

**What can a cookie do?**



**than you see**

# **Cookie Book**

***2012 Girl Scout Cookie Sale***



**Girl Scouts, Hornets' Nest Council  
7007 Idlewild Road  
Charlotte, NC 28212  
[www.hngirlscouts.org](http://www.hngirlscouts.org)**

**Your Service Unit Product Sales Manager:**

**She/he can answer all of your questions.**

# Initial orders and Final Report Deadlines

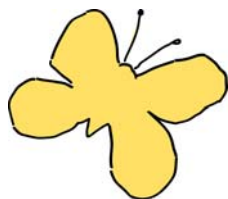
Initial orders due January 25, 2012    Final reports and payment due March 16, 2012

## Girl Scouts, Hornets' Nest Council

Product Sales Director:

Janet Smith

cookies@hngirlscouts.org    704-731-6528



# Girl Scout Cookies \$4.00

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**Girl Scouts, Hornets' Nest Council**  
7007 Idlewild Road • Charlotte, NC 28212  
704-731-6500, Outside Mecklenburg 800-868-0528  
Website: [www.hngirlscouts.org](http://www.hngirlscouts.org)



## **Troop Cookie Manager**

### **Volunteer Position Description**

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Appointed by: Troop Leader for a term of one year, renewable annually  
Responsible to: Service Unit Product Sales Manager  
Purpose: Conducts the cookie sale for a specific troop

#### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

1. Register as a member of Girl Scouts of the USA, complete a volunteer application and a criminal background check.
2. Attend training scheduled by the Service Unit Product Sales Manager for Troop Cookie Managers, accompanied by Troop Leader or Assistant Leader.
3. Read and review all cookie materials and The Cookie Book.
4. Assist Troop Leader with program related to the Cookie Sale.
5. Receive and distribute cookie materials for the troop. Train the girls in goal setting, sales techniques, safety guidelines and information about the cookies.
6. Ensure that each girl participating has a signed permission slip before selling cookies.
7. Basic computer skills are required for online reporting.
8. Collect girl order forms, compile troop order and enter initial order and initial order incentives into eBudde by the deadline.
9. Pick up cookies at the Service Unit cookie station as scheduled, distribute cookies to the girls, obtaining each parent/guardian's signature on receipt for all cookies.
10. Take reorders and process them through the nearest cookie cupboard.
11. With the Troop Leader, determine the need for a cookie booth. Schedule the booth sale through eBudde's Booth Scheduler.
12. Collect money from the girls, issue parents a receipt and deposit in troop checking account. Complete reports on eBudde by the deadline. Complete online evaluation. Pay for your troop's cookies by troop check, bank check or money order to Service Unit Product Sales Manager by the deadline. Give copies of cookie records to Troop Leader.
13. Distribute incentives to the girls in the troop in May.
14. Believe and subscribe to the principles expressed in the Girl Scout Mission, Promise and Law and abide by the policies and standards of GSHNC and GSUSA.
15. As a role model, encourage participation from all girls and adults in accordance with GSHNC's Affirmative Action Policy.
16. Participate in a year-end Volunteer Performance Survey.

#### **GIRL SCOUTS, HORNETS' NEST COUNCIL RESPONSIBILITIES:**

1. Provide position description, volunteer personnel policies, GSHNC policies and procedures, programs, training, recognition and support.
2. Implement ongoing affirmative action and provide all registered members with access to basic accident insurance.

# Calendar and Checklist



**PLEASE OBSERVE DEADLINES!** WHEN YOU ARE LATE, YOU HOLD UP YOUR ENTIRE SERVICE UNIT. IN ADDITION, YOU CAN AFFECT THE COUNCIL'S ABILITY TO MEET DEADLINES WITH THE BAKERY AND MAKE THE DELIVERY SCHEDULE.

## OCTOBER 30 THROUGH DECEMBER

- **Troop Leader, Cookie Manager and all girls must be registered. Daisy, Brownie and Junior Troops must have at least 5 girls registered to sell cookies, Cadettes, Seniors and Ambassadors must have at least 3. Two** people in the troop, the Troop Cookie Manager being one of those must attend cookie training before the troop may receive a cookie packet and sell cookies.
- **Each Girl Scout Troop must have a troop checking account before ordering cookies.** A voided check or deposit slip must be submitted by the deadline for troop initial order.
- Troop Cookie Managers must complete a criminal background check and a volunteer application including the names and full addresses for 3 references by December 15, 2011. If you have already completed a volunteer application, you do not need to complete another volunteer application. If you have had a criminal background check with GSHNC, you do not need to do it again.

- Girl Scout membership registration completed.
- Leader and Troop Cookie Manager receive training and materials from Service Unit Product Sales Manager.
- Volunteer application completed and turned in to Service Unit Product Sales Manager or mailed to GSHNC Service Center.
- Criminal Background check application completed online, for more information, contact your Membership Specialist.
- With Troop Leader, plan and recruit assistance for booth sales. See pages 19 for guidelines and Booth Sale Patch requirements.

## JANUARY 1, 2012

- Be sure all of your girls are entered into eBudde and registered for Cookie Club.
- Girl Scouts are on their honor to wait until this date to start taking orders. Remember: All Girls must turn in a signed permission slip before taking orders. Please ask the parent to completely fill out the permission slip. **NO MONEY IS COLLECTED AT THIS TIME.** (Exception: A customer orders Cookies for the Troops only.)

## JANUARY 23

- Initial order taking ends. Girls may continue taking orders to be filled through the troop's extra cookies and cupboard pick ups.

## JANUARY 24

- Last date for troop to receive girl orders. Collect Girl Order Cards. Issue Goal Getter Order Cards (used until direct sales begin February 17).

## JANUARY 25

- Record girl orders in eBudde. eBudde will calculate your order and tell you how many surplus packages of cookies you will have. As you order cookies, please remember:
  1. Your troop will be responsible for all cookies ordered.
  2. Cookies may not be returned or exchanged at any cupboard.
- Verify and submit your troop's order for Initial Order Incentives in eBudde **by 11:59 PM on January 25, 2012**
- Submit your request for a cookie pick up time on the Delivery tab in eBudde.
- You must enter your troop checking account information into eBudde and submit proof of troop checking account to your Service Unit Product Sales Manager.** You may save gas and mail it.

## Calendar and Checklist (continued)



### FEBRUARY 13-16

All Service Units in Mecklenburg County except Mecklenburg 1 will pick up their cookies at Charlotte Van and Storage (see pages 16-17). All other Service Units will announce their cookie stations at cookie training.

- Cookies delivered to stations and warehouse pick ups will be February 13-16. Count cookies carefully with your Service Unit Product Sales Manager. Troops will be responsible for all cookies signed for. Cookies cannot be returned or exchanged at cupboards.
- Distribute cookies to girls. Important: Parent/Guardian is required to sign and receive a Money/Cookie Receipt **every time** there is a cookie or money transaction. ***Keep white copy, give parent yellow copy.***
- Return girl order cards and issue money envelope when girls pick up their cookies. Review delivery, payment methods and safety guidelines discussed in training,

### FEBRUARY 16 – MARCH 10

Cookie Cupboards' Schedule:

- February 16 – March 10: All cupboards except Charlotte Van and Storage open.
- February 18 – March 4: Charlotte Van and Storage Cupboard is open.

### FEBRUARY 17

- Booth Sales begin.

### MARCH 11

- Council Coordinated booth sales end. Troops may do booth sales after this date. However, they will need to make their own arrangements with store managers.

### MARCH 15

- Girl's money due to Troop Cookie Manager no later than this date.

### MARCH 16

- FINAL REPORTS MUST BE COMPLETED IN eBUDDE BY 11:59 PM. PAYMENT DUE TO SERVICE UNIT PRODUCT SALES MANAGER (see page 13).**

### APRIL 15

- Outstanding Debt/Collection Report due to the GSHNC Service Center (see page 14-15). Troop Cookie Managers are responsible for all debts not reported on this form by this deadline.

