



GIRL SCOUTS HEART OF THE SOUTH 2024

# COOKIE PROGRAM SERVICE UNIT GUIDE

girl scouts  
heart of the south

Little Brownie  
BAKERS®



# RESOURCES AT YOUR FINGERTIPS

## Websites



**COOKIE RESOURCES**  
<https://bit.ly/3TrS0qT>

Any additional information you may need for the Girl Scout Cookie Program.



**DIGITAL COOKIE**  
[digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org)

Girl Scouts can set up their own personalized pages, take credit card payments and ship cookies directly to their customers.



**EBUDDE**  
[ebudde.littlebrownie.com](https://ebudde.littlebrownie.com)

Your Command Center for managing the cookie program. Watch "How to" videos, download forms, clipart, virtual rally information, order cookies, track girl activity and order girl rewards.



**GIRL SCOUTS OF THE USA COOKIE PROGRAM INFO**  
[girlscouts.org](https://girlscouts.org)

Locate info on the Girl Scout Cookie Program and national cookie badges and pins.



**GSHS COOKIE SWAP FACEBOOK GROUP**  
[facebook.com/groups/GSHSCookieSwap](https://facebook.com/groups/GSHSCookieSwap)

Swap extra cookies, search for needed cookies and connect with other Girl Scout Cookie volunteers!



**GSHS COUNCIL WEBSITE**  
[www.girlscoutshs.org/cookievolunteer](https://www.girlscoutshs.org/cookievolunteer)

Visit our site to find procedures, forms, manuals and other helpful information.



**LITTLE BROWNIE BAKERS**  
[LittleBrownieBakers.com](https://LittleBrownieBakers.com)

Find girl activities, marketing ideas, cookie facts, program resources and clipart to help girls prepare for the cookie program from our official cookie baker.



**LITTLE BROWNIE BAKERS YOUTUBE CHANNEL**  
[youtube.com/LittleBrownieBakers](https://youtube.com/LittleBrownieBakers)

Check out our library of inspiring videos featuring real girl stories and cookie tips.



**VOLUNTEER BLOG**  
[blog.LittleBrownieBakers.com](https://blog.LittleBrownieBakers.com)

Check out the volunteer blog for exciting girl activities and booth ideas.



## apps



### DIGITAL COOKIE APP

Girls can take orders and payments on the go with the Digital Cookie Mobile App, available for free on both the App Store and Google Play.



Android



iPhone

### EBUDDE APP

Download this free app in the iPhone App Store or through Google Play.



Android



iPhone

# GIRL SCOUT COOKIE PROGRAM 2024 SERVICE UNIT GUIDE


Thank you for volunteering to serve as a Service Unit Cookie Coordinator. Your efforts are extremely important to the success of the Girl Scout Cookie Program!

Our council offers this program to increase opportunities for girls. Proceeds generated from this program create funds for troops and service units, provide services for girls and develop quality training for adults. Without you, this would not be possible.

## The Girl Scout Cookie Program helps girls develop 5 key skills:




**GOAL SETTING**  
as she sets cookie goals and makes a plan to reach them



**DECISION MAKING**  
as she decides how her troop will spend the cookie money



**MONEY MANAGEMENT**  
as she takes orders and handles customers' money



**PEOPLE SKILLS**  
as she learns to talk and listen to all kinds of people while selling cookies



**BUSINESS ETHICS**  
as she is honest and responsible every step of the way

## THE NUMBER ONE REASON PEOPLE BUY GIRL SCOUT COOKIES IS TO SUPPORT GIRL SCOUTING!

All of the proceeds – every penny – from the Girl Scout Cookie Program are used to benefit girls within our local council. This revenue is used to fund major council initiatives like supporting and building membership, creating and sustaining innovative girl programming, maintaining and improving camp properties, providing volunteer training and offering a platform that allows troops' funding for trips, activities and community service projects.

By purchasing Girl Scout Cookies, you directly support the Girl Scout Leadership Experience for girls in your community!



### 2023 GSHS COOKIE STATS

<b>PER GIRL AVERAGE BY PROGRAM LEVEL:</b> DAISY: 230      CADETTE: 559 BROWNIE: 246      SENIOR: 500 JUNIOR: 275      AMBASSADOR: 535	<b>TROOPS SELLING:</b>  <b>421</b>
<b>COUNCIL PER GIRL AVERAGE:</b>  <b>323</b>	<b>PACKAGES SOLD THROUGH DIGITAL COOKIE:</b>  <b>236,274</b>
<b>GIRLS SELLING:</b>  <b>3,235</b>	<b>AVERAGE TROOP PROFIT:</b>  <b>\$1,923</b>
<b>BOXES DONATED:</b>  <b>10,885</b>	<b>BOXES SOLD:</b>  <b>1,043,990</b>



# tap into the power of eBudde



The Girl Scout Cookie Program® is backed by a whole network of support — one that goes beyond the incredible service of council leaders and volunteers like you. Working behind the scenes is eBudde, the digital command center for your Girl Scout Cookie Season. Easily accessible via a mobile app for volunteers at the service unit and troop levels, eBudde is friendlier than ever!



## EBUDDE™ MOBILE

Stay in the know, on the go! This must-have app puts power at your fingertips, wherever you are in the cookie season.

### What it includes:

- Streamlined dashboard
- Easy management of orders and rewards
- Important messages and upcoming events
- Options for finding booth locations and exchanging cookies
- Help Center

### Where you'll find it:

- App Store and Google Play



## EBUDDE TROOP TAB KEY

### GETTING STARTED

- 1 **Look for welcome email with link and log in information to [eBudde.LittleBrownie.com](http://eBudde.LittleBrownie.com).**
  - After the council grants you access, you'll receive a welcome email with a login link.
  - Click the link and set up a new password, then click CONFIRM.
  - At the profile screen, enter your new password.
  
- 2 **Adding SU level users.**
  - Select the Service Unit from the navigation tree to the left of the screen to ensure that you are at the SU level.
  - Click the SETTINGS tab, then EDIT SETTINGS.
  - Enter email addresses of additional users to the appropriate roles.
  - Click UPDATE to save.
  - eBudde will email the new user a link to sign in.
  
- 3 **Adding troop users.**
  - Select the appropriate troop from the navigation tree to the left of the screen.
  - Click the CONTACTS tab, then ADD button.
  - Enter the contact information of the additional user, and select the appropriate role from the drop down menu.
  - Click SAVE.
  - eBudde will email the new user a link to sign in.

TAB	DESCRIPTION
DASHBOARD	Default screen that shows important messages from the Council, calendar, checklist, dates and links to additional tools and resources.
CONTACTS	Edit SU level contact information. This includes name, address, and phone number. This DOES NOT include changing the email address. That must be done from the login screen. SUs and Troops can email caregivers directly from eBudde. Emails are outgoing only.
SETTINGS	Edit messages and calendar events for troops and remove or add additional Service Unit level users.
TROOPS	The <i>Troops</i> tab is not available for editing below the Council level.
INITIAL ORDER	The <i>Initial Order</i> tab is to verify troop cookie initial orders and submitting the Service Unit order to the council.
DELIVERY	The <i>Delivery</i> tab is used by Service Units to select their Service Unit delivery station (example: SU is picking up multiple troops together at Count-N-Go).
TRANSACTIONS	Service Units should not take possession of cookies and should not have transactions between SUs and troops. This tab should be blank.
TXN. PICKUPS	Service Units should not take possession of cookies and should not have transactions between SUs and troops. This tab should be blank.
PAYMENTS	Review ACH and DOC payments to Council for accuracy.
REWARDS	The <i>Rewards</i> tab is for Service Units to verify troop reward orders and submit order to the council.
BOOTH SITES	This tab will allow Service Units to approve troop booth site requests.
REPORTS	Run and print reports from this tab for cookie orders, reward orders, payments, Digital Cookie, and booths.
HELP CENTER	Find additional information on the eBudde system and links to Microburst Training videos.

