



BRAVE.

FIERCE.

FUN!



2026 Cookie Program
Troop Guide

The Girl Scout Promise

On my honor, I will try:
 To serve God* and my country,
 To help people at all times,
 And to live by the Girl Scout Law.

**Members may substitute for the word God in accordance with their own spiritual beliefs.*

Girl Scout Family Promise

On my honor, I will try:
 To support my Girl Scout and her troop,
 To help girls lead at all times,
 And to always keep it fun!

The Girl Scout Law

I will do my best to be
 honest and fair,
 friendly and helpful,
 considerate and caring,
 courageous and strong, and
 responsible for what I say and do,
 and to
 respect myself and others,
 respect authority,
 use resources wisely,
 make the world a better place, and
 be a sister to every Girl Scout.

How the Cookie Crumbles

Here is the breakdown of where the proceeds from cookies go. *All proceeds stay in Greater Los Angeles to fund and support girls, via*



- ✓ Camp Subsidy
- ✓ Girl Scout financial assistance
- ✓ Recruitment
- ✓ Volunteer training & resources
- ✓ Property repair & Maintenance
- ✓ Council operations

Girl Scouts of the USA Mission

Girl Scouting builds girls of courage, confidence,
 and character who make the world a better place.

Additional Resources

Additional Resources		
GSGLA Website / Cookies+	www.girlscoutsla.org	 Resources for families and troops
Little Brownie Bakers	www.littlebrowniebakers.com	 Cookie info & inspiration
eBudde	ebudde.littlebrownie.com	 Online cookie sale management and Forms, Guides, links to all resources, etc.
Facebook	www.facebook.com/GSGLA	Cookie info and news
Digital Cookie	www.gsdigitalcookie.com/gsgla	 Online sales platform
Instagram	www.instagram.com/girlscoutsla	Cookie info and news
TikTok	www.tiktok.com/@girlscoutsla	Fun videos

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Are you in a new troop or new to the Cookie Program? Here are some additional resources to round out your cookie knowledge:

- **Cookies 101** (girlscoutsla.org) – recorded webinar and guide that covers cookie basics, including frequently used terms.
- **Cookie Rookie** (littlebrownie.com) – fun video for girls to watch and learn.
- **Cookie Chats** (girlscoutsla.org) – live Q&A sessions with members of the Product Programs team. Get all of your cookie season questions answered.

Welcome to the 2026 Girl Scout Cookie Program!

As your troop's Cookie Chair (TCC), you're helping Girl Scouts grow, learn new skills, and make a real impact in their community. With your support—and that of other troop adults—Girl Scouts will gain confidence and explore the exciting world of entrepreneurship.

You'll be guided by your Service Unit Cookie Program Chair (SUCPC), a local volunteer with experience to help you every step of the way. Look out for emails from them and the GSGLA Product Programs team with important updates.

We've got plenty of resources to support you: this guide, live and recorded trainings, our website, and the eBudde Help Center. GSGLA is here to help you and your troop succeed!

What's New in 2026

- **Cookies:**
 - New Exploremores! Rocky road ice cream-inspired cookies filled with flavors of chocolate, marshmallow and toasted almond crème.
 - Adventurefuls are now packaged in a soft pack.
 - S'mores have been discontinued.
- **Payment options:** Girl Scouts may take payments through Paypal/Venmo/Zelle if the app is connected to the troop's bank account. Payment **must** go directly to the troop's bank account and not a personal account.
- **Training:**
 - Microburst trainings for how to manage processes during the cookie program.
- **Consignments:**
 - Open Feb 26, before the second to last weekend of booting.
- **Enhancements**
 - Pin map – troops can opt in to be connected with customers for girl delivered or shipped options.
 - Updated inventory tracking tools.



Troop Proceeds & Rewards

- Troop proceeds are \$1/package.
- Cadette, Senior, and Ambassador troops, or multi-level troops where the *majority* of the Girl Scouts are Cadettes or older, may opt out of rewards to earn an additional \$.10/package. This must be a *Girl Scout* decision where **ALL** of the Girl Scouts are in agreement.
- Troop proceeds belong to the troop, not to any individual Girl Scout.
- Rewards are cumulative.
- Selections must be made for some levels. Each parent/caregiver will be given a rewards document that itemizes the choices and provides detailed information about the rewards and the TCC can enter their selections into eBudde.
- Girl Scouts in opt-out troops will receive SIO rewards, all patches and rockers earned, and invitations to earned events only (does not include other selections for those reward levels).
- Opt-out troops will not receive the troop PGA rewards.

Timeline



December

- Troop Cookie Chairs (TCCs) attend their service unit's cookie training or watch the training modules and complete the quiz on gsLearn.
- Troops must submit the *TCC Agreement* and *ACH Authorization* eForms (including a voided troop check) to receive materials and access to eBudde. (Troop must have also submitted their Year-End Financials for the 2024/2025 membership year.)
- TCCs contact parents/caregivers to verify that Girl Scouts will be participating; send invite to a Girl Scout/parent/caregiver for cookie training. Collect *Parent/Guardian Permission/Responsibility Agreement* form if not already received.
- TCCs visit www.girlscoutsla.org to view/download the eBudde Manual.
- TCCs receive eBudde access email.

January

- Girl Scout/Parent/Caregiver Cookie Training – explain the Cookie Program and distribute materials. Talk to parents/caregivers about their availability/commitments for booth days/times, so you are prepared for choosing booths.
- Attend a Cookie Kick-off** sponsored by your service unit or a nearby service unit.
- January 6** – Digital Cookie opens and Girl Scouts can start sending emails to customers. Girl Scouts may also take orders via order card or door-to-door.
- January 7, 8:00 p.m.** – eBudde Booth Scheduler opens for Round 1.
- January 9 8:00 p.m.** – eBudde Booth Scheduler opens for Round 2.
- January 9** – Starting Inventory Order (SIO) due in eBudde by 11:30 p.m.
- January 30-February 1** – Starting Inventory Order delivery to troops.

February

- February 1 – GO Day! Cookie Program begins** with cookies in hand. Girl Scouts may start delivering cookies to customers.
- February 3** – Cookie Cupboards begin to open. See eBudde for specific dates.
- February 6** – **Boothing begins.**
- February 10-11** – Starting Inventory Order returns. See eBudde for cupboard hours/locations.
- February 16-March 10** – Even exchanges of whole, sealed cases accepted at designated cupboards. Exchanges *exclude* bringing back Toffee-Tastics.
- February 20-22** – National Girl Scout Cookie Weekend.
- February 23-March 10** – Individual package pick-ups allowed at cupboards.
- February 26 -March 8**– Consignment cookie orders now available.

March

- March 8** – Cookie program ends.
- March 10** – Last day to return consignment orders at designated cupboards.
- March 10** – Last day to pick up cookies for girl delivered orders at designated cupboards.
- March 14** – Last day for TCCs to enter all C4C packages, troop transfers, and complete all girl cookie assignments in eBudde. Must be completed by 11:30 p.m.
- March 16** – Last day to submit ACH Debit Adjustment Request form by 5pm
- March 26** – **ACH debit for troops owing money.** Parent/Guardian Discrepancy Reports due to PPM.
- March 31**– ACH credit for troops that are owed money.
- End of March** – Print girl rewards report from eBudde. (Note: eBudde will go dark in July/August and you will not have access after then.)

Troop Cookie Chair Checklist



✓ Submit Required Forms

- [Troop Cookie Chair Agreement](#)
- [ACH Debit Authorization](#)

✓ Get Trained

- Attend training with your Service Unit Cookie Chair (SUCPC)
- Pick up training materials and cookie samples

✓ Log into eBudde

- ebudde.littlebrownie.com

✓ Train Your Troop

- Use GSGLA's presentation or Cookie Family Guide
- Share recorded trainings or webinars with families
- Hand out materials and sample cookies
- Use the Training Checklist for guidance

✓ Submit Starting Inventory Order (SIO)

- Work with the Girl Scouts in your troop to set goals
- Use the SIO worksheet to plan your order
- Submit SIO in eBudde
- Submit rewards order if eligible

✓ Delivery Day Prep

- Schedule pick-up time in eBudde
- Bring enough empty vehicles
- Count cookies and get a receipt
- Distribute cookies to Girl Scouts and sign receipts

✓ Cookie Cupboards

- Order extras in eBudde (48 hrs in advance)
- Pick up or assign a parent/caregiver (add as Pick-up Only user)

✓ Boothing

- Reserve booths in eBudde
- Review boothing rules with families

✓ Rewards

- Submit final rewards
- Distribute to Girl Scouts

✓ Stay Connected

- Answer questions from families
- Share updates from your SUCPC and GSGLA
- Help girls fulfill Digital Cookie orders
- Check in with families on inventory and collect payments
- Reconcile inventory regularly



Meet the Cookies



Most cookies are sold for \$6 per package. Toffee-Tastic are sold for \$7 per package due to their specialty ingredients and production.

2025-2026 Girl Scout Cookies®

All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil
- Halal Certification

The World's Most Flavorful Lineup



<p>Adventurefuls® • Real Cocoa</p> <p>Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt Approximately 15 cookies per 6.3 oz. pkg. \$ ____ U D</p> 	<p>Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS</p> <p>Crispy lemon flavored cookies with inspiring messages to lift your spirits Approximately 12 cookies per 6.2 oz. pkg. \$ ____ U D</p> 	<p>Trefoils®</p> <p>Iconic shortbread cookies inspired by the original Girl Scout recipe Approximately 38 cookies per 9 oz. pkg. \$ ____ U D</p> 
<p>Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats</p> <p>Oatmeal sandwich cookies with peanut butter filling Approximately 20 cookies per 8 oz. pkg. \$ ____ U D</p> 	<p>Samoas® • Real Cocoa • Real Coconut</p> <p>Crisp cookies with caramel, coconut, and dark chocolate stripes Approximately 15 cookies per 7.5 oz. pkg. \$ ____ U D</p> 	<p>Tagalongs® • Real Cocoa • Real Peanut Butter</p> <p>Crispy cookies layered with peanut butter and covered with a chocolatey coating Approximately 15 cookies per 6.5 oz. pkg. \$ ____ U D</p> 
<p>Thin Mints® • Made with Vegan Ingredients • Real Cocoa</p> <p>Crisp, chocolaty cookies made with natural oil of peppermint Approximately 30 cookies per 9 oz. pkg. \$ ____ U</p> 	<p>Exploremores™ • Real Cocoa NATURALLY AND ARTIFICIALLY FLAVORED</p> <p>Rocky road ice cream-inspired cookies filled with flavors of chocolate, marshmallow and toasted almond crème Approximately 18 cookies per 7.9 oz. pkg. \$ ____ U D NEW!</p> 	<p>Toffee-tastic® • No Artificial Flavors GLUTEN-FREE</p> <p>Rich, buttery cookies with sweet, crunchy toffee bits Approximately 14 cookies per 6.7 oz. pkg. \$ ____ U D CERTIFIED GLUTEN-FREE NSF</p> 

Cookies for the Community (C4C)



C4C is a council-wide service project that teaches Girl Scouts about giving back. Troops collect **monetary donations** from customers, and **GSGLA uses those funds to buy and deliver cookies** to partner organizations like Operation Gratitude, LA Food Bank, Bob Hope USO, Goodwill, and Blue Star Mothers.

How It Works:

- **No cookie pickup needed**—just collect the donation.
- If requested, fill out a **C4C receipt** for the customer.
- Record the number of donated packages in **eBudde under C4C** (only after receiving the funds).
- Girls earn **C4C rewards**, and troops still receive proceeds.
- Donations are **tax-deductible** and support both Girl Scouts and local charities!