### MID -APRIL - MAY

- INCENTIVES WILL BE DISTRIBUTED AT APRIL AND/OR MAY SERVICE UNIT MEETINGS BY YOUR SERVICE UNIT PRODUCT SALES MANAGER. Please make sure your troop has a representative at these meetings.**

### JUNE 30

- Deadline for reporting inaccuracies in girl incentives.

# Cookie Training for Girls



By the end of this training, participants should understand:

- Troop and personal goal setting with the cookie sale
- Safety rules when selling cookies
- Selling techniques and order taking
- The various types of cookies
- The girl incentive plan
- All about Cookie Club

Time Estimate	Content	Training Method	Resources Materials
15 minutes	<p><u>Set your troop goals:</u></p> <ul style="list-style-type: none"> <li>• Ideas and information about goal setting activities and strategy to make those goals is in your Volunteer Guide. Goal setting is the key to success with the Cookie Sale.</li> <li>• Have the girls discuss ideas for what they would like to do with their cookie proceeds and vote on one or more ideas for the troop’s goal. Write the troop goals on the Goal Poster in your Volunteer Guide.</li> <li>• Tell each girl to share the troop goals with her family and set her personal goal. Girl’s may track their goal on the Cookie Club.</li> </ul>	Brain storming	Volunteer Guide Order Card
4 minutes	<p><u>Cookie Club:</u> As the Leader or Troop Cookie Manager you will need to register and assign your girls a user name and password (more information at <a href="http://www.littlebrownie.com/Volunteers">www.littlebrownie.com/Volunteers</a>). <i>Girls cannot participate if you do not register your troop in Cookie Club.</i> Girls must turn in a signed permission slip to join the Cookie Club. The Cookie Club is an online club for cookie goal-getters! The first step is to go through a learning activity on safety while selling cookies. Once girls become safety certified, they can enter their goal. As they sell cookies, they will see their goal tracker rise. Girls also have fun and get selling tips along the way.</p>	Lecture	
5 Minutes	<p><b>New Cookie Club patch</b> – girls that join the Cookie Club, set a goal and send out 25 emails to friends and family receive a Cookie Club patch. Girls may also send emails to friends and family through the Cookie Club asking for their promise to buy cookies, no purchase is transacted online. The Cookie Club is available at <a href="https://cookieclub.littlebrownie.com/">https://cookieclub.littlebrownie.com/</a>. This site is approved by GSUSA, girls are not able to reveal personal information. There is also a link for Cookie Club at <a href="http://www.hngirlscouts.org/cookies-more/cookie-sale">www.hngirlscouts.org/cookies-more/cookie-sale</a> and <a href="http://www.littlebrownie.com">www.littlebrownie.com</a>.</p>		
5 minutes	<p><u>Internet Safety:</u> Please review the internet safety guidelines available on GSHNC’s website: <a href="http://hngirlscouts.org/cookies-more/cookie-sale">http://hngirlscouts.org/cookies-more/cookie-sale</a></p>		Cookie Order Form
5 minutes	<p><u>Learn about the cookies:</u></p> <ul style="list-style-type: none"> <li>• Review the order form with the girls to familiarize them with the cookies. Note nutritional information is on the order card.</li> <li>• Be sure the girls know the cookies have 0 grams trans fats.</li> </ul> <p><u>Safety:</u> Review the safety rules on the order form:</p> <ul style="list-style-type: none"> <li>• Girls should be identifiable as Girl Scouts, wearing pins or Girl Scout clothing.</li> <li>• Girls should be familiar with the neighborhoods they sell in.</li> <li>• Girls should only sell in daylight hours.</li> <li>• An adult <b>must accompany</b> Daisies, Brownies and Juniors when they are selling cookies. Cadettes, Seniors and Ambassadors should be <b>supervised</b> by an adult when selling cookies.</li> <li>• Girls should never enter a customer’s home.</li> <li>• Girls should never give out their name, address or phone number. Only the troop/group leader’s name or phone number can be given out.</li> <li>• Girls should not carry large sums of money when delivering cookies.</li> </ul>	Lecture	

Time Estimate	Content	Training Method	Resources Materials
5 minutes	<p><u>Selling techniques:</u></p> <ul style="list-style-type: none"> <li>• Door-to-Door in neighborhoods you are familiar with</li> <li>• Phone Sales: Call friends and family and take their order.</li> <li>• Booth Sales: Plan when, where and how many cookies you would like to sell with booth sales</li> <li>• Cookie Club: Send email to friends and family asking for their promise to purchase cookies.</li> <li>• Email: Email family and friends, no large broadcast emails are appropriate.</li> </ul>	Lecture	Permission Slip
5 minutes	<ul style="list-style-type: none"> <li>• Workplace sales: Encourage girls to accompany a family member to work and take their order card.</li> <li>• Cookie Walkabout: Once you receive your cookies “Walkabout” your neighborhood and make direct sales.</li> </ul> <p><u>Order Taking:</u></p> <ul style="list-style-type: none"> <li>• Make sure you have a permission slip signed by the girl’s parent or guardian before she takes an order card. Be sure the person that will be responsible for the cookies is the one signing the permission slip.</li> <li>• The selling price is \$4.00. The troop keeps 55-65¢ per package depending on your volume. Make sure the girls understand that the more your troop sells, the more money the troop can make.</li> </ul>		Order Card
15 minutes	<ul style="list-style-type: none"> <li>• Have the girls fill out the front of the order card, using their first name only.</li> <li>• Explain how they are to take orders, using the order card. <b><u>NO MONEY IS COLLECTED AT THIS TIME!</u></b> (Only Exception: when a customer orders Cookies for the Troops only.)</li> </ul> <p><u>Have the girls practice selling cookies to one another:</u></p> <ul style="list-style-type: none"> <li>• Introduce yourself, state you are selling cookies and explain what your troop will do with the troop proceeds.</li> <li>• Hand the order card to the customer. Know all about the cookies and make suggestions.</li> <li>• Tell customers our cookies freeze well, and they are available only once a year.</li> <li>• Suggest buying cookies as gifts or for parties.</li> <li>• Cookies for the Troops: suggest customers purchase a package to be donated to our military troops.</li> </ul>	Role Playing	Cookies for the Troops poster
5 minutes	<ul style="list-style-type: none"> <li>• Stress that they may begin taking orders January 1, and continue throughout the sale. Remind the girls and parents they are on their honor to observe these dates.</li> </ul> <p><u>Delivery:</u></p> <ul style="list-style-type: none"> <li>• Inform the girls when and where to pick up cookies. An adult <b><u>who will be responsible for the money</u></b> must sign for their cookies.</li> <li>• If girls take checks from customers, they should be made out to the girl’s troop. Tell them to write the customer’s driver’s license number and phone number on the check.</li> </ul>	Lecture	
2 minutes	<ul style="list-style-type: none"> <li>• No one should be allowed to keep cookies without paying for them.</li> <li>• Girls should turn in money at every meeting.</li> <li>• Inform girls and parents about deadlines when money is due.</li> <li>• Make girls and parents aware that money earned from cookies belongs to the troop and not the individual girl.</li> </ul> <p><u>Incentives:</u></p> <ul style="list-style-type: none"> <li>• Review the Girl Incentives – exciting options this year!</li> </ul>		Order Card



# Cookie Caravan Contest



Increase awareness of your cookie booth sale, sell more cookies and HAVE FUN! This is your chance to get creative and have fun with the cookie sale. Decorate your car, van, or truck to promote the cookie sale. You can even decorate the girls and adults to coordinate with the vehicle!

