds, so troops should make every effort to collect the funds before submitting a Discrepancy Report. If an account is submitted to a collection agency, the agency’s fee will be deducted from any funds recovered.

Credit Limit Guideline

The troop is responsible for all money owed to GSGLA for cookies picked up. As TCC, you should set clear expectations with parents and guardians during your girl/parent training. You can facilitate this as you see fit, but we strongly suggest that you collect money from girls soon after the SIO delivery so the troop can pay the first debit to GSGLA. Girls should remit to the troop promptly and frequently—at least once a week.

GSGLA recommends using caution in how much product you distribute to a parent before collecting money. Until you are comfortable with a parent’s payment patterns, a best practice is to limit the troop’s liability to $300; always keeping in mind that the troop is financially responsible for all cookies picked up.

Remember Money Mondays and Touch Base Tuesdays to keep in touch with parents to avoid loss.

Returned Checks

If a customer’s check is not honored for any reason:

- If you know the issuer of the check, respectfully contact the issuer to see if the item can be redeposited. You may be able to redeposit the "legal copy" of the check if this is the first time returned.

- If the issuer of the check is a stranger or if the check can no longer be presented to the bank, you should forward the original or bank "legal copy" to your Product Programs Manager within three days of the return date for collection. Troops should include troop number and contact information with the returned check.

- GSGLA staff will attempt to collect the amount of the check, plus bank charges, through a succession of phone calls and letters to the issuer of the check. GSGLA will refund the troop 100% of any recovered funds.

- All amounts not collected within 45 days will be forwarded to a collection agency. If the collection agency is able to recover funds, GSGLA will refund to the troop recovered funds up to the face value (only) of the check.

- The troop should understand that collection may be more difficult if the telephone number and/or driver’s license number is not recorded on the face of the check.
**ACH Debits**

1. Troops will be debited twice by GSGLA, on the dates provided in the timeline.
2. $2 per package from the Starting Inventory Order will be debited from troop accounts for the first debit.
   GSGLA will follow up on troops who do not submit a payment as part of the first debit until a payment is completed. Troops who do not make a payment will be placed on hold at the cupboards until this is resolved.
3. Troops must deposit sufficient funds in their troop bank accounts in time for funds to be available for each debit.
4. The final balance due of all council proceeds will be debited from troop accounts at the second debit.
5. If troops need to adjust their payment amounts, they must submit a Debit Adjustment Request form by the due dates listed in this guide, so there is time to modify the bank’s instructions. GSGLA will not charge NSF fees to troops that act in good faith. If you do not notify the PPM in time, and the ACH debit is not honored by your bank, the ACH debit will be rejected. See #7 below.
6. Additional ACH debits will occur at GSGLA’s discretion during both payment periods to accommodate missed troops, troops with collection issues, and ACH returns.
7. Troops will be charged for all NSF fees related to the ACH debit on the troop bank account. Due dates are well published, and troops need to be aware of their financial obligations. GSGLA will automatically process the ACH debits according to the calendar, and troops need to plan for it. Negligent troops who allow an ACH debit to be rejected will be charged for GSGLA’s bank fee.
8. Troops that are delinquent are subject to intervention by GSGLA. Rewards will be withheld and girls will not be allowed to attend any reward events. Troops will forfeit their Early Renewal or troop PGA incentives if they do not make their payments on time. Certified checks may be required for late payments. Troops that are delinquent in their payments may be prevented from participation in future product programs.

**Submit Final Rewards**

eBudde automatically calculates rewards for girls based on the number of packages allocated to each girl at the close of the sale. TCCs must enter choices or sizes for some of the rewards (i.e. t-shirt sizes or program credit instead of an event). Cadette, Senior, and Ambassador troops may unanimously decide to opt out of rewards and earn an additional $.10/package. These girls are still eligible for patches and invitations to reward events, as well as the Starting Inventory Order rewards. Multi-level troops may opt out if the majority of their girls are Cadette, Senior, or Ambassadors and ALL the girls vote to opt out of rewards.

- Click the **REWARDS** tab
- Select **FILL OUT** on the Final Rewards Order line. A new screen will appear that will list all of the girls’ rewards.
- If a size or selection is needed, it will be noted in red next to a girl’s name (see the Rewards Selection document distributed to each troop).
- Click on a girl’s name to see her rewards.
- Select the girl’s size and/or choice(s). **We will only order what you enter**, so be sure that the selection is correct.
Wrapping up the cookie program is easy if you have kept up with girl allocations and payments along the way. Use this checklist to make sure you have completed all of the required steps.