A Few Notes:

- Each donated package is worth \$6, but donations **don't need to be in \$6 increments**.
- If a customer says “keep the change,” add it to your C4C total.
- All donations must be recorded and converted into cookie packages—this isn't a direct fundraiser for the troop.

Boost Your C4C Sales!

C4C is like your 10th cookie variety—perfect for customers who want to support Girl Scouts but don't want cookies for dietary or personal reasons.

- It's Sugar-free, fat-free, guilt-free, and calorie-free!

Easy Ways to Promote C4C:

- Mention it to every customer—especially those who say “I'm on a diet” or “I don't eat sweets.”
- Set up donation jars and posters at booth sales (materials are in your troop marketing kit).
- Email friends and family, especially those out of town—C4C is a great way to support without paying for shipping cookies.

Every donation helps Girl Scouts and local charities. Let's make it easy for everyone to give back!

Why Focus on C4C?

C4C makes up over 3.5% of total cookie sales—and it's growing! If Girl Scouts promote C4C like any other cookie variety, overall sales will rise. Imagine selling 50 packages without needing to carry or deliver a single one!

Key Reminders:

- **C4C donations = cookie sales** (just without the cookies!).
- Troops **may donate leftover cookies** to an organization of their choice, but these do **not count** toward the official C4C program.
- Only GSGLA's C4C project is approved under **GSUSA and U.S. Department of Defense guidelines**.

C4C is a win-win: it supports Girl Scouts, helps the community, and makes giving easy for customers!



Cookies for the Community Partners



All GSGLA Cookies for the Community Partners are registered 501(c)3 non-profit organizations. Some of the partners we donate to are listed below.

LOS ANGELES REGIONAL



Fighting Hunger. Giving Hope.

Los Angeles Regional Food Bank mobilizes resources to fight hunger in our communities by distributing food to people in need through charitable agencies or directly through programs, including nearly 900 charitable agency sites throughout Los Angeles County. They also conduct hunger education and awareness campaigns and advocate for public policies that alleviate hunger. The Food Bank feeds 1 MILLION People in LA County every year.

Operation Gratitude is one of the largest and most impactful nonprofits in the country for hands-on volunteerism in support of military, veterans, and first responders. Since its inception, the organization has encouraged millions of Americans to express their gratitude through hands-on volunteerism, in turn lifting the spirits of more than 3.3 million deployed troops, recruit graduates, veterans, military families, first responders and healthcare heroes. The volunteers of Operation Gratitude are a generous and spirited grassroots network of Americans joined in common cause to say “Thank You” to all who serve our great nation.



The USO provides a comfortable area for service personnel to spend quality time with family before they ship out, or as a private area to reunite with loved ones as they return. It is a place where emotions run high and small creature comforts of home mean a lot. The USO does outreach across a wide footprint, including LAX airport and Edwards AFB. Cookies for the Community cookies provide that special taste of home that tells military personnel that someone cares and appreciates their service beyond words – and only a Girl Scout Cookie can convey that!



Blue Star Mothers of Santa Clarita and Antelope Valley is an organization comprised of mothers who now have, or have had, children honorably serving in the military. The organization’s mission is to support through service, members and their sons and daughters who serve or have served honorably in the Armed Forces of the USA. Cookies donated through GSGLA’s Cookies for the Community program will be sent to United States’ military personnel in care packages along with other items to brighten the soldiers’ day.



Training Checklist for Family Meeting

To ensure a smooth and successful cookie season, it's important that Girl Scouts and their families understand their roles and responsibilities. Use the **Cookie Family Guide** and **training presentation** to guide your meeting. Here's what to cover:

Before Selling

- Every Girl Scout must have a **signed Parent/Guardian Permission & Responsibility Agreement** on file with the troop leader. Review this agreement with families.
- Review behavior expectations and possible consequences.

Program Overview

- Explain the **purpose of the program** (5 Skills for Girls).
- Hand out materials **only to those with signed agreements**.
- Help Girl Scouts set **personal and troop goals** based on reward levels and what the troop wants to do.

Communication

- Share the **best way for families to contact you**.

Cookie Logistics

- Explain the **Starting Initial Order (SIO)** and how it's decided.
- Review **cookie distribution day** procedures—every package must be recorded with a **signed receipt**.
- No cookies may be delivered by Girl Scouts **before Go Day**.
- Clarify **where and when** Girl Scouts can sell.
- Explain how to **request more cookies** and the process for returns/exchanges.

Money Handling

- Outline how often money must be turned in.
- Set limits on inventory where money must be submitted before adding more.
- Share your policy on **checks and large bills**.
- Clarify that **payment apps must be linked to the troop account**.
- Explain steps taken if money isn't turned in.

Booth Sales & Rewards

- Review **boothing policies** so families know what's expected. We are guests at the host businesses.
- Go over **how rewards are earned**, and collect **sizes and choices** from the girls using the Rewards Selection form.

Final Training Reminders

Make sure families are clear on these last important points:

- **Review all cookie deadlines**—both GSGLA's and your troop's.
- Go over the **online Safety Activity Checkpoints**.
- **Distribute materials:** Order cards, money envelopes, *Rewards Selection* form, & *Quick Start Guide*.

Guidelines and Consequences



All Girl Scouts and troops must follow the guidelines found in the following documents to keep the cookie season safe, fair, and fun for everyone:

- *Parent/Guardian Permission and Responsibility Agreement*
- *Cookie Family Guide*
- *This Troop Guide*
- Any other published communications

Assume Good Intent

If you notice someone not following the rules:

- **Report it** to your Service Unit Cookie Program Chair (SUCPC) with details (troop number, date, time, location, and what happened).
- **Do not take photos or videos.**
- Avoid actively searching for issues.
- **Trust the process**—violations will be handled appropriately.

Consequences for Rule Violations

Depending on the situation, consequences may include, but are not limited to:

- Loss of top reward level
- Reduced troop proceeds
- Adjusted package counts
- Forfeited rewards or proceeds
- Loss of future booth opportunities

Decisions are made by GSGLA staff and SUCPC based on severity, safety, and impact to others. All outcomes are kept confidential to protect Girl Scouts' privacy.

Common Rule Violations (Not a complete list)

- Selling before Go Day
- Charging incorrect prices
- Selling in unauthorized areas (e.g., sidewalks, parking lots, schools)
- Boothing without approval or outside scheduled locations
- Girls selling or delivering cookies alone
- Incorrect adult/Girl Scout ratios or poor booth behavior (e.g., leaving trash)

If you're ever unsure if something is allowed, **ask your SUCPC** before moving forward.



eBudde Login



All transactions -- including ordering and assigning cookies and money management -- are handled through one website: eBudde.littlebrownie.com. A detailed eBudde guide and recorded training are available at www.girlscoutsla.org.

Accessing eBudde

User accounts will be activated by your SUCPC after you have attended training and the troop has submitted the *Troop Cookie Chair Agreement* and *ACH Authorization Form* and the previous year's financial report.

- When you have been granted access to eBudde, you will be sent an email to the email address you listed on your *Troop Cookie Chair Agreement*.
- Click on the link in the email and follow the prompts to set your password.
- Contact your SUCPC if you have submitted the forms and completed training but have not received a login email.

Once you have logged in and set your password, you will be taken to the Troop Dashboard page. This is the screen you will see every time you log into eBudde. It will show you important messages from GSGLA and/or your service unit. There is also a troop checklist on the right side of the dashboard to help you track upcoming steps during the sale.

The dashboard features a top navigation bar with tabs for Dashboard, Contacts, Settings, Girls, Init. Order, Delivery, Girl Orders, and Transactions. A note indicates that dashboard results may be up to 20 minutes old. A 'PRINT DASHBOARD' button is available.

The main content area includes a 'Sales Progress Report: Current Orders, Compared to End of Last Season' bar chart. The chart compares 2024-25 (green) and 2025-26 (blue) data across 'Init. Order' and 'Add. Orders' categories. The 'Add. Orders' category shows a 100% decrease from 2024-25 to 2025-26.

Below the chart are three widgets: 'DOC Girl Delivery Orders' (listing various cookie types with zero orders), 'Service Unit Contacts' (showing none), and 'Cupboard Locations' (displaying a map).

At the bottom, there are three summary cards: 'Rewards Selected' (0), 'Troop Per Girl Average' (N/A), and 'Balance Due' (\$0.00). The bottom section also contains promotional banners for social media, training videos, and the LittleBrownie.com website.

On the right side, there is a sidebar with sections for Messages (no messages), Calendar (no events), Troop Checklist (listing tasks like 'Enter Girl Names', 'Submit Initial Cookie Order', etc.), and Alerts.

Set Up Troop and Banking Information



The first time you log in to eBudde, you will need to set up your troop and banking information.

- Click on the **SETTINGS Tab** and then click the **EDIT SETTINGS** button.

Troop Information

- Verify that your five-digit troop number is correct in the Number field. (May include leading zeros.)
- The “#Girls Selling” and “#Girls Registered” fields will automatically populate as Girl Scouts are uploaded and packages are assigned to them.
- Choose the Troop/Group Age Level (i.e., Brownies, Juniors, etc.).
- Check "Opt Out" for additional proceeds (\$.10/package) **ONLY** if your troop is opting out of girl rewards. (Only available to Cadettes and above.) This must be a *Girl Scout decision* and **ALL** Girl Scouts must agree to opt out.

Banking Information

- Troops that submit their eForms (both *TCC Agreement* and *ACH Authorization*) by the due date will have their banking info uploaded into eBudde. Troops need to make sure their banking info is in eBudde (and is correct) before submitting their SIO, or their SIO will not be placed. If they were **not** part of the upload, troops will need to manually enter the information (instructions follow).
 - Enter your troop's bank name, routing and account number. (This is **MANDATORY**: The troop starting inventory order will **NOT** be accepted without the troop banking information entered into eBudde.)
- Click **UPDATE** once all modifications have been made.

Granting eBudde Access to Other Troop Users

- From the **Contacts** tab, add/update information for the troop leader and troop cookie chair.
- Add anyone who will only be picking up cookies for the troop from the cookie cupboard as a “Troop Cookie Pick Up Only User.”
 - **NOTE:** If you add a person as Troop Cookie Pick Up Only User that person will **ONLY** be allowed to view orders and cannot edit or add any orders. Only add someone as Troop Cookie Pick Up Only User if their **sole role** is to pick up cookies at the cupboard. **Do not list yourself or the troop leader in this section.** (*Note also, if the person you add to this role has a different role with a different troop or the service unit, do not add them in this role as it will affect their other roles.*)
- Click **UPDATE** once all modifications have been made.

Edit Girl Scout Information



All Girl Scouts registered with your troop by December 15 will automatically be uploaded into eBudde and Digital Cookie. Additional Girl Scouts will be added periodically as they register in MyGS. Troop chairs will not have access to add or delete Girl Scouts.

TCCs may deactivate Girl Scouts who are not participating with their troop to make it easier to see the list of active Girl Scouts.

- Click on the **GIRLS Tab**.
- Select Inactive on the row of the inactive Girl Scout's name.
- Click Hide Inactive (this will hide the inactive Girl Scout(s) from your **GIRL ORDERS Tab**).
- Click Update.

Starting Inventory Order



In order for Girl Scouts to have enough inventory on “Go Day” to meet customer demand, troops must submit a starting inventory order (SIO) that accounts for the **Girl Scouts’ goals and the troop’s goals**. While you can take into consideration your troop’s selling history, **the SIO should not be based on past sales but rather on the Girl Scout and troop goals**. Seventy five percent of the sale happens in the first two weeks of the program. Ordering at least 75% of your troop’s anticipated sales should allow you to have enough inventory for those first two weeks to fill Digital Cookie orders, in-person sales, and booths.

