

girl scouts
hornets' nest

2022–2023 Girl Scout Cookie Program®

GSHNC Cookie Book



Raspberry Rally™
New Girl Scout Cookie™
Exclusively Sold Online
for Shipment

NEW

eBudde™
Tech Upgrades

GO
BRIGHT
Ahead



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Let's Go Bright Ahead!

Thank you for your support of the cookie program! As a Girl Scout Troop Leader or Troop Cookie Manager, your efforts are extremely important to the success of the Cookie Program! Because of you, the next generation of young female entrepreneurs gets an important taste of what it takes to be successful—teamwork, planning, and a positive outlook (and that's just the beginning). Whether Girl Scouts are planning their own cookie stand or making a splash on their Digital Cookie® pages, they are determined to achieve their goals, and have lots of fun doing it!



Not only do girls get an important foundation in the five essential skills to leadership (goal setting, decision making, money management, people skills, and business ethics), 100% of the revenue generated throughout the sale stays local to fund girl-led troop activities and projects, services and events for girls, camp maintenance, and more.

Without you, this would not be possible. From all of us at Girl Scouts, Hornets' Nest Council, thank you for your commitment to girls and their success!

Here's to You, Volunteer!

Thank you for volunteering to serve as a Troop Cookie Manager! You're an invaluable part of the cookie program, and we're here to support you with resources, tools, tips and more. Find everything you need for a bright season in this guide, developed in collaboration with Little Brownie Bakers and Girl Scouts of the USA.

Every Girl Scout has it in them to do amazing things. With your support, they'll rise to the challenge!



Important Dates

November 1	Troop Cookie Training
December 15	Digital Cookie Opens Order Taking Starts
January 14	Cookie Rally eBudde Booth Scheduler Opens
January 18	Girl Initial Order & Troop Starting Orders Due
February 3	Digital Cookie In-Hand Opens
February 3 or 4	Starting Order Cookie Pick-Up
February 9	Cupboards Open
February 10	Booths Open
February 17-19	National Cookie Weekend Digital Cookie Shipped Troop Links Launch
March 5-11	Girl Scout Week
March 12	Girl Scout Sunday Digital Cookie Ends All Cupboards Close Booths Close
March 15	Troop Final Rewards Due
April 15	Deadline for Unpaid Funds Report
April-May	Rewards Ship to Service Unit Managers

Understand Why We Participate

Every cookie has a mission.

The Girl Scout Cookie Program is a hands-on leadership and entrepreneurial program. The number one reason people buy Girl Scout Cookies is to support Girl Scouting! We want customers to understand how the girls and the troop benefit and what their purchases will support.

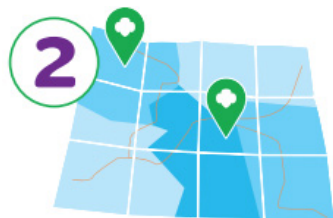
All of the proceeds – every penny - from the Girl Scout Cookie Program are used to benefit girls within our local council. The program generates funds for a girl's troop to fund trips, activities and community service projects while allowing her to earn individual rewards. It is also used to fund major council initiatives like supporting and building membership, creating and sustaining innovative girl programming, and maintaining and improving camp properties.

Did you know? All proceeds from Girl Scout Cookies stay local!

When customers purchase Girl Scout Cookies from a young, budding entrepreneur, they're supporting her success today and tomorrow. Proceeds stay local to:



Cover the costs of running the Girl Scout Cookie Program, including the costs of cookies, materials, and logistics.



Fund Take Action projects for the community and amazing girl-led adventures for troops.



Help Council provide Girl Scout programs in STEM, the outdoors, life skills, and entrepreneurship!

Kick Off Your Cookie Season

It's a labor of love! The main responsibility of the Troop Cookie Manager is to:

- Be a registered Girl Scout adult volunteer.
- Honor and live by the Girl Scout Promise and Law.
- Ensure your background check is current (ask your Service Unit Cookie Manager).
- Complete "GSHNC Cookie Training Pathway" on gsLearn.
 - *Access gsLearn by signing into MyGS and going to the My Account section, then click gsLearn from the menu on the left. Once in gsLearn, search for the GSHNC Cookie Training Pathway.*
- Pick up your troop packet from your Service Unit Cookie Manager (SUCM).
- Every troop must have a current Annual Troop Report on file to participate in the Cookie Program.
- The new online ACH Form must be submitted by all troops for the 2022-23 Girl Scout year no later than January 18, 2023.

We've segmented the cookie book into 3 parts, "Before the Sale," "During the Sale" and "End of Sale," to help you navigate your cookie journey. Good Luck!

Here's an overview of your role and responsibilities:

Before the Sale

- Complete training.
- Pick up your girl materials from your Service Unit Cookie Manager.
- Lead a girl and parent training with troop.
- Set the troop up in eBudde™ (online cookie management system).
- Set-up troop links in Digital Cookie.

During the Sale

- Enter your troop's starting orders and girl initial orders, and keep eBudde™ up to date.
- Monitor online sales from Digital Cookie, which will be visible in eBudde™.
- Coordinate booth sales (or ask another volunteer to do so).
- Arrange to get your starting troop cookie order from cookie pick-up and additional cookies from the Cookie Cupboard and briefly store cookies until girls pick them up (or ask another volunteer to do so).
- Collect money from those picking up cookies, issue receipts and make frequent bank deposits.

End of Sale

- Distribute all cookies to girls in the "Girl Order" tab.
- Fill out rewards order in eBudde™.
- Distribute girl rewards in a timely manner.
- Keep troop records.
- Celebrate the goal achieved with the girls!

Resources for your Cookie Season

GSHNC Resources

Start planning your Cookie Season as a troop cookie volunteer on the GSHNC website. Visit the Members Tab > Cookie Section for all your cookie needs.

The GSHNC Shop has items to support your Cookie Program from badges to fun products to bling your booth!

The Hornets' Nest Council Customer Care Team is your go-to resource for help. You can also reserve Cookie Costumes through Customer Care! Reach out at customercare@hngirlscouts.org or 704-731-6500.

Finally, be sure all of the materials you need for your girls and troop are packed inside your Troop Packet. Each girl must be registered for the 22-23 Girl Scout year and submit the new online caregivers responsibility and permission form.

Toolkit from Little Brownie Bakers

We've refreshed our online toolkit of resources for cookie volunteers, so you can help your girls take their Girl Scout Cookie Program® to the next level! Find a Rally Guide with activities to inspire girls to reach their goals, plus download graphics for social media posts, virtual meeting backgrounds and more! Check back often, since we'll be adding resources throughout the season!

Download the packet at:
• LittleBrownie.com/volunteers

Inspire Girl Scouts to Think Like Cookie Entrepreneurs



Cookie Business Badges

NEW

Girl Scouts can earn Cookie Business badges by completing requirements that help them develop new skills as they learn and grow their businesses.

Badges are official Girl Scouts of the USA recognitions that can be placed on the front of their Girl Scout uniforms.

Check out the
NEW
Cookie Business
and Financial
Literacy badges!

Learn more:

- hngirlscouts.org
- girlscouts.org/cookiebadges
- girlscouts.org/en/members/for-girl-scouts/badges-journeys-awards/badge-explorer.html
- girlscoutcookies.org/troopleaders for poster download

The Girl Scout Leadership Experience

Here are just a few ways the cookie program helps girls learn business, the Girl Scout way:

Girl-Led

Girl Scouts take the lead in their budget, plans and marketing techniques.

Cooperative Learning

Girl Scouts work together to set their goals, decide how to use their money as a team and overcome hurdles along the way.

Learning by Doing

Real-life, hands-on activities help girls see how their experiences as cookie entrepreneurs can translate to their own career or business.

Learn more:

- girlscoutcookies.org/troopleaders

Getting Families Involved

The Girl Scout Cookie Program® is a team effort, and families play a major role. With the support, assistance and encouragement of their family, there's no stopping a Girl Scout!



To inspire Girl Scouts and their families, check out these helpful resources:

Cookie Entrepreneur Family Pins

Families can support their Girl Scouts in learning the five skills while encouraging them to think like entrepreneurs. Families can earn a different pin every year.

Cookie Program Family Meeting Guides

Plan a fun and informative family meeting using these guides, which include resources tailored to each Girl Scout grade level.

Learn more:

- girlscoutcookies.org/troopleaders
- girlscoutcookies.org/entrepreneurfamily



Let's All Cheer For Our Newest Cookie!

Raspberry Rally™

Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating



What's so special about Raspberry Rally (*aside from its delicious taste*)?

For the first time ever, Girl Scouts is offering a new cookie that will be **exclusively sold online for shipment!**

Why are we selling the new cookie exclusively online?