# get yourself set for a GREAT SEASON

## HOW the COOKIE CRUMBLES



### GIRL SCOUT COOKIES \$5

- Cost of Cookies: \$1.13
- Girl Program: \$1.07
- Membership Support: \$1.03
- Girl, Troop, Service Unit Rewards: \$.91
- General Management: \$.53
- Property Management: \$.32
- Bad Debt: \$.01

## SERVICE UNIT SHIRTS



### MULTI-COLORED TREFOILS

Maroon long-sleeved t-shirt  
Adult Small-XL: \$12  
Adult 2XL-3XL: \$14

*Shirt arrives with initial cookie order or can be picked up at office.*



### GIRL SCOUTS "ON REPEAT"

Navy Sweatshirt  
Adult Small-XL: \$16  
Adult 2XL-3XL: \$18

*Sweatshirt arrives with initial cookie order or can be picked up at office.*



### OWN YOUR MAGIC\*

Blue short-sleeved t-shirt  
Adult Small-XL: \$9  
Adult 2XL-3XL: \$11

*Shirt arrives with SU final rewards.*

Maximum of one shirt, per style, per Service Unit Cookie Coordinator.

After you hit submit you will be redirected to PayPal for payment. You can use a credit/debit card, or your PayPal account. Unpaid shirts will not be ordered.

**ORDER DUE JANUARY 8, 2024. \* [order online here.](#)**

*\*If you miss the deadline, SUs can also order [this shirt](#) through the Volunteer T-Shirt Order link through March 18, 2024.*

## COUNCIL COOKIE FORMS

[ACH Authorization and Bank Info](#)

[ACH Shortage](#)

[Caregiver Permission and Responsibility Form](#)

[Girl Balance Sheet](#)

[Girl Initial Order Summary](#)

[Girl Scout Cookie/Council-Sponsored Product Sale: Safety Activity Checkpoints](#)

[Goal Getter Order Card](#)

[Outstanding Balance Form](#)

[Product Program Forms Spreadsheet](#)

[Product Program Proceeds Standards](#)

[Service Unit Cookie Coordinator Evaluation](#)

[Service Unit Cookie Coordinator Shirt Order Form](#)

[Troop Cookie Program Evaluation](#)

[Troop Product Program Manager Agreement and Policies](#)

[Troop Volunteer T-shirt Order Form](#)



# 2024 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



### Adventurefuls® • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt

Approximately 15 cookies per 6.3 oz. pkg.

U D

\$5



### Lemon-Ups®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits

Approximately 12 cookies per 6.2 oz. pkg.

U D

\$5



### Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe

Approximately 38 cookies per 9 oz. pkg.

U D

\$5



### Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling

Approximately 20 cookies per 8 oz. pkg.

U D

\$5



### Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes

Approximately 15 cookies per 7.5 oz. pkg.

U D

\$5



### Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating

Approximately 15 cookies per 6.5 oz. pkg.

U D

\$5



### Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint

Approximately 30 cookies per 9 oz. pkg.

U

\$5



### Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolaty and marshmallowy flavored filling

Approximately 16 cookies per 8.5 oz. pkg.

U D

\$6



### Toffee-tastic® • No Artificial Flavors

GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits



Approximately 14 cookies per 6.7 oz. pkg.

U D

\$6



# december 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7 eBudde Volunteer Access	8	9 Digital Cookie Volunteer Access
10 Digital Cookie Caregiver Access  Troop Cookie Program Training at 3 p.m. <a href="#">Register here.</a>	11 Service Unit Coordinator eBudde Overview at 6:30 p.m. <a href="#">Register here.</a>	12 Troop Cookie Program Training at 6:30 p.m. <a href="#">Register here.</a>	13 Girl Scout Cookie Program Starts with Digital Cookie Orders  	14	15	16 Digital Cookie Day #1  
17	18	19	20	21	22	23
24	25	26 Girls Start In-Person Orders	27	28 Early Digital Cookie Setup Reward Deadline  Girls receive a special patch if they set up & publish their Digital Cookie accounts by today.	29	30
31						



# January 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4 Troop eBudde Webinar: Starting Your Sale & Q&A at 6:30 p.m. <a href="#">Register here.</a>	5	6 Digital Cookie Day #2 
7	8 Service Unit Secured Booth Sites and Delivery Information Due to Council SUCC Shirt Orders Due to Council <a href="#">Order here.</a>	9 Troop eBudde Webinar: Digital Cookie & Q&A at 6:30 p.m. <a href="#">Register here.</a>	10	11 Troop Required Forms Due to Council* Troop eBudde Webinar: eBudde Entering Orders & Q&A at 6:30 p.m. <a href="#">Register here.</a>	12 eBudde Booth Scheduler Open to View Girls Submit Initial Orders to Troops	13
14	15 Troops Submit Initial Cookie & Reward orders and select delivery sites in eBudde - Locked out at Midnight	16 Fall Product PGA Reward Booth Site Picks due to Council by 10 a.m. SU Submit Initial Cookie & Reward Orders in eBudde - Locked out at Midnight. Troop eBudde Webinar: Booth Schedule & Q&A at 6:30 p.m. <a href="#">Register here.</a>	17	18 eBudde Booth Scheduler Round 1 Jan. 18 at 7 p.m. through Jan. 20 at 11:59 a.m.	19	20 eBudde Booth Scheduler Round 2 Jan. 20 at 12 p.m. through Jan. 22 at 9:59 a.m.
21	22 eBudde Booth Scheduler Round 3 Jan. 22 at 10 a.m. through Jan. 24 at 5:59 a.m.	23	24 eBudde Booth Scheduler Round 4 Jan. 24 at 6 a.m. through Jan. 26 at 12:59 p.m.	25 Troop eBudde Webinar - Cookie Delivery & Q&A at 6:30 p.m. <a href="#">Register here.</a>	26 eBudde Booth Scheduler Round 5 Jan. 26 at 1 p.m. through Jan. 28 at 8:59 p.m.	27
28 eBudde Booth Scheduler Round 6 Jan. 28 at 9 p.m. through Jan. 30 at 9:59 p.m.	29 Troops Print Delivery Confirmation Large Order Memphis Area Count-N-Go	30 Large Order Memphis Area Count-N-Go eBudde Booth Scheduler Round 7, Jan. 30 at 10 p.m. through Feb. 1 at 10:59 a.m. Cupboard Manager Training Webinar at 6:30 p.m. <a href="#">Register here.</a>	31 Large Order Memphis Area Count-N-Go	<p style="text-align: center;">*** DUE JANUARY 11th ***</p> <p>Forms due to council are: <a href="#">Troop Product Program Manager Agreement and Policies</a>, <a href="#">ACH Authorization and Bank Info</a>, and financial report and bank statements. If financial reports and bank statements were not submitted through the VTK by September 30, 2023, contact Customer Care at <a href="mailto:info@girlscoutshs.org">info@girlscoutshs.org</a>.</p>		

# February 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Large Order Memphis Area Count-N-Go  eBudde Booth Scheduler Round 8 Feb. 1 at 11 a.m. through Feb. 3 at 11:59 a.m.	2 Memphis Area Count-N-Go	3 Memphis Area Count-N-Go  Jackson Area Count-N-Go  eBudde Booth Scheduler Round 9 Feb. 3 at 12 p.m. through Feb. 5 at 8:59 a.m.
4	5 eBudde Booth Scheduler Round 10 Feb. 5 at 9 a.m. through Feb. 7 at 9:59 p.m.  Service Unit Cookie and Cupboard Deliveries	6 Service Unit Cookie and Cupboard Deliveries	7 Service Unit Cookie and Cupboard Deliveries  eBudde Booth Scheduler Open Round Feb. 7 at 10 p.m. through End of Program	8 Service Unit Cookie and Cupboard Deliveries	9 Booths Begin Cookie Booth Weekend #1	10 Cookie Booth Weekend #1
11 Cookie Booth Weekend #1	12	13	14	15	16 Cookie Booth Weekend #2  Girls Submit 1/2 Payment to Troops  Troop Digital Cookie links open	17 Cookie Booth Weekend #2  
18 Cookie Booth Weekend #2  	19 Troop <b>ACH</b> <b>Shortage Info</b> due by 5 p.m.	20 Troop eBudde Webinar: Allocating Cookies & Q&A at 6:30 p.m. <a href="#">Register here.</a>	21 Troop ACH 1/2 Payment from Troop Bank Accounts	22	23 Cookie Booth Weekend #3	24 Cookie Booth Weekend #3
25 Cookie Booth Weekend #3	26	27	28	29		