Troop and Girl Scout goal setting is a crucial step in determining the troop’s SIO and is the first of the 5 Skills for Girls.

- In the beginning of the Girl Scout year, the troop leader should work with the Girl Scouts and parents/caregivers to plan the activities the Girl Scouts would like to do during the year, set a budget, and determine the funds needed to support the girls’ goals.
- To support the Girl Scouts’ cookie program, the Girl Scout’s individual goals (i.e., which rewards they wants to achieve) is then factored into the overall troop activity planning to determine the troop’s SIO.

When considering your SIO, keep these things in mind:

1. What is each Girl Scout’s individual goal?
2. What is the troop goal?
3. How many booths does the troop plan to have?
4. How accessible is the nearest cookie cupboard?
5. Does the troop wish to earn the SIO rewards (see page 17 for SIO reward criteria)?

How to determine your troop’s SIO

1. SIO cookies should last at least through the first two weeks of the cookie program. This includes Digital Cookie girl delivered orders, in-person orders, and the first weekend of booting.
2. All troops will have access to an eform where they can enter their troop’s goal and receive an SIO projection based on the number of Girl Scouts they anticipate participating in the cookie program.
3. A Troop Variety Mix spreadsheet with each troop’s previous year’s sales data will be available for download for troops that participated in the previous cookie program. *This spreadsheet is available at the bottom of the SIO Worksheet eform.*
4. New troops can calculate their SIO keeping in mind that new troops sell an average of 187 packages per Girl Scout. There is a spreadsheet tool new troops can download to help them determine their SIO based on averages of troops of their size and program age level in their geographic area. This tool is available at the bottom of the SIO Worksheet eform.
5. After you enter your data points (package goal, estimated Girl Scouts participating), the SIO Worksheet eform will display a **suggested** variety assortment (how many cases of each variety). You can modify this mix as you see fit.
6. **Troops may not set a quota for a Girl Scout to sell.** Speak to the parents/caregivers about how much inventory they want to take to start. Remember that the SIO includes both individual Girl Scout’s cookies and booting cookies, so **don’t distribute all of the SIO cookies to the Girl Scouts right away.**
7. In eBudde enter the cookies for the troop as "Other" to cover the individual sales for the Girl Scouts and "Booth" to cover what is being ordered for booth sales.

You must both “Save” and “Submit” your Starting Inventory Order (SIO) in eBudde by the due date for your troop to receive cookies on delivery day.

Note: Troops that form before 12/1 and do not submit an SIO will not be able to pick up cookies from a cookie cupboard until the first Friday cupboards are open. Troops formed on or after 12/1 are excepted and will be able to pick up cookies from a cupboard beginning the first day cupboards are open.

ENTER your Starting Inventory Order

- Click on the **INITIAL ORDER** Tab.
- Click on **OTHER** to input the total cookies you anticipate distributing to the Girl Scouts to sell. Tab to each package to enter the number of **cases** per variety. There is no option to enter Cookies for the Community (C4C) orders during the SIO, as troops do not receive these cookies.
- Click on **BOOTH** to enter the troop's booth order. These are cookies that will not be distributed to the Girl Scouts immediately but will get you through the first weekend of booting.
- The SIO must be submitted via eBudde in **whole cases** (12 packages per case). (You are entering them as cases.)
- Click the **SAVE** button.

SUBMIT your Starting Inventory Order

- Review the totals at the bottom.
- Check to make sure you don't have an extra zero or ordered packages instead of cases. (For example, if the intention was 7 cases of Samoas, you would enter 7 [cases], not 84 [packages].) ***Once you submit your order, the cookies belong to your troop!***
- You can only **SUBMIT** your order once.
- Once you have verified that the order is accurate, click **SUBMIT TROOP IO**.
- Once you **SUBMIT** the order, you will not have access to change the order. If you discover a major error after you have submitted the order, immediately contact your Service Unit Cookie Program Chair (SUCPC).

Choose your Delivery Time

Some service units will pre-assign troops to a cookie pick up schedule; others will allow troops to choose from a pre-set schedule. Your SUCPC will notify you of your SU's process.

- Click on the **DELIVERY Tab**.
- Click **WHO** is picking up your troop cookies.
- Click if you will be picking up for more than one troop.
- If it is not already filled in, select your **DELIVERY STATION** from the drop down. Usually there is only one location option.
- If one has not already been assigned, choose a pick-up time and lane (if applicable). You may need to hit the arrows to toggle right/left if there are multiple lines to choose from.
- Click the **SUBMIT** button at the top of the screen.

The system will confirm that your delivery information was updated. You can print the delivery confirmation for your records. It details when and where to be for delivery, the number of cases for each variety that you will receive, and how many cases will fit into a range of vehicle types. This confirmation can be especially helpful if someone else will be picking up the cookies. It gives them complete instructions.

eBudde will give you an idea of approximately how many cases will fit in various sized vehicles so you can determine how many vehicles to bring. Some troops with larger orders rent large vehicles like U-Hauls to pick up their cookies.

Starting Inventory Rewards Order



Immediately after the Starting Inventory Order (SIO) is submitted, the Troop Cookie Chair (TCC) must also submit the SIO Reward order for the troop to receive the SIO rewards if they are eligible to receive them. **Troops will not receive SIO rewards unless this step is completed.**

Each year, GSGLA will set a council-wide SIO per girl average (PGA) amount for troops to earn SIO rewards. This number is based on approximately 75% of the previous year's overall PGA. A troop must submit an SIO PGA that is equal to or more than the council requirement in order to earn this reward. This year the criteria for troops to earn the SIO reward is 195 packages per girl selling. Submitting a significant SIO helps GSGLA determine what to order to support the entire program.

eBudde cannot automatically calculate the SIO reward order. Therefore, qualifying troops must enter the number of rewards for the girls (one for every Girl Scout who is planning to sell; this should be the same number you used to calculate your SIO order). Troops that miss submitting their SIO reward order will not receive SIO rewards.

Your Service Unit Product Programs Chair (SUCPC) and Product Programs staff will verify the rewards order submission and correct eBudde as applicable. Verification will be based on a comparison of the number of rewards ordered with the number of packages ordered. Troops who choose to opt out of rewards **will** receive Starting Inventory Rewards if they qualify and submit them.

SUBMIT your Starting Inventory (SIO) Rewards

- Click on the **REWARDS** Tab.
- Click **FILL OUT** next to Initial Reward Order.
- If the PGA of your SIO met or exceeded the reward PGA requirement of 195 packages per participating Girl Scout,, enter the number of rewards you qualify for. The number of rewards should correspond to the number of Girl Scouts you used to calculate the SIO. This number of rewards will not change, even if you increase the number of Girl Scouts selling after you submit your SIO.
- Click **SUBMIT** to submit your troop's initial reward order.
- Click **OK** in the pop-up box to confirm your submission.
- Once the girl rewards are submitted, **NO** changes can be made to this field.



Starting Inventory Order Delivery



Delivery dates and locations vary by service unit so view eBudde or check with your Service Unit Cookie Program Chair (SUCPC) or Delivery Chair. Your SUCPC will ask for volunteers to help with delivery day.

- Arrive at your scheduled time with your printed Delivery Confirmation to ensure accuracy.
- Dress in casual, comfortable clothes and bring enough empty, appropriately sized vehicles to transport your full order—larger vehicles are preferred.
- Be patient, polite, and ready to help.
- Count all cases before signing, as you're financially responsible for them.
- You'll load your own cookies, and sorting individual Girl Scout orders at the site is not allowed.
- Take cookies straight home and avoid leaving them in your car to prevent melting or theft.
- Be sure to look out for communication from your SUCPC with more details.
- Once you have received your troop's cookies, a good practice is to distribute **some** of the cookies to the Girl Scouts right away. Distributing fewer cookies at a time leaves cookies for booting and helps to manage inventory and payments. It also reduces the financial risk for the troop, as fewer cookies are returned to the troop's inventory.
- Schedule pick up times for each family. You **must** count out a Girl Scout's cookies with the parent/caregiver and give them a receipt signed by both the TCC and the parent. Keep the white copy and give the parent/caregiver the yellow copy.
- **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies. Also use this receipt book to record additional cookies distributed to the Girl Scouts and any money collected. The receipts will help you reconcile what each Girl Scout owes and has paid throughout the program.

Storage of Cookies

IMPORTANT: Do not store cookies in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place or location where animals, bugs or water can get to them. Remember, you are responsible for these cookies, even if they get wet, melt from heat, or otherwise become unsaleable.

What if a package is damaged?

If a package is damaged, it can be exchanged at a cookie cupboard for a non-damaged package of the same cookie variety only. Damaged means:

- Crushed package
- Sealed but empty package
- Unsealed package
- Missing cookies
- Returned by customer for any reason

NOTE: Melted cookies are **not** considered damaged. You are responsible for any melted or mishandled cookies, and they will not be exchanged.

Selling Girl Scout Cookies



Did you know?

90% of people are happy to buy Girl Scout Cookies—but 35% are never asked! Let’s help your Girl Scouts reach their goals with these quick tips.

Safety First

Keeping Girl Scouts safe is the top priority. Please follow all safety guidelines in the *Safety Activity Checkpoints*, (girlscoutsla.org), **Troop Guide**, and **Cookie Family Guide**.

Cookie Selling Must-dos

- **Dress for success:** Wearing a full uniform (sash/vest, membership pin, or GS t-shirt) helps attract more customers.
- **Money matters:**
 - Collect payment **when cookies are delivered**, not before.
 - For **Cookies for the Community (C4C)**, collect payment at the time of order.
 - **Digital Cookie** orders are prepaid.
 - Accept **credit cards** using Digital Cookie’s “Take a Payment” feature, readers or apps linked to the troop bank account.
 - Venmo, PayPal, or Zelle—payment must go directly to the troop’s bank account—not a personal bank account.
- **Stay local:** Girls may only sell **GSGLA cookies** in person within **GSGLA’s geographic area**.
- **Follow safety rules:** In-person and online sales must follow GSGLA’s safety guidelines, which may change during the program.

Using the Internet for Cookie Orders

Girl Scouts can boost their cookie sales using email, social media, texting, and other online tools—with adult guidance and safety in mind. Here’s how:

- **Use Digital Cookie:** It’s the safest and most effective way to reach customers by email, text, or posting their link on social media. Girl Scouts of all ages (with adult help) can use it to ask for orders—and it boosts sales!
- **Online Payments:** Only accept payments through Digital Cookie or approved apps linked to the troop’s bank account.
- **Delivery & Payment:** All cookie deliveries and payments must happen in person, unless payments are processed through Digital Cookie.
- **Social Media Works:** With adult supervision, Girl Scouts can post on approved platforms like Facebook, Instagram, TikTok, Snapchat, and X/Twitter.
- **Neighborhood Sites:** Posting on community platforms like NextDoor is allowed—but only within your neighborhood and if the site’s rules permit it.
- **No Resale Sites:** Selling on eBay, Amazon, or Facebook Marketplace/resale groups or any other resale site is not allowed.
- **Know the Rules:** Always follow the Computer/Online Use guidelines in the *Safety Activity Checkpoints*, found at girlscoutsla.org.

Door-to-Door Sales / “Residential Walkabouts”

Selling cookies in your neighborhood is a great way to connect with customers and build confidence! Here are some key tips to keep it safe and successful:

Neighborhood Selling

- **Go with a buddy and adult:** Girl Scouts can sell door-to-door in any residential area within GSGLA boundaries.
- **Bring cookies with you:** Load up a wagon, make signs, and walk your neighborhood. Leave a **doorhanger** if someone’s not home.
- **Daylight only:** Walkabouts must happen during daylight hours in **residential** areas only. No selling in shopping centers, schools, including college campuses, parking lots, or farmers markets. Parks are okay if city rules allow.

