

Cupboard Pick-up Guidelines

- **Plan Ahead:** Placing a pending order 48 hours in advance helps with inventory planning, but it doesn't guarantee cookie availability. Delivery restock schedules may affect available inventory.
- **Pick-Up Helpers:** If other adults are helping with pick-up, they must:
 - Know the troop number
 - Have a copy of the pending order from eBudde
 - Be listed as "Troop Cookie Pickup Only" users in eBudde
 - Have the eBudde app installed
 - **Authorized Adults:** Troop Cookie Chairs (TCCs) can authorize adults (18+) in eBudde to pick up cookies. Girl members who are 18 are **not** considered adults for pick-up.
- **Troop Number Format:** Provide your full 5-digit troop number (e.g., Troop 123 = 00123). Cupboard staff will review your order and may adjust quantities based on inventory.
- **Double-Check Your Order:** Count everything before loading your vehicle. You're financially responsible for what you confirm—not what you take. No changes after leaving the cupboard.
- **Confirm in eBudde:** Once your order is verified, cupboard staff will mark it as "picked up" in eBudde. You'll need to confirm it in the app.
- **Report Issues Promptly:** If you notice an error, contact your Product Programs Manager right away.
- **Financial Responsibility:** Troops are only responsible for cookies once the order is picked up and marked complete in eBudde.
- **Missed Pick-Ups:** Orders not picked up within 48 hours of the scheduled time may be deleted at the Cupboard Manager's discretion.
- **Inventory Inquiries:** Please don't contact cupboard managers to check inventory—they're busy managing operations and can't respond to these requests.

Cupboard Support

- **Be Kind & Patient:** Many cupboards are staffed by volunteers and GSGLA team members who work hard to support all troops. Your respect and cooperation go a long way!
- **Pitch In While You Wait:** If there's a long line, consider parking and helping fill orders until it's your turn. It speeds things up for everyone and builds community.
- **Volunteer for a Shift:** Want to make a bigger impact? Ask your Service Unit Cookie Program Chair (SUCPC) how to sign up for a cupboard shift—and invite troop parents/caregivers to join in. Every helping hand makes a difference!

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.