# March 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 Cookie Booth Weekend #4	2 Cookie Booth Weekend #4
3 Cookie Booth Weekend #4	4	5 Troop eBudde Webinar: Finalizing Your Sale & Q&A at 6:30 p.m. <a href="#">Register here.</a>	6 Digital Cookie Girl Delivery Option Ends	7	8 Cookie Booth Weekend #5	9 Cookie Booth Weekend #5
10 Cookie Booth Weekend #5 Booths End  Last day for Digital Cookie Orders  Troop Digital Cookie Links Close	11 Girls Submit Cookie Balance to Troop	12 National Girl Scouts Birthday  	13	14 Troops Submit Reward Orders in eBudde - Troops Locked out of eBudde at Midnight  Troops must have cookie balance deposited into troop bank account	15	16
17 Service Units Submit Reward Order in eBudde - Locked Out of eBudde at Midnight.	18 <a href="#">Volunteer T-Shirt Order</a> Deadline to Council	19	20 Troop ACH Shortage Info and Outstanding Balance Forms due to council. All info must be submitted through the ACH shortage link.	21  After 3/20 if no outstanding balance forms are submitted, the TCM will be responsible for payments of outstanding debts owed by caregivers.	<p><b>EARLY MAY</b> Rewards begin shipping to Service Unit Cookie Coordinators</p> <p> <b>MAY 11</b> C.E.L.E.B. Camp Adventureful Camp Fisherville</p> <p><b>MID-MAY</b> Service Unit disperses rewards to Troops</p> <p><b>LATE JULY</b> Super Troop Proceeds Paid via ACH</p> <p><b>FRIDAY, SEPTEMBER 6</b> Passport Bucks Expire</p>	
24	25 Troop ACH Final Payment from Troop Bank Accounts	26	27	28	29 SU Evaluation due to council.  Troop Evaluation due to council	30
31						

# SERVICE UNIT TIPS & TRAINING POINTS



## PRIOR TO TRAINING

Secure a date, time, location or virtual option for your training. Make sure all Troop Cookie Managers are aware of your dates and times in advance. Send invitations, emails or make phone calls.

If troops are unable to attend the training you provide, the council offers two Zoom training dates. See calendar for details.

Review dates (set service unit dates if needed). Service Units can set an earlier date for troops to submit orders. Set a realistic deadline for orders to be turned in. Troops should be given the opportunity to take orders for the entire time of the program.

Download training PowerPoint from [Cookie Resources](#) and make changes if necessary.

## TIPS & KEY POINTS FOR TRAINING

Be enthusiastic and make it fun! Have icebreaker games or cookie-related trivia questions.

Girls and troops must be registered for the 2023-2024 membership year before they receive their troop cookie packets.

Explain the importance of the Cookie Program:

- For girls – it's a program activity that teaches girls life skills such as goal setting, planning, organizational skills; and teamwork
- For troops – the chance to earn funds for activities
- For council – the opportunity to continue the quality programs, activities, and services currently being offered as well as those planned for the future

Girls and their families must always decide whether or not to participate. Leaders do not make that decision for them.

Encourage leaders to appoint caregivers to help as Troop Cookie Managers: this helps take the pressure off the leaders and keeps caregivers involved.

Explain the importance of troops and girls discussing and setting goals.

- An easy way to do this is to utilize the Cookie Program materials provided by Little Brownie.
- More activities and additional resources can be found on the Little Brownie Bakers website at [www.littlebrownie.com](http://www.littlebrownie.com).

Encourage everyone to visit the [Volunteer Cookie Resources](#) page on the council website and the [Cookie Resources](#) Google Site.

Distribute and review all materials.

Give your contact information and let troops know they can always call you for help.

## TROOP COOKIE MANAGER AGREEMENT AND POLICIES

Use the [Troop Cookie Manager Agreement & Policies](#) (obtained at your troop training) to set up each troop in eBudde.

- You must have a signed form before troops can participate.
- Review the [Product Program Forms](#) spreadsheet for a list of those forms already on file with the council.

## AUTOMATED CLEARING HOUSE (ACH)

- Explain that payment via ACH is mandatory.
- Review the [Product Program Forms](#) spreadsheet for a list of those forms already on file with the council.

## FINANCIAL REPORTS & BANK STATEMENTS

Troops must submit a financial report through the Volunteer Toolkit (VTK) prior to September 30 of the previous year to participate in the Girl Scout Cookie Program. If you have troops that have not done so, contact our Customer Care Team at 800.624.4185 or [info@girlscoutshs.org](mailto:info@girlscoutshs.org) for assistance.

## TWO FULLY SCREENED VOLUNTEERS

Troops must have two registered adult volunteers, with completed background checks, with two co-leaders listed in the MyGS community.

## PERMISSION FORMS

Troops must collect a [Caregiver Permission and Responsibility Form](#) for each girl before she is allowed to participate.



# SERVICE UNIT TIPS & TRAINING POINTS



- Troops keep forms on record until all payments have been made to the council at the end of the program.
- If permission forms for Fall Product had the approval for cookies, troops can use the same permission form.

## COOKIES

Nine (9) varieties will be included on the order card:

- \$5 Cookies: Thin Mints, Samoas, Tagalongs, Do-Si-Dos, Trefoils, Lemon-Ups and Adventurefuls
- \$6 Cookies: S'mores and gluten-free Toffee-tastics

## REVIEW THE TROOP COOKIE MANAGER GUIDE

Let leaders know that the [Troop Cookie Manager Guide](#) may help answer their questions after the training.

- Troop Guides are available on the council website and the [Cookie Resources](#).
- Briefly review each page to let leaders know what information is available; there is no need to read the booklet word for word.

## DATES

- Digital Cookie opens for orders on Wednesday, December 14.
- In-person orders begin on December 26.
- Stress deadlines, including that ACH deadlines are firm.

## REVIEW SELLING COOKIES SAFELY

Whatever approach troops decide to take this Girl Scout Cookie Season, we've provided tools to equip volunteers to be flexible in a range of environments. You can find Girl Scouts® safety materials and resources in the [Safety Activity Checkpoints](#)

and additional information at [www.girlscoutcookies.org/troopleaders](http://www.girlscoutcookies.org/troopleaders) and the [Cookie Resources](#) Google Site.

## REWARDS

Troops can collect girls' reward choices on the [Girl Initial Order Summary](#).

- Have girls make a selection on all levels, in case she increases her orders from additional contacts and/or booths.
- Suggest that troops select a specific item at each level with a choice as their default item.
- If a girl doesn't submit a choice, then she will get the default item.
- This will help prevent a delay in submitting orders because of reward choices.

Girls continue selling after initial orders are submitted using their [Goal Getter Order Card](#) and Digital Cookies.

All rewards are cumulative.

## TROOP PROCEEDS

Troop proceeds are not to be divided by girl.

Troop Proceeds are based on the Troop's Per Girl Average of girls participating. Explain requirements for the Extra Proceeds Option.

See [Product Program Proceeds Standards](#) for further information.

## EXTRA PROCEEDS OPTION

Cadette, Senior and Ambassador troops can choose to earn \$0.07 more per box instead of earning rewards. Girls within the troop choosing the extra proceeds option will only earn patches and charms (initial and additional orders). For every girl that reaches the 850+ box level, she will then begin accumulating rewards at

each level she obtains thereafter. Troops that have chosen the extra proceeds only qualify for patches or charms offered at Troop PGA reward levels.

## TROOP-TO-TROOPS

A Troop-to-Troops [poster](#) and [box wrap](#) can be downloaded online.

Discuss the difference between virtual and non-virtual Troop-to-Troops cookies

## VIRTUAL TROOP-TO-TROOPS COOKIES

- Troops do not receive these cookies in hand.
- Virtual donated cookies are placed in the T2T column on eBudde on the Girls Order tab.
- Virtual T2T boxes can be added to eBudde at any time during the program.
- Troops cannot specify variety of virtual cookies.
- If cookies are placed in this column, the council will fill orders from council inventory or obtain additional cookies from the bakery. These cookies will be shipped directly to the council's Troop-to-Troop recipients.
- Any boxes placed in the T2T column will add to the amount owed to the council.
- Troops will be responsible for payment of any cookies placed in the T2T column.
- ONLY VIRTUAL TROOP-TO-TROOPS COOKIES WILL COUNT TOWARDS TROOP-TO-TROOPS PATCH AND REWARD QUALIFICATIONS.