Safety Guidelines

- **Adult supervision required:**
 - **Daisies, Brownies, Juniors** must be accompanied by an adult.
 - **Cadettes, Seniors, Ambassadors** need adult supervision.
- **Never enter homes or approach cars.**
- **Keep moving:** If someone stops you to buy, great! But don’t stay in one spot to sell—keep walking.

Customer Follow-Up

- Ask for contact info to follow up or add to your Digital Cookie list.
- Leave a **cookie business card** (downloadable from Digital Cookie or make your own) so customers can reorder.
- **Never share Girl Scouts’ personal contact info.**

Residential “Cookie Stands”

Setting up a cookie stand is a fun way to sell—just follow these easy rules:

Where & When

- Set up a **lemonade-style stand** on residential property where the Girl Scout or someone she knows lives.
- Stands can be open **any time during the sale.**
- **No other food or drinks** may be sold.

Safety First

- An **adult from the household** must be present at all times.
- **Never leave cookies or money unattended.**
- **Street corners, medians, and public sidewalks** are not allowed.

Special Locations

- If you live in an **apartment, gated community, or managed property**, get **property management approval** first.
- Set up in **common areas only**—not on sidewalks, streets, or outside fences/walls.

Local Rules

- Always follow **city and government ordinances.**

Workplace Sales

Girl Scouts can sell cookies at workplaces—with permission and a few important rules:

Getting Started

- **Ask first:** Girl Scouts (with adult help) may contact business owners or managers—including a parent’s workplace—to request permission to sell **to employees only**.
- **Examples:** Offices, salons, car dealerships, doctor’s offices, etc.
- **Check first:** Don’t contact businesses already being approached by your **Service Unit or GSGLA**. Always check with your **Service Unit Cookie Program Chair (SUCPC)**.

What’s Allowed

With business approval, Girl Scouts may:

- Give a short cookie pitch at a staff meeting.
- Leave an order card in an employee-only area (not visible to customers), along with a note about their cookie goals. (*No Girl Scout last names or phone numbers, please!*)
- Collect orders and deliver cookies directly to employees.
- Go office-to-office or cubicle-to-cubicle to take orders.

What’s Not Allowed

- **No selling to customers, patients, clients, etc.**—only employees.
- **No cookie displays** on counters or in customer areas—even if your family owns the business.
- **No resale** of cookies by individuals or businesses.
- **No table displays** inside or outside a business unless it’s an approved **special booth** (check with your SUCPC) and the Girl Scout is present.

Parents at Work

- Parents may bring cookies to work but displays/cookies must include a message from the Girl Scout and be **out of view of customers**.

Telephone Sales

One of the quickest ways to sell cookies is by reaching out directly—just be sure to get **parental/caregiver permission** first!

- **Call or text past customers:** Review last year’s order cards and reconnect with loyal buyers.
- **Say thanks:** Start with a thank-you for their past support, then ask when you can deliver a fresh supply.
- **Text-a-thon fun:** Host a texting session at a troop meeting! Girl Scouts can message friends and family with fun notes like: *“It’s Cookie Time!”* or *“I have cookies NOW—no waiting!”*

Delivering/Transporting Cookies

Keep it safe and smooth when delivering cookies:

- **Adult supervision required:** Girl Scouts must be with a parent/caregiver at all times during deliveries.
- **Cover your cookies:** When transporting cookies to a booth or delivery location, keep them covered so they’re not visible in public, non-residential areas.
- **Plan ahead:** Contact customers in advance to coordinate delivery times.

Digital Cookie



Girl Scouts who use **Digital Cookie** in addition to in-person sales sell more—and have fun doing it! It’s a safe, educational platform (powered by M2 Media) that helps girls run their cookie business online.

You play a key role in encouraging and supporting Girl Scouts and parents/caregivers with this channel. Remind them that it's easy for Girl Scouts and parents/caregivers to participate at their convenience and to reach friends and family near and far.

Why Use Digital Cookie?

- **More sales:** Girls who use it sell significantly more than traditional-only sellers.
- **Easy for families:** Parents/caregivers love the convenience.
- **Great learning tool:** Girl Scouts set goals, track progress, and manage their own site.

What Can They Do?

- Register, set up their site, invite customers, track progress to goals, and learn internet safety.
 - ▶ Get started at www.gsdigitalcookie.com/gsgla

How It Works

- Customers visit your Girl Scout’s personalized site to order cookies for **shipping, girl delivery, or C4C donation**.
- Payments are made online by credit card.
- Online sales and payment are automatically added to the Girl Order Tab in eBudde. Credit for payments will appear on the Payments tab and Sales Report tab, and will reduce the amount a troop owes for the ACH debit
- Troop Cookie Chairs (TCCs) must track girl-delivered orders and ensure inventory is available.

Tip: Host a **Digital Cookie setup party** at a troop meeting! Girl Scouts can build their sites and record intro videos together.

Getting Access

- Watch for an email in **early January** from noreply@mail.gsdigitalcookie.com. Add it to your contacts so it doesn’t go to spam.
- TCCs who are also parents/caregivers can also log in directly on launch day using the same email as their volunteer login. Tip: Digital Cookie may require you to use different passwords for the different roles.

Troop Link

Troops will have access to a “troop link” on their Digital Cookie dashboard, which may be used at a booth sale to take orders and payments. The troop’s link will also be listed on the Cookie Finder. The Cookie Finder will randomize troop links for customers who would like to purchase cookies for shipment.

Troops may also opt to have their troop link [posted](#) on the GSGLA website for **girl delivered orders** via a Google map. Customers will select a “pin” on the map representing a zip code and be provided a link that goes to a troop’s Troop Link Digital Cookie site. As you would with any Troop Link order, be sure to check your Troop Link regularly to see if there are any orders.

Cookies sold through the troop link must be assigned to Girl Scouts. See *Discovering Your Troop’s Link* at girlscoutsla.org for more details about how to use your troop’s link.

Boothing



Cookie booths are a great way for Girl Scouts to connect with their community by bringing Girl Scout cookies to the public and reach their goals. Whether it's in front of a store or a drive-through setup, booths help Girl Scouts build confidence and people skills while running their own business!

Booth Basics

- **Plan ahead:** Talk with your troop leader, Girl Scouts, and families about booth guidelines, schedules, and etiquette listed in this guide and the Cookie Family Guide.
- **Permission slips:** Collect signed boothing permission forms and recruit adult helpers.
- **Practice your pitch:** Teach girls how to talk about the cookies and **Cookies for the Community (C4C)**—the easiest “up-sell” ever!
- **Reserve your booth:** Use the **eBudde booth scheduler** and print your reservation before heading out.
- **Be prepared:** Bring enough cookies, change, and other booth essentials.
- **Accept payments:** Use **Digital Cookie's Take a Payment** feature or **Venmo/PayPal/Zelle** (linked to the troop bank account only).
- **Make it meaningful:** No matter how many boxes are sold, make sure Girl Scouts have a fun and empowering experience!

Hours/Days

To keep booth sales safe and fun for everyone, here are a few key timing tips:

Booth Operational Hours

- Booths may operate between 8:00 a.m. and 8:00 p.m., depending on store/location hours.
- Boothing is allowed after 2:00 p.m. on weekdays to align with school hours.
- Only Junior, Cadette, Senior, and Ambassador Girl Scouts may booth after 6:00 p.m.
- Homeschooled girls or those on break may booth earlier—just let curious customers know they're out of school legitimately.

Girl Scheduling

- Daisy Girl Scouts: Limit shifts to 1 hour with extra adult supervision. Rotate girls for longer booth shifts to keep energy high!
- Transitional Kindergarten (T-K): Limit shifts to 30 minutes, with additional adult supervision recommended.

Special Booths

Special booths are one-time/one-day setups at places like schools, places of worship, or small businesses you know.

- **First, get permission:** Download and submit the **Troop Special Booth Permission Form** to your **Service Unit Cookie Program Chair (SUCPC)**.
 - ▶ Form available at [girlscoutsla.org](https://www.girlscoutsla.org)
- **Enter your request in eBudde:**
 - Go to the **Booth Sites** tab
 - Click **Add a Troop Booth**
 - Fill in the details and click **+Add**
- **Wait for approval:** Your SUCPC will approve or deny the request in eBudde. You'll be notified there.
- If your booth is **outside your service unit's boundaries**, extra time may be needed for cross-unit approval.

Adult Oriented Businesses

Girl Scouts may not sell cookies inside or outside of any adult-oriented business, including but not limited to a bar, strip club, casino, liquor store, gun show, or marijuana dispensary.

Safety

Keeping Girl Scouts safe and secure at booths is key! Here's what you need to know:

- You must have **at least two Girl Scouts per door** at all times.
- If a location has **two entrances**, each door needs its own group of Girl Scouts and adults.
- **Juliettes** (independent Girl Scouts) must partner with other Girl Scouts to meet the required ratios.

Level	Min. # Girl Scouts at each door	Min. # adults at each door
Daisy-Cadettes	2	2
Seniors/Ambassadors	2	1

Adult Supervision

- At least **one adult must be a registered member** (background check not required).
- Adults must **supervise Girl Scouts at all times**, including restroom breaks.
- **Daisy Girl Scouts**: Adults must handle **all money**.

Handling Money

- Cashless payments are preferred (Digital Cookie or approved apps linked to the troop bank account).
- If accepting cash:
 - Adults are responsible for safeguarding it.
 - Avoid holding large amounts—arrange for another adult to pick up and deposit cash from busy booths.
 - Use an envelope for bank runs; be cautious with cash boxes as they're easy to steal.

Safety at Booths

- **Never follow customers** into stores or parking lots—even if they promise a sale.
- **Do not approach cars** to sell or deliver cookies.
- Always keep an eye on your cookies—including extra cases not on display.
- Do not provide samples of cookies or sell any other food/beverages.

If a Conflict Occurs

- Move Girl Scouts away from any disturbance.
- Ask the location manager if security is available.
- If needed, call the police for assistance.
- Notify your **Service Unit Cookie Program Chair (SUCPC)** about the incident.

Appearance

To make a great impression and stay safe, here's how Girl Scouts should dress at booths:

- **Be identifiable**: Wear your **Membership Pin** and official **uniform, sash, vest, tunic, or Girl Scout-branded clothing**. A full uniform helps attract more customers!
- **Follow dress code**:
 - **Closed-toed shoes** only
 - **No tank tops**
- **Look neat & stay comfy**: Dress appropriately for the weather and always look tidy.

Conduct

Boothing is a privilege and we are guests of the host business—let’s make it a great experience for everyone!

Respect the Location

- **Follow all site rules**—some may be listed in eBudde and are non-negotiable.
- If a manager gives new instructions on-site, **follow them** and notify your **SU Boothing Chair or SUCPC**.
- **Check in** with the store manager or previous troop when you arrive and **thank them** for supporting Girl Scouts.
- **Ask where to set up** and pass along any location notes to the next troop.

Booth Setup & Conduct

- Cover **both doors** and don’t leave doors unattended. Invite a sister troop to help if needed.
- Arrive **on time**, stay for your full shift, and begin to pack up 10 minutes early to transition smoothly.
- **Clean up ALL trash**—take it with you; don’t use store bins.
- Only **Girl Scouts and supervising adults** should be at the booth—**no tagalongs**.
- Stay within **5 feet of your booth** and **never leave it or cookies unattended**.
- **No phones or devices** during shifts (except for adult payment processing).
- **No eating, drinking, smoking, roughhousing, or inappropriate behavior**.
- Adults may assist, but **only Girl Scouts sell cookies**—this is their business!