All of the pictures will be reviewed by a team of people that will award first, second and third place prizes. Gift Certificates from Promise Provisions Girl Scout Store will be awarded to the top third prize winners:

1<sup>st</sup> Place: \$60

2<sup>nd</sup> Place: \$40

3<sup>rd</sup> Place: \$20

Beginning February 17, 2012 decorate your vehicle and take some pictures. This is the first Saturday of booth sales, your decorated car is a great way to draw more attention to your booth sale. If you have a digital camera, email up to 4 photos by February 24 to [cookies@hngirlscouts.org](mailto:cookies@hngirlscouts.org). (Please email the pictures one at a time to avoid overloading our email system.) If you have a camera that uses film, take your photos and mail up to 4 of them by February 24 to Janet Smith, Girl Scouts, Hornets' Nest Council, 7007 Idlewild Road Charlotte NC 28212. If you do not have a camera, you may contact your Service Unit Product Sales Manager when you turn in your initial order and we will make arrangements to photograph your car.

## WINNERS OF THE 2011 COOKIE CARAVAN CONTEST



**First Place  
Troop 1372  
Union 2**



**Second Place  
Troop 1272  
Trailblazers**



**Third Place  
Troop 2150  
Mecklenburg 12**



← **First Place**  
Troop 3120  
Union 2



**Second Place** →  
Troop 1324  
Pacesetters



Troop 2643 Cabarrus 2



**Third Place (tie)**

Troop 299 Cabarrus 2

## “Cookie Walk About” Contest

Looking for another way to sell cookies? Try a cookie Walk About! Girls decorate their wagons, bikes, battery powered cars, make concession boxes or sandwich boards – anything that will attract attention! Accompanied by adults, girls load up cookies and go door-to-door in a familiar neighborhood selling door - to - door. It will surprise you how many people will not be able to resist our delicious cookies.

This can be done on the first weekend troops have their cookies, February 17-19.. You can use cookies from your initial order and then replenish them at a cookie cupboard, that way the troops does not risk having cookies that are not sold.

Decorations and other ideas for Walk About are available at <http://littlebrowniebakers.com/girls/cool-crafts>. This is a fun and creative way to sell cookies!

To add to the fun, take pictures of the girls and send them in to the GSHNC Service Center by February 24. We will have judges pick the 3 best decorated Walkabouts and will award gift certificate to Promise Provisions Girl Scout Store.

First Place: \$60.00

Second Place: \$40.00

Third Place \$20.00



<https://cookieclub.littlebrownie.com>

As the Troop Cookie Manager or Leader, you are responsible to give your girls the opportunity to participate in Cookie Club.

Nationally, girls that send e-cards through Cookie Club average 6 packages per ask, as opposed to 3 packages per ask selling in person.

In 2011, 7,584 girls from Girl Scouts, Hornets' Nest Council participated in Cookie Club. The Cookie Club has activities that help girls set and track their goals and offers selling tips. The Cookie Club offers an interactive goal tracker, girls watch their cookie pile stack up as they sell more cookies.

For complete information about the Cookie Club, please check it out on the web at [www.littlebrownie.com](http://www.littlebrownie.com). On this website, girl's information is under the "Girls" section of the website. Leaders and Troop Cookie Managers can find adult information under the "Volunteers" heading.

- **Before the girls in your troop can participate in the Cookie Club, you must set up your troop on the Cookie Club site first.** It is very simple, you register the troop with the Cookie Club and then enter the girls in your troop assigning them a user id and password. This can be done in eBudde on the Girl Tab or directly in Cookie Club. You only need to take a few minutes to register the girls in your troop.
- Once the girls have given you their permission slip signed by a parent or guardian, you may give them the website address, their user name and password. Girls participate in Cookie Club individually with supervision from her parents/guardians.
- The first thing girls will do is become "Safety Certified".
- From her personal page, girls can learn selling tips, track customer contacts and set a personal goal. Girls will enjoy watching their goal-tracker rise as more cookies are sold. Girls learn how to organize their cookie contacts in a business like fashion so they will be ready to sell again next year.
- Through the Cookie Club, girls may email friends and family and ask for their promise to buy cookies. The transaction will not be made online, customers will make a promise to purchase cookies from the girl. Girls will follow up contacting the customer to finalize the purchase and delivery of cookies.
- The Cookie Club is a safe internet environment for girls. It is approved by GSUSA. Girls will not sell cookies online or reveal their personal information.

**See the next page for information on the Cookie Club patch!**



# Patch Programs



## Cookie Club Patch



All girls that join the Cookie Club, set a personal goal and send out a minimum of 25 e-cards by January 13, 2012 will receive a Cookie Club Patch.

GSHNC staff can generate reports from Cookie Club detailing each girl participating and how many emails she sent. Patches will be distributed based on those reports.

## Calling ALL Daisies!

All Daisies that sell cookies for the first time will receive a "My First Cookie Sale Patch"



## Cookie Locator on Smart Phones

**Please share this information with your girls and their families:**

To help all of you reach customers wherever they are - which is typically, on the move! The Cookie Locator is now a mobile phone app!

The Cookie Locator mobile app is an application for smart phones that allows users to find Girl Scout Cookie sales near them. Customers will see locations and sale dates and times (fed of course, by the booth sales our troops are scheduling in eBudde.)

Customers can learn more about Girl Scout Cookies and touch their favorite cookie to discover their "cookie personality." Users can share sales information and cookie personalities with friends on Face book, Twitter and email!

Simply call **\*\*GSCOOKIES**

iPhones: The Cookie Locator Mobile App is available in the iTunes store or simply dial **\*\*GSCOOKIES (\*\*472665437)**.

Androids: Call **\*\*GSCOOKIES (\*\*472665437)** from your mobile phone, or search Cookie Locator in [Android Marketplace](#).

# Cookies for the Troops



**Since 2002 Girl Scouts, Hornets' Nest Council has sent 275,832 packages of cookies to our soldiers!**

Share a little bit of home with our military troops. It won't take a lot of work on your part. Through a partnership with military personnel, cookies may now be sent to those brothers, sisters, mothers, fathers, sons and daughters who are putting their lives on hold to protect the freedoms dear to us all. It's this simple:

- Your troop will not handle these cookies. All you do is take orders, collect the money and pay for them at the end of the sale, retaining your troop proceeds. The cookies will be sent to the military directly from the bakery. This is a requirement of the military.
- Promote the program with girls, parents and volunteers. Help the girls develop a plan of action to make Cookies for the Troops part of their selling strategy.
- When girls take orders, they ask customers if they would like to donate package(s) of cookies to be sent to our military. If the customer wishes to purchase some, they indicate this in the white column on the girl order form. Customers do not specify flavors. *Do not order these cookies with your initial order or pick them up at a cupboard.*
- If a customer wants specific cookies sent to a specific soldier, they need to purchase them and mail them to the soldier of their choice. Girl Scouts, Hornets' Nest Council does not have any control over where the cookies are sent once they are delivered to the military.
- At booth sales, display your poster, and ask customers if they would like to purchase package(s) for our military troops. Indicate the number of packages they purchase on the Cookies for the Troops order form.
- In eBudde, you will add these cookies to the packages girls sell in the first column titled CFT.
- Be sure to include payment with your final reports. The troop retains 55-65¢ per package.
- Packages sold for Cookies for the Troops should be included in the total amount each girl sells toward her incentives.



https://ebudde.littlebrownie.com

- ☒ It is REQUIRED that each troop use eBudde to report and manage their Cookie Sale.
- ☒ Note: If you use a search engine such as Google or Yahoo to search for eBudde, it will take you to the demo site, not the Girl Scouts, Hornets' Nest Council site. You need to use the link you receive by email or the web site address above.
- ☒ For complete instructions, a Troop Manual is available on blue menu bar in eBudde under the heading MANUALS.
- ☒ To use eBudde effectively, you need to do the eBudde learning modules on the blue menu bar under eLearning or refer to the Troop Manual.

## LOG IN

### First Time Users:

- You will receive an email from eBudde once you are entered as a user by your Service Unit Product Sales Manager.
- Enter your email address, temporary password: *samoas*. Click LOGIN
- Change your password, enter contact information, Click SUBMIT
- eBudde will return to login screen, enter your email address and new password, click LOGIN
- System works through tabs at top of page.
- Under eLearning on the menu, do the learning modules

### Returning users:

- You will use the same email address and password as last year. If your email address has changed, please let your Service Unit Product Sales Manager know so she/he can set you up using the correct email address.
- Forgotten password? See login page.