# SERVICE UNIT TIPS & TRAINING POINTS



## NON-VIRTUAL TROOP-TO-TROOPS COOKIES

Troops will receive these cookies.

- DO NOT ENTER THESE IN THE T2T COLUMN ON EBUDDE.
- These cookies are placed on the Girls Orders tab in either the GOC column or as additional cookies.
- These are cookies sold at booths and/or additional orders for the Troop-to-Troops Program.
- These donations will need to be brought to the council by March 31 to be sent with the virtual cookies in this program.
- Troops can use their “extra” inventory at the end of the program to fill their Troop-to-Troops (non-virtual) cookie orders by March 31.

## GIFT OF CARING

Troops can choose their own Gift of Caring recipient.

- DO NOT ENTER THESE IN THE T2T COLUMN ON EBUDDE.
- Place in the GOC column on the Girl Orders tab in eBudde.
- GOC donations are not considered virtual cookies.
- Email pictures to the Council of your troop delivering cookies to your recipient with a brief description to [news@girlscoutshs.org](mailto:news@girlscoutshs.org).

## DONATED COOKIES

All 2024 Girl Scout Cookies will expire on September 1, 2024. To ensure the quality and integrity of the Girl Scout Cookie Program, DO NOT donate any remaining cookies after this date.

## DELIVERY/COUNT-N-GO

Explain your Service Unit delivery or the Count-N-Go process and what to expect; also what is expected from troops.

## COOKIE CUPBOARDS

Volunteers picking up cookies from cupboards should download the eBudde app to their mobile device.

Volunteers are to submit their Cookie Cupboard orders digitally through the eBudde website or app. Most cupboards use the eBudde app to capture electronic signatures for cupboard transactions.

Refer to the Cookie Cupboard listing in the [Cookie Resources](#) folder to see how far in advance orders must be entered for pick-up.

Orders entered into eBudde are not guaranteed to be available, but the council makes every effort to fulfill every order. Entering orders in eBudde will help Cookie Cupboards better manage their inventory.

Only Troop Cookie Managers are automatically approved to pick up cookies from a cupboard. If they need someone else to pick up cookies, the TCM must approve this through the cupboard.

Discuss cupboard guidelines and policies. It is very important to follow these guidelines and dates so the council can accurately stock cupboards.

**ORDER AND PICK UP YOUR COOKIES FROM THE SAME CUPBOARD LOCATION.** This helps to properly manage cupboard inventory.

Orders from the cupboards can be either full cases or comprised of mixed varieties equaling 12 boxes.

**BOXES/CASES OF COOKIES CANNOT BE RETURNED AT ANY TIME.**

## PAYMENT & COLLECTION

**STRESS THE USE OF RECEIPTS FOR ALL TRANSACTIONS, BOTH MONEY AND PRODUCT.**

Discuss the impact that girl participation and outstanding balances have on the service unit proceeds. If they have a caregiver with an outstanding balance, it affects the entire service unit.

Council, Service Units and Troops reserve the right to require payment up front for product. \*See [Product Program Agreement and Policies](#).

It is at the Troop Cookie Manager/Leader’s discretion whether the troop will accept personal checks or not. Troops will be responsible for any returned check fees.

Deposit payments into troop account frequently.

ACH Payment is mandatory and troop must follow the guidelines and deadlines outlined in the ACH instructions.

**NO PROCEEDS ARE DEDUCTED FROM HALF PAYMENT**

If an Outstanding Balance form is not submitted to the council by March 20, 2024, the Troop Cookie Manager will be responsible for the amount due.

If troops are having problems collecting money, have them contact you and remind them to document all of their correspondence.

If a caregiver has problems delivering cookies, they need to notify their troop immediately. If they wait until the program is over, there is no time to get cookies sold before money is due.

# Service Unit Tips & Training Points



## COOKIE BOOTHS

Encourage troops to discuss booth guidelines and etiquette with their troops at training. It is great to role play with the girls to help them understand how to behave and how not to behave at a booth.

Discuss potential booth locations in your area.

Remember, the Service Unit Cookie Coordinator will be setting up those booth locations and submitting them to the council for the eBudde Booth Scheduler.

Troops can seek approval for any non-council sponsored booths. They must receive approval from the manager of the location.

For these booths to be included in the [Cookie Finder](#), which advertises booth locations to potential customers, they must submit the location, date and time in eBudde on the “My Sales” portion of the Booth Sales tab.

If troops have cookies remaining at the end of the program, they can still set up booths after the end date of the program. They must receive approval from the manager of the booth site.

## PORCH DELIVERY/PICK-UP

Through Digital Cookie, girls can sell online and deliver cookies (once approved by caregivers) to customers by leaving them on their porch.

Girls should always deliver with an adult, and confirm with the customer the delivery date and location where to leave the cookies.

## COOKIE “LEMONADE” STANDS

Encourage families to set up lemonade style stands in their driveways or

entrance to their neighborhood. Consider doing this for evening commuters, or after-school crowds. Remember, never let a girl go up to a car, and make sure to have an adult with girls at all times.

## COOKIE YARD SIGNS

Host a drive-by cookie booth in your driveway or neighborhood park. Put out cookie signs at major intersections to let customers know how to find you. This is a great idea to host on a Saturday morning.

Make cookie signs with your Digital Cookie URL or QR code for drivers to order cookies on the go.

## WALKABOUTS

Get out in your neighborhood with cookies to increase your orders! With cookies in hand, girls can take contactless payment in the Digital Cookie app.

To avoid face-to-face selling, consider leaving a [door hanger](#) order card with your Digital Cookie URL, or QR code for customers to order.

## CREATE A COOKIE MOBILE

Families can have a lot of fun decorating their cars to let customers know they have cookies. Use car magnets, car chalk or even removable vinyl and get creative.

Don't forget to put your Digital Cookie URL or QR code somewhere for customers to order online.

## DRIVE-THRU OR CURBSIDE COOKIE BOOTHS

Perfect for popular parking lots, drive-thru cookie booths give customers the ease of purchasing cookies without

leaving their cars! This open-air idea gives girls the opportunity to sell cookies and take contactless payment through the Digital Cookie app. Make sure to discuss safety guidelines and never let a girl approach a car.

## TOO MANY COOKIES... DON'T WAIT!

Inform troops that if they discover that they have over-ordered product, they should not wait to notify you or the council. If troops wait until the end of the program, below are some opportunities to help troops clear up their remaining inventory.

- Utilize the Cookie Exchange tab in eBudde to inform other troops that you have cookies.
- Facebook Cookie Swap Group! A place for Girl Scout Cookie volunteers to swap extras cookies, search for needed cookies and to connect with other Girl Scout Cookie volunteers! Request to join today at [www.facebook.com/groups/GSHSCookieSwap](http://www.facebook.com/groups/GSHSCookieSwap).
- Encourage your girls to set a higher goal (booth and additional orders, door-to-door, etc.).
- Set up additional booths to sell the inventory. Troops can even set up booths after the “end date” of the program (with the permission of the store managers).
- Notify cupboards in your area of your extra product.
- Contact other troops in your area to see if they need extra product or would be willing to swap inventory.

As with other cookie transfers between troops, proper documentation is required (i.e. signed receipts and eBudde entry by the troop transferring cookies out.)

# SERVICE UNIT TIPS & TRAINING POINTS



## EBUDDE

Online ordering is mandatory at all levels of the program. Access will be set up by the Service Unit Cookie Coordinator.  
<http://ebudde.littlebrownie.com>

All users will receive a volunteer email from eBudde with a link to reset their password.

If no email is received, go to <http://ebudde.littlebrownie.com> and enter your email address. Click forgot password to resend the email.

Discuss eBudde training webinars offered. Find a complete list [here](#) under the Training tab.

Troops have the ability to email girls/caregivers from eBudde on the Contacts tab. NOTE: Emails sent will come from a “no reply” email address.

Enter cookie and reward orders BY GIRL into eBudde.

**ALL ORDERS ARE ENTERED INTO EBUDDE AS BOXES, NOT CASES.**

**TROOP INITIAL ORDER WILL BE ROUNDED UP TO FULL CASES.**

All cupboard transactions and transfers between troops MUST be in multiples of 12.