- **Troop-to-troop transfers** are entered on the **TRANSACTIONS** tab by the troop who is “transferring away” the cookies. The receiving troop only needs to verify that the entry is correct. Troops transferring products should make certain they are transferring to the correct troop number in eBudde. If the receiving troop does not see the transaction entered in eBudde, they should contact the troop they received the product from.

- **Cupboard orders** are correct on the **TRANSACTIONS** tab.

- **Gift of Caring**—GOC packages (not dollars) from girls’ individual orders as well as from bothing need to be recorded on the **GIRL ORDERS** tab. These sales count towards the GOC rewards and the girls’ overall sales level. All GOC sales must be recorded in packages and allocated to the girl level.

- **Opt out** - Cadette, Senior and Ambassador troops have one final opportunity to opt out of Rewards, if all of the girls agree. Troops that earn the 250 PGA troop PGA reward should double check their math. Usually it is more advantageous to OPT IN to earn the troop PGA reward (and other rewards), than to OPT OUT, and take the extra $.10 per package. Eligible troops may opt out using the **SETTINGS** tab.

- **Allocations** must be done on the **GIRL ORDERS** tab so that EVERY PACKAGE is allocated to a girl. **Even if a troop is opting out of rewards, allocations are important** to make sure each girl earns the right number rocker patch (160+), and she will receive her invitation to the rewards events, if earned.

- Troops should record all girl payments on the **GIRL ORDERS** tab to properly account for the amount due from each girl. eBudde tracks each girl’s financial responsibility. This can make troop collections very clear. With two prices ($5 and $6), it becomes a bit more complicated to account for each girl’s financial responsibility. Stay ahead of it by recording every girl payment as you receive them.

- Troops must review their **REWARDS** tab. Some items may require a size, while levels from 500+ may offer a choice between a recognition and program credit. Once a troop SUBMITS their final rewards order, it is locked. We cannot accept changes to a selection in eBudde once the final reward order has been submitted. Troops will be notified by their SUCPC to pick up the rewards. Once received, rewards should be distributed promptly to the girls. Due to storage limitations, unclaimed rewards can be returned to the local service center and will be donated to a charity if not picked up by July 1.

Troops with girls that reach the 210+ package level and 325+ troop PGA level need to communicate with the girl’s family to determine what size and selection should be ordered. **Please do not guess!** It is extremely important that the selection in eBudde be based on direction received from the girl’s family. As we only order sizes based on eBudde selections, minimal to no extras are available for exchange. The Rewards Selection form should be completed by each parent (when applicable). We sincerely appreciate your help with making accurate and final reward selections on behalf of your girls!

- Print and keep a copy of the final **Girl Rewards Report** on the **REWARDS** tab. eBudde will shut down at the end of July and you will not have access to it until the following season.

- Print and keep a copy of the **Sales Report** on the **SALES REPORT** tab. This information will be necessary to complete your troop’s end-of-year financial reports.

- Turn a copy of the **Sales Report** and deposit receipts to your troop leader for year-end financial reports.

**NOTE:** All data is considered final after allocations are completed and rewards are selected.
**Crisis Management**

In the food industry, product complaints are not unusual. GSGLA and GSUSA expect a certain number of product complaints every year. These include, for example, reports that the product does not taste right or was found damaged when the package was opened. Occasionally, there are reports of foreign objects in the product. Customers may mistake crystallized sugar for glass or oat hulls and nutshells for wood. Containment - confining a difficult incident to the situation and the locale in which it took place - is the key to the successful resolution of product complaints.

Immediately notify your Service Unit Cookie Program Chair of any irregularities with cookies or any other situation to ascertain a course of action - whether an exchange of cookies or a refund is appropriate. Whenever possible, take pictures and get the lot number of the cookies to add to your report. Contact your Product Programs Manager as needed.

If a customer approaches you at a booth with a package of damaged or compromised cookies, take the cookies and exchange them at a cupboard.

Customers may call Little Brownie Bakers at 800-962-1718 or visit www.littlebrowniebakers.com to file a complaint about a product.

Any and all media contact must be handled by GSGLA staff. Do not respond to media questions or inquiries but refer them to the External Relations Department, who will work with the Product Programs Team. Media inquiries may be directed to call Kenya Yarbrough, Marketing Director, at 626-677-2266.