### CLICK TABS TO ENTER EACH PAGE:



**Contacts Tab:** Returning users, review this page to be sure your contact information is up to date, edit as needed. New users, once you log in, your contact information will appear on this tab.

## INITIAL ORDER

### Settings Tab:

- Click EDIT SETTINGS, indicate number of girls selling and registered.
- Enter your troop's banking information: Name of bank, account number and routing number.
- You may add additional troop users to eBudde on this tab at the bottom of the page.
  - No Incentives, Proceeds Only Option: 5¢ per package additional proceeds, no incentives option for Junior, Cadette, Senior and Ambassador troops only. **Please read page 22 in the Cookie Book before selecting this option.**
  - Click EDIT SETTINGS, check the box next to Proceeds (no Incentives) box.
  - Click UPDATE to accept all changes. This option must be selected by January 25 before submitting your initial order for cookies.

### Girls Tab: (GSHNC plans to upload girl members by 12/15/11)

- Enter the names of new girls that were not downloaded. GSUSA ID optional.
- Click UPDATE to accept all changes.
- Assign your girls a Cookie Club log in. Register your troop on Cookie Club (see page 8).

## INITIAL ORDER (continued)



### Init Order Tab:

- Click each girl's name; go to bottom of screen, click squares to begin entry. TAB to move from cell to cell entering cookies. Enter total cookie order in packages by variety for each girl.
- Press ENTER (on keyboard) or click OK button.
- Repeat for each girl
- **Optional: To enter cookies for booth sales:** click BOOTH, bottom of screen, click squares to begin entry. TAB to enter in boxes and variety number of cookies for booth sales. ENTER (on keyboard) or OK button *NOTE: You are ordering booth cookies in **packages**, order in multiples of 12.*
- SAVE the page.
- Review the totals at the bottom, if correct and complete, click SUBMIT ORDER. You cannot change order after it has been submitted. Contact your Service Unit Product Sales Manager to make changes.
- Print copy for your records.

**Delivery Tab:** Once your initial order is submitted, from the Delivery Tab, request pick up time, SUBMIT information. TROOPS MUST REQUEST A DELIVERY PICK UP TIME BY JANUARY 26, 2012 AT 11:59 PM, one day after Initial Order is due.

**Incentive Tab – Initial Order:** (do this after submitting your Initial Order for cookies)

Under Initial order, click FILL OUT. Review incentives earned for accuracy. Click SUBMIT when you are done.

## FINAL ORDER

### Girl Orders Tab:

You will use this tab after your initial order is submitted, updating it as your girls sell more cookies. eBudde calculates incentives from this tab, so it is important to enter all of the cookies your troop has received. All of the cookies entered on this tab are just entered as packages, with no break down on flavors.

- When you open this Tab, you will see a list of your girls and the total number of packages/money she has received/paid from the troop to date. Please do not enter anything on this tab other than girls. Incentives are for girls only. Adults do not receive incentives.
- To see the details of a girl's cookie and money transactions, click on the girl's name. Another screen will open which provides all of the details of the girl's transactions.
- To add a cookies or money transaction to an individual girl: From the girl detail screen click on ADD TRANS button in the top left corner of your screen. You will enter the cookies or money in the same way as the Initial Order Tab.
- When you have completed the transaction, click on the SAVE button. Once completed you may switch to another girl in your troop using the SWITCH TO GIRL button in the top middle of your screen.
- BOOTH SALE COOKIES: Be sure to assign all booth sale cookies to girls to give them credit for incentives. Click girl's name; go to bottom of screen. In the first cell on the left, you can enter "Booth Sale" or any other description, then enter the cookies the girl sold at a booth sale. Be sure to enter the money for these cookies, since it was collected when the cookies were sold.

**Deposit Tab :** Your Service Unit Product Sales Manager will use this tab to enter your Troop's payment to GSHNC for your cookies. This tab is not for your deposits into your troop checking account for cookies.



## FINAL ORDER (continued)

**Transaction Tab:** This tab lists all of cookies in your troop's inventory. When transferring cookies troop-to-troop, **the troop transferring the cookies out of their inventory has to do the transfer.** To transfer cookies:

- Click on the Transaction Tab
- Click on Add a Transaction, the window shown here will open.
- The date will default to the day you are making the transaction in eBudde. You can change it to the appropriate date.
- Type: Normal
- Receipt #: eBudde will assign it a number, you may change it if need be.
- Second party: Troop
- #: Number of the troop you are transferring cookies to
- Remove Product
- Indicate the number of cases or packages being transferred, click OK, then save at the top of the page.
- Click on receipt, print a copy. Each troop should sign the receipts and keep for your records.
- Click on SAVE at the top. On the transaction tab, troop transfers have a T and troop number. Cupboard transfers will have a C in front of them.

eBudde provides you with a Receipt # but if your council allows it you may type your own.

Date:  Type:  Receipt #:  #

Second Party:  #  Remove Product

Product	Cases	Packages
Savannah Smiles	<input type="text" value="0"/>	<input type="text" value="0"/>
Trefoils	<input type="text" value="0"/>	<input type="text" value="0"/>
Do-Si-Dos	<input type="text" value="0"/>	<input type="text" value="0"/>
Samoas	<input type="text" value="0"/>	<input type="text" value="0"/>
Dulce de Leche	<input type="text" value="0"/>	<input type="text" value="0"/>
Thank You Berry Munch	<input type="text" value="0"/>	<input type="text" value="0"/>
Tagalongs	<input type="text" value="0"/>	<input type="text" value="0"/>
Thin Mints	<input type="text" value="0"/> = 0	<input type="text" value="0"/> = 0

+ Save/Print Okay Cancel

Once your transactions are done, they will appear on your Transaction Tab.

**Deposit Tab:** Your Service Unit Product Sales Manager will enter your Troop's payment to GSHNC for your cookies.

### Incentive Tab:

- Under Final Order, click FILL OUT, enter or review total incentives earned. Once you have made selections for girls indicated in red, click SUBMIT. Once you have submitted your incentive order, you cannot change it.
- To get a report with incentives listed by girl, click on GIRL RPT.

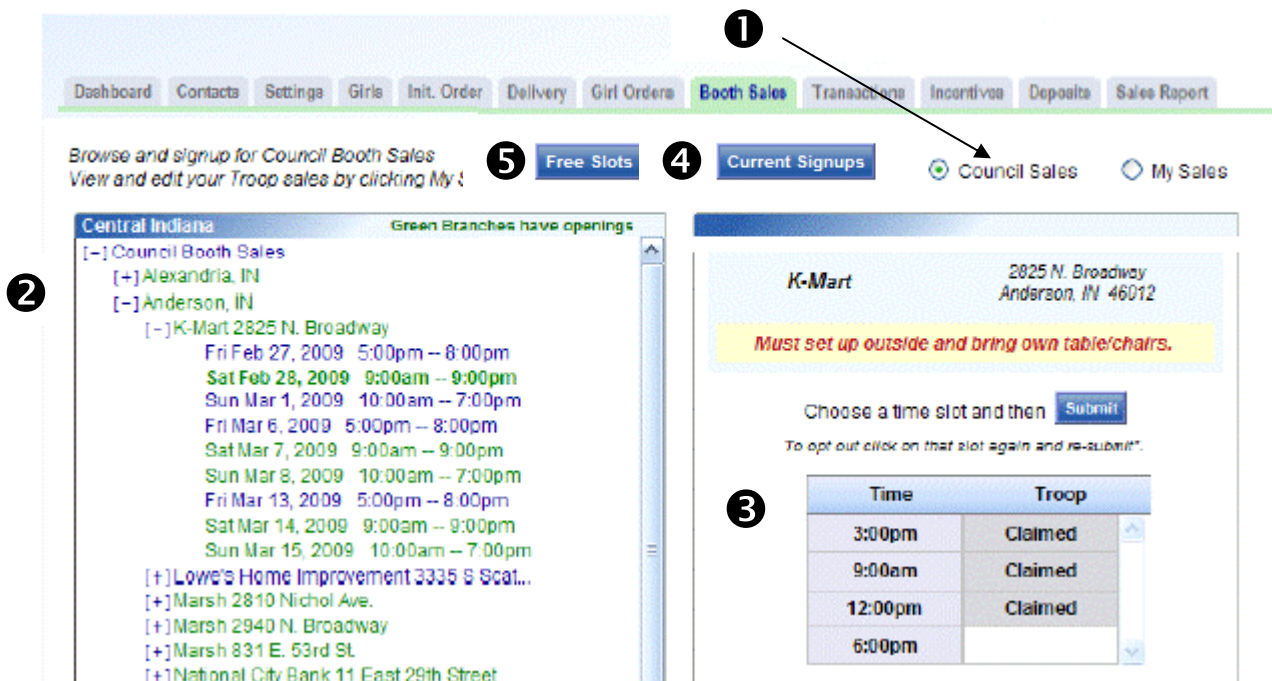
**Sales Report Tab:** – Review your cookie transactions to be sure they are correct. The amount you owe for cookies is on this page. *Please save paper! You do not submit this report, your Service Unit Product Sales Manager can access it in eBudde.*



