

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 Feb 11 and the cupboard is closed that day, the last day to make returns is the last open day before Feb 11.
- **No Exceptions:** Cupboard managers cannot make exceptions to transaction timelines—thank you for understanding!

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 designated 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 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 for instructions.
4. Even exchanges of **whole, factory sealed cases only** (12 packages of the same variety) are permitted at designated cupboard locations only. Verify that the cupboard you plan to visit accepts exchanges (most do). All orders after the exchange period ends are final. Individual packages may not be exchanged.
 - **Toffee-Tastic may not be exchanged into the cookie cupboard** but may be taken out as part of an exchange.
5. There are no minimum or maximum number of cases required for exchanges.

Consignments

1. Troops may check out up to 10 cases of cookies on consignment from designated cupboards to support them through the last two weekends of boothing, while decreasing the risk of having excess inventory.
 - Complete the *Consignment Info and Agreement* form available at www.girlscoutsla.org.
 - Add the transaction to eBudde.
 - Troops may only have one open consignment at a time.
2. 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.
3. **Best practice:** Consider doing troop-to-troop consignments too. It's a win-win!