There are many benefits and learning opportunities when selling an online-only product:

Simplicity

- Eliminates complexity
- Distribution to customers is effortless
- Payment is simpler

Learning for Girl Scouts

- Allows them to participate in online shopping trends
- Enables them to build relevant, omni-channel selling skills
- Allows them to build their online business

Building Consumer Excitement and Growth

- An easy way to offer a new item that keeps customer engagement high without complicating or discontinuing existing flavors
- The opportunity to try new ideas without taking on too much risk



Cookies for a Cause

Customers can also choose to donate a box to our hometown heroes through the Cookies for a Cause program for \$5. Since 2002, we have donated over 711,000 packages of cookies to local food banks, front line hospital workers, first responders, local causes and our military.

Note: Donations may only be used towards the purchase of Cookies for a Cause cookies and not towards other troop expenses.

Visit our Cookies for a Cause section online to select your troop's cause.



2022–2023 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

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



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



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe

Approximately 38 cookies per 9 oz. pkg.

U D



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



Samoas® • Real Cocoa

• Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes

Approximately 15 cookies per 7.5 oz. pkg.

U D



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



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



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



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



Raspberry Rally™

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

• Made with Vegan Ingredients

Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating

Approximately 30 cookies per 9 oz. pkg. U

Available While Supplies Last



NEW!



RSPO-1106186

Product formulations can change at any time. We encourage you to check the ingredient statement on each package you purchase for the most up-to-date information on the ingredients contained in the product in that package. For more details, check with Little Brownie Bakers or visit girlscoutcookies.org.

Although the use of palm oil in Little Brownie Bakers' Girl Scout Cookies® is limited, the palm oil used in our Girl Scout products is Certified Mass Balance palm oil. The Mass Balance System ensures that the palm oil Little Brownie Bakers uses contributes to the production of environmentally responsible, socially beneficial and economically viable palm oil. For more information please visit the Little Brownie Bakers website.

EXCLUSIVELY SOLD ONLINE FOR SHIPMENT ONLY

How Do Girls Sell Cookies?

Bright ideas abound!

Whether girls decide to set up shop digitally or in-person—or a combination of both!—the possibilities are endless.

Ways to Participate Digitally

Texting or Phoning Friends and Family

This is a great way to help girls feel comfortable connecting with cookie customers. Experienced entrepreneurs with busy schedules can also benefit from this option.

Digital Cookie®

Girl Scouts can ship cookies straight to customers, accept orders for donations or have local customers schedule an in-person delivery. Here's another bright feature: They can sell the new Raspberry Rally™ as the first-ever Girl Scout Cookie™ to be offered exclusively online for direct shipping only.

Social Channels

Social media offers teen girls the opportunity to reach their goals while building digital skills at the same time. Find ready-made cookie graphics, announcements and other social resources for promoting their cookie businesses on LittleBrownie.com and girlscoutcookies.org.

Get inspired by the bright stories of Girl Scouts and volunteers!
Visit girlscouts.org/poweredbycookies.

FOLLOW HORNETS' NEST

Follow GSHNC at facebook.com/gshnc for ready-to-share graphics and cookie news. Connect with other volunteers on our closed Cookie group, Cookies at GSHNC. Visit the Groups tab on our Facebook page to request access.

FOLLOW GIRL SCOUTS® AND LITTLE BROWNIE BAKERS®

facebook.com/girlscoutsusa
instagram.com/girlscouts
facebook.com/littlebrowniebakers

Setting a goal is an important and exciting part of the Girl Scout Cookie Season!





Options for In-Person Participation

If your troop is planning in-person cookie sales events, there are lots of ways they can creatively rise to the occasion!

Here are just a few ideas to get started:

Door-to-Door

Girl Scouts can stay local and sell in their neighborhoods—and use door hangers and business cards for customers who aren't home. They'll also grow their people skills by meeting new neighbors (with the necessary adult supervision, of course.)

Cookie Stands

Would your Girl Scouts feel more comfortable on their own turf? Cookie stands, much like lemonade stands, are set up in front of a residence on private property, where they'll market their cookies to customers in their neighborhood.

Cookie Booths

Troops or groups of Girl Scouts work together to market their cookies outside a preapproved location (like a grocery store, bank, mall or even a drive-thru booth in a parking lot) where they can practice their business skills with new customers.

Cookie booths must be coordinated by Troop Cookie Managers, may only happen at council-approved locations and must be legally open to, accessible, and safe for all girls and potential customers. For more details, talk to your Service Unit Cookie Manager.

Workplace Sales

Girl Scouts can contact business owners or managers to request permission to sell cookies at a workplace. Once approved, Girl Scouts can either make a quick "sales pitch" at a staff meeting, make sales calls around the office, or share their Digital Cookie link with the employees through email, depending on the wishes of the business.

Walkabouts

Take a wagon train on the road. Pick a day and a local neighborhood for your wagon train. Have troop members bring wagons to decorate and load with Girl Scout cookies. Pull your wagons and knock on doors in the neighborhood to offer Girl Scout cookies for sale.

Girl Scouts' Online Safety Resources

Girl Scouts and their supervising parent/guardian must read, agree to and abide by the *Girl Scout Internet Safety Pledge*, the *Digital Cookie Pledge* and the *Supplemental Safety Tips for Online Marketing* before engaging in online marketing and sales efforts through the cookie program. You'll find all of these documents—and everything else you need—in the Hornets' Nest Council Safety Activity Checkpoints.



Learn more:

- girlscoutcookies.org/troopleaders
- LittleBrownie.com/social-resources
- Get info from your council regarding approved methods of delivery. Safety resources are available at girlscoutcookies.org/troopleaders and with your local council.
- girlscouts.org/cookiebadges
- girlscouts.org/digitalcookie

Essential Volunteer Safety Information

Check the Volunteer Essentials and Safety Activity Checkpoints. You'll get just about everything you need, including basic facts, forms and tips for planning outdoor activities, managing troop finances, promoting safety, arranging trips and selling cookies.



Have Girl Scouts complete the GSUSA Internet Safety Pledge by scanning the QR code to the left.





Girl Scout Cookie Trademark and Cause Marketing

- Girl Scout cookies are NOT intended for resale, meaning cookie purchasers are not able to market, merchandise or profit from our trademarked cookie names, brand, product, etc.
- Girl Scouts, Hornets' Nest Council is under contract with our cookie partner Little Brownie Bakers, and only the council has ability to approve and use licensed cookie names and products. Similarly, Girl Scouts USA determines use of traditional cookie brand names and holds approval rights for all national licensing and sales partnerships where cookie brand names are used. Therefore, local troops are unable to solicit or approve the use of our cookies or any associated brand names for resale, cause marketing, etc.

Selling on Digital Cookie

- Girls create customized websites and send emails to people they know asking them to buy cookies.
- Customers place online orders and have the option for the cookies to be:
 - Shipped directly to their homes
 - Delivered by the Girl Scout to their home
 - Donate to our Cookies for a Cause program
- Digital Cookie orders appear automatically in eBudde™.
- If the customer chooses girl delivery, the caregiver will need to check with the troop for the needed inventory and approve the transaction.
- To register yourself on the Digital Cookie site, watch for the email "Ready. Set. Register for Digital Cookie" and follow the instructions to register.
- Visit the site regularly to ensure girls/caregivers are using the site, approve girl delivery orders in a timely fashion and verify your troop has the needed inventory for these orders.
- If a girl did not receive her email registration, ensure she is registered with the "My GS" link located on www.hngirlscouts.org. If the caregiver needs help, please contact our Customer Care department at (704) 731-6500 or customercare@hngirlscouts.org.

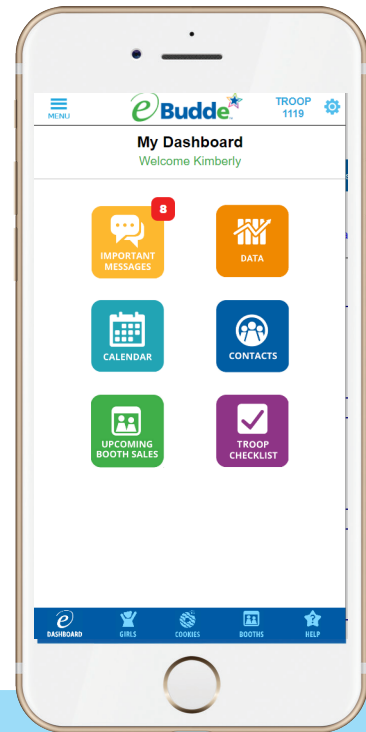
Detailed instructions for the Digital Cookie site can be found on our website in the Members tab under Cookies.

