

Girl Scout Cookie Program

Volunteer Manual



February 12 - March 25

OWN YOUR magic



Whether they're a social butterfly, creative thinker or strategic innovator, every Girl Scout entrepreneur has their own kind of magic. And Girl Scout Cookie Season is the perfect time to harness that magic and achieve their goals!

The information in this guide was crafted to help you empower each and every Girl Scout — from newcomers planning their first cookie booth to seasoned pros upgrading their digital strategies.

There's no limit to what Girl Scouts can achieve with your help, and we know you're excited to get started. So go ahead, own your magic!



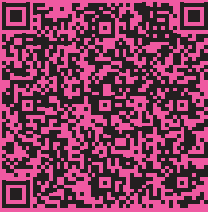
Here's to You, Volunteer!

Thank you for volunteering to serve as a Troop Cookie Coordinator (Troop CC)! 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 magical season in this guide, developed in collaboration with 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!

Need help or inspiration?

Scan the QR codes throughout this manual to view resources.



All resources in this guide are available at gsdakotahorizons.org/CookieResources unless otherwise noted.

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2023–2024 Girl Scout Cookies®

All our cookies have...

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

The World's Most Flavorful Lineup



Adventurefuls® • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt **\$ 5**
 Approximately 15 cookies per 6.3 oz. pkg.



Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits **\$ 5**
 Approximately 12 cookies per 6.2 oz. pkg.



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe **\$ 5**
 Approximately 38 cookies per 9 oz. pkg.



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

Oatmeal sandwich cookies with peanut butter filling **\$ 5**
 Approximately 20 cookies per 8 oz. pkg.



Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes **\$ 5**
 Approximately 15 cookies per 7.5 oz. pkg.



Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating **\$ 5**
 Approximately 15 cookies per 6.5 oz. pkg.



Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint **\$ 5**
 Approximately 30 cookies per 9 oz. pkg.



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

Graham sandwich cookies with chocolaty and marshmallowy flavored filling **\$ 6**
 Approximately 16 cookies per 8.5 oz. pkg.



Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits **\$ 6**
 Approximately 14 cookies per 6.7 oz. pkg.





Inspire
Girl Scouts
to Fund their
Adventures



Benefits

Dakota Dough

Dakota Dough is a Girl Scouts Dakota Horizons (GSDH) issued reward that can be spent on most Girl Scout related activities. This may include program and event fees, retail store purchases and girl membership registration fees. For complete guidelines on Dakota Dough, visit gsdakotahorizons.org/DakotaDough.

Troop Proceeds

Troops earn \$0.65 for every package of cookies sold. Troop proceeds belong to the Girl Scout troop and not the individual members of a troop.

Note: Individually Registered Girls (IRG) or girls not in a traditional troop, earn additional Dakota Dough in place of Troop Proceeds.

Service Unit Proceeds

Proceeds are given to service units for their support, time and energy with the Product Programs. Proceeds are based on participation and are to be used to enhance and support the Girl Scout Leadership Experience and deliver successful programs to all girls within the service unit.

How much can your troop earn?

Follow these steps to help guide your troop in the discussion.

- Decide what your troop plans are for next year and how much it will cost.
- Have girls review the rewards to help them set their personal goals.

packages the troop wants to sell

= _____

x \$0.65 Troop Funds

= \$ _____

Cookie Business Badges

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. **All badge requirements can be found in the Volunteer Toolkit.**



Skills Development

1

Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.

How you can help: Encourage them to set incremental, achievable goals. Work with them to break down their goals into small, frequent wins, like weekly challenges.

2

Decision Making

Girl Scouts learn to make decisions on their own and as a team.

How you can help: Talk about how they plan to spend the troop's cookie earnings.

3

Money Management

Girl Scouts learn to create a budget and handle money

How you can help: Build on their interest in learning to manage all facets of the cookie business, like creating a budget to fund a troop experience or figuring out the percentage of customers who chose the donation option.



4

People Skills

Girl Scouts find their voices and build confidence through customer interactions.

How you can help: Ask them about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.

5

Business Ethics

Girl Scouts learn to act ethically, both in business and life.

How you can help: Talk to them about the importance of delivering on their promise to customers. They can also consider offering a cookie donation option.

Volunteer Patch

When cookie coordinators and co-leaders complete the following steps by January 11, they'll earn a patch.

1. Let us know you are managing your troop's program by selecting the Cookie Coordinator role in MyGS.
2. Complete training in gsLearn.
3. Place a troop initial order.



The Girl Scout Cookie Program® helps girls develop real-world skills in five essential areas:



Girl Rewards

Rewards are cumulative. Rewards are subject to change due to unforeseen circumstances. Similar items may be used as a substitute.

25+ Packages
Theme Patch



275+ PACKAGES
Axolotl Charm It! Charm,
Charm Bracelet, & \$10 Dakota Dough
(OR \$15 Dakota Dough)

75+ PACKAGES
Scratch Art Poster
(OR \$5 Dakota Dough)



350+ PACKAGES
Axolotl Plush, Lanyard,
Goal Getter Patch
& \$10 Dakota Dough
(OR \$20 Dakota Dough + Patch)

125+ PACKAGES
Axolotl Socks &
\$5 Dakota Dough
(OR \$10 Dakota Dough)



175+ PACKAGES
Mini Axolotl Plush Clip,
Axolotl Samoas Charm, &
\$5 Dakota Dough
(OR \$10 Dakota Dough)



425+ PACKAGES
Crossbody Bag, Fashion Patches,
Frog Charm, & \$15 Dakota Dough
(OR \$25 Dakota Dough)

225+ PACKAGES
Axolotl Pillow, Action Patch,
& \$5 Dakota Dough
(OR \$10 Dakota Dough + Patch)



500+ PACKAGES
Axolotl in My Pocket T-shirt, Necklace,
Baseball Cap, Super Patch, & \$15 Dakota Dough
(OR \$30 Dakota Dough + Patch)



Instant Rewards

Mailed directly to girls once earned in eBudde.

