

Cupboard Pick-ups

- While placing a pending order 48 hours in advance helps us to plan for inventory needs, it is not a guarantee that the cookies will be available at the cupboard. The GSGLA Product team is dependent on the delivery agents' availability to restock cupboards.
- 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, are listed as pick up only users in eBudde, and have the eBudde app installed on their phone.
- Troop Cookie Chairs (TCCs) 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. (Girl members who are 18 are not considered adults.)
- 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 your order before you load your vehicle and leave the cupboard! You are financially responsible for what you confirm, not for what you take. Orders will not be adjusted once you leave the cupboard!
- 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.
- Do not contact the cupboard manager to see if they have the inventory available for your order. Cupboard managers are busy managing cupboards and cannot respond to these types of inquiry.

Volunteer at a Cupboard

Patience and understanding are necessary as many cupboards are run and/or worked by volunteers and GSGLA staff, and they deserve respect and cooperation. They are working very hard to support all of the troops that come to the cupboard.

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 Service Unit Cookie Program Chair (SUCPC) how to sign up for a cupboard shift(s). Ask your troop parents/caregivers to help, too. We need you!