Examples:

- Cannot sell cookies to local frozen yogurt store to create a Thin Mint flavor of the month.
- Cannot sell cookies to a local brewery and approve their use of a Girl Scout cookie flavored drink.
- This is trademark infringement which can be prosecuted.
- Any and all uses, outside of traditional sales methods (the Girl Scout cookie order card, Digital Cookie, cookie booths) of our trademarked Girl Scout products have to be reviewed and approved by Girl Scouts, Hornets' Nest Council.
- While we want to encourage our young entrepreneurs and engage community connections, please understand we must also comply with our contractual obligations to Little Brownie and GSUSA and protect the Girl Scout cookie brand.
- Please contact the product program department if you have further questions or if you have troop opportunities that require review.







Connect with eBudde™

App Basics

A must-have for Girl Scout Cookie™ volunteers, the eBudde cookie management system is your Command Center for the Girl Scout Cookie Program. The eBudde Platform offers calendar reminders, reports, training and much more—on either your desktop or mobile device. It's also where sales are recorded so girls can receive their rewards.

Here are some quick steps to get you started:

- Download the eBudde app wherever you typically search for apps
- After your Service Unit Manager grants you access, look for a welcome email with a link and login information
- Set up your troop—in this step, you'll enter your troop's package goal and edit your troop's rewards settings
- Explore the dashboard on both the desktop and app versions, where you'll find messages and links to tools and resources you'll need throughout the season

The eBudde Desktop App has a new look this year, with all the functionality you've come to expect and EVEN MORE options! The new look corresponds with the mobile app so no matter how you are using eBudde the process is the same.

eBudde Dashboard Tab

The dashboard tab is the screen you will see every time you log into eBudde™. You can print the information on the tab if needed for reference. It will show you any important messages from your council and/or your service unit, dates and deadlines, troop checklist, upcoming booth sales, and Digital Cookie girl delivery orders.

If you are a volunteer with more than one Girl Scout troop, choose the troop you would like to view from the navigation tree on the left on the desktop version or touch the troop number on the top right of the mobile app to open a menu of your troops.

Setting up eBudde

Visit the following tabs to set-up your troop's eBudde for the cookie season.

1. Contacts Tab

Review information; click EDIT to make any necessary changes. Be sure you are marked "Active" and "Receives Emails".

Troop volunteers will be able to email caregivers directly from eBudde. Select the Email Caregivers button, add your subject line, chose between plain and HTML text, add your message, select all, add an attachment if needed, prove you are not a robot and send. eBudde will send an no-reply email to all your caregivers.

New!

If you need to add another user, such as a Cookie Pick-up Only or Booth Sale Recorder Only user, you will now do so from here.

2. Settings Tab

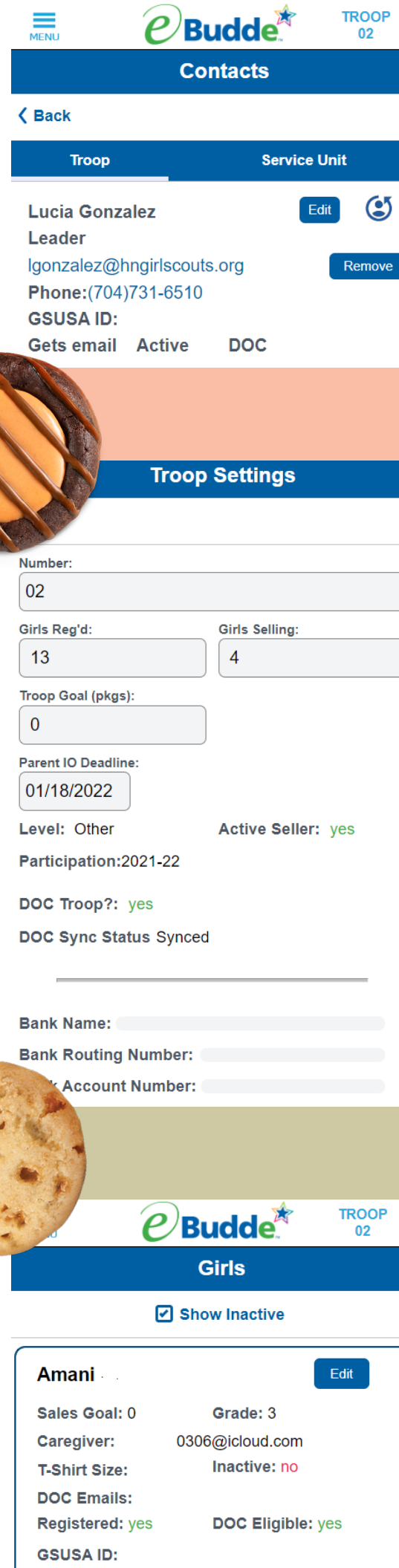
- Click "Edit Settings."
- Enter your troop goal in packages. The goal you add here will now show on each of your Girl Scouts' Digital Cookie dashboards.
- Mark "Opt-out rewards for additional profits" (only available to older girl troops - Cadettes, Seniors and Ambassadors and must be selected before submitting your starting order).
- Verify banking information (if incorrect, submit an updated ACH form, found on our website).
- Set Parent Initial Order deadline date. This date will be a reminder for your parents to approve all Digital Cookie girl delivery orders prior to the troop submitting their starting order. If this is not entered, it will default to the Council date of January 18, 2023.
- Click UPDATE to accept all changes.
- NEW! You can now see what years your troop has been in eBudde for the last 5 years.

3. Girls Tab

Verify all girls' names, emails and grades are correct. If incorrect, please contact Customer Care or if a girl is missing ensure she is registered as a Girl Scout under your troop's "My GS".

Enter t-shirt size and sales goal in packages.

Click UPDATE to accept all changes.



The image shows a screenshot of the eBudde web application interface. At the top, there's a navigation bar with a menu icon, the eBudde logo, and a troop number 'TROOP 02'. Below this, the 'Contacts' tab is active, displaying a list of contacts. The first contact is Lucia Gonzalez, a Leader, with email lgonzalez@hngirlscouts.org, phone (704)731-6510, and GSUSA ID. There are 'Edit' and 'Remove' buttons for this contact. Below the contacts list is the 'Troop Settings' section, which includes fields for Troop Number (02), Girls Registered (13), Girls Selling (4), Troop Goal (0), Parent IO Deadline (01/18/2022), Level (Other), Active Seller (yes), Participation (2021-22), DOC Troop? (yes), and DOC Sync Status (Synced). There are also fields for Bank Name, Bank Routing Number, and Account Number. Below the settings is the 'Girls' tab, which has a 'Show Inactive' checkbox. The first girl listed is Amani, with Sales Goal 0, Grade 3, Caregiver 0306@icloud.com, T-Shirt Size, Inactive no, DOC Emails, Registered yes, DOC Eligible yes, and GSUSA ID. There is an 'Edit' button for each girl's record.

Contacts

[Back](#)

Troop	Service Unit
Lucia Gonzalez Leader lgonzalez@hngirlscouts.org Phone:(704)731-6510 GSUSA ID: Gets email Active DOC	Edit Remove

Troop Settings

Number: 02

Girls Reg'd: 13 Girls Selling: 4

Troop Goal (pkgs): 0

Parent IO Deadline: 01/18/2022

Level: Other Active Seller: yes

Participation:2021-22

DOC Troop?: yes

DOC Sync Status Synced

Bank Name: Bank Routing Number: Account Number:

Girls

☒ Show Inactive

Amani	Edit
Sales Goal: 0 Grade: 3	
Caregiver: 0306@icloud.com	
T-Shirt Size: Inactive: no	
DOC Emails: Registered: yes DOC Eligible: yes	
GSUSA ID:	

Get to Know Digital Cookie

How Girls Use Digital Cookie

1. Register

Registered Girl Scouts will receive the “Ready, Set, Register for Digital Cookie” email in early December. They will use the link in this email to register into the platform.

Girls must be registered for the 2022-2023 Girl Scout year and have a valid caregiver email address associated with their membership record to receive this email. Be sure to check your junk/spam folder.

2. Set Up Your Site

Girls can customize their Digital Cookie world by entering a sales goal, uploading a picture or video, entering customer contact information, managing their inventory, earn badges, see rewards earned, and much more.

A girl's site must be set up prior to accessing the Digital Cookie app.

3. Invite Customers

Girls can send marketing emails to friends and family through Digital Cookie inviting them to shop their online stores. Girls can also share the link to their sites through social media or QR codes on door hangers.

Girls can use the Digital Cookie mobile app to take payments for existing paper orders or take new orders when going door to door or at a booth sale.

Customers can choose to donate cookies to our Cookies for a Cause program, have cookies delivered by the girls or pay to have them shipped.