Customer Interaction

- Greet everyone with a **smile and thank-you**, even if they don’t buy.
- Approach customers **only as they’re leaving** the store.
- Never follow customers or approach cars.

Safety & Recognition

- If a conflict arises, **move girls away** and ask for help from store staff or call police if needed. Notify your SUCPC.
- Watch for **Booth Sleuths**—GSGLA’s secret shoppers who reward great booths!

Show Gratitude

- Before leaving, **thank the store manager** again. A small gift like a cookie box, thank-you card, or poster is a nice touch!

What if another troop is in our spot when we arrive?

- **Always print your booth confirmation** from eBudde and bring it with you. The troop with the most recent printed confirmation has the right to be at the site.
- If a conflict arises, **stay calm, kind, and respectful**.
 - ▶ **Do not involve the host business.**
 - ▶ Resolve issues **away from the Girl Scouts**, then explain how you handled it.
- Remember: **You are the face of Girl Scouts!** Girls are watching and learning from adults—model respectful, positive behavior at all times.

What Girl Scouts/adults must know before they arrive at a booth

- **Best Behavior:** Be polite, positive, appropriate, and respectful—you're representing Girl Scouts!
- **Customer Interaction:** Practice your **Cookie Pitch**—a short, friendly way to greet customers and share what you're selling.
- **Know Your Cookies:** Be familiar with the cookie varieties and their prices.
- **Share Your Why:** Let customers know what your troop plans to do with the proceeds (camp, community service, etc.).
- **Promote C4C:** Include **Cookies for the Community** in your pitch—it's an easy way to encourage extra support!

Set up your booth to appeal to customers

Help your booth stand out and run smoothly with these simple tips:

What to Bring

- Table, chairs, and a colorful tablecloth (Girl Scout-branded if possible)
- Extra cookies & supplies—store them neatly under the table, out of sight
- Posters or signs showing your troop goals and how you'll use cookie proceeds
- Sign with the troop link's QR code to facilitate credit card payments

Presentation Tips

- Keep your booth clean and tidy at all times
- Don't hang anything on walls—attach posters to your table or use table tents
- Girl Scouts can hold signs to attract attention
- Share info about Cookies for the Community (C4C)—it's the guilt-free way to give back!

Marketing Materials

- Check out your local Girl Scout Shop or visit GSGLA's Cookies+ website for professional marketing tools
- Use the Marketing Kit from your SUCPC to add extra sparkle to your booth

Booth Essentials Checklist

Make sure your troop is ready for a smooth and successful booth with these must-haves:

Money & Payments

- Extra cash for change (don't ask the host business)
- Cash container (cross-body bag or money belt preferred)
- Credit card payment method (Digital Cookie "Take a Payment," swiper, or Paypal/Venmo/Zelle attached to the troop bank account—no personal accounts!)
- Counterfeit detector (recommended for large bills—don't accept bills over \$20 to mitigate risk)

Cookie Sales Tools

- Plenty of cookies!
- Booth Inventory Sheet (track cookies & money before/after)
- C4C receipts and a donation canister or sign

Supplies & Setup

- Table, chairs, and a colorful tablecloth
- Shopping bags (recycled single-use bags work great!)
- Masking/painter's tape, pen or Sharpie for signs and notes
- Printed booth confirmation from eBudde
- Important phone numbers (Girl Scout parent/caregiver, Troop Leader, SUCPC, Boothing Chair)

Donations at Booths

Any and all donations, “keep the change,” or direct contribution received by the troop during the cookie program period are to be converted into Cookies for the Community (C4C).

Accepting credit cards

Make it easy for customers to buy cookies—credit cards help boost sales!

Credit Card Payments

- Use **Digital Cookie’s Take a Payment** feature or a **credit card reader** linked to your **troop bank account**.
- GSGLA **covers all fees** for Digital Cookie payments.
- If using another vendor (like Square), **troops are responsible for any fees**.
- **Do not increase cookie prices** to cover fees—this is prohibited by law.

Payment Apps

- Troops may accept **Venmo/PayPal/Zelle**, but funds must go **directly to the troop bank account**.

One Girl/One Parent/Guardian (1G/1P) Boothing – Cad/Sr/Amb - Feb 20 – Mar 8

While boothing is best as a troop activity, older Girl Scouts with big goals—or Juliettes—may booth individually under special guidelines to ensure fairness and safety. Priority will be given to troop boothing opportunities over individual boothing.

Who Can Booth Individually?

- Cadettes/Seniors/Ambassador Girl Scouts during Feb 20 – Mar 8
- A parent/caregiver must be present and be a registered member with GSUSA
- Daisy/Brownie/Junior Girl Scouts (including Juliettes) may not booth solo

Scheduling & Setup

- The **first 2 weeks** of boothing are reserved for **troops**
- Booths must be scheduled by the **Troop Cookie Chair (TCC)** on behalf of the Girl Scout
- Check in with your TCC **before and after** the booth to:
 - Confirm sales
 - Reconcile inventory
 - Turn in collected funds

Location Rules

- Solo Girl Scouts **cannot booth at high-traffic sites** they can’t manage alone
- Partnering with another Girl Scout is encouraged!
- Only one door per solo booth—additional doors must be offered to other troops or girls

Shift Length

- Booth shifts should be no longer than 2 hours
- Longer shifts require rotating Girl Scouts to cover the full time

Juliettes

- Juliettes should connect with their SUCPC to team up with other Girl Scouts for shared booth opportunities

Boothing Inventory Recommendations



For a 2–3 Hour Booth Sale:

- Order enough cookies in the troop’s SIO for at least the first weekend of boothing.
- You may follow the recommendations below. These are **guidelines**, not predictions of actual sales.
- Quantities may vary based on:
 - Date & Time (weekend vs. weekday, morning vs. afternoon)
 - Location (high-traffic areas tend to sell more)
 - Weather (bad weather can reduce foot traffic)

Variety	First Weekend	Subsequent Weekends
Adventurefuls	2 cases	1 case
Lemon-Ups	2 cases	1 case
Trefoils	2 cases	1 case
Do-Si-Dos	2 cases	1 case
Samoas	3 cases	2 cases
Exploremores	3 cases	2 cases
Tagalongs	2 cases	1 case
Thin Mints	4 cases	3 cases
Toffee-Tastic	1 case	1 case

Tips for Estimating Inventory:

1. **Use Last Year’s Data:** If available, this is your best reference.
2. **Consult Your SUCPC:** They can provide insights based on local trends.
3. **Stock More for the First Weekend:** It’s often the busiest and helps build momentum.
4. **Track Sales Closely:** Adjust quantities for future booths based on actual sales.

Balancing your booth inventory and money

1. **Use eBudde’s Booth Sale Recording Feature**
 - Log cookies sold and assign them to individual Girl Scouts.
 - Helps ensure accurate credit and inventory tracking.
 - Year over year tracking provides a history for all troops on the performance of each booth location
2. **Use the Booth Inventory Tracking Form**
 - Available at www.girlscoutsla.org.
 - Track:
 - Cookies taken to the booth
 - Cookies returned
 - Money collected
3. **Bring Whole Cases When Possible**
 - Simplifies inventory tracking and reduces counting errors.
4. **Always Use Receipts for:**
 - Cookies going out to the booth
 - Cookies returned
 - Money received
 - Ensures transparency and accountability.

Drive-through booths



Location

Approval

- Must be **approved by the Service Unit Cookie Program Chair (SUCPC)**.
- Must be **entered in eBudde**.

Location Criteria

- **Avoid conflict** with existing booth sites — check eBudde first.
- Choose **unique spots** not typically used for booth sales.
- Ideal locations:
 - **School parking lots**
 - **Places of worship**
 - **Fast food drive-throughs**
 - **Bank parking lots** (without other businesses)

Safety & Accessibility

- Must allow **safe traffic flow** without obstruction.
- Should have **good visibility** and **easy ingress/egress**.
- Must be **large enough** for booth setup and expected car volume.
- Always prioritize **Girl Scouts' and volunteers' safety**.

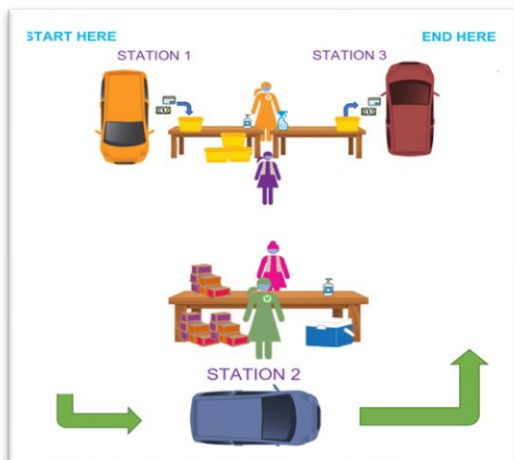
Adult Supervision Guidelines

- **Always maintain a 1 adult : 1 girl ratio** at the booth.
- **Additional adults are required** when working with **Daisy through Junior level Girl Scouts**.
- Adults are responsible for:
 - **Directing incoming and outgoing traffic** safely.
 - **Supervising Girl Scouts** at all times.
 - **Handling cookie deliveries** — adults should place orders in the **back seat or trunk** of vehicles.
 - Ensuring **Girl Scouts do not approach cars** under any circumstances.
 - Troops may use Digital Cookie's Take a Payment feature or Venmo/Paypal/Zelle (connected to the troop bank account) to accept payments from customers.

Location Set-up

Safety First

- **Girl Scouts must NEVER approach vehicles.**
- **Tables should be placed between Girl Scouts and the traffic lane** to create a clear physical barrier.
- If the booth is in a **parking lot (not a drive-through)**:
 - Clearly **mark designated parking areas** for customers.
 - Use cones, signs, or volunteers to guide traffic and parking.



eBudde Booth Scheduler



Booth Opportunities & Approval Process

- Booths must be at council-approved, non-residential sites.
- All booth locations are arranged only by your SU Cookie Program Chair (SUCPC) or Bothing Chair (SUBC).
- If you find a one-time opportunity (e.g., school or small business), contact your SUBC for approval.
- Want to suggest a location? Share it with your SUBC — they'll handle contacting the site.

Starting Inventory Order (SIO) Planning

- You'll get access to the eBudde Booth Scheduler before your SIO is due.
- Use it to estimate how many cookies to order based on booth availability.
- The scheduler is updated throughout the cookie program, so check back often.

Booth Sign-Up Rounds

- Sign-ups happen in multiple cumulative rounds:
 - Round 1: Initial selection.
 - Round 2: Includes Round 1 booths + new ones.
- If you miss Round 1, you can catch up in Round 2.
- Rounds 1 & 2: You may only select booths within your service unit or geographic boundaries.
 - Troops signing up outside their area may be removed without notice.
- After Round 2: You can sign up for any booth listed.

Troop Size

- Troops with 25+ registered Girl Scouts (as of Dec. 30):
 - Will receive additional opportunities to select sites in the first four rounds. This does not mean that larger troops get more opportunities, they just get them earlier.
 - Must assign cookies in eBudde to at least 25 girls based on signed caregiver receipts before bothing starts.
 - If not, extra booth sites will be deleted.