*Copy your SUCPC and PPM on any crisis communication.*
Internet Based Tools for Troops

Digital Cookie
Digital Cookie is a fun, interactive learning experience where girls can learn first-hand about the power of goal-setting. Using Digital Cookie, a girl will be able to send out emails soliciting sales, record customer information, set goals, track sales and see the “cookie packages” stack up as she progresses toward her goals. Visit www.girlscoutsla.org and look for the link to Cookies+, where you will find the link to Digital Cookie.

VIP eTraining
Little Brownie Baker’s VIP eTraining is a single source for any and all training the troops, girls, or parents would need. Standardized lessons are posted by LBB on the topics of Program, Marketing, Technology and Cookies. You can feel completely confident that you will be prepared to lead your girls. Once your Service Unit has conducted Troop training, you are free to browse these topics in any order and at any time. You can complete these trainings at your leisure, and in your PJs. Log on to http://vipetraining.littlebrownie.com to request access. Returning users can access the site with the prior login, or request a new password.

Just in Time Training (JIT) training webinars
These FAST reminders will help you at critical times. They will speed you through the more complicated processes. JIT trainings start in January!

Emails
GSGLA will send communications from Bella, our butterfly mascot, via CookiEgrams, as well as timely notices directly from eBudde. You will also receive regular communications from your SUCPC, so be sure to check your email often.

FAQs
Lots of questions come up around cookie time, and GSGLA has the answers to the most frequently asked questions on our website at www.girlscoutsla.org.

eBudde Troop App Plus
All features that are available to volunteers on the desktop version of the eBudde cookie management system are now also included in the eBudde Troop App Plus.

Cookie Locator/Finder
The public is able to locate active booths in real time through a search via ZIP code. The data from the Booth Scheduler is fed into the Cookie Finder system. It can be accessed through a free Cookie Finder app for your smart phone or through the GSGLA Cookies+ and home page will have a direct link during bothing.

GSUSA’s www.girlscoutcookies.org has the ZIP code locator on its homepage and works across the USA.

LBB’s Online Cookie Planner for Troops—
www.cookieplanner.littlebrowniebakers.com
Help girls build the best cookie season ever with the new Built By Me cookie planner. Built by Me is a new online tool made especially for volunteers that helps create a customized plan for the cookie season.

LBB’s Volunteer Blog
Blog.littlebrowniebakers.com has tons of resources for you to browse for ideas and support. It’s the best cookie blog on the planet. Your contributions are equally inspirational to other volunteers across the country.
Again this year, we have the opportunity to partner with GSUSA and M2 Media to use the M2OS platform for Digital Cookie for shipment and Gift of Caring only. Girls and customers will see the same format that they have used for the Fall Product Program. Now there is one more way to superpower your girls’ sale—by adding online selling with the M2OS Digital Cookie platform. Parents love the convenience of using Digital Cookie and girls who participate in Digital Cookie sell significantly more than girls who participate in traditional sales alone. The platform is a fun, educational tool that helps girls run and manage their Girl Scout Cookie business online. Help the girls in your troop reach their goals with Digital Cookie.

You play a key role in encouraging and supporting girls and parents with this channel. Remind them that it’s easier for girls and parents to participate at their convenience and to reach friends and family near and far. It’s really simple, with just four easy steps! They’ll register, set up their sites, invite customers, and track their goals. That's it!

**What can she do with the Digital Cookie platform?**

On the platform, girls can create their personalized avatar, set their cookie goals, track their progress, manage orders and inventory, learn Internet safety skills, and more.

**How does the Digital Cookie platform work?**

With Digital Cookie, the girls initiate the cookie sale. Girls use Digital Cookie to invite customers to visit their personalized cookie websites where customers can place their order and pay using credit cards to have their order shipped, or donate cookies to Gift of Caring.

Online sales and payment are automatically added to the Girl Order Tab in eBudde. Credit for payments will appear on the Deposits tab and Sales Report and will reduce the amount a troop owes on the second ACH debit.

**Accessing Digital Cookie as a volunteer:**

Watch for an email with your username and a link to create a password. The “from” email address will be noreply@mail.gsdigitalcookie.com. You should receive the email on January 16, 2020.