4. Track Your Orders

In-person girl delivery orders

The caregiver must approve orders within 5 days of the order. Digital Cookie will send an email to caregivers when an order is placed.

If the caregiver does not approve or declines an order, the order will default to the customer's secondary choice (cancelled or donated) made online at the time of the sale.

Caregivers have the ability to turn on and off the girl delivery option by variety or completely for their Girl Scout's Digital Cookie site at the bottom of the Inventory Tab.

- December 15 – January 18: Each girl's package credit and payments made online automatically submit to the troop. No action is required by the caregiver.
- January 19 – March 13: Caregivers must request cookie quantities from the troop to fulfill all approved orders.

When the troop volunteers assigns cookies and payments to a girl in eBudde, these amounts will feed into the Inventory tab in Digital Cookie. This will allow the Girl Scout and caregiver to see the inventory they should have on hand to fulfill delivery orders as well as any money that is owed. Note shipped, donated and booth cookies are not reflected in these amounts.

Shipped and Donated Orders

It's all automated. There is nothing to collected or delivered and nothing to submit to the troop. Sales and payments are automatically tracked and posted into eBudde.

5. Track Your Goals

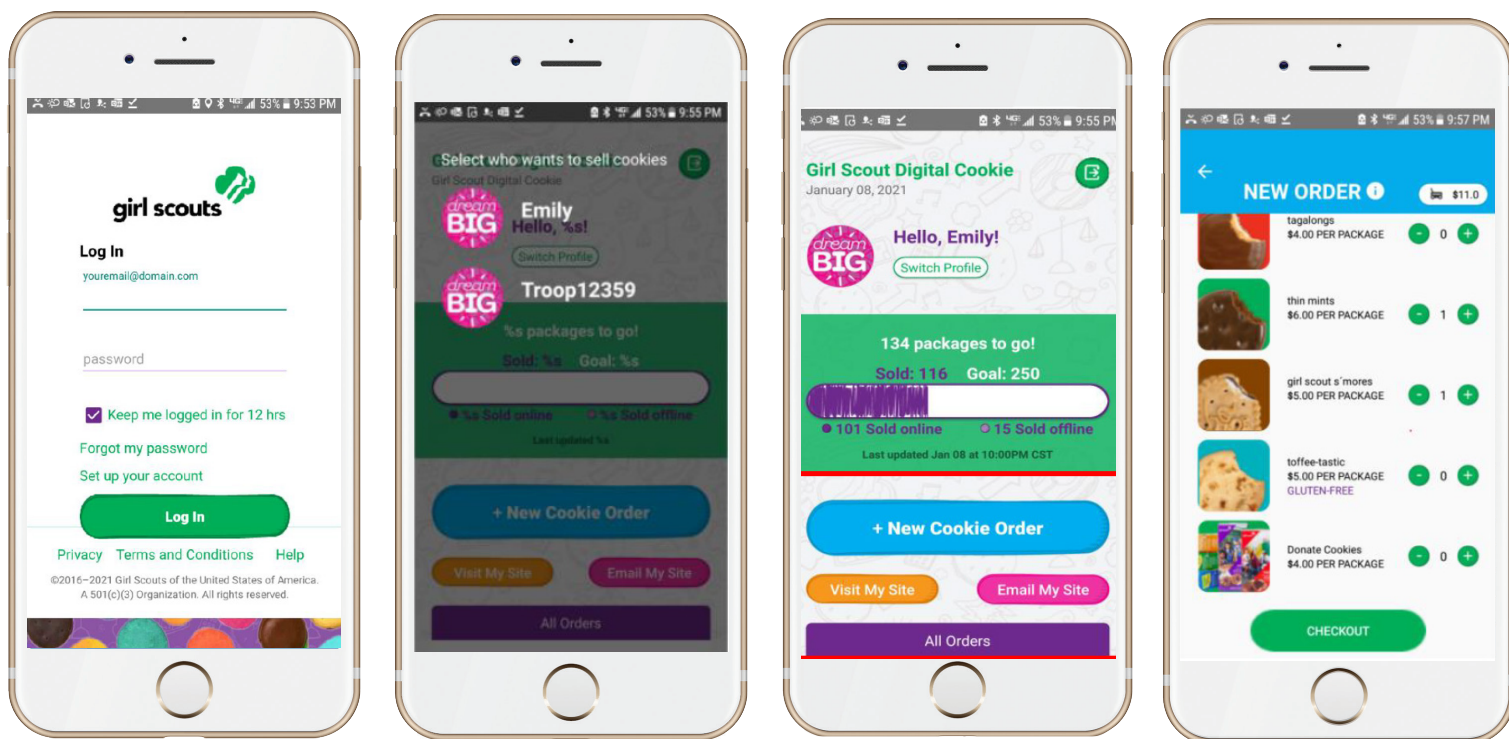
Troop Goal

Girls will be able to see how the troop is doing towards the troop goal from her Digital Cookie dashboard. Troops must add their troop goal in the setting tab in eBudde.

Individual Goal

As a Girl Scout reaches for her goal, she will be able to see what rewards she has earned in Digital Cookie.

As Digital Cookie orders are received and the troop volunteer assigns cookies to the girl in eBudde, her rewards will be unlocked for viewing.



How Volunteers Use Digital Cookie

1. Troop Cookie Link

A Digital Cookie link the troop can use to take girl delivery, shipped and donated orders.

Troop volunteers and girls can use the troop links through the Digital Cookie app to take orders and payments at booth sales and troop walkabouts.

Troop volunteers will select the Troop Link girls when signing into the app. Girls will have the option to choose her sales to go to the troop or to herself.

2. Troop Shipped Only Link

A Digital Cookie link that will be used on the GSUSA's Cookie Finder starting on February 17, 2023 for customer to purchase cookies that will be shipped or donated.



◆ Understanding Booth Sales



Cookie Booth Sign Up and Management

There are two ways your troop can have a booth.

1. Sign up to have a booth at one of our Council or Service Unit sponsored locations.
2. Use your contacts to set up your own booth and request approval through troop secured “My Sales” in eBudde’s “Booth Scheduler.”

eBudde Booth Scheduler

This is where all cookie booth information is housed and feeds information of our booths into the Cookie Finder so customers can find your booths. It is very important that all booths are added into eBudde™. Council and Service Unit booths will be launched on the below schedule. Booths confirmed after January 28 will be added into eBudde™ as they are received, except if it is a “hotspot” like Walmart, Malls, Harris Teeter, etc.

Booth Selection Rules

- First Booth Launch: Jan. 14 at 9 a.m.
 - Jan. 14-20 – 1 booth per day. All Troops may only sign up for 1 hotspot booth per day
 - 25+ troops 2 total booths per day
 - 50+ troops 3 total booths per day
- Second Booth Launch: Jan. 21 at 9 a.m.
 - Jan. 21-27 – 2 booths per day. All Troops may only sign up for 1 hotspot booth per day
 - 25+ troops 3 total booths per day
 - 50+ troops 4 total booths per day
- Third Booth Launch: Jan. 28 at 9 a.m.
 - Jan. 28 – Feb. 3- 3 booths per day. All Troops may only sign up for 1 hotspot booth per day
 - 25+ troops 4 total booths per day
 - 50+ troops 5 total booths per day
- February 4 – open – no limits

Booth Notifications

You can be put on a waitlist for a booth location for a specific date. Click the Email me if slot opens up button. eBudde™ will then send you an email if any one or more of the slots become open. KEEP IN MIND – IT IS A FIRST COME, FIRST SERVE FOR SIGNING UP FOR THE SLOT! There may be several volunteers that get the email. You can see how many troops are on the waiting list. Once you have asked to be notified, eBudde™ will continue to send emails when slots become open. If you want to turn the notification off, go back to the booth site and you will see a button that says Stop Notifying Me.

Booth sign-ups will be closely monitored and any troop not following the above booth sign up rules, will lose the booth time slot that is outside these guidelines.

eBudde Booth Sales Tab

Council Sales

1. Select “Sign Up for a Council Booth”
2. Find booth sales you would like to sign up for by using the down arrow buttons by the city name and location address.
3. Select the location date and a new screen will appear. Choose your desired time slot and click “Submit”.
4. Available locations will be in green and you can now hide unavailable booths.
5. You can cancel a booth from your dashboard calendar by simply pressing the “release” button for the booth you wish to cancel.

The screenshots show the 'Troop 2' dashboard with the 'Booth Sales' tab selected. The first screen shows 'My Booth Sales' with a message 'You haven't signed up for or added any Booth Sales.' and a 'Find Free Slots' button. The second screen shows 'Council Sales' with a search for 'Charlotte, NC' and a list of locations including 'Harris Teeter' at '12218 Creekside Turn Dr'. The third screen shows the selection of a time slot for 'Harris Teeter on 09/24 @ 12:18 Creekside Turn Dr' with a table of available times.