## BOOTH SALES

### Council Coordinated Booth Sales (titled Council Sales in eBudde)

Council sponsored booth sales are sites that are scheduled by GSHNC and open to all troops to hold a booth sale at. Each troop may schedule 2 booth sales in 24 hours. For the first week of booth scheduling, troops may only book one booth sale at same chain store on the same day. In other words, you cannot schedule 2 booth sales a day at WalMart, but you can schedule a booth sale at a WalMart and a Harris Teeter in the same day.



The screenshot shows the eBudde interface for booth sales. At the top, there is a navigation bar with tabs: Dashboard, Contacts, Settings, Girls, Init. Order, Delivery, Girl Orders, **Booth Sales**, Transactions, Incentives, Deposits, and Sales Report. Below this, there are buttons for 'Free Slots', 'Current Signups', 'Council Sales', and 'My Sales'. A list of locations is shown on the left, including 'Central Indiana' and 'Green Branches have openings'. A specific location, 'K-Mart 2825 N. Broadway', is selected, showing a list of dates and times. A table on the right shows the available time slots and their status.

Time	Troop
3:00pm	Claimed
9:00am	Claimed
12:00pm	Claimed
6:00pm	

❶ To begin, click on the Booth Sales tab, then click on Council Sales.

❷ To begin selecting your Council Organized Booth sales, click on the plus sign (+) next to the city in which you are interested in holding a booth sale. Then choose the store and the location by clicking on the plus sign next to it. Then choose the date and time range you are interested in by clicking directly on the text.

❸ This will bring up a small screen on the right which will show the available time frames. To select the time period, click on the space to the right of the time that you are interested in. To deselect it, you just need to click on the space again. Once selected, click on the submit button to reserve your location and time. You will receive a message that you time is reserved. Click ok on the message window to proceed. **Note: If you do not receive confirmation emails, please check your spam or junk mail folder.**

❹ To check your troop's booth sale locations at any time, click on the Current Signups button. A separate window will pop up to show all of the booth sales your troop has scheduled (Council and My Sales).

❺ Click on FREE SLOTS to see what is available. When you click on it a new window opens. You can specify the store, date or time you are interested in and click GET REPORT at the bottom of the screen. eBudde will tell you everything available within the limits of what you ask for. For example, if you put in WalMart, it will give you all of the booth openings available at Walmart. If you click on GET REPORT without filling in any information, eBudde will give you every booth opening available.

## BOOTH SALES (continued)



**Troop 6073 Booth Sales**

Dashboard   Contacts   Settings   Girls   Init. Order   Delivery   Girl Orders   **Booth Sales**   Transactions   Incentives   Deposits   Sales Report

Below are the currently defined Booth Sales  
To view or sign up for Council Troop sales click the Council Sales control to the right.

Council Sales   
  My Sales   
 ①

Troop 6073 Sales   Green=Approved   Orange=Denied

[-] My Booth Sales   [add a Location](#)

Becky's Pizza Parlor 123 parlor dri..

-Sat Oct 25, 11   5:00pm - 9:00pm

③

Business Name:

Location and Contact Info.   [Map](#)

Address:    Address2:

City:    ST:    Zip:

Contact:    Phone:

eMail:

Format: 10/25/2011 for dates   9:00am for times.

Sale Date:    Start:    End:    Approval:

### Troop Booth Sale request: (titled My Sales in eBudde)

GSHNC allows troops to request booth sales they set up themselves at a store that is not coordinated by the Council. eBudde has a process for approving/denying requests and you can see the status of your request once it is submitted. **ALL TROOP SALES MUST BE REQUESTED 72 HOURS IN ADVANCE OF THE REQUESTED BOOTH SALE.** To request a troop scheduled booth sale:

- ① Click on My Sales
- ② Click on the (-) button to the left of My Booth Sales, and on the text of Add a Location.
- ③ A window on the right will be displayed so you can enter the necessary information. Click Add once all the information is entered. The system will display the information window below. Your request is pending status until reviewed. It will be approved or denied by an authorized person from GSHNC.

On the left, the color coding helps identify the status of the request.

- Blue locations are pending.
- Green locations are approved.
- Orange locations are denied.

By clicking on a booth sale listed on the left, you can also look over to the right and view the status in the box labeled Approval. You can also view any messaging on the approval/denial process.

Troop 99999 Sales   Green=Approved   Orange=Denied

[-] My Booth Sales   [add a Location](#)

Harris Teeter 250 Main St, Charlotte

-Sat Feb 19, 11   11:00am - 1:00pm

Reggie's Ice Cream Shop 275 Main St...

-Fri Feb 25, 11   11:00am - 1:00pm

Joe's Variety Shop 200 Main St, Charlotte

-Fri Feb 18, 11   9:00am - 2:00pm

Business Name:

Location and Contact Info.   [Map](#)

Address:    Address2:

City:    ST:    Zip:

Contact:    Phone:

eMail:

Format: 10/25/2011 for dates   9:00am for times.

Sale Date:    Start:    End:    Approval:

Requested: Sep 1, 2011 at 04:14PM

Reason for approval/denial:



# Troop Final Reports

## Please observe our deadlines!

REPORTS FINALIZED ON eBUDDE and TROOP PAYMENT FOR COOKIES IS DUE TO YOUR SERVICE UNIT PRODUCT SALES MANAGER MARCH 16, 2012.

**Please be considerate of your Service Unit Product Sales Manager and observe this deadline.**

Final Reports on eBudde must be completed by 11:59 PM on March 16, 2012:



**If you are paying in full for cookies, the only item you have to take or mail to your Service Unit Product Sales Manager is payment for cookies. Before you do that, you must complete the following steps in eBudde:**

1. Update your Girl Order Tab. eBudde calculates incentives from this tab. Be sure to credit the girls for all of the cookies your troop received.
2. View and complete your final incentives on eBudde, SUBMIT when you are done. Complete instructions are available in the Troop Manual,
3. Review your troop report on the Sales Report Tab. It will have all of your transactions and the amount you owe. Check it to be sure it is correct. The amount your troop owes for cookies will be on your sales report. **There is no SUBMIT button for this report.**
4. Payment should be by troop check only, made payable to Girl Scouts, Hornets' Nest Council. Cash and/or customer checks will not be accepted.
5. **If payment is not in full, submit:**
  - ◆ Outstanding Cookie Debt/Collection form with supporting documentation. Keep the yellow copy for your records.
  - ◆ If payment is not in full, send a written explanation of why the payment is short and when you will pay in full.
6. Evaluation (see the last page of this booklet).

