

SIO Returns / Exchanges / Consignments

- **Transaction types are determined by dates in the timeline.**
- Transaction types do not overlap so the cupboard can be organized and efficient. Please do not ask the cupboard staff to do a transaction if its time has passed or is not yet available.
- If the last day of a transaction type occurs on a day that the cupboard is closed, the transaction type will end on the last day that the cupboard is open during that period. *For example: Even exchanges end March 1, but the cupboard you wish to visit is closed that day. Therefore, the last day to do exchanges with that cupboard would be the last day that cupboard was open before March 1. Do not ask the cupboard manager to make an exception and process your transaction.*

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 return cookies. All cookies picked up are the financial responsibility of the troop.

Even 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). S/he will be a great resource on troop-to-troop transfers as s/he 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.
 - S'mores and 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.
6. Individual girl exchanges/returns must be done within the troop, not at the cupboard.

Consignments

1. Troops may check out up to 10 cases of cookies on consignment from designated

cupboards to support them through the last weekend 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!

The *COOKIE EXCHANGE* tab in eBudde is a place to let other troops know you have cookies you want to transfer out of your troop. It is not a guarantee another troop will take your cookies but it's a good way to get the word out. Update your post as you transfer away cookies and work closely with your SUCPC to make sure you don't have cookies left at the end of the season.