Time	Troop
8:00am	T2
10:00am	
12:00pm	
2:00pm	

Troop Booth Requests

1. Select “Add/Edit a Troop Booth”
2. Select the +Add button.
3. Fill in location site information, business contact and use the pop-up calendar to add your date and the pop-up clock to add your start and end times.
4. Click Save. Request will be pending until approved or denied.

The screenshots show the 'Troop Booth Sales' tab with a 'Find' button and a message 'You haven't added any Booth Sales yet.' The second screen shows the 'Add A Troop Sale' form with fields for Business Name, Address, City, State, Zip, Contact, Email, Start Time, and End Time.

Troop Secured Troop Sale Booths

Please use the Troop Sale feature of the “Booth Sale” tab to inform the Council of your troop’s self-organized scheduled sales. This ensures other troops do not have the same location reserved and adds your booth to the Cookie Finder so customers looking for Girl Scout cookies can find your location. All troop secured Troop Sale booths must be submitted for approval at least 72 hours prior to the booth date. Troops may start requesting Troop Sale booths on January 6. A list of Council, Service Unit and Booth Committee locations can be found in the eBudde Help Center under From Your Council.

Ideas for Troop Sale Booths

- Use your troop contacts to set up additional cookie booths.
- Check to see if a parent has an employer who will allow your troop to set up a booth.
- Do you live near a semi-busy intersection where you could set up a drive-thru booth? Ask the owner of the parking lot if your troop can have a cookie booth.
- Use your imagination!
- See eBudde Help Center under From the Council and Booth Sale List for a list of booths locations being secured by Service Units and Council’s Booth Committee.

Locations Managed by Council Booths

Do not contact these businesses:

- Birkdale
- Carolina Place Mall
- Concord Mills
- Charlotte Premium Outlets
- Harris Teeter
- Northlake Mall
- Sam’s Club
- Southern Spring Show
- SouthPark Mall
- Walmart

Locations with No-Solicitation Policies

Do not contact these businesses:

- BJ’s Warehouse
- CVS Pharmacy
- Costco
- Family Dollar
- Galleria Mall, Rock Hill
- Home Depot
- Publix
- Rite Aid
- Target
- Walgreens
- QT (QuikTrip)



Cookie Booth Etiquette and Guidelines

Cookie booths reflect greatly on Girl Scouts' reputation in our communities. Please keep in mind that selling cookies at a booth is a privilege granted to us by local businesses and we list their business on the Girl Scout Cookie Finder that allows customers to find our 4,000+ cookie booths. This privilege, if abused, could cause all Girl Scouts to lose the opportunity for additional sales.

- All cookie booths MUST be listed in eBudde.
- Remember to have your booth confirmation with you from the "Booth Scheduler." This confirmation will ensure you are at the right place and time and provide any specific rules specified by the business.
- Arrive and leave on time. If you arrive early, please do not set up until the other troop starts breaking down.
- Do not block the entrance or exit of the location.
- Come prepared. Bring a small table, chairs, change, and a colorful display.
- Wear Girl Scout uniform and pins.
- Live the Girl Scout Law by being respectful with no "barking" or yelling at customers. Playing games, eating, being on a cell phone and running around is not acceptable.
- We recommend 2 girls and 2 adults at your booth, and no more than 4 girls total.
- Sell only Little Brownie Bakers Girl Scout cookies at your Girl Scout cookie booth for only \$5 for all varieties except Toffee-tastics at \$6.
- Leave pets, siblings and friends at home.
- Count cookies and money before and after each booth writing receipts to verify the amounts.
- Leave the area clean. Take empty boxes home with you.
- Thank the manager with a package of cookies when you are leaving.
- DO NOT BE A NO SHOW! Cookie booths reserved in eBudde™ are linked to the Girl Scout Cookie Finder that customers use to find cookies. If a customer shows up and you are not there, we receive complaints. If you must cancel a booth, please release it in eBudde. If it's a last minute cancel, please contact your Service Unit Cookie Manager.
- Girl Scout troops that do not uphold booth sale etiquette or do not follow the guidelines established by Girl Scouts, Hornets' Nest Council for booth sign-ups and participation in the cookie program may experience the loss of booth privileges and face other cookie program restrictions.
 - Girl Scouts may not ask for cash donations, so any donation jar, etc must be clearly labeled for Cookie for a Cause donations only.

Cookie Customers will flip over your creative Cookie Booths!



Regional Mall Booths

The following regional malls, Concord Mills, Birkdale Village, and SouthPark Mall, are contracted cookie booth locations with very specific rules that **MUST** be followed. Each troop that signs up for a cookie booth at any of these malls will be required to sign a Regional Mall Etiquette and Guidelines Agreement. If anyone from the troop does not uphold the signed agreement a monetary (\$25) penalty will be enforced.



Cookie Booth Tips

- Promote the Cookies for a Cause option, tally donated packages on a large goal chart and thank the customer with Thank You receipts.
- Give away bite-sized samples.
 - Let customers have a taste so they can try something different— they may even find a new favorite.
 - If giving out samples, please ensure to have hand sanitizer available and a Girl Scout wearing gloves passing out the samples on a small napkin.
- Keep the variety's nutrition label in full view in case a customer has food sensitivities.
- Share goals with customers.
 - Customers want to hear how girls are making a difference, so encourage girls to make posters, banners or t-shirts to get the word out.
- Make cookie bundles, attach a ribbon and a handmade card for maximum impact.
- Give away recipes.
 - Encourage customers to try something new by offering a recipe card with every purchase of multiple boxes.
- Always be prepared.
 - Come with a small table and special tablecloth.
 - Have a cash box or envelope with \$30 to \$50 in ones and fives to make change.
 - Dress appropriately for the weather with your Girl Scout vest or sash visible.
- Accept credit cards through Digital Cookie or an outside card reader service like Clover Go or Square.
- Use the new Raspberry Rally tent card with the troop's Digital Cookie troop link QR code displayed.

Safety Tips

The safety of our girls and volunteers is our number one concern. Please be sure girls and caregivers understand and follow these safety rules.

Show You're a Girl Scout

Wear your Girl Scout uniform and/or Girl Scout clothing to identify yourself as a Girl Scout.

Buddy Up

Always use the buddy system. It's not just safe, it's more fun.

Be Streetwise

Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies®.

Partner with Adults

If you are a Girl Scout Daisy, Brownie or Junior you must be accompanied by an adult when taking orders or selling/delivering product. If you are a Girl Scout Cadette, Senior or Ambassador you must "buddy up" when selling door-to-door. Adults must be present at all times during cookie booth sales.

Plan Ahead

Always have a plan for safeguarding money. Avoid walking around with large amounts of money or keeping it at home or school. Give proceeds to supervising adults who should deposit it into the troop bank account as soon as possible. At booth sales have all participants health history with you and caregivers phone number at the ready.

Do Not Enter

Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.

Sell in the Daytime

Sell only during daylight hours, unless accompanied by an adult.

Protect Privacy

Girl email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder or give comments. Protect customer privacy by not sharing their information except for the product sale.

Be Safe on the Road

Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.

Be Net-Wise

Take the Girl Scout Internet Safety Pledge before going online and follow the specific guidelines related to marketing online.



Submitting Your Starting Cookie Order

1. Collect Cookie Orders

Collect all order card orders from each girl and total by variety per girl, then log into eBudde™. Caregivers can enter their Girl Scouts' initial order in Digital Cookie and volunteers can pull a report of these orders.

2. Initial Order Tab

Digital Cookie girl delivery orders placed before January 19 will automatically be entered into your Girl Scouts initial order under the Initial Order tab.

All Digital Cookie shipped and donated orders will continue to flow into the Girl Order tab. All Digital Cookie girl delivery orders placed after January 18, 2023 will post only the money portion of the transaction in the Girl Order tab. The troop volunteer will be responsible for adding the cookie inventory to the Girl Order tab once it has been picked up from the troop's cookie inventory.

Settings	Girls	Init. Order	Delivery	Girl Orders	Transactions	Cookie Exch.	Troop Package	Rewards	Booth Sales	Payments	Sales Report	Reports	Help
Troop Initial Order													
User	Girl		CFC	Advit	LmUp	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	Total
✓ Savannah M.	Order Card		0	2	2	4	5	5	8	4	0	0	30
	DOC Girl Del.		0	0	0	0	0	0	0	0	0	0	0
	Total Order		0	2	2	4	5	5	8	4	0	0	30
Imported			0	0	0	0	0	0	0	0	0	0	0
Other			0	0	0	0	0	0	0	0	0	0	0
	Last Year (Other)		0	0	0	0	0	0	0	0	0	0	0
Booth			0	48	60	72	120	96	144	48	12	600	600
	Last Year (Booth)		0	48	48	84	120	96	120	48	24	588	588
Pkgs. Ordered			6	51	93	116	101	220	196	298	92	24	1167
Cases To Order			5	8	10	9	19	14	25	8	2	2	100
Extras			9	3	4	7	8	2	2	4	0	0	39

There are two lines under each girl in the Initial Order tab.