**Failure to submit payment for Girl Scout cookies by the deadline may result in immediate submission of Troop Cookie Manager to the collection agency for the amount due and Troop Cookie Proceeds.**

Troop Cookie Manager should give the following paperwork to the Troop Leader to keep on file for one year:

- ✓ Printed copy of the Troop Report with a copy of all Cookie Cupboard Pick Up Receipts and Troop Transfer slips
- ✓ Printed copy of the girl's cookie transactions and all permission slips and Money/Cookie Receipts
- ✓ Printed copy of Troop Incentive Report
- ✓ Yellow Copy of Outstanding Debt/Collection form



## **SAVE PAPER AND YOUR PRINTER INK!**

**You do not need to give your Service Unit Product Sales Manager a printed copy of your reports, reports can be accessed online.**



# Money Handling Procedures

1. **Girls do not collect payment for cookies until the customer receives the cookies.** Cookies should not be left with customers unless payment is received. Parents/Guardians should not be asked for deposits for girls' orders or to pre-pay for the cookies.
2. If you have girls with large orders (100+ packages), do not give them all of their cookies at once. Give them 3-4 cases at a time, and when they make payment, give them more cookies.
3. **Collect money at each meeting during the cookie sale.** Be sure to issue a Cookie/Money Receipt, and keep the original for troop records, give the parent the yellow copy. Make weekly deposits into the Troop checking account. **If you are not collecting money from parents/guardians, do not keep giving them cookies.**
4. **Parents/Guardians receive a Cookie/Money Receipt each time there is a cookie or money transaction. Minors cannot sign for cookies.** Please be sure the person signing for the cookies is the person that will be responsible for them.
5. **Please do not give parents a large amount of cookies if they do not have orders for them.** Often parents want to be supportive of the troop and will ask for numerous cases they feel they will be able to sell. After receiving them, they realize they have cookies left over and want to return them for the troop to sell. If you have parents that want to sell cookies "on speculation" give them some of the cookies left over after all of the girls' orders are filled, and then only in small amounts. You can always get cookies at a cupboard if they need more.
6. Any time cash or cookies change hands (even between Leader and Cookie Manager) both parties should count the money/cookies and exchange a receipt. If receipts are not issued to parent, the last person to sign for the cookies will be responsible for them
7. Do not write a receipt to yourself! Always have a second person validate your count for cash. *Hornets' Nest Council will consider any receipts written to you by yourself invalid.*
8. Cash and checks are acceptable forms of payment. If a check is accepted, it should be made out to Girl Scouts, Hornets' Nest Council Troop # \_\_\_\_\_. **Ask the customer for a driver's license and record the state, number and phone number on the face of the check.** Deposit checks as soon as you receive them to give them time to clear before payment is due.
9. If a parent of a girl in your troop is on the collection list from past years, you will be informed by your Service Unit Product Sales Manager or your Service Unit Manager. Girls with parents in collections are encouraged to participate in booth sales. If the girl takes orders, she may take home twelve packages at a time. When she brings in money for those twelve, she may have twelve more. Please handle this as thoughtfully as possible to avoid embarrassing the girl.
10. All money from the cookie sale is to be received by you no later than March 15, 2012.
11. If you take customer checks from girls in your troop, write the girl's first name only on each check she turns in. If the check comes back for non-sufficient funds, you will know which parent to call to help recover the amount of the check and bank fees.
12. Parents/Guardians not submitting full payment should be listed on an Outstanding Debt/Collection form. This form and supporting documentation should be submitted with final reports no later than April 15, 2012. *The Troop Cookie Manager is held responsible for all outstanding debts not turned in on this form with supporting documentation by the deadline.*
13. Troops may only sell cookies for any price \$4.00 a package, no more, no less.



# Steps for Problems with Collection

1. If a parent is not turning in payment for cookies, inform the leader. Do not continue giving the parent cookies.
2. Final reports and payment are due to your Service Unit Product Sales Manager March 16, 2012.
3. With your final reports or no later than April 15, 2012 submit:
  - ✓ Outstanding Debt/Collection form
  - ✓ Money/Cookie Receipts
  - ✓ Signed permission slip
4. You and the leader should talk to the parent/guardian. Give them an opportunity to pay the money due by March 31, 2012. Be nice but firm, emphasizing that the money belongs to the girls in the troop. Take care not to embarrass the girl – this is the adult's responsibility, not hers. Please submit a written account with your final reports of how you tried to collect the money.
5. You may turn in parents/guardians that owe money on a debt form (with documentation) with your final reports or **no later than April 15, 2012**. It is recommended you turn in all of the above with your final reports so we may start the collection process immediately. The Troop Cookie Manager will be responsible for all money due unless a debt form, with documentation attached, is submitted to the GSHNC Service Center.
6. If you turn in a debt form with your final reports (with attached documentation) you may deduct what is owed from your balance due to the GSHNC. If you do not include a debt form with your final reports, you must pay the debt owed by the parent/guardian. If you submit a debt form with proper documentation by April 15, 2012, GSHNC will reimburse you for the amount the debtor owes.
7. Girls who have parents that do not pay in full for cookies still receive their incentive items, up to 499 packages,

**What to do with a returned check:** If your troop takes a check and it is returned for non-sufficient funds (NSF), you can call the bank the check was issued on and ask if it is good for redeposit. If the check is not good for redeposit, you will need to call the person that issued the check to recover the amount of the check and the bank fees.

If the check is not good for redeposit for 5 working days, contact the person issuing the check. Inform him/her that his/her check has been returned and request cash or a money order for the value of the check and the bank fees incurred by the troop due to you within 5 working days.

After following these steps, if you are still unable to recover the funds, you can turn the check in to the GSHNC Service Center by **May 15, 2012** and the Council will reimburse your troop for the value of the check and take over collection on it.

## Girl Scouts, Hornets' Nest Council's responsibility for uncollected monies from Cookie Sale:

Upon receipt of the requested information, a letter will be written to the individual who owes money giving them 10 days to make payment or to call the Service Center to arrange a payment schedule. If an inadequate response is received, Girl Scouts, Hornets' Nest Council has the right to turn the account over to a collection agency.

If you have questions or concerns please contact  
Janet Smith, Product Sales Director, at (704) 731-6528 or (800) 868-0528 ext. 6528  
or [cookies@hngirlscouts.org](mailto:cookies@hngirlscouts.org)



# Cookies by the Car Load

The following is an **approximate** rule of thumb to use when planning for the pick up of cookies at your cookie station. The amounts are figured with the vehicle empty, using all space except the driver's seat. We recommend the use of heavy cardboard or plywood as a divider between the driver and the cookies when cases are stacked higher than the back of the driver's seat.

VEHICLE	# CASES
Compact Car	23
Hatchback Car	30
Mid-Size Sedan	35
Sport Utility Vehicle	60
Station Wagon	75
Mini Van (seats in)	75
Pick Up Truck (full bed)	100
Standard Van (seats in)	200