Booth Rounds

Round	Date opens	Time opens	Date closes	Time closes	# of choices
1a	1/7/26	8:00 PM	1/8/26	7:59 PM	1 (home SU)
1b (25+ girls)	1/8/26	8:00 PM	1/9/26	7:59 PM	1 (home SU)
2a	1/9/26	8:00 PM	1/10/26	7:59 PM	2 (home SU)
2b (25+ girls)	1/11/26	8:00 PM	1/12/26	7:59 PM	2 (home SU)
3a	1/14/26	8:00 PM	1/15/26	7:59 PM	3
3b (25+ girls)	1/15/26	8:00 PM	1/16/26	7:59 PM	3
4a	1/18/26	8:00 PM	1/19/26	7:59 PM	5
4b (25+ girls)	1/19/26	8:00 PM	1/20/26	7:59 PM	5
5	1/21/26	8:00 PM	1/25/26	7:59 PM	10
6	1/25/26	8:00 PM	1/28/26	7:59 PM	10
7	2/1/26	8:00 PM	2/8/26	7:59 PM	10
8	2/8/26	8:00 PM	2/15/26	7:59 PM	15
9	2/15/26	8:00 PM	2/22/26	7:59 PM	15
10	2/22/26	8:00 PM	3/1/26	7:59 PM	20
11	3/1/26	8:00 PM	3/8/26	7:59 PM	25

Select a Booth Location and Time for Your Troop

- Click on the ***BOOTH SITES Tab***.
- Select **Council Sales**.
- Select the City, Location (store, bank, etc.), and Date from the list by clicking each level to explore the options. (Remember, during Rounds 1 and 2, you may only choose booths located in your service unit's geographical area; selections made outside of your service unit will be removed without notice.)
- Available time slots will appear in green.
- Click on the time slot that you are choosing, and your troop number will fill that spot.
- Click **SUBMIT** to reserve your time slot.
- See screenshots below, for illustration only.

Booth Reservation Guidelines

Reasonable Reservations

- Troops should reserve a **reasonable number of booths** based on:
 - Girl Scouts' and caregivers' availability
 - The troop's cookie sales goals
 - The number of Girl Scouts who want to participate

Oversight by SUCPC

- **Service Unit Cookie Program Chairs (SUCPCs)** may:
 - Review booth schedules to ensure fairness
 - Contact troops that appear to be **overbooking or monopolizing** sites
 - Adjust booth reservations if needed, in partnership with the Product Programs Manager
 - **Delete excessive booths** if a troop is unresponsive or unwilling to cooperate

Girl Scout Spirit

- Always be kind, considerate, and act as a sister to every Girl Scout when selecting booth locations.
- Be mindful that other troops also need access to booth opportunities.

Release a Reserved Booth

Release a booth in eBudde as soon as you know your troop cannot fulfill it. This helps:

- Other troops scoop up newly available booths.
- Avoid customer disappointment at empty booth locations.
- GSGLA maintains a positive public image.

Notify Your SUCPC

- Let your Service Unit Cookie Program Chair (SUCPC) know when a booth is released.
- They can help communicate availability to other troops and ensure prime locations are utilized.

Cookie Finder Accuracy

- Booth Scheduler info feeds directly into Cookie Finder and that is how customers find booths.
- Keeping it up to date is critical — inaccurate listings lead to customer complaints.

Consequences for No-Shows

- Repeated no-shows without canceling in eBudde may result in consequences such as no future boothing.
- Be proactive and responsible to support the community that supports Girl Scouts.
- Be a sister to every Girl Scout by allowing them to take a spot to meet their goals.

Release a Booth in eBudde by going to your troop dashboard, clicking the calendar for the date of the booth, and hitting the "Release" button to free up the spot.

Cookie Cupboard Basics



After Starting Inventory Delivery day, additional cookies can be picked up from cookie cupboards.

Guidelines for Cupboard Orders

Before You Order

- **Check with your Girl Scouts and other troops first** — they may have extra inventory you can use.
 - Saves time, gas, and helps sister troops avoid leftover cookies.

Cupboard Scheduling

- **Check cupboard hours in eBudde** before placing an order.
- **Place orders at least 48 hours in advance** to help GSGLA manage inventory.
- A **pending order is not a guarantee** of cookie availability.

Inventory & Caps

- All varieties will be stocked at all cupboards.
- Cupboards operate in **whole cases only**, except during designated times for individual packages (check the timeline at the front of this guide).
- Troops may order up to **50 cases of cookies per day**. Troops with 25+ registered Girl Scouts may order **75 cases** per day. Some cupboards may have lower caps; see Notes in eBudde.

Payment & Responsibility

- Cookies picked up from cupboards are paid via ACH debit after the program ends.
- **Only Troop Cookie Chairs (TCCs)** may place orders in eBudde.

Authorized Pick-Up

- TCCs must enter authorized adults in eBudde under the **Troop Cookie Pick-Up Only User** role.
- Adults must bring **photo ID** when picking up cookies.
- Use the **eBudde app** to confirm transactions at pickup.
 - Make sure the app is installed and the user is logged in beforehand.

How to Place a Cupboard Order

1. Go to your Transactions tab in eBudde.
2. Enter your pending order quantities.
3. Select your desired pickup date and time.
4. Confirm that your authorized adult is listed and ready with ID and the eBudde app.

Cupboard Inventories

Inventory Fluctuations

- Cupboards may temporarily run out of certain cookie varieties.
 - Restocking depends on delivery agent availability and product availability

eBudde Inventory Status

- GSGLA manually marks varieties as “out of stock” in eBudde.
- Orders may exceed available inventory before notification is sent.

Stay Informed

- Watch for cupboard inventory emails from eBudde:
 - These notify troops when a variety is out of stock
 - Include estimated restock dates
- Do not unsubscribe from eBudde emails!
 - GSGLA staff will re-subscribe anyone in the TCC or TL roles who unsubscribes.

Placing a Cupboard Order



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

Troops must place cupboard orders in eBudde at least 48 hours prior to coming to the cupboard.

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.

NEW Troops Formed *On or After December 1*

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

Troops create pending cookie order requests for a cupboard on the **Transactions** tab. Enter one order for the entire troop instead of separate orders for each Girl Scout. Follow these steps to enter a pending order:

For all transactions

- Click on the **TRANSACTIONS** Tab.
- Click **+Add**. A new Cookie Transaction Window appears.
- Leave the transaction type as **Normal**.
- Choose your desired Cupboard from the **Select Location** drop down list.
- Select the date and time of your planned cupboard visit. The system will only allow pickups to be scheduled on days and times during which the cupboard is open.
- Choose the correct Product Movement, located above the cookie variety section, according to your transaction type. See the details below on which to select.
- Enter your cookie order in cases and packages, as applicable. **Note, you may only order in whole cases during a specific timeframe, even though eBudde will allow you to enter individual packages before that date.**

Pick-up

- For **PRODUCT MOVEMENT**: Choose **ADD PRODUCT**

Return (SIO Return)

- For **PRODUCT MOVEMENT**: Select **REMOVE PRODUCT**

Edit an order

Click on the pending order in the Transactions tab, make your changes, and click Save.

Exchanges

You must enter two transactions for an exchange – an **Add Product** and a **Remove Product**, with the added product being more than or equal to the removed product.

- Create one transaction by choosing **Add Product** which are cases that you are picking up (adding product to your troop inventory). In the receipt field, type in EX-OUT before the auto-generated receipt number (Example: EX-OUT PHB100).
- Then create a second transaction by choosing **Remove Product** which are cases being returned for the exchange (removing product from your troop inventory). In the receipt field, type in EX-IN before the auto-generated receipt number (Example: EX-IN PHB100).

Consignments

- Follow the directions above for picking up or returning cookies.
- In the Receipt field, add the word CON in front of the auto-generated receipt number.

Cupboard Pick-up Guidelines



- **Plan Ahead:** Placing a pending order 48 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
 - **Authorized Adults:** Troop Cookie Chairs (TCCs) can authorize adults (18+) in eBudde to pick up cookies. Girl 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). 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 Product Programs Manager 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? Ask your Service Unit Cookie Program Chair (SUCPC) how to sign up for a cupboard shift—and invite troop parents/caregivers to join in. Every helping hand makes a difference!

Touch base Tuesdays

It can be hard to track how many cookies a Girl Scout still has on hand. Before a troop takes more from a cupboard, the parents should communicate weekly to see if cookies are being sold as expected. No one wants too many cookies on hand at any given time. Work as a team to manage inventories.



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 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 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!

Assign Cookies and Payments



- Cookies sold at booths are considered troop inventory, and the troop is financially responsible for them.
- Cookies checked out by individual Girl Scouts are the responsibility of the Girl Scout and their parent/caregiver.
- Since Girl Scouts earn rewards based on the number of packages sold, they should receive credit for booth sales.
- Use the **eBudde app** to assign booth sale cookies to Girl Scouts in real time from your mobile device. Whether you use the app or the **Booth Sites** tab in eBudde, cookies and payments are assigned in one easy step.

Recording Girl Transactions (Orders) and Payments

- eBudde accounts for each Girl Scout's (family's) financial responsibility, and troops should record cookies assigned to Girl Scouts and girl payments received via the **GIRL ORDERS** tab.
- **Package assignments and payment should be recorded daily** to keep the troop's inventory up to date and to keep the Girl Scout's information as accurate as possible.

GSGLA suggests that troops **assign cookies early and often** to help keep track of the troop's inventory and Girl Scout payments received, and to track each Girl Scout's progress towards rewards. This will help you stay on top of additional cookies that the troop has left to sell and helps the Product Programs team monitor reward levels to order them as early as possible.

- Click the **GIRL ORDERS** tab.
- Select the Girl Scout by clicking her name.
- Select **+Order** (to add or remove product) or **+Payment** (to track money received from the Girl Scout).
- A new form will open.
 - Enter a comment (date the Girl Scout picked up cookies or made a payment) in the Comment box. (*Note: entering something meaningful in the Comment box is a best practice for later tracking.*)
 - Enter the number of cookies by variety or payment in the other fields.
 - To **remove** cookies from a Girl Scout's inventory or the troop link, simply add a minus sign (-) before the number of packages. The cookies will be put back into the troop's inventory and can be assigned to another Girl Scout.
- Click **Save** when you are finished.
- **Tip:** the Difference line at the bottom of the screen should be zero for each type of cookie at the end of the program.
- **Note:** **Never** remove an order entry from eBudde or zero it out. If you need to make an adjustment to a Girl Scout's record, enter a new transaction that accounts for the difference and include a note in the Comment box.

Assigning Digital Cookie Girl Delivery Cookies

Troop Cookie Chairs (TCCs) can view Girl Delivery orders in the **Digital Cookie – Girl Delivery: Varieties Only – By Girl** report. This report helps estimate how many cookies a family may request. However, **do not assign cookies based on this report**. Only assign cookies that have been physically given to the Girl Scout, using **signed receipts from parents/caregivers** to log them into eBudde.

Unassigning Troop Link Cookies

If the troop's Digital Cookie link has sales, the cookies and payments must be unassigned from the Troop Link and assigned to individual Girl Scouts. Follow the instructions above to remove and assign the cookies and payments to Girl Scouts in the troop.

Inventory Management



Keep Troop Inventory Accurate

- **Balance Daily:** Compare your troop's physical cookie inventory with what's listed in eBudde (see the "Difference" row in the GIRL ORDERS tab). This helps catch and fix discrepancies early.
- **Enter Orders Promptly:** Log girl orders using signed receipts and record booth sales in eBudde as soon as possible. This keeps your inventory accurate and makes balancing easier.
- **Assign Cookies as They're Distributed:** Timely assignment helps families track progress, ensures accurate troop inventory, and allows GSGLA to monitor reward levels and order them early.

Reviewing the Transactions Tab

The **TRANSACTIONS** tab holds all of the information about the troop's inventory. You will see your SIO order, cupboard orders, troop-to-troop transfers, and Digital Cookie orders on this page.

