

COOKIE CUPBOARD FREQUENTLY ASKED QUESTIONS

1. Who can pick up from the Cookie Cupboard?

Any adult authorized as a Cookie Pick-up Person by the troop leader in eBudde can pick up inventory.

2. How do I add an authorized user in eBudde?

In your troop “Settings” tab - “Edit Settings”

See page 17 of the Volunteer Cookie Manual or [JIT—Cookie Pick-Up Person](#) for full details.

3. What if an unauthorized user comes to pick up cookies? Will they be denied?

If an unauthorized adult comes to pick up cookies, staff will attempt to contact the troop leader and request they add them as an authorized Cookie Pick-up Person, or allow staff to do so. If the troop leader is unable to be reached the unauthorized adult will be unable to take inventory. Because of this, it is very important that you set up anyone you wish to have pick up inventory prior to the cupboard opening.

4. Can I return cookies to the cupboard?

No. Cookie inventory taken from the cupboard becomes ownership of the troop and will need to be paid for at the end of the cookie sale.

5. What if I need more cookies when the cupboard is closed?

We recommend reaching out to your troop leader to determine if there is inventory on-hand, or reaching out to other girls within the troop. You can also check your local GSDH Cookie Exchange Group on Facebook or under the ‘Cookie Exchange’ tab in eBudde.

6. Is there a minimum/maximum number of cookies that can be picked up from the cupboard?

No, there is not a limit. However, any cookies taken from the cupboard become ownership of the girl, troop, or Service Unit they are transferred to and cannot be returned.

7. When an order is picked up, does it get transferred immediately?

With our Cupboard Keeper App, all pending orders will be transferred immediately when picked up. The troop will be emailed a receipt.

8. Do cookies from the Cookie Cupboard get transferred to the troop’s inventory or all the way down to the individual girl’s inventory?

Pending Orders are placed as a troop and are transferred to the troop level. If you would like to keep track of what orders you are placing for certain girls, you can place a note in the ‘contact’ field when entering the pending order to help your records. It also allows you to print your own receipt when placing the order.

9. How do I place a pending order in eBudde?

See page 16 of the Volunteer Cookie Manual or [JIT—Placing a Pending Order](#) for full details.

10. Will the Cookie Cupboard have all the cookies I need?

Cookie inventory is shuffled between cupboards as needed. Placing Pending Orders helps us know what inventory is needed at each Cookie Cupboard. All cookies are on a first come, first serve basis after filling Pending Orders.