- 112+ Packages - Sold in Digital Cookie
- 300+ Total All Packages



1. Water Bottle Sticker Wrap



2. Temporary Tattoos

Other Rewards

Arrives at end of program.

- Heroes on the Horizon Patch



- Bandana and Cookie Hearts Charm



- 12+ Heroes on the Horizon Donations
- 25+ Heroes on the Horizon Donations

Initial Order Reward

Girl Scouts Dakota Horizons Large Cookie Tote

Place a Troop Initial Order with an average of 275 packages (or more) per Girl Scout selling and all girls selling plus 2 volunteers will earn the large cookie tote.



600+ PACKAGES

Weekender Tote, Wallet, Zippered Pouch, & \$15 Dakota Dough (OR \$35 Dakota Dough)



1250+ PACKAGES

Build-A-Bear Gift Card, Tote, Booth Stand Charm, & \$30 Dakota Dough (OR \$100 Dakota Dough)



750+ PACKAGES

Storage Ottoman, Playing Cards, Hacky Sack Set, Cookie Boxes Charm, Stanley 30oz Quencher, Axolotl Straw Topper (style will vary), & \$20 Dakota Dough (OR \$40 Dakota Dough)



1500+ PACKAGES

Snow Cone Maker, Mini Bakery (style will vary) & \$35 Dakota Dough (OR \$150 Dakota Dough)



850+ PACKAGES

Puffy Camp Blanket, Pond Pillow, Camp Cup, Travel Hammock (style will vary), & \$25 Dakota Dough (OR \$50 Dakota Dough)



2000+ PACKAGES

Universal Yums 6 Month Membership & \$40 Dakota Dough (OR \$175 Dakota Dough)



1000+ PACKAGES

CEO Cookie Club

CEO Patch, Mystery Mailings, & choice of:

- Free Camp in Dakota Horizons
- Sphero Robot, Screen Cleaner & \$25 Dakota Dough
- \$75 Dakota Dough



2500+ PACKAGES

EZyRoller Drifter X (color may vary) & \$50 Dakota Dough (OR \$220 Dakota Dough)



3000+ PACKAGES

\$250 Dakota Dough



5.



7.



8.



9.

10.



6.



5. Participate in a Cookie Booth

6. Send 18+ Emails

7. 1+ Package Sold Online

8. 225+ Packages Sold Online

9. 18+ Emails or 25+ Packages

10. 325+ Packages

Must have completed requirements in the 2023 Fall Product Program.

About the Program

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 Safety Activity Checkpoints.



Volunteer Essentials Safety Information

Visit Volunteer Essentials on our website to find Safety Activity Checkpoints and additional resources. 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.

Basic Cookie Standards

Start Date: Monday, February 12, 2024

- Girls are on their honor not to begin selling or delivering in-person before the official start date: February 12, 2024.
- Sales links should never be posted to online resale sites (eBay, Facebook Marketplace, Craigslist, etc.).
- All girls must be registered Girl Scouts for the 2023-24 membership year.
- The price of cookies is non-negotiable with no discounts.
- Cookies may not be purchased for resale.

Parent Responsibilities

- Families are responsible for the cookies that are ordered, signed for and received.
- All funds collected must be turned in to the troop often.
- Sign a receipt for each exchange of money AND product.
- Follow through on girl delivery purchases accepted through order cards and Digital Cookie.
- Assume financial responsibility for all cookies taken from the troop.
- Families should keep current records of how many cookies they have received/sold and money due.

Remember to:

- Determine how many cookies they are willing to accept.
- Sell at a level that is comfortable for parents and their Girl Scout, regardless of the council recommendation or troop goal.

Good for Girl Scouts, good for the planet!

Packages of Samoas® now have reduced plastic packaging, and cases of Thin Mints® use 26% recycled content (and 18% less packaging material).



Did you know?
100% of our
rewards packaging
is recyclable or
reusable!



Ways to Participate

Participating in the Cookie Program is easy. Girls and troops have several ways to creatively reach their goals. Here are just a few ideas to get started:

In-Person

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 Booths

Troops or groups of Girl Scouts work together to market their cookies outside a pre-approved 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. *See page 14 for more information.*

Digital Cookie

Girl Scouts can ship cookies straight to customers, accept orders for donations or have local customers schedule an in-person delivery.

Troops can also use the Digital Cookie Troop Link to do online cookie booths and accept credit cards for in-person sales. Scan the QR code to learn more.

Digital Cookie: Troop Link

Learn more about the Troop Cookie Link and Frequently Asked Questions.



Digital Cookie is a tool that helps troops and girls run their Girl Scout Cookie business online.

What can volunteers do?

- Accept credit card payments, for in-person or delivery orders, by setting up the Troop Cookie Link.
 - » This link does it all! Customers can order cookies for local delivery by girls in your troop or have cookies shipped.
 - » For Cookie Booth sales, this link allows you to take credit card payments at a booth when using the Digital Cookie mobile app. Payment will then show in eBudde under the troop link sales.
 - » Troops can also use this link for shipped only orders that will be connected to the Girl Scouts of the USA Cookie Finder. These cookies are shipped directly to the customer and the troop shares the sales with all the girls at the end of the season.
 - » Scan the QR code for more information on the Troop Cookie Link.
- Provide refunds for girls in your troop.
- View girls' storefronts.