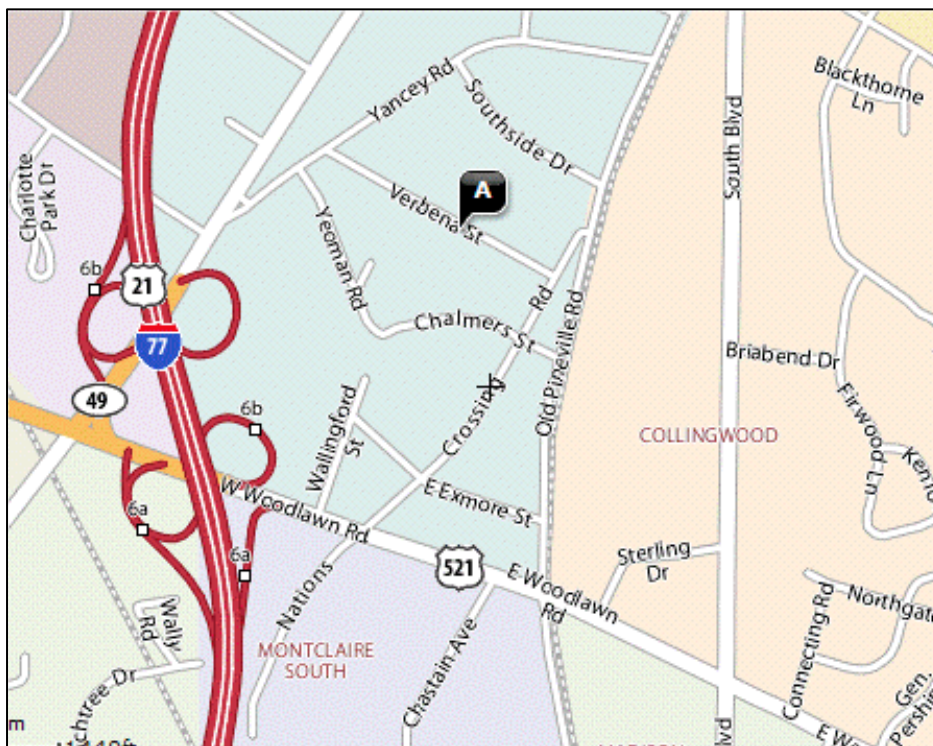
## Charlotte Van and Storage

213 Verbena Street, Charlotte NC

phone: 704-529-6683

All troops in Mecklenburg County except Mecklenburg 1 will pick up their cookies at Charlotte Van and Storage. In addition, “the warehouse” serves as a cookie cupboard.

- From I-77 to Woodlawn Rd. turn left on Nations Crossing Road, left on Verbena Street.
- From South Blvd to Woodlawn Road, turn right on Nations Crossing Road, left on Verbena Street.



# Cookie Pick Up



Your Service Unit Product Sales Manager will give you the date and place where your Service Unit will be distributing cookies. Using the Delivery Tab after you submit your initial order for cookies, in eBudde you can:

- See the location and date for your Service Unit's delivery
- Pick a time you would like to pick up your cookies. We cannot guarantee you will get the time your request, your Service Unit Product Sales Manager will do the best she can to give you an appointment within or close to the time frame you request.

Do you have questions about why your pick up has to be on a certain day and time? Consider the job Charlotte Van and Storage and your Service Unit Product Sales Manager have:

At Charlotte Van and Storage we have 8 Service Units (approximately 500 troops and more than 50,000 cases of cookies going off the docks in 4 days time (in addition to Charlotte Van and Storage's other business). On the same days we also load trucks and deliver to 10 Service Units and 9 cookie cupboards. This requires tight scheduling on our part and Charlotte Van and Storage.

For all delivery stations, please follow these tips:

1. **BE ON TIME!** This means do not arrive early or late. We have a team working to have your order ready when you arrive. The orders are pulled in order of appointments.
2. Make sure you have an appropriate vehicle – 200 cases will not fit in a four door sedan. eBudde will tell you how many vehicles you need to bring, or you can check on page 16 for guidelines. Please have cars cleaned out and ready to load.
3. We love children, but if at all possible, please do not bring them to cookie pick up. If this is not possible, please have them remain seated in the car. We are concerned for their safety.
4. The only person able to dispense your initial order is your Service Unit Product Sales Manager. Other Service Unit Product Sales Managers or employees of Charlotte Van and Storage cannot give them to you.
5. Count your order before you leave. If you get home and realize you are short, your Service Unit Product Sales Manager will have no choice but to go by the count agreed upon and signed for at your pick up time.
6. If you miss your delivery time and day, you may go to Charlotte Van and Storage a week from your delivery day to get your cookies.



# Cookie Cupboards



To make your visit to a cupboard run smoothly:

1. *Persons picking up cookies should have a cookie authorization card and know their Service Unit and troop number. Cookies are distributed at cupboards only by the case, not individual packages.*
2. *When visiting a Cookie Cupboard run by a volunteer, please call the Cupboard Manager for directions and a convenient time for cookie pick up, if they have not provided you with a schedule of their hours. Please be considerate and only call cupboard managers between 9:00 AM and 9:00 PM.*
3. *Troops may call Charlotte Van and Storage before arrival so cookies can be ready for pick up. See page 16 for a map.*
4. *In case of inclement weather, be sure to call cupboards to be sure they are open before arriving to pick up cookies.*

**COOKIE CASES CANNOT BE RETURNED OR EXCHANGED AT COOKIE CUPBOARDS.  
Be sure to keep your cookie pick up receipts for your troop records.**

All cupboard except Charlotte Van      February 16 – March 10  
Charlotte Van and Storage                  February 18 – March 9

**PERSONS PICKING UP COOKIES MUST HAVE A COOKIE AUTHORIZATION CARD.**

HOURS OF OPERATION			
GSHNC SERVICE CENTER		CHARLOTTE VAN AND STORAGE	
Monday, Wednesday Thursday, Friday	9:00 AM – 5:00 PM	Monday through Friday	8:00-12:00, 1:30-5:00
Tuesday	9:00 AM – 6:00 PM	Saturday February 10 and 18	9:00 AM – 12:00 PM
Saturday	9:00 AM – 12:00 PM	Thursday February 23, March 1	8:00-12:00, 1:30-6:00

**TROOPS MAY GET COOKIES FROM ANY CUPBOARD.**

COOKIE CUPBOARDS				
ANSON	CABARRUS	MECKLENBURG	MECKLENBURG	MECKLENBURG
Betty Garris CMH Flooring 2732 US Hwy 74 W Wadesboro NC 704-694-2915 AM 704-694-4161 PM	Stephanie Gallo Gallo Enterprises 262 International Drive Concord, NC 28027 704-562-7180 <a href="http://www.cabarrusgirlscouts.com/Cupboard/cupboard.html">http://www.cabarrusgirlscouts.com/Cupboard/cupboard.html</a>	GSHNC Service Center 7007 Idlewild Rd Charlotte NC 704-731-6528 800-868-0528	Charlotte Van And Storage 213 Verbena Street Charlotte NC 704-529-6683 800-982-6494	Kimberly Conlan 9335 Devonshire Dr Huntersville NC 704-987-9075
MONTGOMERY	ROWAN	STANLY	UNION	YORK
Sharon Price 123 Conestoga Ct Mt Gilead, NC 27306 910-571-2596	Kelly Robinson 312 South Myrtle Ave China Grove NC 28023 704-856-8572	Tammy Dennis First Lutheran (Efirid Bldg) 230 South 2 <sup>nd</sup> St. Albemarle NC 704-982-3096	Cristy Flowe 1112 Oak Alley Indian Trail NC 704-821-7219	To be announced at training.



# Tips for Booth Sales

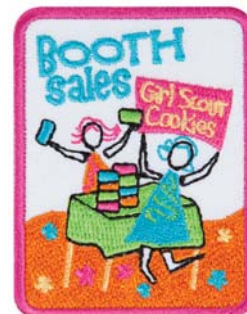
1. **Girls must be present at all Booth Sales.** However, you may want to have the girls come in shifts, so you won't have to be concerned for all of them at once or have them overwhelm customers. The public needs to be aware that they are benefiting girls by purchasing Girl Scout Cookies. The best way to increase this awareness is by having girls at Booth Sales.
2. Be sure to ask customers if they want to purchase Cookies for the Troops. If you have a customer with dietary restrictions, this is the perfect way for them to support your troop, in addition to providing a treat for our soldiers.
3. Booth Sales should begin no earlier than Friday February 17. Coordinated booth sales end March 11<sup>th</sup>. *Troops may continue having booth sales after this date but must make their own arrangements with store managers.*
4. **Adults, please remember you are representing Girl Scouts when you and your girls are selling cookies.** If you find your site double booked with another troop, keep in mind you are a role model for your girls and a representative of Girl Scouts, Hornets' Nest Council to the public and store managers.
5. There must be at least 2 adults present at all booth sales.
6. **Remember the Girl Scout Law.**
  - Girls should be friendly and polite
  - Beware of overselling and annoying the public. Remain near booths.
  - Do not approach cars in parking lots, block store entrances or pursue customers into businesses. If a customer passes you without making eye contact, they may be avoiding being asked to purchase Girl Scout Cookies.
  - Please do not engage in carnival type "barking", yelling or similar types of soliciting.
7. Girls must be identifiable as Girl Scouts. Appropriate dress is an official Girl Scout apparel, Girl Scout pins or Girl Scout sash or vest. Girls and adults should dress neatly.
8. Eating, drinking and chewing gum should be avoided by girls and adults. Smoking is not permitted in the presence of the girls at any Girl Scout function (Volunteer Policies, page 19).
9. Keep a record of the number of cookies sold at each booth sale. Divide the total number of cookies sold between the number of girls participating and credit them for the cookies and payment in eBudde.
10. Protect the cookies! **KEEP THEM OUT OF THE SUN.** The chocolate ones will melt, even when it is cold outside.
11. Remember that you may get extra cookies at the cookie cupboards.
12. Never leave trash at a booth site – this includes your empty cookie cases. A Girl Scout always leaves a place better than she found it!
11. Follow up with a thank you to the store manager or contact person at the booth sale location.