- One line for Order Card sells
- One line for Digital Cookie girl delivery sells

These two lines will combine for her total starting order that will be picked up by the troop during starting cookie order pick-up.

Packages Ordered = total packages for each variety entered for the girls and booths

Cases to Order = total cases being ordered for each variety (package count is rounded to make a full case order)

Extra = the total of the remaining packages that make up your full case count that have not been credited to any girl or ordered for booths. These cookies can be used to fill Goal Getter Orders or at a booth sale.

- Click a girl's name; a new screen will appear; add order card orders to the open fields.
- Press the tab key to navigate fields and order the girl's total cookie order in packages by variety.
- Click SAVE.
- Repeat for each girl
- Booth/Other – use this line to add cookies to your starting order for additional girl sales and booth. The Last Year (Booth or Other) line show the amount of cookie your troop ordered for these categories last year.
- Carefully review the totals at the bottom; if correct submit Troop IO.
- Remember Raspberry Rally is only available through Digital Cookie shipped and cannot be ordered in a girl's initial order. Any Digital Cookie shipped orders will count toward her initial order rewards.

While girls place their orders in packages – ALL troops must place their orders in FULL CASES by variety. eBudde™ will do this for you.

Troop Starting Order Reward

Any troop that submits a starting cookie order that is equal to 80% of 250 packages per registered girl in their troop will receive a Bandana Cooling Scarf per registered girls and 2 long sleeved hooded t-shirts for adults. Rewards will be distributed to the troop during the starting order cookie pick-up.

Calculation example

$$\begin{array}{rcl}
 12 & \leftarrow & \# \text{ of Girls Registered as of January 1, 2023} \\
 \times 250 & \leftarrow & \text{Multiply by Council's Per Girl Average (PGA)} \\
 \hline
 3,000 & \leftarrow & \text{Troop's Total Package Goal} \\
 \text{packages} & & \\
 \times .80 & \leftarrow & \text{Multiply by or 80\%} \\
 \hline
 2,420 & \leftarrow & \text{Total \# of Packages to Order} \\
 \text{packages} & &
 \end{array}$$

3. Delivery Tab

- Let us know if you or someone from another troop is picking up your cookies.
- Select a delivery location. If the delivery location is grayed out, all times slots are full so you will need to chose a different location.
- Select time slot.
- Click Submit.
- Be sure to return to the Delivery Tab to view your confirmation. Your delivery confirmation form will have what size vehicle you will need for the amount of cookies being picked up and the information needed to confirm your pick-up on the cookie pick-up day.

Delivery Pickup

Variety	My Troop
Adventurefuls	5
Lemon-Ups	9
Trefoils	14
Do-Si-Dos	6
Samoas	11
Tagalongs	5
Thin Mints	14
S'mores	4
Toffee-tastic	1
Troop Total	69
Pickup Total	69

Who is picking up your cookies?

☒ Someone from my Troop

☐ Some other Troop (or my SU)

Will you be picking up for more than one troop?

☐ Yes ☒ No

Delivery Station and Time

Please choose your Delivery Station

Hilldrup (02)

You need 1 slot

Line: Line 4

8:40am	T14
8:45am	T870
8:50am	T888
8:55am	(T888)
9:00am	T1607
9:05am	T143
9:10am	(T143)
9:15am	T405
9:20am	T192 + T548

4. Rewards Tab

- Click “Fill Out” next to Initial Rewards Order.
- Add the number of registered girls next to the bandanas and the long sleeved hooded t-shirt sizes, if the troop qualified for the starting order rewards. Please see page 22 for details.
- Review and make any needed changes..
- Click “Submit Reward Order” to submit your total order.

5. Important Reminders

- You must enter your troop goal in the Settings tab before you will be able to submit your Starting Order.
- Girl Scout Cookies cannot be returned or exchanged once they are picked up. You are financially responsible for all cookies signed out.
- **Troops must have their 2021-22 Annual Troop Report on file with the Council and must have submitted the new online ACH form before submitting their Starting Order. If these items have not been submitted, the troop will not be allowed to order any booth or other cookies and will not be allowed to pick up their girl initial orders at the cookie pick-ups.**





Inspire Girl Scouts to Market Their Cookie Businesses



Starting Order Cookie Pick-Up

Picking up your cookie order is exciting, and there are a few steps you can take to make sure everything goes smoothly. First, be aware that troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

Action steps for a smooth pick-up day:

- Know exactly how many cookie cases you ordered of each variety.
- Arrive at your scheduled pickup time.
- Make sure you have enough vehicles to load your order.
- Pull all your vehicles into the line at the same time.
- To check in text your delivery confirmation number to the phone number found on your delivery confirmation in eBudde.
- A Bubble Sheet will be placed on the windshield of the leading vehicle. Pull through the pick-up lanes as directed by the volunteers.
- At check-out text 1 to phone number found on your delivery confirmation if you are satisfied with your counts or text 2 to go to the recount area. Please do not leave the cookie pick up until you have text 1 verifying you picked up and signed the Bubble Sheet.

Remember to also pick up your Troop Starting Order Rewards, which will be given out at Cookie Pick-Up!

Cookie Distribution and Payment

- As soon as you pick up starting order cookies, please promptly distribute cookies to the girls.
- **Protect yourself! Fill out a money/cookie receipt for every box of cookies/money received.**
- Receipt every box of cookies! Include varieties, how many of each, to whom, troop number, date, signature of adult accepting and signature of person giving cookies.
- Both parties should count the cookies and sign the receipt.
- When receiving money, count all money before caregiver leaves premises. You sign in the "Received By" area. Have the caregiver sign in the "Received From" area.
- Give caregiver the yellow copy of the receipt. You retain the white copy of the receipt for your records.
- Keep copies of all receipts.
- Keep track of Girl Scout cookie inventory and money in eBudde™.
- Caregivers are responsible for all Girl Scout cookies they receive and money collected for payments.
- Caregiver must sign receipts, not the girl.

How Many Cases Fit In Your Car?

Compact car.....23 cases
Hatchback car.....30 cases
Standard car.....35 cases
SUV.....60 cases

Station wagon.....75 cases
Minivan.....75 cases
Pickup truck.....100 cases
Cargo van.....200 cases

Cookie Payments

Payments from Customers

Girls collect payment for cookies at the time of delivery unless the cookies were sold through Digital Cookie girl delivery or a customer is ordering only Cookies for a Cause cookies.

Payments from Caregivers

Take payments from caregivers often and deposit the money into the troop bank account immediately. Take payments at every meeting, always write a receipt and update the Girl Order tab with each girl's payments.

Do not continue giving cookies to a caregiver that is not making regular payments to the troop for the cookies they have already received. Protect the troop from potential unpaid funds.

Forms of Payment Accepted

Girls and troops may accept **cash or check** (made out to the troop; GSHNC Troop XXX)

Girls may use the **Digital Cookie App** for taking orders and accepting payments via credit cards. GSHNC pays all the processing fees.

Troops may choose to use an outside vendor to accept **credit cards** at booth sales.

- Troops are responsible for all fees associated with accepting credit card payments when selling cookies to a customer.
- Girl Scout cookies may not be sold for more than \$5 (8 varieties and Cookies for a Cause) or \$6 for Toffee-Tastic, if you choose this option of credit card payment.
- Troops may pass on credit card fees to the caregivers when accepting troop payments, but may not pass fees onto their cookie customers.
- Troops are responsible for paying the Council in full for all cookies purchased with a credit card.
- Do not use a personal account to connect your credit card reader. You must use a troop bank account.
- Troops may not use donations intended for Cookies for a Cause to pay for their credit card processing fees.
- Using a money transfer app tied to your personal bank account (Cash App, Venmo, Zell, etc) in excess of \$600 or more could cause you to receive a 1099K form from the Internal Revenue Service.

Paying for Troop Cookies

GSHNC does two Automatic Clearing House (ACH) drafts to troop bank accounts during the cookie season for troops to pay their cookie balance. Troops retain their profits and pay only the "Amount You Owe Council" from the "Sales Report" tab on eBudde™.