What can girls do?

- Personalize their site with a photo or video.
- Send emails, text, or post on social media to invite friends and family to buy cookies.
- Take online orders, shipped or in-person delivery, with credit card payment.
- Families can pay troop for cash received.

Access Training

Includes step-by-step instructions on how to access gsLearn.



Primary Contacts

Service Unit Cookie Manager:

Name

Phone

Email

NOTES:

Volunteer Training

Training resources allow you to get up to speed fast on the Cookie Program!

- Watch program overview in gsLearn. Scan the QR code for step-by-step instructions on accessing gsLearn.
- Attend your service unit training.
- Review all cookie program materials and online resources on the council website.

Just-in-Time Guides

Use these step-by-step instructions throughout the Cookie Program to help guide you through specific tasks. Each guide will be emailed prior to starting tasks. Available guides include:

- Cookie Booth Sign Up
- Placing an Initial Order
- Setting Up Digital Cookie Troop Link
- Placing a Pending Order
- Transferring Cookies
- Cookie Cupboard FAQ
- Booth Recorder
- Troop Finances
- End of Program Checklist
- Final ACH

Cookie Program Materials

Troop CCs will receive the following Cookie Program materials from the Service Unit Cookie Manager:

For the Troop

- Volunteer Manual
- Receipt Book
- Sample Cookies

For each Girl Scout

- Cookie Program Order Card
- Family Manual
- Money Envelope
- Initial Order Worksheet

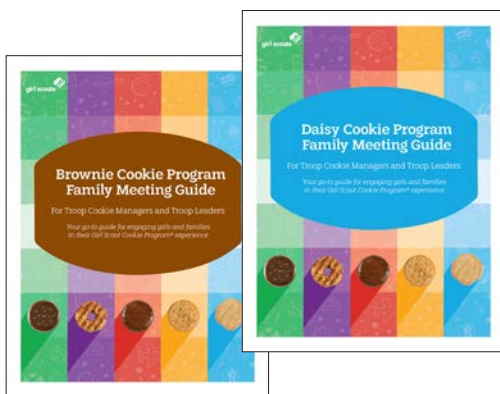
All printed materials will also be available on the council website.

Cookie Program Family Meeting Guides

Find everything you need to plan a fun and informative family meeting in these guides, which include resources tailored to each Girl Scout grade level.

Hold a family meeting prior to placing your troop's initial order so you can pass out materials, view rewards to set goals, and taste test a cookie!

Looking for something fun? Check out the Awesome Axolotl patch program featuring this year's mascot or hold a Cookie Rally for your troop.



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!

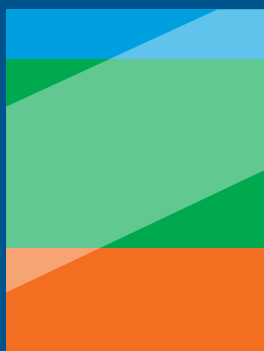


To inspire Girl Scouts and their families, check out the Cookie Entrepreneur Family Pins.

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.

Where does the cookie money go?

Girl Scout Cookies provide support for troops and girls in your local communities. In fact, after covering the cost of goods, 100% of the proceeds stays within Girl Scouts Dakota Horizons.



17% Proceeds & Rewards

54% GSLE Programming

29% Cookie Program Costs





Cookie Management System

www.ebudde.littlebrownie.com

A must-have for Girl Scout Cookie volunteers! The eBudde cookie management system offers calendar reminders, reports, training and much more — on either your desktop or mobile device. It's also where sales are recorded so Girl Scouts get full credit for their hard-earned rewards.

Here are some quick steps to get you started:

- Download the eBudde app
- Once you've been added to the system, you will receive an email with a link and login information from do_not_reply@littlebrowniebakers.com
- Explore the dashboard on both the desktop and app versions, where you'll find messages, links to tools and resources you'll need throughout the season
- Visit the eBudde Help Center for any questions related to tech and training
- **All instructions in this manual are for the desktop version of eBudde.**



Visual learner?

There's a video for that on the Little Brownie Bakers® YouTube channel! Check out this playlist for step-by-step eBudde training videos.



Watch videos!



Getting Started in eBudde

1. Look for a welcome email with link to login.

- On your desktop, click the link and set up a new password, then click CONFIRM.
- At the profile screen, enter your new password.

2. Set up your troop.

- Click the SETTINGS tab, then EDIT SETTINGS.
- Enter your troop's package goal.
- Update the level of your troop if needed.
- Click UPDATE to save.

3. Adding Users

- Click the SETTINGS tab, then EDIT SETTINGS.
- Enter email addresses of additional users at the bottom of the page.
- Click UPDATE to save.
- eBudde will email the new user a link to sign in.

4. Verify Girls

- Click the GIRLS tab.
- Review troop roster.
- Contact Member Services for corrections.

Navigating Features

Below are a list of what you can find under the most used tabs in eBudde.

Dashboard

On your troop's default screen, you'll find important messages from your council/service unit and links to tools and resources you'll need throughout the season.

Contacts

Review contact info and click EDIT to make changes.