Submit Initial Cookie Order, Initial Reward Order and Final Reward Orders **ONLY ONCE.**

## DIGITAL COOKIE

Encourage troops to utilize Digital Cookie. This year girls are able to share links with family and friends starting on Wednesday, December 14.

Digital Cookie orders placed for girl delivery prior to initial order deadlines will be automatically tallied on the *Initial Order* tab in eBudde and will arrive with the troop order at delivery.

## STAY IN TOUCH

Watch your email inbox for messages from the council. Check the dashboard on eBudde for messages and updates from the council.

Another great resource is social media.

Facebook: [www.facebook.com/girlscoutshs](http://www.facebook.com/girlscoutshs)

Instagram: [www.instagram.com/girlscoutshs](http://www.instagram.com/girlscoutshs)

Pinterest: [www.pinterest.com/girlscoutshs](http://www.pinterest.com/girlscoutshs)

Facebook Cookie Swap Group! A place for Girl Scout Cookie volunteers to swap extras cookies, search for needed cookies and to connect with other Girl Scout Cookie volunteers! Request to join today at [www.facebook.com/groups/GSHSCookieSwap](http://www.facebook.com/groups/GSHSCookieSwap)!

Join the [Service Unit Product Program Coordinators Facebook Group](#)!

Log on to Little Brownie Bakers Volunteer Blog, [www.blog.littlebrowniebakers.com](http://www.blog.littlebrowniebakers.com)



## COUNCIL COOKIE TRAININGS

The following Cookie Trainings are available via Zoom for Troop Cookie Managers. Please register to receive the meeting ID and password. If you cannot attend a training, recordings will be uploaded to the [Cookie Resources](#) within 24 hours after the training.

### COOKIES 101 - THE BASICS

Thursday, November 16, 6:30 p.m.  
[Register here.](#)

### COOKIE PROGRAM TRAINING - TROOP 2 DATES AVAILABLE!

Sunday, December 10, 3 p.m.  
[Register here.](#)

Tuesday, December 12, 6:30 p.m.  
[Register here.](#)

### SU LEVEL EBUDDE OVERVIEW - SERVICE UNIT

Monday, December 11, 6:30 p.m.  
[Register here.](#)

### STARTING YOUR SALE - TROOP

Thursday, January 4, 6:30 p.m.  
[Register here.](#)

### DIGITAL COOKIES - TROOP

Tuesday, January 9, 6:30 p.m.  
[Register here.](#)

### ENTERING GIRL ORDERS/ REWARDS/DELIVERY - TROOP

Thursday, January 11, 6:30 p.m.  
[Register here.](#)

### EBUDDE BOOTH SCHEDULER - TROOP

Tuesday, January 16, 6:30 p.m.  
[Register here.](#)

### COOKIE DELIVERY - TROOP

Thursday, January 25, 6:30 p.m.  
[Register here.](#)

### ALLOCATING COOKIES & DIGITAL COOKIES - TROOP

Tuesday, February 20, 6:30 p.m.  
[Register here.](#)

### FINALIZING YOUR PROGRAM - TROOP

Tuesday, March 5, 6:30 p.m.  
[Register here.](#)



# Service Unit Tips & Training Points



## TROOP PROCEEDS

### OPTION A

#### WITH REWARDS

Daisy, Brownie and Junior troops MUST take this option.

PGA	PROCEEDS PER CASE
1-199	\$8.40
200-399	\$9
400+	\$9.60
Super Troop	Additional \$.60
Fall Product Bonus	Additional \$.12**

### OPTION B

#### EXTRA PROCEEDS OPTION (EPO)

Cadette, Senior and Ambassador troops may choose Option A or Option B.

PGA	PROCEEDS PER CASE
1-199	\$9.24
200-399	\$9.84
400+	\$10.44
Super Troop	Additional \$.60*
Fall Product Bonus	Additional \$.12**

- Troops must have reached a Troop per girl average (PGA) of 250 or more in combined sales in the 2023 Fall Product Program.
  - Troops must reach a Troop per girl average (PGA) of 350 boxes or more in the 2024 Cookie Program.
- \*\*Fall Product extra proceeds will be added to eBudde at the conclusion of the 2024 Cookie Program prior to the final ACH draft.

Troop proceeds are based on the Per Girl Average, which is the average number of boxes participating girls sell in your troop.

#### How to determine Troop Per Girl Average (PGA):

Divide the number of boxes sold by the number of girls participating in cookies for your troop.

**Example:** 1,200 boxes sold ÷ 10 girls participating = 120 PGA

eBudde will automatically calculate your PGA on the Sales Report tab.

#### These rules apply to the Extra Proceeds Option (EPO) or Opt-Out option:

- Girls within troops choosing the EPO will only earn patches, charms, and free membership offered on the initial order. They will not be eligible for t-shirts, sweatshirts or other rewards offered on the initial order.
- Girls within troops choosing the EPO will only earn patches and charms for additional/booth orders. For each girl that reaches the 850+ box level, she will then begin accumulating rewards at each level

she obtains thereafter.

- EPO troops only qualify for patches and charms offered at Troop PGA rewards levels.
- The troop must be registered with the council as a Cadette, Senior or Ambassador troop.
- The choice made is for the entire troop. GIRLS, not adults, must make the troop's choice.
- EPO option MUST be marked in eBudde on the settings tab PRIOR to entering girls' initial orders. No changes will be made after initial order is submitted.

\*Super Troop proceeds will be paid to troops in July via ACH after qualifications have been met. View [Super Troop qualifications](#).

#### TROOPS CAN EARN MORE COOKIE PROCEEDS BY PARTICIPATING IN THE FALL PRODUCT PROGRAM!

*Troops that participated in the 2023 Fall Product Program can earn \$0.01 more per box in the 2024 Cookie Program. Here's how*

- Troops must have had at least 3 girls selling in the 2023 Fall Product Program.

### SERVICE UNIT PROCEEDS

Service Units have the potential to receive a total of \$0.05 per box ordered within their SU if they have no outstanding debts.

#### SERVICE UNIT (SU) PROCEEDS

\$.03	Service Unit Proceeds
+.01	5% SU Initial Order Increase & No Debt
+.01	3% SU Final Total Increase & No Debt
\$.05	Potential Service Unit Proceeds

The council does not encourage troops to cover a caregiver's debt to ensure the proceeds bonus for the Service Unit. If a troop remits payment for a caregiver's outstanding balance, then the troop is responsible for collection of this debt.

#### NOTE:

*Service Unit proceeds will be held until all unregistered girls participating in the Cookie Program are registered for the current membership year, all troops have at least two fully screened and approved volunteers, and Service Unit ACH form, budget, financial report and bank statements are submitted.*

# INDIVIDUALLY REGISTERED GIRLS

Any registered girl can participate in the Girl Scout Cookie Program, even if she is not participating in a traditional troop.

## FOR INDIVIDUALLY REGISTERED GIRLS (IRG)

Service Unit Cookie Coordinators will be responsible for IRGs participating (that did not combine with a troop for the program); making sure they are trained, collecting caregiver permission forms, orders and payments, entering orders and rewards in eBudde, allocating additional boxes in eBudde, and distributing product and rewards.

Some troops may allow an IRG to combine with their troop for the Cookie Program. The Troop Cookie Manager/Leader will be responsible for making sure she is trained, collecting caregiver permission forms, orders and payments, entering orders and rewards in eBudde and distributing product and rewards. Troops can also invite IRGs to participate in booths.

## EBUDDE

For orders to be placed in eBudde, IRGs are assigned a “troop” number. A specific number has been assigned for each SU to place orders in the eBudde system.

All IRGs’ orders will be placed under this number so that their orders arrive with the rest of the SU’s delivery. This number is simply 99 in front of the SU number (example: 99423 for TN West Central, 99245 for Clay, etc.)

If there is a group as well as other IRGs within the same SU, please call 800.624.4185 or email [info@girlscoutshs.org](mailto:info@girlscoutshs.org), to obtain a separate number.

## IRG PROCEEDS/REWARDS

Individually registered girls that participate separately (did not select a troop for the program) will receive “Passport Bucks” at the rate of \$20 for every 50 boxes sold.