The new online ACH Form must be submitted by **all troops** for the 2022-23 Girl Scout year no later than January 18, 2023. If your troop has not submitted the new online form, they will not be allowed to submit any booth or other cookies in their initial order and will not be allowed to pick-up their girl initial order at the cookie pick-up days.

Preparing for the first ACH Draft

- Ensure that 30% of your starting cookie order money, including Cookies for a Cause and Digital Cookie orders placed by January 31, is in your troop bank account by February 21 at 5 p.m.
- Troops who primarily accept payment through Digital Cookie may be exempt from the first ACH draft.
- If an emergency arises and a troop does not have all of the funds available for the first draft, troop volunteers must email cookies@hngirlscouts.org by February 21 at 5 p.m. The email should include the following:
 - Amount available for withdrawal.
 - When the remaining balance is anticipated.
 - What caused shortage of funds.

The ACH drafts do not occur on your deadline day. That is when troops must have funds in their bank account. We allow time for checks to clear and the bank draft process to occur.

Example of 30% of the amount you owe Council minus any Digital Cookie payments received

The following is an example of how the first initial draw for ACH is calculated in the eBudde™ / Sales Report Tab.

- The Council Proceeds (\$9198.00) multiplied by .30
- $\$9198.00 \times .30 = \2759.40
- $\$2759.40$ minus Digital Cookie payments received of \$20 = $\$2739.40$
- $\$2739.40$ will be drafted from the troop bank account for the 1st ACH draft

Pkgs Received				Payments Made		
09/21	Initial Order	---	2064	Date	Reference	Amount
09/22	C900	UH0000	4	2022-09-23	1st Draft	\$ 2,739.40
	CFC pkgs		0	2022-09-21		\$ 20.00
				Total Payments		\$ 2,759.40
	Total Pkgs Received		2068	Total DOC Payments		\$ 0.00
	Total DOC Pkgs Received		0			
	Total DOC Charity Pkgs Received		0			
	In addition there was					
	Total DOC Delivered Pkgs Received		0			
Total Troop Sales				Council Proceeds		
\$ 10,749.00				\$ 9,198.00		
Troop Proceeds				Payments Made		
- \$ 1,551.00				- \$ 2,759.40		
Council Proceeds				Amount You Owe Council		
\$ 9,198.00				\$ 6,438.60		



Get More Cookies

Cookie Cupboards for Additional Cookies

- Additional cookies are available for pick up at any cookie cupboard.
- Most of our cupboards are run by volunteers. Thank them for their time and for making Girl Scout cookies accessible for your troop.
- For outlying cupboards, please contact the cupboard manager in advance to place your troop order and confirm that your order is available.
- All troop volunteers will use eBudde to confirm cupboard pick-ups.
- From the app go to the Calendar, click CONFIRM ORDER next to the appropriate transaction then click OK. A confirmation email will be sent.
- From eBudde go to the Trans Pickup Tab, click CONFIRM ORDER next to the appropriate transaction then click OK. A confirmation email will be sent.
- At all cupboards you must use the eBudde™ system to place your cupboard pre-order on the "Transaction" tab.
- Damaged packages/cases will be replaced with like variety only.
- Cookies may not be returned or exchanged.
- Troops may only pick up cookies by the case at cupboards.
- Cookie cupboards will be open until March 12.

Troop Leaders and/or Cookie Managers can assign caregivers to be Cookie Pick-up Only users for the eBudde app, so they can help the troop with cupboard pick.

Cookie Cupboards

Cabarrus Kelley Cunningham 713 Sternbridge Dr., Concord, NC 28025 cab2cookies@gmail.com (704) 456-9284	Mecklenburg GSHNC Cookie Cabana 7007 Idlewild Rd., Charlotte, NC 28212 (704) 731-6500	Mecklenburg TBD	Montgomery Karen Bowles ✦ kkbowles25@gmail.com (910) 220-2242
Rowan Destinee Bailey 312 Settlers Grove Ln, Salisbury, NC 28146 Mrs.Destinee.Bailey@gmail.com (980) 258-3597	Stanly Matthew Salyer Locust Presbyterian Church 607 Main Street, Locust, NC msalyer1@carolina.rr.com (704) 320-3091	Union Valerie McDougald 4004 William Clark Trail Monroe, NC 28110 valmcdougald@yahoo.com (704) 458-271	York Jeanette Hardy 1159 Wagner Ave., Fort Mill, SC 29715 york2girlscouts@gmail.com (805) 501-1399

To view all the cupboards and their hours of operation, please visit the Reports Tab in eBudde™ and run the Cupboards List report. This report can be run as a XLS or PDF file.

Cookie Exchange

The Cookie Exchange allows you to see what cookies other troops have to exchange. It also allows you to post what extra cookies you have to exchange. When you first go to this tab, you may see all zeros until you and other troops post your transaction.

To enter the extra cookie packages that you have that you would like to exchange:

- Enter the quantities in packages in the variety boxes. Click the box if you would like to include your phone number in the exchange then click Update Pkgs to Exchange.
- If you no longer have all the extras originally posted, change the quantities appropriately and click Submit. The submission will OVERWRITE the previous submission.
- There is only one record per troop in the Cookie Exchange.
- If you have given all your cookies away, you can use the “Release My Offering” button to clear the Cookie Exchange.

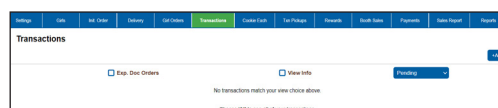
To see what cookies are available by other troops:

- Click the blue down arrow to the left of the variety. eBudde™ will display the troops that have extra cookie packages.
- It will list the date posted, troop number, quantity available, first name of the contact, email address, Service Unit and phone number if the user chooses.
- Hover over the email address provided to see the zip code for the person submitting the cookies for exchange.
- You can then contact that person via email to make the exchange.

Transaction Tab

The troop transactions tab is a listing of all cookies ordered, additional cookie pick-ups and troop to troop transactions.

- The tab is defaulted to show your pending orders to the cupboards
- Use the drop down menu to choose All, DOC and Read for Pick-up orders.
- The View Info toggle will display the cupboard name, who created, received, and processed the transaction.
- All Digital Cookie transactions will be accumulated into one transaction entry. The entry will be labeled with the number of transactions DOC shipped orders. Remember only the shipped Digital Cookie orders will post on your transactions tab.
- To see all the Digital Cookie Shipped orders toggle the EXP. DOC Orders.



Settings

Gifts

Ref Order

Delivery

Gift Orders

Transactions

Order Entry

Inv Packages

Receipts

Bank Statements

Payments

Sales Report

Receipts

Transactions

Exp. Due Orders

100

100

View Info

Receipt	Type	Date	Inv Party	Package	Line	Add	Line	Type	QTY	Unit Price	Net	Tax	Net	Tax	Total	
EXP DOC SHIPPED ORDERS	Normal	05/12	CDO		1		30	45	30	45	100	77	173	30	14	250
EXP DOC SHIPPED ORDERS	Normal	05/11	CDO		1		0	24	0	24	0	0	0	0	0	24
EXP DOC SHIPPED ORDERS	Normal	05/10	T108		0010		0	22	-56	-17	0	0	0	0	-27	0
EXP DOC SHIPPED ORDERS	Normal	05/09	CDO		1		0	0	0	0	0	0	0	0	0	0
EXP DOC SHIPPED ORDERS	Normal	05/08	CDO		0010		0	60	60	60	60	60	12	0	72	0
EXP DOC SHIPPED ORDERS	Normal	05/07	CDO		1		192	288	192	288	360	720	72	0	432	0
EXP DOC SHIPPED ORDERS	Normal	05/06	CDO		1		230	351	232	377	408	816	231	36	573	0
EXP DOC SHIPPED ORDERS	Normal	05/05	CDO		1		192	288	192	288	360	720	72	0	432	0

Digital Cookie and eBudde™

When purchases are made by the customer that include donated cookies and/or shipped cookies payment, package credit will automatically appear in eBudde™.

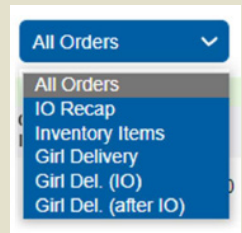
Package credit will be seen on the Girl Order Tab and payment will always be reflected on the Girl Order Tab and the Deposits Tab, reducing the amount the troop owes to council.

- Digital Cookie girl delivery orders placed on or before January 18, 2023 will be added to the total girl initial order under the Initial Order Tab.
- For Digital Cookie girl delivery orders placed after January 18, 2023, the payment is posted automatically and reflected on the Girl Order Tab and the Deposit Tab, reducing the amount the troop owes to council.
 - Cookies in this instance will have to be requested by the girl/caregiver from the troop volunteer. These cookies will either be supplied to the girl/caregiver from the existing troop inventory or by reordering from a cupboard.
- Once cookies have been supplied to the girl/caregiver, they will need to be manually entered in eBudde™ in the Girl Order Tab.

