# SIO Returns / Exchanges / Consignments

- **Follow the Timeline:** Transaction types are based on specific dates and don't overlap. This helps cupboards stay organized and efficient.
- **Respect the Schedule:** Cupboard staff can only process transactions during their designated timeframes. Please don't request exceptions for past or future transaction types.
- **Closed on Key Dates?** If a cupboard is closed on the last day of a transaction type, the deadline shifts to the last day it was open during that period. For example, if SIO returns end on a Wednesday and the cupboard is closed that day, the last day to make returns is the last open day before that Wednesday.
- **No Exceptions:** Cupboard managers cannot make exceptions to transaction timelines—thank you for understanding!
- **Good condition:** Cookies being returned or exchanged must be in good condition, i.e. packages are free from damage, odor, and pet hair; cookies are from current year (not expired).

## *SIO Returns*

1. Troops may return up to 10 unopened, **sealed** cases of cookies from their Starting Inventory Order (SIO) (variety and quantity must be part of the original SIO Order) on designed 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, unopened, and factory sealed 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.
5. **Note:** This is the only opportunity to return cookies. All cookies picked up are the financial responsibility of the troop.

## *Exchanges*

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 during open hours. *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 Service Unit Cookie Program Chair (SUCPC). They will be a great resource on troop-to-troop transfers as they 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. See the Placing a Cupboard Order section of the eBudde Basics Guide for instructions.
4. **Feb 4 -24**: Even exchange of **whole, factory sealed cases only** (12 packages of the same variety) are permitted at designated cupboard locations.
5. **Feb 25-March 10**: Even exchange of **whole cases only** (12 packages of the same variety but can be open cases) are permitted at designated cupboard locations. Unlimited exchanges start.
6. Toffee-Tastic may not be exchanged into the cookie cupboard but may be taken out as part of an exchange.
7. A maximum of 10 cases may be exchanged per day from Feb 4-24.

## *Consignments*

1. From designated cupboards, troops may check out cases of cookies on consignment to support them through the last two weekends of boothing, while decreasing the risk of having excess inventory.
    - 12 cases for troops with fewer than 25 registered GS (as of 12/1).
    - 15 cases for troops with 25 or more registered GS (as of 12/1).
2. How to complete a consignment order:
    - Fill out the *Consignment Info and Agreement* form available at www.girlscoutsla.org.
    - Add the transaction to eBudde by following the directions on the agreement form.
    - Troops may only have one open consignment at a time.
3. Consignment orders must be returned to the original cupboard during that cupboard's scheduled hours. Consignment cookies not returned by originating cupboard's final day will become the troop's responsibility.
4. **Best practice:** Consider doing troop-to-troop consignments too. It's a win-win!