If you are also a parent, you can go to www.gsdigitalcookie.com/gsgla to participate on or after January 26, 2020. You do not need to wait for an email. You will be able to participate with the same email addresses that you use to login to the volunteer site. On the landing page for this site, you will be able to select your role as a girl / parent or a volunteer. If you have additional roles, you will be able to select your role once you are in the volunteer site.
Council Based Marketing Initiatives

GSGLA has prepared a diversified marketing and communications strategy to support our girls and volunteers this cookie season. It is projected to provide a highly visible presence in the community designed to connect customers to our girls so they can reach their goals. In fact, many of these strategies are guided by our research and are some of the same tools our girls are learning to put into action! Our research shows that Girl Scout Cookies are in demand because customers can only buy them once a year, and they buy cookies because they want to support our girls and Girl Scouting. This year’s marketing campaign will support the cookie season with creative and cost-effective strategies.

Communication Tools & Resources
- Cookie Program Family Guide
- Emails from Bella, our butterfly mascot (the famous CookiEgram)
- GSGLA Facebook page – you will want to “LIKE” this page!
- E-tools and resources on the GSGLA website, www.girlscoutsla.org
- Program level newsletters
- Messages from eBudde

Troop Marketing Kit Components (subject to change; distributed at training):
- **Cookie 101**: Cookie Description Sheet, Cookie FAQs, Cookie Goal Poster, and Digital Cookie Flier
- **Booth Essentials**: Cookie Booth Checklist, Cookie Booth Guidelines, Cookie Box Price Displays, and Gift of Caring Booth Sign
- **Contest Fun**: Golden Ticket 100-Box Giveaway, Cookie Mobile Contest, Cookie Pro Contest
- **Also**: Tips for Selling Cookies, Online Sales Rules & Guidelines, GOC Ripple effect flier, and business cards

Media Placement
GSGLA creates a visible presence in the community with a diversified media campaign, which may include newspaper and television coverage, billboards, mall network ads, radio commercials and contests, and online and print ads. Space is generously donated or significantly discounted. Placement is still being determined based on availability.

Cookie Mobile Contest
The Annual Cookie Mobile Contest rolls out again this year. Every girl has the opportunity to “bling her mobile booth” and submit a photo for judging in one of several themed categories. Please check the flyer in the troop’s Marketing Kit for details. Winning girls earn their troop a fabulous pizza party!

Cookie Finder
When customers crave cookies…they look to the Internet. The Cookie Finder on the GSUSA website allows customers to search by ZIP code to find cookie booths. www.girlscoutcookies.org

Cookie Pro Contest
Girls will have a chance to win an epic trip to Orlando, FL, for full VIP access to G.I.R.L. 2020—the largest event for girls in the world—as part of their cookie entrepreneur experience.
Cookie Terminology

Girl Scouts has a unique language, and the Cookie Program is no exception. Here are some of the more common terms we use on a daily basis, but can be confusing until you know what we mean.

ACH DEBIT – an eBanking transfer from one bank account to another. ACH stands for Automatic Clearing House which is the federal system of sending funds electronically. GSGLA gives instructions to our bank to ACH Debit the troop accounts and deposit funds into the council’s bank account.

Allocations – a process that takes packages that have been signed out by a troop, and gives credit for their sale to individual girls. The total of cookie packages and Gift of Caring sales determines each girl’s final sales quantity and her reward level.

Boothing – the process where girls sell their product to customers in a face-to-face transaction at an approved council booth site. Troops will booth based upon the motivation levels of their girls and in direct relationship to their goals. The average troop holds four booths, but many large troops will have dozens of booths every weekend and even each day of the Cookie Program.

Boothing Chair – a service unit volunteer who manages the relationship of host businesses who grant written permission for troops to booth on their private property.

Booth Scheduler – a function that allows troops to sign up for available booth sites and times. Very specific timelines determine when the Booth Scheduler is available to troops.

Cookie Entrepreneur Officer (CEO) - a girl in business for herself, learning transferrable life skills, while building self-confidence and having fun with her other troop members.

Cupboard – locations throughout GSGLA where cookies are warehoused and troops are able to pick up product during designated days and hours.

Cookie Locator – aka Cookie Finder—a database of booths that have been chosen by troops. The Locator is on our website during the boothing period or by downloading the Cookie Locator App for your smart phone. Potential customers can type in their ZIP code, and the Locator will return all current and future active Booths within that ZIP code. It is our best way to connect customers to the product.