Settings

You can do several things under this tab:

- Edit troop info
- Enter the number of girls selling and the troop's package goal
- Add Cookie Pick-up Person
- Verify banking info

Girls

Girls will be uploaded into your troop from the GSDH registration system. Contact Member Services if roster is not correct.

Initial Order

Enter your troop's initial order by girl, and order additional Girl Scout Cookies for booth sales.

NOTE: Once orders are submitted here, they cannot be changed.

Girl Orders

You'll spend most of your time in this tab:

- Track girl orders
- Enter girl payments

Transactions

Find a list of all orders to/from the troop:

- Order cookies from Cookie Cupboard
- Transfer cookies between troops

Rewards

You'll select all the girl's choices of rewards on this tab and submit at the end of the season.

Sales Report

Review all sales totals for the troop, including:

- Final package numbers
- Amount Due Council
- Heroes on the Horizon donations

Help Center

Find additional information, including:

- eBudde help
- Links to eBudde Microburst Training Videos with step-by-step instructions

Before you get your Cookie Program started, you'll sign up for Cookie Booths and place an Initial Order in January to have cookies on hand at the start of the program.

Cookie Booths

Cookie Booths are a great way for Girl Scouts to shine in their communities! There are 2 types of Cookie Booths: Council Scheduled Booths and Troop Scheduled Booths.

Council Scheduled Booths

Council scheduled cookie booths have been pre-arranged at high-traffic locations. Troops sign up for these booths through eBudde during specific times below and are limited to 3 slots per sign-up date and must be at 3 separate locations. No limit during final sign-up time.

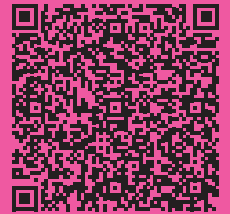
January 5 | 7:00 PM CT/6:00 PM MT

*Spring Renewal Priority Booth Sign Up January 4 | 7:00 PM CT/6:00 PM MT

January 7 | 7:00 PM CT/6:00 PM MT

January 9 | 7:00 PM CT/6:00 PM MT

Find step-by-step instructions with screenshots on how to sign-up for cookie booths.



Sign-up for a Council Scheduled Booth

1. In eBudde, click on "Booth Sales" tab.
2. Click on the "Sign up for a Council Booth" button.
3. Choose the city and find the location.
4. Use the down arrow on the right to select a date.
5. Click on the box for the desired time slot.
6. Click the 'Submit' button.

Tip: Customers find our booths through the Cookie Locator. If you cannot attend your time slot, release it in eBudde the same way you reserved the slot.

Troop Scheduled Booths

Each troop can schedule a cookie booth most anywhere a girl is able to attend. Do not approach businesses on the council sponsored booth list (found in eBudde) for additional times or dates.

- Following GSUSA safety guidelines, troops must register all booths in eBudde.
- All troop scheduled booths must be submitted into eBudde at least 48 hours in advance for approval.

Register your Troop Scheduled Booth

1. In the Booth Sales tab, click on "Add/Edit a Troop Booth".
2. Click the "Add+" button.
3. Enter the information.
4. Click "Submit".

Your request will show a pending status until reviewed by council for approval.

You can also edit any previously scheduled booths in this same area.

Stats by Cookie

Ordering cookies isn't an exact science. Here are the average sales for GSDH per cookie variety.

Adventurefuls.	11%	Tagalongs	17%
Lemon-Ups	7%	Thin Mints	21%
Trefoils	5%	Girl Scout S'mores . . .	8%
Do-si-dos	6%	Toffee-tastic	4%
Samoas	21%		

Use the tools below to help you and the Girl Scouts determine the Initial Order for your troop. Initial orders are what the girls want individually and booth cookies to cover the first few booths.

Girl Scout Initial Order Worksheet

This worksheet is used by Girl Scouts and parents to determine their initial order by having them create a goal and selecting rewards.

Tips:

- Before handing out to Girl Scouts, fill in last year's sales if they participated. In eBudde, select last year's dates in the drop down at the top left of the screen.
- Have girls select all the rewards they would like on the back of the sheet. This saves you time at the end of the program.
- **Ensure parents sign the worksheet acknowledging they accept financial responsibility of all cookies.** This can aid in the collection process if lack of payment takes place.

Troop Initial Order Workbook

This workbook shows you what the troop sold last year by variety and calculates your recommended initial order based on last year's numbers. New troops can also utilize to help calculate your initial order.

1. Download the Excel workbook via the QR code or on our website.
2. Select the "New Troops" or "Returning Troops" tab.
3. Complete the steps on the worksheet to help determine your troop's initial order.

Download the
Troop Initial
Order Workbook



Calculating the Initial Order

Due in eBudde by January 11

1. Collect the Girl Scout Initial Order Worksheets you handed out at the Parent Meeting. Once all girls' worksheets are collected, total all cookies by variety.
2. Total the cookies needed by girls.
3. Consider the number of booths your troop will be participating in during the first few weeks. Use the Stats by Cookie chart to help determine the quantity of each variety to order.
4. Add cookies needed by girls and troop for total order.

Note: Girl's Initial Orders can be calculated in packages but the Troop's Initial Order must be completed in full cases (12 packages = 1 case).

Placing the Initial Order

Now you've determined how many packages you need, it's time to place your order in eBudde.

1. Click on the "Initial Order" tab.
2. Click each girl's name and enter the girl's total cookie order in packages.
3. Click the "Submit" button and repeat for each girl.
4. Add troop cookies for booths to the "OTHER" and "BOOTH" lines.
5. Click "Save". You will notice that eBudde will round up your troop total order to the nearest full case.
6. When all orders are entered, click the "Submit Order" button to send your order to the service unit.