Emily K.

Cancel		+Order												+Payment			
Switch to Girl:		Emily K.												All Orders			
DOC	Comments	Inv	Bth	CFC	Adv	LmtUp	Tre	D-S-D	Sam	Tags	TMint	SMtr	Toff	Total	Total Due	Paid	Bal. Due
✓	DOC DLVR 49614221			0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$60.00	-\$60.00
✓	DOC DLVR 51200530			0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$30.00	-\$30.00
	Init. Order "Locked"			0	13	7	11	6	14	8	26	4	5	94	\$475.00	\$0.00	\$475.00
✓	DOC DLVR 54843144			0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$30.00	-\$30.00
	Add-on 1/27, 22-001			0	1	2	2	2	2	0	3	0	0	12	\$60.00	\$0.00	\$60.00
	DigCookie-2/6, 22-008			0	-2	0	0	0	0	6	0	0	0	4	\$20.00	\$0.00	\$20.00
	Add-on 2/9, 22-009			0	1	2	0	0	3	1	2	0	0	9	\$45.00	\$179.00	-\$134.00
	Walmart Neighborhood Market, 02/11 @ 5:00pm	✓		1	5	15	17	19	21	24	56	9	5	172	\$865.00	\$865.00	\$0.00

- Use the down menu on the top right to view your Girl Order Tab by All Orders, IO (Initial Order) Recap, Inventory Items (transactions sent to Digital Cookie), Girl Delivery, Girl Del (IO), Girl Delivery (after IO).
- eBudde will not allow troops to over allocate cookies to their girls. The amount allocated must not exceed your troop order total by variety in your Girl Order Tab Summary.



Girl Totals	37	72	207	168	190	443	317	679	139	63	2315	\$ 11638.00	\$ 11638.00	\$ 0.00
Troop Order (Actual pkgs+CFC)	37	72	207	168	190	443	317	679	139	63	2315			
Difference	0	0	0	0	0	0	0	0	0	0	0			





Make a splash all season long with our dolphin mascot!



Girl Rewards

- Use the back of the girl order card to set rewards goals with your girls. All rewards are cumulative.
- Learn about our top rewards using the Top Rewards flyer available in the Members section of our website.
- Older girl troops that opt out of rewards will get an additional \$0.05 per package instead of rewards/patches. This option must be selected before submitting your starting order.
- Starting order rewards will be given out with the starting order cookies.
- You must place your rewards order by 11:59 p.m. on March 15, 2023.
- Rewards will be available for troops to pick up from the Service Unit Cookie Managers in late April and May.
 - Any rewards not picked up from the Service Unit Cookie Manager will be held at GSHNC.
 - Any discrepancies must be reported to GSHNC by June 30, 2023.
 - All top level rewards at 1000+ and above plus the adopt a dolphin at 500, except the Hooded Blanket, Travel Pillow, and Sleep Mask at 1000+, will be distributed by GSHNC, exact time may vary.
 - All Buzz Bucks earned will be emailed to the Girl Scout caregiver's email on file with GSHNC.

Rewards Tab

Update the Girl Order Tab with the girls' final sales in order for them to receive credit for the cookies they have sold.

- Go to the "Rewards" Tab.
- Click "Fill Out."
- Click the first girl's name to complete the (size/catalog selection needed) – this is where you will select any sizes needed for regular rewards items. Once selections have been completed click SUBMIT GIRL ORDER.
- Repeat these steps for each girl in your troop.
- Review your rewards order and click "Submit Rewards Order" to submit your order.

If you accidentally submit an incomplete order, you may contact your Service Unit Cookie Manager and ask him/her to un-submit your order before March 15 so you can complete it. If changes need to be made after this date, you must contact your Service Unit Cookie Manager or the Product Program Manager at cookies@hngirlscouts.org to make changes.

If you are an older girl troop who has elected to receive the additional \$0.05 per package, you should not have individual girl names on your screen. Skip this step.

Troop Proceeds

- Troops earn \$.75 per package of all cookies (Cookies for a Cause, Raspberry Rallies, Adventurefuls, Lemon-Ups, Trefoils, Do-si-dos, Tagalongs, Samoas, Thin Mints, S'mores and Toffee-Tastics).
- Troops can earn an additional \$.05 per package by achieving a 250 PGA (Per Girl Average).
- Troops can earn an additional \$.10 per package by achieving a 500 PGA (Per Girl Average).
- If troops "Opt Out of Rewards" they can earn an additional \$.05 per package.
- The "Opt Out" option applies only to Cadette, Senior and Ambassador troops who may opt out of rewards.
- The "Opt Out" option must be selected on the "Settings" tab of eBudde™ prior to submitting your starting order. Troops will not receive any rewards, including patches.

The Sales Report Tab reflects all transactions for the troop in the eBudde system. It includes the initial order, any additional orders, Digital Cookie orders and all payments received. This report calculates the troop proceeds and amount due to Council. Cookies for a Cause cookies will automatically populate on the Sales Report from the Girl Order Tab.



New this year, all Digital Cookie orders and payments will accumulate into one line under the Pkgs Received and Payments Made section of the Sales Report. The line will have the last date a transaction posted, the number of orders and either the total packages or total payments. You can see the separate transactions under the Transaction Tab and Payments Tab.

Plgs Received		Payments Made	
01/24 Initial Order	---	Date	Reference
02/08 C690	10,000	2022-04-07	Final Draft
02/09 T1314	B5,000	2022-04-03	103 DOC Orders
02/15 C640	BH-L000		
02/24 T1314	OLN000		
02/27 T3567	K2C000		
03/03 C640	EQC000		
03/27 C900	15 DOC shipped orders		
CFC plgs.	82		
Total Plgs Received	1524		
Total DOC Plgs Received	168		
Total DOC Charity Plgs Received	58		
In addition there was:			
Total DOC Delivered Plgs Received	444		
Total Troop Sales	\$ 7,718.00	Council Proceeds	\$ 6,567.50
Troop Proceeds	- \$ 1,150.50	Payments Made	- \$ 6,567.50
Council Proceeds	\$ 6,567.50	Amount You Owe Council	\$ 0.00

- You must look at your “Sales Report” tab in eBudde™ for the “Amount You Owe Council.”
- Your final payment due will account for all previous payments, Digital Cookie orders.
- The final ACH draft will occur shortly after March 15, 2023 (we allow time for bank processes).
- If an emergency arises and a troop does not have all of the funds available for the final draft, troop volunteers must email cookies@hngirlscouts.org by March 15, 2023 at 5:00pm. The email should include the following:
 - Current account balance available for withdrawal.
 - When the remaining balance is anticipated.
 - What caused shortage of funds.
 - Complete online “Unpaid Funds Report” for any unpaid cookie balance and please keep a copy for your records.
- If a troop’s ACH draft is returned as insufficient funds for any reason, the troop is responsible for any bank fees that occur.
- Failure to submit payment for Girl Scout cookies by the deadline may result in immediate release of the Troop Cookie Manager/Troop Leader and involvement of a collection agency for the amount due, plus troop cookie proceeds.

If a caregiver owes money for their cookies, follow these steps:

1. Contact the caregiver and discuss the problem.
2. Complete the online “Unpaid Funds Report” found at www.hngirlscouts.org under Members and Cookies.
3. Submit the following along with your Unpaid Funds Report:
 - Original signed “Caregiver Permission Form.”
 - Original copies of all cookie and money receipts (keep a copy for your records).
 - Other information as needed (i.e. police report, insurance claim).
- If a caregiver does not pay their money by the date stated in the letter, the caregiver may be sent to collections, have restrictions placed on them for future cookie sales and/or released as a Girl Scout volunteer.
- It is important that if a troop has a caregiver that has unpaid funds to submit the “Unpaid Funds Report” even if you think the caregiver will pay, so the troop is not held responsible for these funds.
- All high-end rewards items for the person owing these funds will be held until the caregiver has paid these funds in full.

If your troop takes a check and it is returned for non-sufficient funds (NSF), you can:

- Call the bank the check was issued from and ask if it is good for re-deposit.
- 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 business days.

After following these steps, if you are still unable to recover the funds, you can:

- Turn in the check to GSHNC and the Council will reimburse your troop for the value of the check and handle collection. (GSHNC does not reimburse any bank fees incurred from the NSF check.)
- You will need to send GSHNC the certified copy of the check that the bank sends you.



If you have questions, first call your
Service Unit Cookie Manager

Name

Email

Phone (home)

Phone (cell)

My login information for Cookie Portal is:

Login (hint: your email address)

Password:



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