Cupboard Manager - a volunteer or GSGLA staff person who manages a local cookie warehouse.

Digital Cookie – an online sales platform that can be used by girls of all ages. Girls send emails to family and friends to invite them to visit their personalized site and purchase cookies with a credit card for shipment. Customers also have the opportunity to donate cookies to Gift of Caring.

eBudde – Internet-based product sales software used to track sales, inventory, booth sites, booth scheduling, rewards, and payments. Every facet of the Cookie Program is managed within eBudde.

Gift of Caring – Council-wide troop service program where other partnering non-profits receive cookie donations toward their mission.

Girl Order Card – Customized form that is used to record customer orders. It contains information about the cookies for the customer and details of the reward plan for girls.

Little Brownie Bakers (LBB) – the council cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout cookies in the USA. The other baker is ABC Bakers.
**Opt out** – Older girl troops (Cadette and above) can elect to waive the **rewards** they would otherwise earn, and instead receive an additional $.10 per package sold in proceeds. Opt out troops still receive all patches, **SIO** rewards, and invitations to recognition events (if achieved).

**Parent/Guardian Permission and Responsibility Agreement** – form that parents or guardians sign to grant permission for their girl to participate in the Cookie Program, and accept financial responsibility for all cookies their girl takes possession of based on signed receipts.

**Position Description and Agreement(s)** – various online documents submitted by SUCPC, SUBC, SURC, SUCM, and TCC that defines their role and responsibilities to GSGLA for the cookie program.

**Product Programs Manager (PPM)** – the GSGLA staff member who has primary responsibility for working with volunteers in her service center to deliver the Cookie Program. SUCPCs work closely with the PPM on all operational needs.

**Recognition** – carefully screened and selected item received by girls for reaching a specific sales goal.

**Reward** – a comprehensive term that includes all items received by a girl, a troop, or a service unit such as recognitions, troop proceeds, and program credit.

**Service Unit (SU)** – a geographic area set by GSGLA to create manageable groups of troops. Boundaries can be set by town lines, school districts, roadways, or other demarcation.

**Service Unit Cookie Program Chair (SUCPC)** – a volunteer who coordinates the Cookie Program for the service unit. Chosen by the SUM, and appointed by GSGLA, this position trains and supports Troop Cookie Chairs.

**Smart Cookie Club** – a recognition event for girls who sell at least 500 packages, and who are the exclusive invitees to a custom, spectacular experience. Invited girls are welcome to bring an adult chaperone, including dads.

**Starting Inventory Order (SIO)** - the volume of cookies that troops order before the sale begins to be ready for GO DAY.

**Starting Order Delivery Site** – a special location within each service unit where Starting Inventory Orders are sorted and distributed to troops.

**Sweet Elite** – a recognition event for girls who sell at least 1200 packages, and who are the invitees to a custom, unique, and exclusive Girl Scout experience.

**Troop Cookie Chair (TCC)** – a volunteer who coordinates the Cookie Program at the troop level. Chosen by the Troop Leader, and appointed by GSGLA, this position trains and supports girls and parents through the Cookie Program.

**Troop Proceeds** – monies earned by a troop on their total cookie sales, including opt out proceeds.

**Troop-to-Troop Transfer** – the flexibility to move cookies (and their financial responsibility) from one troop with an excess supply of cookies to another troop with a demand for those cookies. This can be very helpful at the end of the program when a troop would otherwise be left with excess inventory and few prospects to sell them.

**VIP eTraining** – a website created by Little Brownie Bakers that provides a comprehensive overview of all facets of the Cookie Program. There are areas devoted to girls, families, and cookies. In addition, GSGLA is able to upload additional training resources such as troop and parent training PowerPoints. If you need training, this is the first place to go.
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IT'S GIRL SCOUT COOKIE TIME!

- **BUTTON** $1.25 EA
- **HANDHELD SIGN** $4.50 EA
- **MONEY POUCH** $6.00 EA
- **COOKIE ROLLABANA** $6.75 EA
- **COOKIE BANNER** $16.50 EA
- **WINDOW ADHESIVE** $4.00 EA
- **STOP SIGN** $8.75 EA
- **COOKIE CROSSING** $8.50 EA
- **COOKIE CART** $35.00 EA

**BOOST** sales using these cookie themed items! Available in December at GSGLA stores only!
ROUND! COOKIES MAKE THE WORLD GO ROUND AND ROUND AND ROUND!