Reminders

- To edit entries, click on the item that needs updated and save.
- If you have changes after you submit, you will need to contact your Service Unit Cookie Manager (CM).

Find step-by-step instructions with screenshots on how to place the initial order and initial order reward.



How many cases can your car carry?

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

Returns/Exchanges

- GSDH will not accept any cookie returns at any point in the program. Please plan accordingly.
- At the troop's discretion, parents may be allowed to exchange cookies within the troop.
- GSDH will accept warehouse-damaged packages in exchange for the same variety.
- Cookie swaps and transfers between troops are encouraged!
- Check the Cookie Exchange in eBudde or reach out to other troops in your area via the Facebook Exchange pages on page 19.

Initial Order Reward

Troops that place an initial order with an average of 275 packages per girl selling will qualify for the initial order reward.

- Girl selling = any girl that has cookies assigned to her line in eBudde.
- The per-girl average is based on the total number of packages the troop orders (girl packages + OTHER line + BOOTH line).
- Troops receive one reward per girl selling and two rewards for volunteers.
- Rewards will be distributed during cookie delivery.

To submit Initial Order Rewards:

1. Click on "Rewards" tab.
2. Choose "Fill Out" next to the "Initial Rewards Order".
3. Click "Submit".



Initial Order Pick-Up

Once the cookies have been delivered to the service unit, it's time to pickup your troop's cookies! If your service unit is using eBudde to schedule pickup times, you can follow the directions below. Please be sure to reach out to your Service Unit Cookie Manager for more information.

1. Click on "Delivery" tab across top.
2. Make selection for "Who is picking up your cookies?"
3. Click on a time slot.
4. Click "Submit" once you've made your choice.

Next Steps

- Make sure you have enough vehicles to take your entire initial order in one trip and don't be late.
- Always sign and keep a copy of your receipt when picking up cookies and distributing to your troop families!
- Get your space ready and sort your entire troop's orders before starting any pickups.

Find step-by-step instructions with screenshots on how to schedule your troop initial order pick-up.



About Pending Orders

When you need more cookies, your troop must place an order to your Cookie Cupboard (page 18) in eBudde. This is called a Pending Order.

- **Pending Orders are important for inventory control and help to ensure Cookie Cupboards remain fully stocked with all cookie varieties.**
- Placing a pending order encourages you to think ahead about your troop's needs.
- All pending orders will be available for pick up during Cookie Cupboard hours unless contacted by the Cookie Cupboard Manager.
- Pending orders can be placed by the case, package, or a combination of both.
- Orders can be edited once at the Cookie Cupboard if you discover you need a different amount.
- Pending orders can be submitted by a Troop CC or Troop Co-Leader and can be picked up by any Cookie Pick-up Person. (*See next page for details.*)

Place a Pending Order

1. Click on the "Transactions" tab.
2. Click on the "Add+" button.
3. Verify that the "Cupboard" button is selected.
4. Click on the "Select Location" down arrow to choose the location to pick up your cookies.
5. Enter the date and time.
6. Edit the "Contact Info" box with pertinent information. Examples: 'Suzie's Order', 'Sarah will pick up'
7. Verify that "Add Product" is selected.
8. Enter the cookie order and click "Submit".

Find step-by-step instructions with screenshots on how to place a pending order and register a Cookie Pick-Up Person.



Resources

Use these resources to guide you through the Cookie Program.

Dakota Horizons

- gsdakotahorizons.org/CookieResources
- 800-666-2141
- help@gsdakotahorizons.org

Find procedures, forms, and manuals on the website or call or email Member Services for additional support.

GSDH Member Connect Facebook Group

facebook.com/groups/gsdhmembers

Join this Facebook group to receive up-to-date information about the program and connect with volunteers.

Little Brownie

littlebrownie.com

Check out the baker's website for exciting girl activities, booth ideas, recipes, and the latest news.

eBudde

eBudde.LittleBrownie.com

Manage the Cookie Program from one location. Order cookies, track girl activity, and order girl rewards.

Digital Cookie

digitalcookie.girlscouts.org

View Girl Scouts online storefront and manage troop credit card payments at cookie booths.

Cookie Cupboards

A Cookie Cupboard is a troop's go-to spot to get more cookies!

- Cookie Cupboards do not collect any money.
- All cookie orders are transferred in eBudde at the time of pick up and a receipt will automatically be generated.
- Cookie Cupboard inventory may not be guaranteed.
- We encourage troops to create a Pending Order to ensure availability of cookie varieties.
- Locations and hours of Cookie Cupboards can be found in eBudde when placing your Pending Order or on the council website.

Cookie Cupboard FAQ



Pick Up a Pending Order

You've placed your pending order—now it is time to go pick them up. Anyone picking up cookies for a troop must be registered in eBudde as an authorized **Cookie Pick-Up Person**. Troops may have more than one Cookie Pick-Up Person.

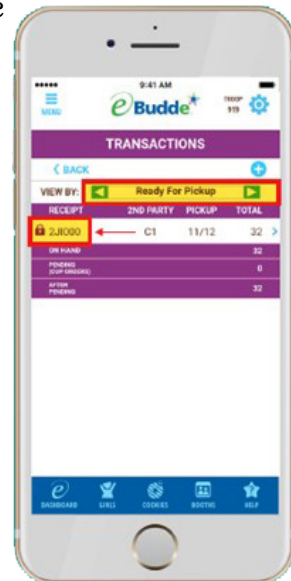
- Add your Troop Cookie Pick-Up Person in eBudde on the settings tab before sending them for cookies.
- Once entered, they will receive an email with a link to eBudde. Following the link, they will log in using their email and create their own password and download the eBudde app.
- If your Troop Cookie Pick-up Person is already an eBudde user for another troop, use a different email to ensure their access to eBudde remains unchanged.