- Your troop's *Starting Inventory Order (SIO)* will be listed as Init. Del. in the Receipt column.
- *Cupboard* transactions will be marked with a C plus three digits in the 2nd Party column (e.g., C100).
- *Troop-to-troop transfers* are identified with T plus five digits in the 2nd Party column (e.g., T12345).
- *Digital Cookie* shipped orders appear as *DOC Mxxxxxx* from 2nd Party C1000. These are imported from Digital Cookie and cannot be edited. Payment is also automatically applied, so the troop will be credited (in the **PAYMENTS** tab) for these cookies on their ACH debit.
 - These cookies do not affect the troop's physical inventory.
 - Remember that girl-delivered orders are not automatically transferred to eBudde and must be entered by the TCC as cookies are distributed to the Girl Scouts in the troop.

Balancing the Troop Inventory on a Regular Basis

- **Know What You Have:** Regularly check your troop's inventory to decide if you need more cookies or should start troop-to-troop transfers.
- **Balance Early & Often:** Keeping inventory balanced throughout the program makes wrapping up the sale much easier—no last-minute scrambling!
- **Track Unsold Cookies:** Monitor what families still have on hand. Set a deadline for returns (at least two weeks before the program ends) to help with final inventory planning.

If Inventory Doesn't Match eBudde:

- **Recount On-Hand Inventory**
- **Verify Girl Orders & Booth Sales**
 - Use signed receipts or booth worksheets
 - If cookies were returned, enter a negative number to return them to troop inventory
 - To fix errors, click the entry and edit—don't delete, just add a new corrected transaction
- **Check Cupboard Pickups**
 - Review the TRANSACTIONS tab
 - Note: Pending cupboard orders are included in the "Total Order" row on the GIRL ORDERS tab



Assign Booth Sales



All cookies sold at booths must be assigned to Girl Scouts. GSGLA suggests that troops utilize the eBudde app which enables assignment of cookies to Girl Scouts in real time from a mobile device. Assigning cookies sold at a booth from either the eBudde app or on the Booth Sites tab assigns cookies and payment to the Girl Scouts in one easy step. It also gives the troop and the service unit the ability to look back at a booth site to see how it performed.

To use the Booth Sales Recorder from inside of eBudde

- **BOOTH SITES** tab
- Click the **Record Sale** button for the booth from which you are assigning product to girls.
 - Clicking the **Record a booth sale** button from the **GIRL ORDERS** tab will take you to the same feature.
- Enter the number of packages of cookies sold, by variety
 - If you used the Troop Link to accept credit card payments from customers, enter the amount collected (for those sales -- do not enter if you used a credit card reader or Take A Payment and do not enter the total sales at the booth.
- Then click **Go to Distribute**.
- All of the girls in the troop will be listed with check marks by their names. Uncheck any girls who were not at that booth.
- Click **Distribute**; eBudde will assign the cookies and money evenly amongst the girls selected.
- Click **Save**.

Troop-to-Troop Transfers



Troops can transfer product and financial responsibility to another troop that needs cookies. Troops will want to make sure they also have each party sign a physical receipt.

Note: only the troop “giving away” product should enter the transaction—not both troops. Transactions should be entered right away.

- Click the **TRANSACTIONS** tab.
- Select **+ADD**. A new window appears.
- Click **Troop**.
- Enter the 5-digit number of the troop you are giving product to. Include any leading zeros, i.e., Troop 916 would be entered as 00916.
- Product movement should be **REMOVE PRODUCT**.
- Enter the cases and packages, as applicable.
- Click **SAVE**.

Cookie Exchange feature in eBudde

- **Share Extra Cookies:** Use the **COOKIE EXCHANGE** tab to list cookies your troop can transfer to others. Be sure to update your post as your inventory changes so troops don't request cookies you no longer have.
- **Minimums Matter:** Posts must include at least 1 case (12 packages) per variety. Smaller amounts should be shared within your Service Unit and may be removed from the exchange.
- **Delivery Responsibility:** The troop offering cookies should plan to deliver them to the receiving troop.
- **Helpful Tip:** Before placing a cupboard order, check the Cookie Exchange—you might be able to help a sister troop.

Financial Responsibility

- **Balance Motivation & Money:** TCCs inspire Girl Scouts to reach their goals while managing cookie inventory and payments—cash, checks, apps, and cards—all at once.
- **Set Clear Deposit Goals:** Create simple, realistic plans to deposit funds into the troop bank account quickly. This helps avoid financial issues and keeps the season on track.
- **Prevent Risk:** Without guidance, mishandling cash can jeopardize your entire cookie season. Make sure caregivers know how to manage funds responsibly.
- **Need Help?** Reach out to your Troop Leader or Service Unit Cookie Program Chair (SUCPC) for support.

Troops' Financial Responsibility

- All cookies ordered as part of the Starting Inventory Order (SIO) and picked up.
- All cookies picked up at cupboards under the troop number.
- All cookies obtained from another troop.
- Cookies for the Community (C4C) virtual packages entered into eBudde.
- Any lost, stolen, or counterfeit money.

Troop Chair's Financial Responsibility

- All payments received from Girl Scouts and their parent/guardian for cookies and all monies collected at booth sales.
- All rewards earned by the troop/group.
- Troop Chairs must distribute all girl rewards to Girl Scouts with no outstanding unpaid funds upon receipt.

Each Family's Financial Responsibility

- All cookies received by each Girl Scout.
- All money received directly from customers.

Receipts

Receipts & Recordkeeping Tips

- **Always Use Receipts:** Anytime a Girl Scout receives cookies or makes a payment, complete a receipt. Both the troop and the caregiver should sign and keep a copy (white = troop, yellow = caregiver).
- **Track Deposits:** If you give money to the troop treasurer or leader, get a signed receipt. If you deposit funds yourself, keep bank receipts and log all deposits to help reconcile with eBudde and the Sales Report.
- **Booth Sales:** Use receipts to track cookies and money going to and coming back from booth sales. This keeps everything clear and accountable.
- **Daily Entry:** Log receipts on the *GIRL ORDERS* tab daily. **eBudde entries must always match a signed receipt.**

Money Mondays

Troops can have a lot of cash floating with their Girl Scouts' families. Protect your troop's financial integrity by setting the expectation to collect from girls/adults every Monday. After a weekend of boothing, work together to get that money into the troop bank account and safeguard it. Do not let cash linger without collecting and depositing it promptly and frequently. Communicate with your Troop Leader if a family is late turning in money.

Monetary Policies



1. **Go Cashless When Possible**
Use credit cards via the *Digital Cookie* “Take a Payment” feature—it's easy and fee-free for troops!
2. **Secure Funds Quickly**
Parents/caregivers should collect and safeguard cookie money right away.
3. **Deposit Promptly & Often**
 - a. Turn in funds to the troop treasurer regularly. Always get a receipt and keep a log of all deposits.
 - b. All cookie funds must be deposited into the troop bank account frequently—don't hold onto cash.
4. **When to Collect Payment**
 - a. Collect payment **at delivery** (except for Digital Cookie orders).
 - b. For *Cookies for the Community (CAC)*, collect payment **immediately**.
 - c. Troops **cannot** require parents/caregivers to prepay for cookies.
5. **Accepting Checks**
 - a. Make checks payable to “Girl Scout Troop XXXXX”
 - b. Accept only preprinted checks with the issuer's address
 - c. Write the phone number on the check; driver's license is recommended
 - d. Avoid out-of-state checks
 - e. Note the Girl Scout's first name and last initial on the check
6. **Credit Card Payments**
 - a. Use Digital Cookie Take a Payment—GSGLA covers the fees (note: these don't count toward girl rewards)
 - b. Troops may also use card readers (fees paid by troop, not passed to customers)
7. **Payment Apps**
 - a. Troops and families may use PayPal, Venmo, or Zelle **ONLY if funds go directly to the troop bank account**
 - b. Parents/caregivers may deposit funds into their personal account and then pay the troop via check or app—if the troop allows it
 - c. Set a regular payment schedule with families to stay on track
8. **Limit Large Bills:** Girl Scouts should avoid accepting bills over \$20 to reduce risk. Counterfeit bills are the troop's responsibility—see tips at girlscoutsla.org.
9. **Receipt Everything:** Always provide a receipt for cookie transactions—whether giving cookies to Girl Scouts, receiving money from families, or turning in funds to the troop treasurer.
10. **GSGLA Proceeds via ACH:** GSGLA collects its portion of proceeds through ACH debit. Troops with unpaid balances may be required to pay by cashier's check or money order and may lose access to future programs and rewards until the balance is resolved.
11. **Stay Current for Rewards:** Troops must pay in full and on time to qualify for Early Renewal and Troop PGA rewards.

Ways To Pay For Cookies:	Cash/Check	Credit Card with a troop credit card reader	Digital Cookie Take A Payment	Venmo / Paypal / Zelle, etc.
Ways for customers to pay for product	Yes	Yes	Yes	Yes (to the troop only, not individual Girl Scouts)
Ways for parents/caregivers to pay the troop for product	Yes	Yes	No	Yes

Collection Issues



Managing Payment Issues with Families

- 1. Start Within the Troop**
If a parent/caregiver has payment issues, troop leaders or TCCs should document the situation and try to resolve it internally first.
- 2. Reach Out for Support**
If the issue continues, contact your Service Unit Cookie Program Chair (SUCPC) as soon as possible.
- 3. Submit a Discrepancy Report**
If unresolved by the end of the program, submit a [Discrepancy Report](#) by the due date listed in the timeline. Include all documentation—signed receipts, emails, call logs, etc. Troops must make every effort to collect funds before submitting. This is why frequent payment collection is suggested.
- 4. Act Early**
Don't wait to submit the report—early action increases the chance of recovery. Note: submitting a report does not guarantee funds will be recovered. See the Credit Limit Guidelines for ways to reduce risk.
- 5. GSGLA Follow-Up**
GSGLA will attempt to collect the funds, possibly using payment plans or promissory notes. In some cases, accounts may be sent to a collection agency. Any recovered funds (minus fees) will be returned to the troop. Recovery is not guaranteed, so early and thorough collection efforts are essential.

Credit Limit Guideline

- **Limit Risk:** Before you're confident in a parent/guardian's payment habits, you may limit how many cookies you distribute. This helps protect the troop from financial loss.
- **Build Trust Gradually:** As you get familiar with a family's payment pattern, it's okay to provide more cookies—but always in reasonable amounts.
- **Troop Responsibility:** Remember, the troop is financially responsible for all cookies picked up, regardless of who holds them.

Remember *Money Mondays* and *Touch Base Tuesdays* to keep in touch with parents/caregivers to avoid loss.

ACH Debits & Credits



- 1. ACH Debits:** GSGLA will debit troop accounts for council proceeds on the date listed in the timeline.
- 2. Sufficient Funds:** Please ensure your troop account has enough funds available by the debit date.
- 3. Amount Due or Credit:** Check the *Council Proceeds* section of your eBudde Sales Report. If your troop is owed money (e.g., from Digital Cookie payments), a credit will be issued via ACH on the same date.
- 4. Adjustments:** Need to change your debit amount? Submit a [Debit Adjustment](#) Request with all supporting documentation by the due date in this guide. Late or unapproved requests may result in rejected debits and fees.
- 5. Additional Debits:** GSGLA may process additional ACH debits for missed payments, returns, or collection issues.
- 6. NSF Fees:** Troops are responsible for any non-sufficient funds (NSF) fees. Please stay on top of due dates and account balances.
- 7. Delinquent Payments:** Late payments will lead to withheld rewards, loss of incentives, and restricted participation in future programs. Cashier's checks or money orders may be required for late payments.