Passport Bucks may be used for annual GSUSA membership dues, council-sponsored program activity fees, resident camp registration fees, resident camp trading post, and to purchase items in the council shop; may not be cashed for “real money” and cash will not be given as change; has no value outside of Girl Scouts Heart of the South; expires 9/6/2024.

Passport Bucks will only be issued if balance is paid in full.

**PLEASE NOTE:** IRG troops follow the same rules in eBudde as traditional troops. Therefore, the total IRG troop order will be rounded to solid cases.



# cookie rally!!!

Kick off this cookie season with a high energy, activity packed Cookie Rally for your Service Unit!

Cookie Rallies are great to show girls how to be successful in the Cookie Program. Success, friendship, learning, stories, cookies — it’s all part of the Girl Scout Cookie season and being proud to go bright ahead.

Little Brownie Bakers, our cookie makers, have put together irresistible ideas for bringing lots of fun, learning and girl motivation together into an awesome cookie kick-off event that you can do online or in-person.

## ONLINE COOKIE RALLY

Download the [Girl Scout Cookie Virtual Rally Guide](#), and the [Virtual Cookie Rally Resources](#) to host an online rally for your girls.

## IN-PERSON COOKIE RALLY

Download the [Girl Scout Cookie Rally Guide](#), a step-by-step planning guide and the [Activities and Rallies Resources](#), packed with ideas for combining fun, learning and girl motivation. Additional activity sheets, downloadable PDFs and more are available online at [www.littlebrowniebakers.com/rallies](http://www.littlebrowniebakers.com/rallies).

## Booth Pennant Flags!



### ACTIVITY EXAMPLE: BOOTH PENNANT FLAGS

Girls will make a splash at booths with these simple Girl Scout Cookie® pennants. Get creative by adding marketing messages, cookie prices, or QR codes.



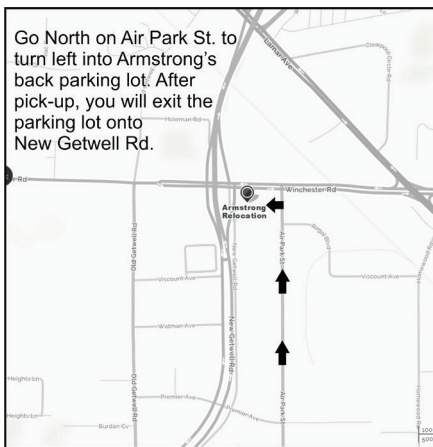
# GETTING YOUR COOKIES

## COOKIE COUNT-N-GO

### MEMPHIS LOCATION

FEBRUARY 2-3

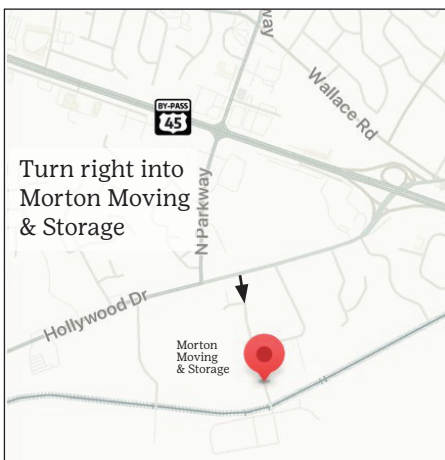
Armstrong Relocation  
3927 Winchester Rd.  
Memphis, TN 38118



### JACKSON LOCATION

FEBRUARY 3

Morton Moving & Storage  
115 Miller Avenue



## SELECT DELIVERY INFORMATION IN EBUDDE:

- After submitting the Troop Initial Cookie order in eBudde, Troops will be reminded to go to the Delivery tab to select their delivery date and time.
- Go to the Delivery tab and choose the Count-N-Go delivery date desired from the drop down menu.
- Then click on the desired time slot.
- Available slots will be white; unavailable slots will be gray.
- If troops are attempting to sign up for time slots and there are no available spots, contact [info@girlscoutshs.org](mailto:info@girlscoutshs.org) or 800.624.4185.
- **Troops that have over 200 cases** in their initial order will be required to select two or more simultaneous time slots.
- **Troops that have over 400 cases** in their initial order will be required to select multiple simultaneous time slots, and given the opportunity to select an earlier pick up time between Monday-Thursday. **Council will contact eligible troops after they have entered their order, and selected their pick up slots.** The council will update eBudde with the new pick up information.
- Click the "Submit my Info" button at the top left. The delivery information will not be saved unless it is submitted.
- Prior to their pick-up date (but after 1/29/24), troops will need to print the delivery confirmation from the delivery tab in eBudde to take with them to delivery. This will recap the order in cases, by variety, delivery date/time and also tell an estimate of how many vehicles to bring.

If combining multiple troop orders for pickup (no more than three troops at one time), follow these instructions:

- Submit cookie order for Troop A on the *Initial Order* tab. On the delivery tab, select "Some other troop (or my SU)" and submit.
- Submit cookie order for Troop B on the *Initial Order* tab. On the delivery tab, select "Some other troop (or my SU)" and submit.
- On Troop C, submit cookie order on the *Initial Order* tab. On the *Delivery* tab, select "Someone from my troop". When asked if you will be picking up for more than one troop, select "yes," and enter the troop numbers into the fields provided. This will combine all troop orders for a total pickup case count.
- Choose the Count-N-Go delivery date desired from the drop down menu.
- Then click on the desired time slot and submit.

# GETTING YOUR COOKIES

## COUNT-N-GO DAY OF PROCESS:

- Count-N-Go is for troop initial orders only, not individual girls.
- Troops need to bring or have access to their Troop Delivery Confirmation that includes a unique Troop Code and phone number for pick-up. These are available to print beginning January 29, 2024.
- Troops will need to arrive at their scheduled time with all vehicles needed for pick-up. Troops will not be allowed to begin pick-up process until all vehicles have arrived at the site and are lined up together. Council staff will be stationed outside the site entrance to help facilitate this process and will direct your party to the Check-In station when your group is all present and ready.
- Troops will stop at the Check-In station to receive further instructions.
- One troop member will text their Troop Code from the Delivery Confirmation to 225.398.3281. They will receive a confirmation back stating they have been checked in.
- At the Check-In station, troops will receive their initial order rewards.
- They will then be directed to a pick-up line.
- A council representative will follow them through the pick-up process and assist with counting.
- Cookies will be set up in an “assembly line” style with one or two varieties of cookies at each station. Troops will count the cases as they are being loaded by variety into their vehicles. Cars will move through the line to receive all cases ordered of each variety at each station.
- Once all cookies are loaded, the council representative will release the cookies in eBudde to the troop.
  - The troop will receive a text stating cookies have been released. To confirm their pickup, they’ll respond via text with **1** and for additional help respond back with **2**.
    - If they replied with a **1** to confirm pick up, this will also trigger a confirmation email to the troop.
    - If they replied with a **2**, they will stay with their council representative to

discuss issues with their count. There will be a recount station if quantities are questioned. Troops will need to move out of the line, unload, count and reload their own cookies.

## COUNT-N-GO DAY OF TIPS:

- Girl orders are not separated into individual vehicles.
- Have all vehicles cleaned out with minimal passengers.
- Delivery agents will be loading the cookies. You do not need extra people to do this.
- Pay close attention during the loading process. The loaders load fast. Be aware of what is being loaded into your vehicle and make sure you get an accurate count before moving to the next station.
- For orders requiring multiple vehicles:
  - + Have all vehicles needed for pick up arrive together.
  - + Bring an extra person to be the designated “counter” so they do not have to get in and out of the vehicle as they are moving in the line.
  - + The first vehicle will be filled to

capacity before loading any subsequent vehicles.