Confirm Pick-Up with the eBudde App

It's essential that you confirm your pickup in eBudde to transfer responsibility for the cookies to your troop. If you forget, you may be contacted by the cupboard to remind you to close out your order.

To confirm any outstanding pickup transactions in the App:

1. Tap Cookies > Tap Troop Transactions / Pending Order.
2. Tap the left arrow in the sort menu to view orders that are Ready for Pickup.
3. Just tap an order you picked up and then tap Confirm Pickup to close out the transaction.



Booth Recorder

Using the Cookie Booth Recorder in eBudde or the eBudde Mobile App helps council determine the success of cookie booths and locations year after year. It also helps determine how many cookies by variety are regularly sold at booths. To use the Booth Recorder:

1. Click the "Booth Sales" tab.
2. Find the booth location that you wish to record the sales.
3. Click on the "Record Sale" button.
4. Fill in the amount of cookies sold.
5. Click on "Go to Distribute" button.
6. Select all the girls that participated at the booth
7. Click "Distribute" if you'd like to distribute the sales evenly. To enter them manually, click on the down arrow near each girls name and enter her sales.
8. Click "Save".

Find step-by-step instructions with screenshots on how to use the booth recorder.



Transfer Cookies in eBudde

- Every time cookies are picked up from a cupboard or a troop, the cookies must be transferred in eBudde to a troop or girl.
- Due to system limitations, you cannot transfer directly between girls. You will need to transfer from a girl to the troop and then from the troop to the girl.

Transfer Cookies from the Troop to a Girl

1. On the "Girl Orders" tab, choose the girl that will be getting the cookies.
2. Click on the "+Order" button.
3. Enter the cookies she will be receiving.
4. Add a comment regarding this transaction. 'Mom requested cookies', 'Cookies from Troop 12345'
5. Click "Save".

Transfer Cookies from your Troop to another Troop

1. On the "Transactions" tab, click on the "+Add" button.
2. Select the "Troop" button.
3. Enter the troop number you are receiving / giving cookies.
4. Edit the "Contact Info" box with pertinent information regarding the transfer. 'Cookies for Mallory', 'Troop Leader Susan requested cookies'.
5. Click on the "Add Product" button if you are receiving cookies or "Remove Product" if you are giving cookies.
6. Enter the cookies to be transferred.
7. Click "Save".

Find step-by-step instructions with screenshots on how to transfer cookies in eBudde.



Cookie Exchange

Connect with troops in your area to exchange excess cookies throughout the program.

eBudde

The Cookie Exchange in eBudde allows you to see what cookies other troops have to exchange and post your extras. Contact information is available so no need to hunt down additional information. Go to the "Cookie Exch" tab to check it out!

Facebook Exchange Groups

These exchange groups are for volunteers and parents. Remind parents to let you know when an exchange happens with another troop.

- GSDH Cookie Exchange (NE District)
Areas in and around Fargo, ND and Grand Forks, ND
- GSDH Cookie Exchange (NW District)
Areas in and around Bismarck, ND and Minot, ND
- GSDH Cookie Exchange (SE District)
Areas in and around Sioux Falls, SD, Watertown, SD and Yankton, SD
- GSDH Cookie Exchange (SW District)
Areas in and around Rapid City, SD and Pierre, SD

Ensure any time cookies are exchanged, a receipt is signed by both parties and determine who will be responsible for the eBudde transaction.

Promotional Merchandise

Girl Scout Cookie gear is available to help promote your business whether walking in your neighborhood or at a cookie booth.

Cookie Apparel
Yard Signs
Banners
Cookie Cart
Fun Patches
Button

Door Hangers
Thank You Cards
Money Pouch
Tablecloth
Car Magnets
And more...

Visit gsdakotahorizons.org/shop to learn how to purchase these items and more.



Inspire Girl Scouts to Market Their Cookie Businesses



5 for 5 Promotion

The 5 for 5 Promotion was designed to not only give customers a fun chance to win more cookies, but also help girls and troops increase their cookie sales.

For Customers

When customers buy 5 boxes of cookies, they can enter into an online drawing to win 5 cases (60 boxes)!



For Troops

Troops that sell to the 5 winners will also receive 5 cases of cookies to donate to a place of their choice. Winning troops will also receive a \$25 GSDH retail gift certificate.

For flyer and entry cards, visit the Cookie Resources website.



Booth Kit

Your Girl Scout Troop has decided to have a cookie booth to expand their Cookie Program experience and work toward their goals, now what?

This Cookie Booth Kit will provide information and ideas to ensure you and your girls have a great experience whether in-person or online!

What it includes:

- Promotions
- Supply List
- Etiquette
- Recording your Sales
- Booth Inventory Worksheet
- Graphics and Signs

Download the
Booth Kit



Social Media Toolkit

The Social Media Toolkit gives troops, girls (and parents) tools to highlight their businesses in creative ways and help them meet their goals. You'll have everything you need to have an amazing cookie season!

