Placing a Cupboard Order

Place a Pending Order for Cupboard Pickup, Exchange, Return, or Consignment

Troops must place cupboard orders in eBudde at least 12 hours prior to coming to the cupboard.

Troops create pending cookie order requests for a cupboard on the **Transactions** tab for all orders, whether it is a pick-up, SIO return, even exchange, or consignment. Enter one order for the entire troop instead of separate orders for each Girl Scout. Scan the QR code for steps to enter a pending order.

Cupboard Pick-up Guidelines

- **Plan Ahead**: Placing a pending order at least 12 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 and have created and know their password.
  - **Authorized Adults**: Troop Cookie Chairs (TCCs) can authorize adults (18+) in eBudde to pick up cookies. Girl Scout youth 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).
- **Inventory Availability**: 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 SUCPC 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? Sign up for a cupboard shift—and invite troop parents/caregivers to join in. Every helping hand makes a difference!

Troops Formed *Before December 1*

- **Must place a Starting Inventory Order (SIO)** to pick up cookies **before the first Friday** that cupboards open.
- If no SIO is placed, the troop must **wait until the first Friday** to begin cupboard pickups.

Troops Formed *On or After December 1*

- **Exempt from the restriction**.
- May pick up cookies from cupboards **starting the first day** they open.