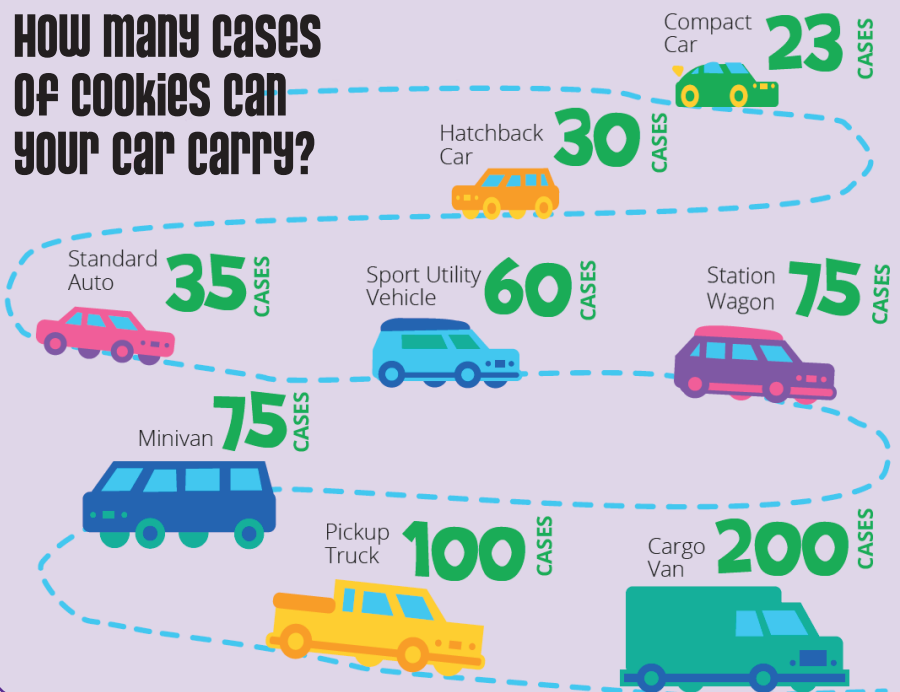
## SERVICE UNIT DELIVERY

Your Service Unit Cookie Coordinator will contact you to pick up the troop/girls’ cookie orders between February 6-9 and rewards in May.

- Bring a copy of your Delivery Confirmation when picking up product.
- Count and recount the items before signing for them.



## How many cases of cookies can your car carry?



# GETTING YOUR COOKIES

As Service Unit Cookie Coordinator, one of your responsibilities is to secure a convenient, suitable location for receiving, sorting and disbursing your cases of Girl Scout Cookies. If your Service Unit is participating in the Count-N-Go, the council will take care of this process.

Don't wait until the last minute! Planning early helps you select and secure the best possible location for your troops and delivery agent. The people donating their space and time appreciate advance notice so they can plan accordingly.

Check with the prior SUCC or Service Unit Manager in your area. Ask long-time community people for recommendations.

What makes a good delivery site? Streets and parking area must be wide/long enough for a large delivery truck to maneuver without backing into yards or off driveways and have no low hanging trees or power/phone lines.

Not all delivery sites will require the use of a tractor-trailer. The delivery truck and Troop Cookie Managers need to be able to get close to the entry door for loading and unloading.

A location which has a forklift on the premises will make your job easier.

The space should be large enough to accommodate all cookies (possibly in pallets) and still have enough room to separate cookies by troops.

Look for a location where Troop Cookie Managers can drive close to an access door rather than having to maneuver up and down stairs or through a maze of hallways.

The location must be water tight and insect free.

Excellent delivery site locations are fire stations, National Guard Armories, schools, churches, etc. Try to choose a location that is easily found and centrally located in your service unit.

Think quantity: An average two-car garage (20x22 feet) will hold approximately 1,000 cases. To prevent toppling over, stack straight and only 6 feet high. Consider that each case averages approximately 9 pounds and the weight of 1,000 cases requires a GOOD FLOOR!

## HELPFUL HINTS:

- Remember to schedule plenty of help for unloading and separating cookies.
- Notify troops promptly about the delivery date and their pick-up time.
- Count and recount and obtain an electronic signature or signature from the Troop Cookie Manager before they leave with product.
- After delivery day, write a thank you note to the manager of the facility!



# GETTING YOUR COOKIES

## WITH THE DIGITAL COOKIE™ PLATFORM, THE GIRL SCOUT COOKIE PROGRAM IS BETTER THAN EVER.

Have you spoken to your troop families about participating in the Girl Scout Cookie Program this year?

Now there is one more way to superpower their program—by adding online order taking with the **Digital Cookie™ platform**. You play a key role in encouraging and supporting girls and caregivers with this channel.

Remind them that it's easier for girls and caregivers to participate at their convenience and to reach friends and family near and far. And, importantly, it increases quality time together for girls and caregivers!

It's really simple, with just four easy steps! They'll register, set up their sites, invite customers, and track their goals. That's it!

Digital Cookie makes it super simple for customers to order their faves online from a custom girl URL, and pay by credit card to either get the cookies right from you (caregiver

approval required) or have them shipped—awesome! Look for your registration email or contact us for more information.

- Volunteer Digital Cookie Registration email sends on December 9 at 4 a.m.
- Caregiver Digital Cookie Registration email sends on December 10 at 4 a.m.

## CONTACTLESS PAYMENT IS AVAILABLE THROUGH THE DIGITAL COOKIE APP

Girls can take orders on the go with the Digital Cookie Mobile App which is available for free download on both the App Store and Google Play.

## CUSTOM TROOP COOKIE URLS AVAILABLE THROUGH DIGITAL COOKIE

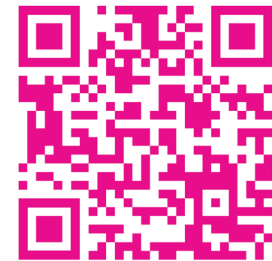
Share your troop cookie URL to neighborhood sites and community Facebook groups. Cookies ordered through this URL should be evenly divided among participating girls.

## SET UP, PUBLISH & EARN!

Girls that set up and publish their Digital Cookie site by December 28 will earn the Cookie Techie Patch!



digital   
cookie™



## DIGITAL COOKIE DAYS

Send 20+ emails on our Digital Cookie Days through Digital Cookies to be entered to win an Axolotl Pillow!

*Ten girls will be drawn each Digital Cookie Day!*

Sell 20+ boxes on our Digital Cookie Days through Digital Cookies to be entered to win \$50 Passport Bucks.  
*One girl will be drawn each Digital Cookie Day!*





# girl scout cookie program emergency procedures

## adhere to all safety activity checkpoints

Please keep a copy of these guidelines and the [Accident/Incident Report](#) with you in your first aid kit at all Girl Scout activities.

*In the event of a serious accident, emergency or fatality please follow the following council emergency procedures:*

1. Provide First Aid to the injured person. Dial 9-1-1 if emergency assistance is needed.
2. Keep a responsible person at the scene at all times.
3. Keep the girls calm and occupied.
4. Notify the Council Crisis Team at 800.624.4185 or after hours at 901.463.2999.
5. Call your troop's emergency contact person to let the caregiver know there is a delay. Have it planned in advance what the person will say.
6. In the event of a fatality, see that no disturbance of the victim or surroundings is permitted until police arrive.
7. Do not surrender permission forms or medical records. **Keep your copies.**
8. Refer all media (press, radio, TV) inquiries to the Council. **Do not make any statements or release names to anyone.**
9. File an [Accident/Incident Report](#) and refer all insurance questions to Council personnel.

**PLEASE REMEMBER:** Only Council-designated spokespersons (Council Crisis Team) are authorized to speak on behalf of the Council. It is very important that communications are controlled to minimize risk. A good response is: *"I really don't have all of the information you are looking for. You need to speak with someone from our communications team."*

Feel free to give them the office phone number: 800.624.4185.

In addition to reporting emergencies and serious injuries occurring during a Girl Scout activity or on Girl Scout property to the Council Crisis Team, you are asked to report any situation or potential situation that poses a threat to the Girl Scout name and/or impairs the Council's ability to operate effectively.

The Council Crisis Team appreciates it when it has time to **Be Prepared.**

An [Accident/Incident Report](#) should be completed for any accident, illness or inappropriate behavior that occurs on the site or during a program event. It is used to supplement insurance information and to notify the council of an incident while awaiting insurance forms and doctor's statements.

This report should be completed and submitted to the council office within 24 hours following the incident. You may call the council and file an initial report by phone at 800.624.4185. A copy will then be mailed for your signature.

A leader, activity planner or caregiver may fill in sections of the form that relate to their actions. On-site First Aider and Program Director should complete separate forms.

Incident report forms can be subpoenaed for legal evidence, so information should relate only to the known facts.