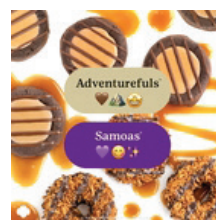
Explore the toolkit online and click on the graphics to download the images. Get ready to have a ton of fun promoting Girl Scout Cookies this season!

Action steps to help you get started — and get sharing:

Create a social calendar that covers different phases of the cookie season, from rallies to booth events.

- Invite girls to join you in brainstorming ideas for social posts that get the attention of cookie fans.
- Take the opportunity to celebrate your troop's achievements on social media.

Download the
Social Media
Toolkit



HEROES on the horizon

Heroes on the Horizon is our council cookie donation program that encourages girls to ask customers/businesses to donate \$5 for cookies to be donated to military organizations, first responders and other non-profit organizations throughout the council.

“ In 2023, GSDH Girl Scouts collected over 14,314 packages of cookies for donation! GSDH partnered with VA Hospitals, military branches, Feeding America/ Backpack Program and other local heroes. ”

Council facilitates all deliveries of cookies donated through this program. Troops will not receive the cookies for donation, they only collect the funds.

All Heroes on the Horizon donations count toward girl reward totals and troop proceeds.



Bling Your Booth

Are the Girl Scouts in your troop the most creative cookie entrepreneurs around? Let your creative and innovative side soar during the Bling Your Booth Contest!

Nothing will generate more excitement and attract more customers to your booth like the pizzazz of a blinged out cookie booth! Contest is open to troops and Individually Registered Girls.

How to Enter

1. Rename your photo to include your troop number.
2. Upload photo to contest site linked at gsdakotahorizons.org/CookieResources
3. 3 troops will be randomly selected to win a pizza party for their troop (value \$100).

More Magic

Did you know Little Brownie Bakers® started making Girl Scout Cookies® in 1973? They've been baking with heart for 50 years now! Join us in celebrating their milestone by checking out their new website.

LittleBrownie.com is filled with tons of materials to help entrepreneurs grow their cookie businesses. Build digital and in-person marketing campaigns with resources like clip art, cookie photography, virtual backgrounds, booth signage and recipes.




Explore the site and share the link with your troop!

Money Management

All girls/families are financially responsible for all cookies ordered and received from the Cookie Cupboards or troops. Protect your troop from financial discrepancies by doing the following:

1. Obtain a signed Girl Scout Initial Order Worksheet from each Girl Scout and keep for your records. *See page 15 for more information.*
2. Issue a signed receipt for every exchange of money and cookies to provide a paper trail of exchanges. Give the white copy to the family for their records and keep the yellow copy for the troop's records.
3. Update eBudde's Girl Order tab as soon as transactions occur. Use the eBudde app for timely recording. *See page 19 for more information.*
4. Provide families a copy or screenshot of their girl's activity on the Girl Order tab throughout the program. This ensures both parties are verifying transactions.
5. Deposit Girl Scout's money often. It may be helpful to use separate deposit slips. *See Just-in-Time: Troop Finances for more info.*



Set your troop up for financial success!

Tips

- Reach out to council as soon as any problems become apparent.
- Do not give families additional cookies if they are not turning money in for the cookies that they have already received.
- Even though council will not accept any cookie returns at any point in the program, we can help connect you with a troop that is looking for additional cookies if you can't find one on the exchange pages.
- Maintain a copy of all Girl Scout Initial Order Worksheets, receipts, deposit slips for two reporting years per Troop and Service Unit Funds Policy.
- Any misuse of troop funds may result in legal action taken by council.

Collect & Deposit Money Often

To minimize the risk of outstanding balances, girls and troops should:

- Not hold onto checks for more than one week.
- Deposit money frequently and not leave funds in unsafe locations.
- **Utilize Digital Cookie to collect parent payments to reduce the amount of cash on hand.**

Troops without a troop bank account should contact their service unit treasurer or cookie manager for instructions to complete the program.

Find step-by-step instructions with screenshots on managing finances in eBudde.



Add Girl Payments in eBudde

Troops should record all payments in eBudde. Good record-keeping will help to avoid any confusion over financial responsibility of the cookies. Have all parents/girls sign receipts when turning in funds.

To add payments from girls:

1. Click on the "Girl Orders" tab.
2. Select the girl.
3. Click the "+Pay" button to record cash and checks received.
4. Enter the amount received from girl.
5. Always add a comment with important information. 'Cash dropped off by dad' (another example)
6. Click "Save".

Note: This feature will remain open after the program has ended so you can record any late payments.

Initial ACH

The initial ACH takes place on March 8, 2024.

- This is calculated by multiplying the number of boxes in the troop's initial order by \$1.25 less any Digital Cookie payments received by council.
- All cookie funds will be collected electronically to council via Automated Clearing House (ACH).
- Troops will receive an email from eBudde approximately 10 days prior to each withdrawal reminding them of upcoming date.
- Bank account information is automatically uploaded by council into the eBudde system from the troop's Bank Account Confirmation ACH Form submission.
- Ensure all collected cookie funds are deposited into your bank account prior to ACH dates.

Returned Checks

The most common reason checks are returned from the bank for Non Sufficient Funds (NSF) is because they are not deposited promptly.

- Accepting checks is a troop decision.
- If a troop decides to accept checks, council strongly encourages only accepting checks from friends and family members.
- Make deposits on a Friday (most popular payday) to help reduce the chance of receiving a NSF check.

