

Cookie Cupboard Basics

After Starting Inventory Delivery day, additional cookies can be picked up from cookie cupboards. Days and hours of operation vary by cupboard. Therefore, you should check the schedule in eBudde 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. **Please note: a pending cupboard order is not a guarantee that the cookies will be available.**

Guidelines for Cupboard Orders

- Troops should contact their Girl Scouts and other troops before placing an order at the cupboard to see if they have any extra inventory that the troop could use. The troop could absorb the extra cookies for booth sales or to transfer to a Girl Scout. This helps girls and other troops to not be left with cookies and it's often more convenient than going to a cupboard. Save gas and help sister Girl Scouts and troops.
- Cookies ordered from the cupboard are paid for by the ACH debit after the end of the program.
- There may be caps on how much troops can pick up, based on available inventory. This information will be shared with troops via a GSGLA email.
- 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 based on the timeline provided. Troops can pick up in individual package quantity the last two weeks of the sale.
- TCCs should enter all authorized adults to pick up cookies on the **Contacts** tab in eBudde prior to going to the cupboard using the Troop Cookie Pick-Up Only User role.
- Authorized adults should be prepared to show photo ID to cupboard staff when asked.
- Cupboard transactions will be paperless, using the eBudde app. The person picking up the cookies should have the eBudde app installed on their phone so that they can confirm receipt of the cookies at the time of pick-up.
- Cupboards maintain their cookie inventory based on the number of cookie cases/packages requested by troops through the eBudde pending order system.
- Enter your pending order quantities in eBudde and enter your desired pickup date. **Troops must place their cupboard pending orders at least 48 hours in advance.** This lead time helps the GSGLA Product team to arrange cupboard restocks as needed.

Cupboards have All Varieties

- All cookie varieties will be stocked in the cupboards.
- Sometimes cupboards temporarily run out of a certain type of cookie and it is usually restocked depending on our delivery agent's ability to deliver more cookies, as well as product availability. 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 available 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. **Do not unsubscribe from eBudde emails!** (GSGLA staff will re-subscribe persons in TCC and TL roles who have unsubscribed.)

Touch base Tuesdays

It can be hard to track how many cookies a Girl Scout 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.