Let's work together to ensure a smooth experience for your troop and your Girl Scouts!

Submit Final Rewards



eBudde automatically calculates rewards based on the number of packages assigned to each Girl Scout at the close of the sale. Note: Digital Cookie Take a Payment transactions for in-person sales are merely a payment processing tool and not a Girl Scout's sale using the Digital Cookie storefront, so therefore **do not** count towards rewards.

Troop Cookie Chairs (TCCs) must enter choices or sizes for some of the rewards (i.e., t-shirt sizes or program credit instead of an event). Cadette, Senior, and Ambassador troops may unanimously decide to opt out of rewards and earn an additional \$.10/package. Girl Scouts in opt-out troops will still receive patches and invitations to earned reward events, as well as the Starting Inventory Order rewards. Multi-level troops may opt out if the *majority* of their Girl Scouts are Cadette, Senior, or Ambassadors and ALL the girls (including the younger girls in the troop) vote to opt out of rewards.

- Click the **REWARDS** tab
- Select **FILL OUT** on the Final Rewards Order line. A new screen will appear that will list all of the Girl Scouts' rewards.
- If a size or selection is needed, it will be noted in red next to a Girl Scout's name (see the *Rewards Selection* document distributed to each troop).
- Click on a Girl Scout's name to see her rewards.
- Select the Girl Scout's size and/or choice(s). **We will only order what you enter**, so be sure that the selection is correct.

Crisis Management



In the food industry, product complaints are not unusual. GSGLA and GSUSA expect a certain number of product complaints every year. These include, for example, reports that the product does not taste right or was found damaged when the package was opened. Occasionally, there are reports of foreign objects in the product. Customers may mistake crystallized sugar for glass or oat hulls and nutshells for wood. Containment - confining a difficult incident to the situation and the locale in which it took place - is the key to the successful resolution of product complaints.

Immediately notify your Service Unit Cookie Program Chair (SUCPC) of any irregularities with cookies or any other situation to ascertain a course of action - whether an exchange of cookies or a refund is appropriate. Whenever possible, take pictures and get the lot number of the cookies (found on the top flap of the package and on the side of a case) to add to your [report](#). Contact your Product Programs Manager as needed.

If a customer approaches you at a booth with a package of damaged or compromised cookies, take the cookies and exchange them at a cupboard.

Customers may call Little Brownie Bakers at 800-962-1718 or visit www.littlebrowniebakers.com to file a complaint about a product.

Any and all media contact must be handled by GSGLA staff. Do not respond to media questions or inquiries but refer them to the External Relations Department, who will work with the Product Programs Team. Media inquiries may be directed to call our Marketing and Communications team at 213-213-0123.

Copy your SUCPC and PPM on any crisis communication.

eBudde Wrap-up



Wrapping up the cookie program is easy if you have kept up with assigning cookies to Girl Scouts and recording payments along the way. Use this checklist to make sure you have completed all required steps.

- ❑ **Troop-to-troop transfers** are entered on the **TRANSACTIONS** tab by the troop who is “transferring away” the cookies. The receiving troop only needs to verify that the entry is correct. Troops transferring products should make certain they are transferring to the correct troop number in eBudde. If the receiving troop does not see the transaction entered in eBudde, they should contact the troop they received the product from.
- ❑ **Cupboard orders** are correct on the **TRANSACTIONS** tab.
- ❑ **Cookies for the Community**—C4C packages (**not** dollars) from each Girl Scout’s individual orders as well as from boothing need to be recorded on the **GIRL ORDERS** tab. These sales count towards the C4C rewards and the Girl Scout’s overall sales level.
- ❑ **Opt out** - Cadette, Senior and Ambassador troops have one final opportunity to opt out of rewards, if all of the Girl Scouts agree. Troops that earn the Troop PGA reward should double check their math. Usually, it is more advantageous to OPT IN to earn the Troop PGA reward (and other rewards), than to OPT OUT, and take the extra \$.10 per package. Eligible troops may opt out using the **SETTINGS** tab.
- ❑ **Assign packages to the Girl Scout who sold them** on the **GIRL ORDERS** tab so that EVERY PACKAGE is assigned to a Girl Scout. **Even if a troop is opting out of rewards, assigning cookies is important** to make sure each Girl Scout earns the right number rocker patch and she will receive her invitation to the rewards events, if earned. Assign packages from the Digital Cookie Troop Link to Girl Scouts and make sure that the line item for the link is at zero.
- ❑ Troops should record all payments received from Girl Scouts (from their parents/guardians) on the **GIRL ORDERS** tab to properly account for the amount due from each Girl Scout. eBudde tracks each Girl Scout’s financial responsibility. This can make troop collections very clear. Record each payment as you receive it.
- ❑ Troops must review their **REWARDS** tab. Some items may require a size or a choice between an event, an item, program credit, philanthropy, or troop money. Once a troop SUBMITS their final rewards order, it is locked. We cannot accept changes to a selection in eBudde once the final reward order has been submitted. Troops will be notified by their Service Unit Cookie Program Chair (SUCPC) to pick up the rewards. Once received, rewards should be distributed promptly. Due to storage limitations, unclaimed rewards can be returned by the SUCPC or SURC to the local council service or community center and will be donated to a charity if not picked up by November 1.
- ❑ Troops with Girl Scouts that reach levels where selections are required need to communicate with the Girl Scout’s family to determine what size and selection should be ordered. **Please do not guess!** It is extremely important that the selection in eBudde be based on direction received from the Girl Scout’s family. As we only order sizes based on eBudde selections, minimal to no extras are available for exchange. The *Rewards Selection* form should be completed by each parent/caregiver.
- ❑ Print and keep a copy of the final **Girl Rewards Report** on the **REWARDS** tab. eBudde will shut down at the end of July and you will not have access to it until the following season.
- ❑ Print and keep a copy of the **Sales Report** from the **SALES REPORT** tab. This information will be necessary to complete your troop's end-of-year financial reports.
- ❑ Turn a copy of the **Sales Report** and deposit receipts to your troop leader for year-end financial reports.

NOTE: All data is considered final after cookie assignments are completed and rewards are selected.

Cookie Terminology



Here are some of the more common terms we use during the cookie program that can be confusing until you know what we mean.

ACH Credit – an eBanking transfer from one bank account to another. ACH stands for Automatic Clearing House which is the federal system of sending funds electronically. GSGLA gives instructions to our bank to ACH debit the troop accounts and deposit funds into the council’s bank account, or to reverse the transaction by crediting funds to troop accounts as appropriate.

Assigning cookies – a process that gives Girl Scouts credit for their sales. The total of cookie packages and Cookies for the Community sales determines each Girl Scout’s final sales quantity and her reward level.

Boothing – the process where Girl Scouts sell their product to customers in a face-to-face transaction at an approved booth site.

Boothing Chair – a service unit volunteer who manages the relationship with host businesses who grant written permission for troops to booth on their private property.

Booth Scheduler – a function in eBudde that allows troops to sign up for available booth sites and times. Specific timelines determine when the Booth Scheduler is available to troops.

Cookie Cupboard – locations throughout GSGLA where cookies are warehoused and troops are able to pick up additional product during designated days and hours.

Cookie Finder – a database of booths that have been chosen by troops. The Cookie Finder is on our website during the boothing period. Potential customers can type in their ZIP code, and the Cookie Finder will return all current and future active booths within that ZIP code. It is our best way to connect customers to the product.

Cookie Stand – a “lemonade” type stand at a Girl Scout’s home or at the residence of someone she knows.

Digital Cookie – Girl Scouts send emails via an online sales platform to family and friends to invite them to visit their personalized site and purchase cookies with a credit card for shipment or delivery. Customers also have the opportunity to donate cookies to Cookies for the Community. Girl Scouts may text and post their links on social media and ask friends and family to share.

eBudde – Internet-based product sales software used to track sales, inventory, booth sites, booth scheduling, rewards, and payments. Every facet of the Cookie Program is managed within eBudde.

Cookies for the Community (CAC) – Council-wide service program where other partnering non-profits receive cookie donations toward their mission.

Girl Order Card – Customized form that is used to record customer orders. It contains information about the cookies for the customer and details of the reward plan for girls.

gsLearn – An online learning platform accessible through MyGS.

Little Brownie Bakers (LBB) – the council cookie bakery partner located in Louisville, KY. Only two bakeries produce all Girl Scout cookies in the USA. The other baker is ABC Bakers.

Opt-out – Older girl troops (Cadette and above) can elect to waive the rewards they would otherwise earn and instead receive an additional \$.10 per package sold in proceeds. Girl Scouts in opt-out troops still receive all patches, SIO rewards, and invitations to recognition events (if earned).

Parent/Guardian Permission and Responsibility Agreement - parents/guardians sign to grant permission for their Girl Scout to participate in the Cookie Program and accept financial responsibility for all cookies their Girl Scout takes possession of based on signed receipts.

Position Description and Agreement – eform submitted by Troop Cookie Chairs that defines their role and responsibilities to GSGLA for the cookie program.

Product Programs Manager (PPM) – the GSGLA staff member who has primary responsibility for working with volunteers in her service area to deliver the Cookie Program. SUCPCs work closely with the PPM on all operational needs.

Reward – a comprehensive term that includes all items received by a Girl Scout, a troop, or a service unit such as recognitions, troop proceeds, and program credit.

Service Unit (SU) – a geographic area set by GSGLA to create manageable groups of troops. Boundaries are set by zip codes.

Service Unit Cookie Program Chair (SUCPC) – a volunteer who coordinates the Cookie Program for the service unit. This position trains and supports Troop Cookie Chairs.

Smart Cookie Club – a recognition event for Girl Scouts who sell at least 550 packages, and who are the exclusive invitees to a custom, spectacular experience. Invited Girl Scouts are must bring an adult chaperone.

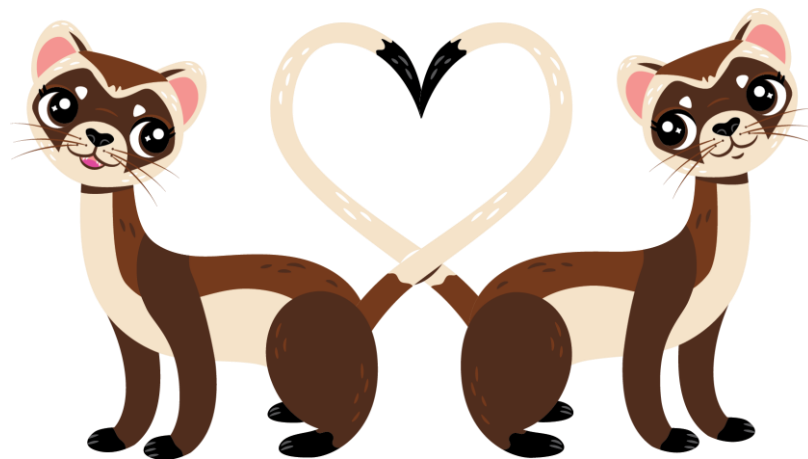
Starting Inventory Order (SIO) – the volume of cookies that troops order before the sale begins to be ready for GO DAY.

Sweet Elite – a recognition event for Girl Scouts who sell at least 1250 packages, and who are the invitees to a customized, unique, and exclusive Girl Scout experience.

Troop Cookie Chair (TCC) – a volunteer who coordinates the Cookie Program at the troop level. Volunteers in this position train and support Girl Scouts and parents/caregivers throughout the Cookie Program.

Troop Proceeds – monies earned by a troop on their total cookie sales, including opt-out proceeds.

Troop-to-Troop Transfer – the flexibility to move cookies (and their financial responsibility) from one troop with an excess supply of cookies to another troop with a demand for those cookies.



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