If a check is returned to the Troop as NSF

- Contact council immediately by submitting the NSF form along with the ORIGINAL legal copy of the check.
- If the NSF check is reported to council within 30 days of bank notification, we will assist in the collection process.
- NSF checks reported to council after 30 days of bank notification will need to be collected by the troop.
- Council does not cover any bank fees associated with the NSF check.

Make copies of all documentation prior to sending to council and keep for your records.

All forms can be found at gsdakotahorizons.org/CookieResources

Outstanding Balance from Girls

All girls/families are financially responsible for all cookies ordered and received from the Cookie Cupboards or troops. If the troop's attempts to collect funds have been unsuccessful, the troop can submit an Outstanding Balance Form (OBF). The OBF is a request to transfer financial responsibility from the troop to a family for unpaid cookies.

The troop will remain responsible for the cookies until this request has been approved by council.

For your request to be considered, the troop must do the following:

1. Update eBudde records.
 - All transfers to/from girl must be recorded with a meaningful comment.
 - All deposits from girl must be recorded with the date received.
2. Notify council by submitting an Outstanding Balance Form as soon as a problem becomes apparent.
3. Attempt to collect the debt on three separate occasions by reaching out to the family by two different methods.
4. Submit all dually signed receipts (signed by family and troop) for review.
 - Girl Scout Initial Order Worksheet
 - Receipts showing transfer to/from girl
 - Receipts showing payments received from girl
5. Submit a copy of bank activity from beginning of Cookie Program to current.

Outstanding Balance Form submission deadline is April 5, 2024

Final ACH

- **The final ACH takes place on April 19, 2024.**
- This will be the remaining amount the troop owes council less any Digital Cookie payments and troop proceeds.
- Troops will receive an email from eBudde approximately 10 days prior to each withdrawal reminding them of upcoming date.
- View the Sales Report tab in eBudde to view final amount.
- Ensure all collected cookie funds are deposited into your bank account prior to ACH dates listed above.

End of Program Checklist

Congratulations on a fun and successful program! Follow these last few steps to finalize your troop's inventory, rewards, and funds. Lastly, be sure to celebrate your troop's success!

Finalize Troop Inventory

The eBudde system will automatically calculate the rewards earned by girls —but only if the cookies are transferred from the troop inventory to each girl. To ensure that each girl receives the correct rewards, make sure all cookies have been transferred appropriately.

1. Click on the “Girl Order” tab.
2. Transfer any cookies from Troop Link sales to the girls to make sure they earn rewards.
3. Verify the following totals at the bottom are correct. Example—if the ‘Difference’ line has a negative number, these cookies should be remaining as left over.
 - Girl Totals—This is the total amount entered as sold in each category.
 - Troop Order—This is the troop’s actual packages received PLUS any Heroes on the Horizon sales.
 - Difference—A negative number indicates the troop has remaining inventory not assigned to a girl. A positive number indicates you have assigned more cookies than the troop owns.

Submit Troop Rewards

eBudde will highlight an item in red if more information is needed (size/catalog selection needed). Once you have submitted the girl’s order, eBudde will display the message in green.

To enter reward choices:

1. Click on “Rewards” tab.
2. Click on the “Fill Out” button next to "Final Rewards Order".
3. Click the girl’s name OR “Edit ALL”.
4. Choose the item chosen by girl and/or fill out t-shirt size as necessary.
5. Click the “Submit Girl Order” button.
 - The system will now remind you to submit your troop order after submitting a girl order. There will be messaging displayed for you as a reminder.
6. Click the “Submit Final Troop Reward Order” button. The reward orders for girl and troops are now submitted and can only be changed by the service unit.

Deposit Troop Funds

1. Collect remaining payments from girls.
2. Record all payments for each girl in eBudde.
3. Take final deposits to the bank for final ACH.
4. Fill out Outstanding Balance Form if needed.

Find step-by-step instructions with screenshots to complete the end of program checklist.



Cookie Calendar

January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 GSDH Offices Closed	2	3	4 Priority Booth Sign-up	5 Cookie Booth Sign-up #1 (Limited)	6
Troops Host Parent/Girl Meetings						
7	8 Troop CC Virtual Training Initial Order Webinar and Q&A	9	10	11 Troop Initial Orders Due	12 Digital Cookie Invitation Email to Troop CCs	13
Cookie Booth Sign-up #2 (Limited)		Cookie Booth Sign-up #3 (Unlimited)				
14	15 GSDH Offices Closed CM Confirms Initial Orders	16	17 Council Order Submitted	18	19	20
21	22	23	24	25 Digital Cookie Invitation Email to Girls	26	27

February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 Cookie Delivery Begins	2	3
4	5	6	7	8	9	10
11	12 Program Starts!	13	14	15	16	17
					Nat'l. GS Cookie Weekend	
18 Nat'l. GS Cookie Weekend	19 GSDH Offices Closed	20	21	22	23	24

Cookie Calendar

March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	1	2
3	4	5	6	7	8 Initial ACH	9
10	11	12 Girl Scout Birthday	13	14	15	16
Girl Scout Week						
17	18	19	20	21	22	23
24	25 Program Ends!	Troops Complete all Transfers and Reward Orders			29 eBudde Closed to Troops	30 SU CMs Verify & Submit Orders

April

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31 SU CMs Verify & Submit Orders	1 eBudde Closed to SU CMs	2	3 Council Order Submitted	4	5 Outstanding Balance Forms Due	6
7	8	9	10	11	12	13
14	15	16 GSDH Annual Meeting	17	18	19 Final ACH	20
21	22	23	24	25	26	27
28	29	30	Rewards Ship to CMs week of May 6			