# Cookie Program Glossary

## **Automated Clearing House (ACH)**

A banking system used for electronic fund transfers during the cookie program. It uses the troop's bank account and routing numbers which are entered into eBudde by the Council. It is a safe, secure system through which funds are "swept" or electronically transferred on specific banking dates.

## **Allocate Cookies**

A method by which cookies are assigned in eBudde to a participating girl. It is important to allocate cookies throughout the program because this is how girls will earn rewards.

## **Caregiver Permission and Responsibility Form**

A form that provides permission for a Girl Scout to participate in a council sponsored product program and outlines financial responsibility of the caregiver. This form must be signed by a caregiver prior to a girl's participation.

## **Case**

Girl Scout cookies are packaged in cardboard boxes called cases. Each case contains 12 packages/boxes of cookies regardless of cookie variety.

## **Cookie Booth**

A stationary set-up of Girl Scout cookies at a public location such as a grocery store, convenience store, bank, place of worship, school, library or other venue where girls are permitted. There are two (2) types of booths: council-sponsored and troop-sponsored booths.

## **Cookie Booth Notify**

A waitlist for troops to secure a council-sponsored booth location in eBudde. The system will email the troop if a desired booth becomes available and is on a first come, first serve basis.

## **Cookie Cupboard**

Local homes or locations within the council boundaries where troop cookie managers and other assigned adults may pick up additional cookies throughout the cookie program.

## **Cookie Entrepreneur Family Pin**

A collection of pins that girls may earn by working with their families on activities and are based on age level.

## **Cookie Exchange**

A posting board available in eBudde that enables troops to post and exchange extra cookies.

## **Cookies in Hand**

A phase in the Cookie Program once Girl Scouts and troops receive their initial order cookies and begin selling them directly.

## **Cookie Rally**

A council-sponsored event for girls to enjoy featuring basic cookie program information and fun activities.

## **Cookie Rookie**

[A training video](#) that helps new girls understand the basics of the cookie program. The video covers how the Cookie Program works, cookie names, how to set a goal, safety rules, how to ask a customer to buy cookies and cookie booth essentials.



# COOKIE PROGRAM GLOSSARY

## **Cupboard Manager**

A person responsible for managing a cookie cupboard.

## **Digital Cookie/Digital Order Card (DOC)**

A customized website for girls to market and take cookie orders. Customers may choose to order cookies and have them shipped directly to their residence, delivered by the girl, or choose to donate cookies. All cookie orders are paid for online. Data flows between Digital Cookie (used by girls) and eBudde (used by volunteers).

## **eBudde**

A web-based technology platform that is used by volunteers to manage the entire cookie program.

## **eBudde App**

A mobile based technology platform that is used by volunteers to manage the entire cookie program and is available for download on the App Store or Google Play.

## **eBudde Booth Recorder**

A section of eBudde used to track booth sales and girl participation. It enables the user to record the number of packages sold and will divide them evenly between the participating girls.

## **Five Skills**

Girls develop five (5) skills by participating in the cookie program. These skills are goal setting, decision making, money management, people skills and business ethics.

## **Gift of Caring**

A troop service project where customers may purchase packages of cookies that the troop will deliver to their chosen recipient. Customers do not choose the cookie variety. Troops will fill and deliver the Gift of Caring donations from their remaining inventory at the end of the program.

## **Girl Order Card**

Girl Scouts use a girl order card to track in-person orders and set their goal for rewards. It lists the cookie varieties, nutritional information and girl rewards. There are rows and columns to track each customer's name, address and phone number along with the quantities of each variety ordered and amount owed.

## **Girl Scout Cookie Program**

An educational and fun way for girls to sell cookies and earn funds for their Girl Scout activities. It is the largest girl-led entrepreneurship program in the world and began in 1917 when Girl Scouts baked cookies and sold them to help finance troop activities.

## **Girl Scout Leadership Experience (GSLE)**

Builds leadership skills through the participation of girl-led programming thus allowing them to discover themselves and their values, connect with others and take action to make the world a better place.

## **Girl Scout Promise and Law**

The promise is a pledge every Girl Scout makes when joining the organization. It affirms the spiritual and ethical framework of Girl Scouting. The law is a Girl Scout code that serves as a guide for the personal behavior of all members.

## **Little Brownie Bakers (LBB)**

Little Brownie Bakers is our bakery partner for the Girl Scout Cookie Program. They supply our council with cookies as well as resources for girls and volunteers to be successful.

# COOKIE PROGRAM GLOSSARY

## **National Girl Scout Cookie Weekend**

An annual occasion to honor creative and successful Girl Scout Cookie entrepreneurs across the county, as well as the positive change that cookie earnings make possible.

## **Opt Out / Extra Proceeds Option (EPO)**

A method by which a Cadette, Senior or Ambassador troop chooses to not receive rewards in exchange for extra troop proceeds; currently \$0.07 per package. Girls within troops choosing the EPO will only earn patches (initial and additional orders.) For each girl that reaches the 800+ box level, she will then begin accumulating rewards at each level she obtains thereafter. EPO troops can earn all Troop PGA rewards. The EPO choice made is for the entire troop. GIRLS, not adults, must make the troop's opt out choice. Multi-level troops with younger girls may not participate.

## **Package/Box**

Each variety of cookie is sold in an individual cookie package/box. Some varieties have a recycled cardboard outer packaging/box and some varieties have a cellophane outer wrap. The number of cookies and price of each package/box varies by variety.

## **Per Girl Average (PGA)**

The total number of cookies sold by a troop divided by the number of girls participating in that troop.

## **Product Programs**

Council sponsored-programs that enable troops and individually registered Girl Scouts known as Juliettes or IRGs to earn funds for troop/group activities. This includes the Girl Scout Cookie Program and the Fall Product Program.

## **Rewards**

Items earned through participation in a council-sponsored product program. Cookie rewards are based on the number of packages/boxes sold during the annual cookie program. This includes orders from online, in-person, donations, additional, and troop cookie booths.

## **Service Unit Cookie Coordinator (SUCC)**

A volunteer who trains, supports and oversees all Troop Cookie Managers within an assigned service unit.

## **Service Unit Proceeds**

A Service Unit's share of money earned by the order of products through a council-sponsored product program such as the Girl Scout Cookie Program or Fall Product Program. Proceeds retained by a Service Unit are used to fund Service Unit activities.

## **Troop Cookie Manager (TCM)**

A volunteer who is responsible for the logistics of the cookie program for a single troop. Duties include ordering cookies, collecting money and distributing girl rewards.

## **Troop Cookie Pickup-Only User**

Trusted individuals such as parents, grandparents, guardians, or other caregivers who may pick up cookies at a local cookie cupboard. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.

## **Troop Sponsored Cookie Booth**

A stationary set-up of Girl Scout cookies at a public location that is contracted by individual troops and should be entered into the eBudde Booth Scheduler for approval and marketing to the public.

## **Troop View Only User**

An eBudde user who is given permission to view information listed in eBudde but does not enable them to make changes. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.



# COOKIE PROGRAM GLOSSARY

## **Troop Booth Recorder User**

A user who may record booths. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.

## **Troop Proceeds**

A troop's share of money earned by the order of products through a council-sponsored product program such as the Girl Scout Cookie Program or Fall Product Program. Proceeds retained by a troop are used to fund troop activities.

## **Troop-to-Troops Program**

A council-wide service project where customers may purchase donated packages of cookies that GSHS will deliver to our partner, Soldiers' Angels. Girls and troops collect the money, but do not physically take possession of the cookies. Troop-to-Troops donations can be accepted at any point during the Cookie Program.

## **Troop Transfers**

Transfer of cookies (packages/boxes and/or cases) between Girl Scout troops. Financial responsibility follows the cookies. A receipt is written by the troop giving the cookies. Both troops sign the receipt. The troop giving the cookies is responsible for entering a transaction into eBudde.

## **Virtual Cookie Booth**

Girls take cookie orders by hosting virtual cookie booths that allow customers to buy or donate cookies online.

## **Volunteer Toolkit (VTK)**

A digital resource that supports troop leaders and co-leaders with meeting plans, caregiver communication, membership renewal, tracking badges, awards, recording meeting attendance and more. Access the VTK via [girlscoutshs.org](https://girlscoutshs.org) and clicking on My GS.