## Booth Sale Patch

Increase sales by having a booth sale. Your troop can reach customers who have not been asked to buy Girl Scout Cookies.

To earn the Booth Sale Patch your troop must complete all of the following requirements:

1. Participate in a booth planning meeting.
2. Girls review "Tips for Booth Sales"
3. Participate in at least one booth sale.
4. **☆☆Troop Cookie Manager must select or submit ALL booth sales using the eBudde's Booth Locator *prior* to having the booth sale.**





## Troop Proceeds

Your troop may earn up to 65¢ a package for your Girl Scout cookies, depending on how many packages the girls in your troop sell.

These proceed amounts are based on the total amount of cookies sold at the end of the cookie sale.

Total Packages	Proceeds per package
1- 1296	55¢
1297-2196	60¢
2197+	65¢

## Service Unit Bonus

Your Troop can help your Service Unit earn \$100- \$600 cash incentive for Service Unit program events and resources:

1. Two persons, including the Service Unit Product Sales Manager attend cookie training.
2. All cookie sale reports and payments (excluding debtors) are on time and correct.
3. Service Unit conducts a Cookie Rally girl event. This may be done by Service Unit, Region or jointly by 2 or more Service Units.
4. Increase your Service Unit sales over 2011 cookie sale figures provided by GSHNC. The Service Unit Bonus Incentive amount is based on the following:

% Increase in Sales	Bonus
5%	\$100
6%	\$200
7%	\$300
8%	\$400
9%	\$500
10%	\$600



100+



## Girl Scouts, Hornets' Nest Council Girl Incentives 2012

Initial Order (Items accumulate)	
Level	Item
150	Travel Case
200	Duffle Bag
Final Sales (Items accumulate to 499 packages)	
12	Patch
75	Composition Book
115	Pencil Case
150	Georgia Giraffe
200	Tee Shirt
300	Bedside Organizer
400	Blanket with Carry Wrap
<i>Girls Selling 500+ packages of cookies will receive all of the items above and then choose an item at the appropriate level below.</i>	
500	5 Cookie Points or \$70 Cookie Dough
600	6 Cookie Points or \$80 Cookie Dough
700	7 Cookie Points or \$90 Cookie Dough
800	8 Cookie Points or \$100 Cookie Dough
900	9 Cookie Points or \$110 Cookie Dough
1000+ packages: Pick one from each category (A) and (B)	
1000	(A) 10 Cookie Points or \$120 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1100	(A) 11 Cookie Points or \$130 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1200	(A) 12 Cookie Points or \$140 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1300	(A) 13 Cookie Points or \$150 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1400	(A) 14 Cookie Points or \$160 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1500	(A) 15 Cookie Points or \$170 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1600	(A) 16 Cookie Points or \$180 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1700	(A) 17 Cookie Points or \$190 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1800	(A) 18 Cookie Points or \$200 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
1900	(A) 19 Cookie Points or \$210 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2000	(A) 20 Cookie Points or \$220 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2100	(A) 21 Cookie Points or \$230 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2200	(A) 22 Cookie Points or \$240 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2300	(A) 23 Cookie Points or \$250 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2400	(A) 24 Cookie Points or \$260 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough
2500	(A) 25 Cookie Points or \$270 Cookie Dough (B) 8GB iPod Touch or \$300 Cookie Dough one from each category <b>plus</b> a 16GB iPad



# Proceeds Only Incentive Option

## For Junior, Cadette, Senior and Ambassador Troops Only

Troops registered as Juniors, Cadettes, Seniors and Ambassadors may opt for additional proceeds instead of incentive items earned by girls in the troop.

1. **Every girl and parent/guardian must agree to this option by initialing on the permission slip.** This money is to be used to help support troop activities and does not belong to the individual girl. This is a troop option, not an individual girl option.
2. When a troop selects this option, they will receive an extra 5¢ per package. **However, girls in the troop will receive no incentives, including initial order incentives and patches.** Promise Provisions Girl Scout Store will have the Participation Patch for purchase.
3. To select this option, in eBudde, click on the Settings Tab:
  - **This option must be selected by January 25, 2012, prior to submitting your initial order for cookies.**
  - Click on EDIT SETTINGS, Check the box next to "Receives Proceeds (no incentives)". Click on Update.
  - Once this is done it should read "yes".
  - eBudde will automatically calculate 5¢ more proceeds per package and will not calculate any incentives for a troop once this option is selected.

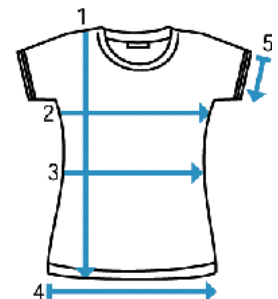
**INCENTIVES ARE FOR GIRLS ONLY. ADULTS DO NOT RECEIVE THEM.**

Each troop will receive 2 volunteer patches.

## Tee Shirt Sizes

These are the measurements with the tee shirt laying flat:

Sizes	10-12	14-16	5/6	7/8	9/10	12/14	16/20
	YM	YL	AS	AM	AL	AXL	A3XL
1. Body	26"	26.5"	26.5"	27"	27.5"	28"	30"
2. Bust	17.5"	19"	19"	20.5"	22"	23.5"	27.5"
3. Waist	15.5"	17"	17"	19.5"	21A"	23.5"	27.5"
4. Bottom	18.5"	19.5"	19.5"	21"	22.5"	23.5"	27.5"
5. Arm	6"	6.5"	6.5"	6.75"	7"	7.5"	8.5"



# Consumer Relations

If a consumer contacts you to express concern about a package of cookies, accept the cookies back and give them another one from the troop's supply or issue a refund.

It is very important that you give the returned package of cookies to your Service Unit Product Sales Manager or the Product Sales Director at the Girl Scout Service Center as soon as possible. The package of cookies will be replaced by the GSHNC Service Center.

# Tax Information

Individuals who buy Girl Scout Cookies and take the cookies home or consume them have purchased a product at fair market value. For this reason, no part of the price of the package of cookies is tax deductible. Individuals with specific questions should seek the advice of a tax accountant.

If a customer purchases cookies for Cookies for the Troops and does not receive or consume the cookies, they may treat the purchase price as a charitable donation and deduct the purchase price of the cookies. You may issue them a receipt from your Money/Cookie Receipt booklet.

# GSUSA Online Policy for Girls

Please refer to GSUSA Online Guidelines for Selling Cookies or other products on our website:

[www.hngirlscouts.org](http://www.hngirlscouts.org)

- On the home page, click on Forms
- Cookie Sale
- GSUSA Online Guidelines for Selling



# Evaluation

Your evaluation is important to us. It helps us in planning the Cookie Sale for next year. Your constructive comments are appreciated.

Please take a few minutes to complete the evaluation on line.

**To complete the evaluation:**

Please go to our web site:

[www.hngirlscouts.org/cookiesandmore/cookiesale](http://www.hngirlscouts.org/cookiesandmore/cookiesale)

**The evaluation will be available  
March 1 – 31, 2012.**